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# PeopleSoft Enterprise Client Management 9 PeopleBook

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**August 2006**

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# About This PeopleBook

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

This preface discusses:

- PeopleSoft Enterprise application prerequisites.
- Application fundamentals.
- Documentation updates and printed documentation.
- Additional resources.
- Typographical conventions and visual cues.
- Comments and suggestions.
- Common elements in PeopleBooks.

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**Note.** PeopleBooks document only elements, such as fields and check boxes, that require additional explanation. If an element is not documented with the process or task in which it is used, then either it requires no additional explanation or it is documented with common elements for the section, chapter, PeopleBook, or product line. Elements that are common to all PeopleSoft Enterprise applications are defined in this preface.

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## PeopleSoft Enterprise Application Prerequisites

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

You might also want to complete at least one introductory training course, if applicable.

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

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

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## Application Fundamentals

Each application PeopleBook provides implementation and processing information for your PeopleSoft Enterprise applications.

For some applications, additional, essential information describing the setup and design of your system appears in a companion volume of documentation called the application fundamentals PeopleBook. Most product lines have a version of the application fundamentals PeopleBook. The preface of each PeopleBook identifies the application fundamentals PeopleBooks that are associated with that PeopleBook.

The application fundamentals PeopleBook consists of important topics that apply to many or all PeopleSoft Enterprise applications. Whether you are implementing a single application, some combination of applications within the product line, or the entire product line, you should be familiar with the contents of the appropriate application fundamentals PeopleBooks. They provide the starting points for fundamental implementation tasks.

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## Documentation Updates and Printed Documentation

This section discusses how to:

- Obtain documentation updates.
- Download and order printed documentation.

### Obtaining Documentation Updates

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

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

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### See Also

Oracle's PeopleSoft Customer Connection, [http://www.oracle.com/support/support\\_peoplesoft.html](http://www.oracle.com/support/support_peoplesoft.html)

### Downloading and Ordering Printed Documentation

In addition to the complete line of documentation that is delivered on your PeopleBook CD-ROM, Oracle makes PeopleSoft Enterprise documentation available to you via Oracle's website. You can:

- Download PDF files.
- Order printed, bound volumes.

#### Downloading PDF Files

You can download PDF versions of PeopleSoft Enterprise documentation online via the Oracle Technology Network. Oracle makes these PDF files available online for each major release shortly after the software is shipped.

See Oracle Technology Network, <http://www.oracle.com/technology/documentation/psftent.html>.

#### Ordering Printed, Bound Volumes

You can order printed, bound volumes of selected documentation via the Oracle Store.

See Oracle Store, [http://oraclestore.oracle.com/OA\\_HTML/ibeCCtpSctDspRte.jsp?section=14021](http://oraclestore.oracle.com/OA_HTML/ibeCCtpSctDspRte.jsp?section=14021)

## Additional Resources

The following resources are located on Oracle's PeopleSoft Customer Connection website:

Resource	Navigation
Application maintenance information	Updates + Fixes
Business process diagrams	Support, Documentation, Business Process Maps
Interactive Services Repository	Support, Documentation, Interactive Services Repository
Hardware and software requirements	Implement, Optimize + Upgrade; Implementation Guide; Implementation Documentation and Software; Hardware and Software Requirements
Installation guides	Implement, Optimize + Upgrade; Implementation Guide; Implementation Documentation and Software; Installation Guides and Notes
Integration information	Implement, Optimize + Upgrade; Implementation Guide; Implementation Documentation and Software; Pre-Built Integrations for PeopleSoft Enterprise and JD Edwards EnterpriseOne Applications
Minimum technical requirements (MTRs)	Implement, Optimize + Upgrade; Implementation Guide; Supported Platforms
Documentation updates	Support, Documentation, Documentation Updates
PeopleBooks support policy	Support, Support Policy
Prerelease notes	Support, Documentation, Documentation Updates, Category, Release Notes
Product release roadmap	Support, Roadmaps + Schedules
Release notes	Support, Documentation, Documentation Updates, Category, Release Notes
Release value proposition	Support, Documentation, Documentation Updates, Category, Release Value Proposition
Statement of direction	Support, Documentation, Documentation Updates, Category, Statement of Direction
Troubleshooting information	Support, Troubleshooting
Upgrade documentation	Support, Documentation, Upgrade Documentation and Scripts

## Typographical Conventions and Visual Cues

This section discusses:

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

### Typographical Conventions

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

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



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

## Visual Cues

PeopleBooks contain the following visual cues.

### Notes

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

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**Note.** Example of a note.

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

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

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### Warnings

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

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**Warning!** Example of a warning.

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### Cross-References

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

## Country, Region, and Industry Identifiers

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

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

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

### Country Identifiers

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

## Region Identifiers

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

- Asia Pacific
- Europe
- Latin America
- North America

## Industry Identifiers

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

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

## Currency Codes

Monetary amounts are identified by the ISO currency code.

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## Comments and Suggestions

Your comments are important to us. We encourage you to tell us what you like, or what you would like to see changed about PeopleBooks and other Oracle reference and training materials. Please send your suggestions to your product line documentation manager at Oracle Corporation, 500 Oracle Parkway, Redwood Shores, CA 94065, U.S.A. Or email us at [appsdoc@us.oracle.com](mailto:appsdoc@us.oracle.com).

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

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## Common Elements Used in PeopleBooks

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

<b>Once, Always, and Don't Run</b>	<p>Select Once to run the request the next time the batch process runs. After the batch process runs, the process frequency is automatically set to Don't Run.</p> <p>Select Always to run the request every time the batch process runs.</p> <p>Select Don't Run to ignore the request when the batch process runs.</p>
<b>Process Monitor</b>	Click to access the Process List page, where you can view the status of submitted process requests.
<b>Report Manager</b>	Click to access the Report List page, where you can view report content, check the status of a report, and see content detail messages (which show you a description of the report and the distribution list).
<b>Request ID</b>	An ID that represents a set of selection criteria for a report or process.
<b>Run</b>	Click to access the Process Scheduler request page, where you can specify the location where a process or job runs and the process output format.
<b>SetID</b>	<p>An ID that represents a set of control table information, or TableSets. TableSets enable you to share control table information and processing options among business units. The goal is to minimize redundant data and system maintenance tasks. When you assign a setID to a record group in a business unit, you indicate that all of the tables in the record group are shared between that business unit and any other business unit that also assigns that setID to that record group. For example, you can define a group of common job codes that are shared between several business units. Each business unit that shares the job codes is assigned the same setID for that record group.</p>
<b>Short Description</b>	Enter up to 15 characters of text.
<b>User ID</b>	An ID that represents the person who generates a transaction.



# PeopleSoft Enterprise Client Management Preface

This preface discusses:

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

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

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## PeopleSoft Enterprise CRM Application Fundamentals

The *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook* contains essential information describing the setup and design of the PeopleSoft CRM system. This book contains important topics that apply to many or all PeopleSoft applications across the PeopleSoft CRM product line.

The *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook* contains these parts:

- CRM Multi-Product Foundation.

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

- Workforce Management.

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

- Interactions and 360-degree views.

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

- Self-Service for Customers.

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

- Relationship Management.

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

- Entitlement Management.

This part discusses setting up agreements and warranties.

- SmartViews.

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

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## PeopleSoft Enterprise CRM 9 Industry Application Fundamentals

The *PeopleSoft Enterprise CRM 9 Industry Application Fundamentals PeopleBook* discusses configuration options including security and financial account administration common to PeopleSoft vertical solution applications.

The *PeopleSoft Enterprise CRM 9 Industry Application Fundamentals PeopleBook* contains essential information describing the setup and design of PeopleSoft CRM industry-specific applications and the use of features that are common to multiple applications within PeopleSoft CRM industry applications, including information about:

- Industry-specific tables.
- Industry-specific setIDs and roles.
- Products for industries.
- Arrangements and contracts.
- Industry-specific business objects.
- Application security for financial services.
- Financial accounts.
- Churn management.
- Fraud management.

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## PeopleSoft Enterprise CRM Automation and Configuration Tools

The *PeopleSoft Enterprise CRM 9 Automation and Configuration Tools PeopleBook* discusses automation and configuration tools that are common to multiple CRM applications. This is an essential companion to your application PeopleBook.

There are four parts to the *PeopleSoft Enterprise CRM 9 Automation and Configuration Tools PeopleBook*:

- Correspondence management.

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

- Automation tools.

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

- Configuration tools.

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

- Knowledge management.

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

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## PeopleSoft Enterprise CRM Services Foundation

The *PeopleSoft Enterprise CRM 9 Services Foundation PeopleBook* discusses configuration options that are common to PeopleSoft Enterprise Integrated FieldService, PeopleSoft Enterprise Order Capture, and the PeopleSoft call center applications (PeopleSoft Enterprise Support, PeopleSoft Enterprise HelpDesk, and PeopleSoft Enterprise HelpDesk for Human Resources).

There are three parts to the *PeopleSoft Enterprise CRM 9 Services Foundation PeopleBook*:

- Solution management.

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

- Transaction Billing Processor integration.

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

- Environmental Systems Research Institute (ESRI) integration.

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

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## PeopleSoft Enterprise CRM Business Object Management

The *PeopleSoft Enterprise CRM 9 Business Object Management PeopleBook* discusses how to create and manage customer and worker business objects in PeopleSoft CRM.

The PeopleSoft Enterprise CRM 9 Business Object Management PeopleBook has these parts:

- Business Object Management Basics.

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

- Data Management for Organization Business Objects.

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

- Data management for Individual Business Objects.

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

- Business Object Management.

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

- Customer and Worker Data Integrations.

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

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## PeopleSoft Enterprise CRM Product and Item Management

The *PeopleSoft Enterprise CRM 9 Product and Item Management PeopleBook* discusses how to set up products in PeopleSoft CRM, including installed products, product packages, and products that are service offerings such as service agreements and warranties.

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## PeopleTools PeopleBooks

Cross-references to PeopleTools documentation refer to the PeopleTools 8.48 PeopleBooks.



# CHAPTER 1

## Getting Started with PeopleSoft Enterprise Client Management

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

- PeopleSoft Client Management business processes.
- PeopleSoft Client Management implementation.

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### PeopleSoft Client Management Overview

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

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### PeopleSoft Client Management Business Processes

Competition and increasing wealth have changed the market. The Financial Advisor (FA) must have:

- Personal relationships with a much larger book of clients.
- Awareness of a client's value and network of influence.
- Ability to react in real time to market events that affect clients' portfolios.
- Ability to make financial product recommendations that consider the client's risk tolerance, current positions, and financial goals and plans.
- Ability to detect and rescue clients at risk of attrition.

PeopleSoft Client Management business processes provide automated solutions for building and personalizing relationships. Using PeopleSoft Client Management, the Financial Advisor can:

- Manage and build the Bank's relationship with the client, the client's household, and the client's network of influence.
- Manage the client's investment portfolio.
- Consult with the client on financial goals and plans.

- Create strategies to sell financial products and services to the client.

---

## PeopleSoft Client Management Implementation

PeopleSoft Setup Manager enables you to generate a list of setup tasks for your organization based on the features 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, and links to the corresponding PeopleBook documentation.

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

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

Component	Component Interface	Reference
Equity Symbol RBF_STOCK_TBL	RBF_STOCK_TBL_CI	See <a href="#">Chapter 3, “Setting Up PeopleSoft Enterprise Client Management,”</a> <a href="#">Defining Asset Category Types and Asset Categories, page 10.</a>

### See Also

*PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, “PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface”

*PeopleSoft Enterprise Setup Manager for CRM 9 PeopleBook*

*PeopleSoft Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Component Interfaces*

## CHAPTER 2

# Navigating in PeopleSoft Enterprise Client Management

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

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## Navigating in PeopleSoft Enterprise Client Management

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

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

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### Pages Used to Navigate in PeopleSoft Enterprise Client Management

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

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**Note.** The role that is associated with a user's ID and password determines the pages to which the user has access. Thus, not everyone has access to all of the information described in this table.

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

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

## CHAPTER 3

# Setting Up PeopleSoft Enterprise Client Management

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

- Define configuration setup.
- Configure relationship classifications.
- Set up products of interest.
- Configure the risk recovery templates.
- Define asset category types and asset categories.
- Set up equity symbols and update equity values.

---

## Understanding PeopleSoft Enterprise Client Management Setup

Before you can use PeopleSoft Enterprise Client Management, you must perform the following setup:

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

---

## Defining Configuration Setup

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

### Understanding Configuration Setup

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

- Defining what to display in the Revenue column: year-to-date (YTD) account revenue or total balance (holdings).

This field is used for sort order.

- Entering the financial institution name.

## Page Used to Set Up Wealth Management Configuration Parameters

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

## Setting Up Wealth Management Configuration Parameters

Access the Wealth Management Configuration page.

**Wealth Management Configuration**  
Configuration Information

**FSI Name**

**Client Sort Order**

▼ **Audit History**

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

Wealth Management Configuration page

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

**Client Sort Order** Select how to sort clients: by *Holdings* or by *YTD Revenue* (year to date revenue).

## Configuring Relationship Classifications

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

## Understanding Relationship Classifications

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

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

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

To set up relationship classifications, use the RBW\_REL\_CLASS component.

## Page Used to Set Up Relationship Classifications

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

## Setting Up Relationship Classifications

Access the Relationship Classification page.

**Relationship Classification**

\*Description:  \*Sequence:

☒ Active ☐ Include in Indirect Amount

☒ Create New Household \*Household Role:

▼ **Audit History**

<b>Created</b>	12/01/2003 12:00AM PST	<b>By</b>	PPLSOFT
<b>Modified</b>	12/01/2003 12:00AM PST	<b>By</b>	PPLSOFT

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

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

\* Required Field

Relationship Classification page

**Description** Define how the relationship is classified. A possible classification is *Household*.

<b>Include in Indirect Amount</b>	Indicates whether this classification will be used for Indirect Amount calculation. The system displays the Indirect Amount in the Client At Risk and Household components.
<b>Create New Household</b>	Select to create a new household.
<b>Household Role</b>	This field is displayed when you select Create New Household. Enter a role for the household.
<b>Relationships</b>	Define the relationship of one member of the relationship classification to the other. These relationships appear in the Role 1 and Role 2 fields. Selecting the Use Contact Information check box indicates that the role should be used for the household's contact information. By default, contact information comes from the head of the household.

---

## Setting Up Products of Interest

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

### Understanding Product of Interest Status

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

To set up products of interest, use the RBW\_POI\_STATUS component.

### Page Used to Set Up Product of Interest Status

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

### Setting Up Product of Interest Status

Access the Product of Interest Status page.



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

\* Required Field

Product of Interest Status page

**Status Code**

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

## Configuring the Risk Recovery Template

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

### Understanding the Risk Recovery Template

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

To configure the Risk Recovery Template, use the RBW\_RECO\_TEMPL component.

**See Also**

[Chapter 5, “Working with Wealth Management,” Managing Clients at Risk, page 40](#)

### Page Used to Configure the Risk Recovery Template

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

### Configuring the Risk Recovery Template

Access the Recovery Template page.

**Recovery Template**

**Risk Reason** Financial Advisor Terminated

**Recovery Task Template**

**\*Task Template** RISK\_FA Sample Risk Template - FA Term

**Description** FA terminated recovery tasks .

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

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

Recovery Template page

**Task Template** Select the name of the template. Set up the template first before completing this field.

See *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, “Working with Tasks”.

**Task Type** Indicates the type of action that must take place. When you select a task template, the task types and priorities are carried from there.

**Task Priority** Identifies which tasks should be done first. The importance of each individual task should determine the sequence.

## Defining Asset Category Types and Asset Categories

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

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

To set up asset category types, use the RBW\_AST\_CAT\_TYPE component.

To set up asset categories, use the RBW\_ASSET\_CATEG component.

## Understanding Asset Category Types and Asset Categories

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

## Pages Used to Set Up Asset Category Types and Asset Categories

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

### Setting Up Asset Category Types

Access the Asset Category Type Setup page.

**Asset Category Type Setup**

**Asset Category Type List**

**Category Type** COMF  
**Category Level** Level 2  
**\*Description** Commodities/Futures

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

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

This object was added and is maintained by the customer.

**Audit History**

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

\* Required Field

Asset Category Type Setup page

- Category Level** Displays the level on which this asset category will appear.
- Hidden** Indicate which fields to show in the grid for the selected asset type.
- Grid Name and Panel Field Name** These fields only appear if the category level is 2. In the asset/liability page of the client summary there are display grids, depending on the asset category level 2, certain fields are displayed or hidden on those grids.

### Setting Up Asset Categories

Access the Asset Category Setup page.

**Asset Category Setup**

**Asset Category List**

\* **Asset Type 1** Asset

\* **Asset Type 2** Fixed Income

**Asset Type 3** Corporate Debt

☐ **Need Holding**

**Asset/Liability** Asset

This object was added and is maintained by the customer.

▼ **Audit History**

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

\* Required Field

Asset Category Setup page

<b>Asset Type 1 and Asset Type 2</b>	Define asset types from which you create appropriate asset categories.
<b>Asset Type 3</b>	(Optional) Enables a more granular level to categorize holdings.
<b>Need Holding</b>	Indicates whether this category requires more granular holdings.
<b>Asset/Liability</b>	Denotes whether the category is that of an asset or a liability.

## Setting Up Equity Symbols and Updating Equity Values

This section discusses how to define equity symbols and update equity values.

To define equity symbols, use the RBF\_STOCK\_TBL component.

To update equity values, use the RBF\_UPD\_EQ\_VAL\_CMP component.

### Pages Used to Set Up Equity Symbols and Update Equity Values

Page Name	Object Name	Navigation	Usage
Equity Symbol Setup	RBF_STOCK_TBL	Set Up CRM, Product Related, Wealth Management, Equity Symbol, Equity Symbol Setup	Set up equity symbols.
Update Equity Value	RBF_UPD_EQ_VAL_CMP	Financial Services, Update Equity Value	Updates the current equity values using the equity symbol.

### Defining Equity Symbols

Access the Equity Symbol Setup page.

Equity Symbol Setup				
<b>Stock Information</b>				
<b>Equity Symbol</b>	^DJI			
<b>Description</b>	DJ INDU AVERAGE			
<b>Unit Price</b>	10505.18	USD		
<b>Price Change</b>	6.00	USD		
<b>Volume</b>	183814720.0000			
<b>Last Refresh</b>	02/03/2004	3:56PM		
<b>Audit History</b>				
<b>Created</b>	02/03/2004	3:56PM PST	<b>By</b>	sdhara Sandip Dhara
<b>Modified</b>	02/03/2004	3:56PM PST	<b>By</b>	sdhara Sandip Dhara

Equity Symbol Setup page

<b>Equity Symbol</b>	Displays the industry symbol that represents the name of a particular equity.
<b>Unit Price</b>	Displays the current price of the equity.
<b>Price Change</b>	Displays the difference between the current price of an equity and its price from the previous day.
<b>Volume</b>	Displays the trading volume of the last update.
<b>Last Refresh</b>	Displays the date and time when the tables were last updated.

## Updating Equity Values

Access the Update Equity Value page.

Run this process to update the values for a specific equity.



## CHAPTER 4

# Managing Clients

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

---

## Understanding Client Management

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

Clients can belong to a household. A new business object, *Household*, has been created to fulfill the business requirements of the client management business process.

### Person

PeopleSoft Enterprise Client Management relies on the Person component.

### Relationships

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

Relationships are displayed in three places in PeopleSoft Enterprise Client Management: the Client Summary page, the Relationships page in the Person component, and the Members page in the Household component. To accommodate PeopleSoft Enterprise Client Management's household needs, you must classify the relationships. Relationships contained within a household are different from other relationships, as not only is the client related to the other household members, but also each household member is related to one another. FAs can view a detailed account of all the relationships that a client has by classification (household, family, business) and role (head of household, husband, wife, child, attorney, and so on). Contact information for each relationship is displayed, making it simple for an FA to bring up a list of all individuals whom the client influences. The system also displays the rolled-up total of enterprise products held by each individual.

### Household

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

See *PeopleSoft Enterprise CRM 9 Industry Application Fundamentals PeopleBook*, "Setting Up Business Objects," Setting Up Households.

## Risk Summary

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

### Clients at Risk

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

### Financial Advisor Termination

PeopleSoft provides one business rule to automatically identify a client at risk. When an FA is terminated for a particular client, that client is automatically identified as at risk. Termination of the FA is determined by the change in the *Employee Status* field in the Worker component. When the system has identified a client as at risk, the system notifies the members of the original account team and the newly created risk recovery team.

See *PeopleSoft Enterprise CRM 9 Automation and Configuration Tools PeopleBook*, “Working with Active Analytics Framework”.

---

**Warning!** Any financial advisor can create a client at risk, however drilling down to the client details is restricted to the owner of the client. This condition must be met to create a Client at Risk record when the worker status is terminated or retired; the system initiates a WORKFORCE\_SYNC EIP, thereby creating a Client at Risk record.

---

### See Also

Chapter 5, “Working with Wealth Management,” *Managing Clients at Risk*, page 40

*PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, “Workforce Management”

## Products

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

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

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



## Products of Interest

A *product of interest* is a product or service that a client has expressed interest in, but does not have in their product holdings. Products of interest can be products that the client is tracking, as well as products that are recommended by the FA. Using Products of Interest functionality, the FA can track: product description, dollar amount interested in, level of interest, and comments regarding the interest. The FA uses this information to help understand the desires of the client. When there is an opportunity to share information regarding a specific product, the FA can get a complete call list of customers that have expressed interest in a particular product and begin making calls to these customers to generate revenue.

## See Also

Chapter 5, “Working with Wealth Management,” Managing Products of Interest, page 38

## Referrals

A referral is a type of lead. Referral management is the process within a financial services organization that is used to track referrals of new and existing customers. It is in the FA's best interest to track referrals of new and existing customers to other lines of business. Referral management gives the FA the opportunity to follow up on any referral, whether it means calling a potential client or calling the person in a different line of business to whom the FA referred this person. You access the Referral page by selecting the Referral tab on the client summary; the system provides the FA with a one-click method of recording a referral, whether referring the client to another financial services professional for assistance or recording a referral from the client.

Note that even though a new client may be created from the Referral page, this does not automatically grant that user access to the new client. An administrator must add the user to the new client's account team before the user can access this client. For example, although a teller may refer a new client, the administrator decides if it is appropriate to add the teller to the account team.

If the referred person already exists in the customer data model, the name, address, and email address are populated automatically. If the person does not exist, the system creates a new entry in the customer data model to act as a link from the Referral component to the Person record. A referral is a row in the Lead table, RSF\_LEAD with REFERRAL\_FLG = 'Y.'

When you create a referral, the system assigns it automatically to the financial advisor based on the assignment engine that is used by the sales organization. Assignment criteria typically include product type and geographical location. After the referral is assigned, the system determines an FA based on the sales territory hierarchy. The system adds the person who refers the client as a member of the lead team so that the person can track the progress of the referral. After the system assigns the referral to an FA, that FA has the option of either accepting or rejecting it. The system sends notification to the FA upon the assignment and acceptance of the referral using AAF. Predefined business rules are delivered with AAF that notify the referral source if the referral is not assigned or is rejected within a set period of time.

## Opportunities

The system displays all the opportunities associated with a client.

## Account Team

By default, the system adds all members of the account team to the recovery team.

## Reports

An FA has the ability to create two types of reports: a Taxi Cab report and a Touch Summary report (call report). The Taxi Cab report enables financial advisors to bring a hard copy of client information into meetings or wherever it may be helpful. A Touch Summary report summarizes the contact and interaction that an FA had with a client over a specific amount of time.

## Plans

The Client Investment Plan page enables the FA to work with a client to establish the client's investment goals and plans of action to achieve those goals.

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## Working with and Maintaining Clients

This section discusses how to:

- View client summary information
- Maintain relationships.
- View risk summary information.
- Maintain product information.
- Manage referrals.
- Manage opportunities.
- Create account teams.
- Maintain call reports.
- Create plans.
- Define attributes.

## Pages Used to Manage Clients

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

Page Name	Object Name	Navigation	Usage
Products-Accounts	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Accounts	View all the financial accounts that a client has under management at that financial institution.
Products-Balance Sheet	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Balance Sheet	View all asset and liability information for a particular client.
Products-Products of Interest	RBW_PRODUCT	Customers CRM, Add Client, Client Summary, Products, Products of Interest	View all the products in which the client is currently interested.
Referrals	RBW_PRSN_REFERRAL	Customers CRM, Add Client, Client Summary, Referrals	View and work with employee and customer referrals.
Opportunities	RBW_PRSN_OPP	Customers CRM, Add Client, Client Summary, Opportunities	
Account Team	RD_ACCOUNT_TEAM	Customers CRM, Add Client, Client Summary, Account Team	View the individual members of the account team.
Tasks	RD_TASK_LIST	Customers CRM, Add Client, Client Summary, Tasks	Lists the tasks that an FA must complete.
Call Reports	RD_PRSN_CALL_RPTS	Customers CRM, Add Client, Client Summary, Call Reports	Create Touch Summary and Taxi Cab reports.
Plans	RD_ACCOUNT_PLAN	Customers CRM, Add Client, Client Summary, Plans	Create future financial plans and recommendations for the client.
Notes	RD_NOTES	Customers CRM, Add Client, Client Summary, Notes	View and add notes.  <i>See PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook, "Working with Notes and Attachments".</i>
Contact Info-Addresses	RD_PRSN_ADDR_BOOKS	Customers CRM, Add Client, Client Summary, Contact Info, Addresses	
Contact Info-Contacts	RD_PRSN_ADDR_BOOKS	Customers CRM, Add Client, Client Summary, Contact Info, Contacts	
More Info	RD_PROFILE	Customers CRM, Add Client, Client Summary, More Info	

## Viewing Client Summary Information

Access the Client Summary page.

Save

Search

Previous

Add Application

Next

My Clients

My Contacts

>>

Personalize

Name

 Tom Snow

Phone Number

 914 246 3033

Email Address

 tsnow@yahoo.com

At Risk

Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Financial Summary

Assets Under Management

Holdings

 1,636,876.00 USD

Products of Interest

 100,000.00 USD

Household Value

 1,677,813.00 USD

Net Worth

 3,001,637.00 USD

Wallet Share

 46%

Number of Referrals

 3 / 25,562.00 USD

Year-to-Date Revenue

 647.41 USD

Last Year's Revenue

 1,583.72 USD

Accounts

Holdings

Accounts

View All

First

1-5 of 11

Last

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

Relationships

Expand All / Collapse All

View Household

Client Summary page (1 of 2)

Household: Total Holdings 1,677,813.00 USD

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

Family: Total Holdings 148,410.00 USD

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

Contacts: Total Holdings 4,825,722.00 USD

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

Add Relationship

Add to Top Client List

Products of Interest

View All

First

1 of 1

Last

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

Add Product of Interest

Plans

View All

First

1 of 1

Last

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

Create Plan

Reports

Touch Summary Report

Taxi Cab Report

Business Process

No Business Processes have been added

Client Summary page (2 of 2)

## Financial Summary

### Holdings

Total holding value of a client.

### Products of Interest

Total product of interest amount.

### Household Value

Total household holding of a client.

<b>Net Worth</b>	Total net worth of the client.
<b>Wallet Share</b>	Percent of total assets that is in the assets under management.
<b>Number of Referrals</b>	Total referral count of a client.

## Relationships

The Relationships group box groups the client's relationships by type, such as household, family and contacts.

Click the relationship link to view, update, or end the relationship.

Click the Add Relationship button to add a new relationship.

## Top Client List

Click the Add to Top Client List button to add this client to your top client list. You must save the page for the action to take effect.

## Assets Under Management

This group box lists all the client's accounts with a description and the current holding.

Click the Number link to access complete information about the account.

## Products of Interest

This group box lists all products of interest for the client with the interest level, a description, and amount.

Click the Description link to view detailed information on the Product of Interest page.

Click the Add Product of Interest button to access the Product of Interest page.

## Plans

This group box list all plans for the client displaying the Plan Name, the plan status, and the start date.

Click the Plan Name link to access the My Client page where you can view and create plans for the client.

Click the Create Plan button to add a new plan for the client.

## Reports

Click the Touch Summary Report button to generate the touch summary report

Click the Taxi Cab Report button to generate the taxi cab report.

## Business Process

The system displays any business processes connected with the client.

## Maintaining Relationships

Access the Relationships page.

Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Relationships

Expand All / Collapse All

View Household

Household: Total Holdings 1,677,813.00 USD

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

Family: Total Holdings 148,410.00 USD

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

Contacts: Total Holdings 4,825,722.00 USD

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

Add Relationship

Relationships page




**Relationships** Displays the relationships among persons.

**Holdings** Total amount held in the institution.

**YTD Revenue** The revenue that the institution earned from the client.

## Viewing Risk Summary Information

Access the Risk Summary page.

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

Risk Summary page

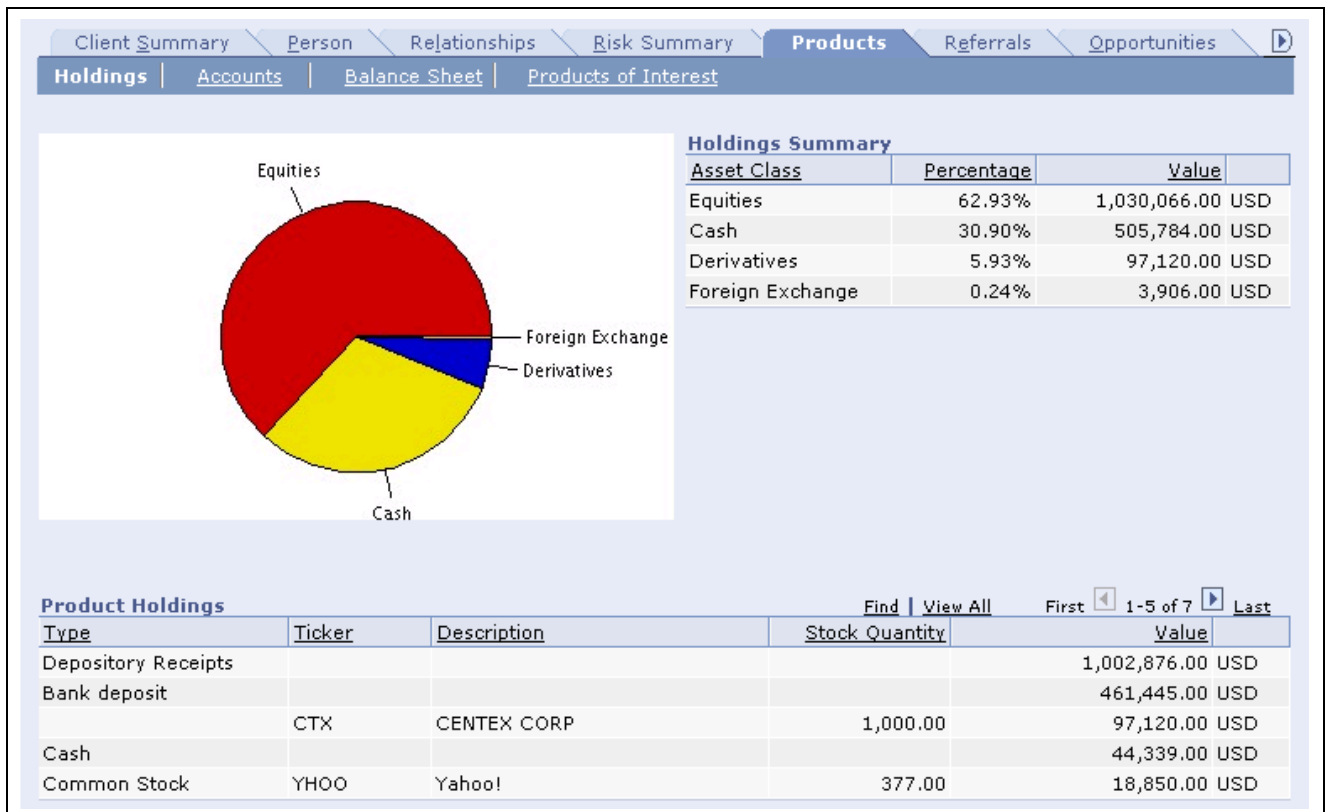
To access the Client at Risk page, select a risk reason from the risk summary list.

**Risk Reason** Reason that the client is considered a risk.

See [Chapter 5, “Working with Wealth Management,” Managing Clients at Risk, page 40.](#)

## Maintaining Product Information

Access the Products page.



Products page

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

## Products - Accounts

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

The screenshot displays the 'Accounts' tab in the same client management system. It features a 'Financial Accounts' table.

**Financial Accounts**

Account Number	Registration Name	Holding Amount	YTD Revenue
<a href="#">80021</a>	Tom Snow Money Mkt	1,002,876.00 USD	0.00 USD
<a href="#">80015</a>	Snow Savings Account	450,454.00 USD	0.00 USD
<a href="#">70507</a>	Tom_Mary_Snow Pri_Res Mortgage	377,000.00 USD	0.00 USD
<a href="#">99859</a>	Tom Snow Brokerage Account	128,216.00 USD	51.81 USD
<a href="#">70514</a>	Tom Snow - E430 AutoLoan	36,700.00 USD	0.00 USD

Products - Accounts page

**Registration Name** Name given to the financial account.

## Products - Balance Sheet

Access the Products - Balance Sheet page.

Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Holdings

Accounts

Balance Sheet

Products of Interest

Total Current Net Worth

Category	Value
Asset	3,520,626.00 USD
Liability	-518,989.00 USD
Net Worth	3,001,637.00 USD

Assets

Expand All / Collapse All

Property: 1,612,000.00 USD

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





Equities: 1,251,316.00 USD

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


Products - Balance Sheet page (1 of 3)




▼ **Cash: 505,784.00 USD**

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


▼ **Derivatives: 97,120.00 USD**

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

▼ **Other Assets: 50,500.00 USD**






	Type	Description	Held Since	Value	
		IRA		50,500.00	USD

▼ **Foreign Exchange: 3,906.00 USD**

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

Add Asset

Products - Balance Sheet page (2 of 3)

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

Products - Balance Sheet page (3 of 3)

The balance sheet displays the client's current total net worth divided into assets and liabilities.

Asset and liability details are displayed by type with a cumulative value for each type. You can access the details for each holding by clicking the Details link.

Click the Add Asset or Add Liability button to access the Asset/Liability page.

See [Chapter 3, “Setting Up PeopleSoft Enterprise Client Management,” Defining Asset Category Types and Asset Categories, page 10.](#)

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

**Value** Total value of the client.

## Products - Products of Interest

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

Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Holdings

Accounts

Balance Sheet

Products of Interest

Products of Interest

Find | View All

First

1 of 1

Last

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

Add Product of Interest

Products - Products of Interest page

See [Chapter 5, “Working with Wealth Management,” Managing Products of Interest, page 38.](#)

## Managing Referrals

Access the Client - Referrals page.

Client

Save

Return to Search

Next in List

My Clients

My Contacts

My Tasks

>>

Personalize

Name

Tom Snow

Phone Number

914 246 3033

Email Address

tsnow@consumer.smp

At Risk



Client Summary

Person

Relationships

Risk Summary

Products

Referrals

Opportunities

Referrals List

Customize

Find

View All

First

1-3 of 3

Last

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

Add Referral

Client - Referrals page

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

### Referral

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

**Referral** History Select One...

[Personalize](#)

**Referral Name** 529 College Savings Account  
**Client** Martinez,Jose  
**Referral Amount** 500.00 USD

**Referral Status** Open  
**Client Value**

[Referral](#)
[Tasks](#)
[Notes](#)

**Client Information**

**Client** [Jose Martinez](#)

**Contact Information**

**Address**

**Work Phone**

**Email**

**Description**

Needs advise on setting up a 529 College savings account.

**Accept/Reject Referral**

**Referral Status**

**Date Created** 03/15/2004 7:46AM

**Added By** Harper,Calvin

**\*Referral Status** Open

**Referral Source** Customer Referral

**Referred By**

**Referred By** [Tom Snow](#)

**\*Referral Name** 529 College Savings Account

**Referral Amount** 500.00

**Currency Code** USD

**Assigned To**

**Assigned To** [Calvin Harper](#)

[Customize](#) | [Find](#) | [First](#) | [1 of 1](#) | [Last](#)

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

**Add Product(s)**

**Add Product Group(s)**

Referral page

The RSF\_LEAD\_WM display template under the FIN market controls the RSF\_LEAD\_LIGHT page. The standard sales application that is licensed with this page is not visible or used; only PeopleSoft Enterprise Client Management customers see this Referral page.

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

**Primary** Product or line of business in which the referral is interested.

**Product** Service or product to be quoted for the referral.

## Managing Opportunities

Access the Opportunities page.

Opportunity	Product	Est. Revenue	Assigned To	Status	Date Created
Trust Services		10,000.00 USD	Harper, Calvin	Open	03/22/2004 7:18AM

Opportunities List page

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

Opportunities page

See *PeopleSoft Enterprise Sales 9 PeopleBook*, “Managing Sales Leads and Opportunities”.

## Creating Account Teams

Access the Account Team page.

**Client**

Save Search My Clients My Contacts My Tasks My Calendar Add Contact >> Personalize

**Name** Antrew Williams **Phone Number** 925/458-0455  
**Email Address** Antrew.Williams@yahoo.com

Opportunities **Account Team** Tasks Call Reports Plans Notes Contact Info

**Team Members** Customize Find View All First 1 of 1 Last

Owner	Name	Contact Flag	Title
<input checked="" type="checkbox"/>	Brett McGrath	Internal	

Add Team Members

Auto Assign Team Members Tree Name Assignment Group

Account Team page

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

## Maintaining Call Reports

Access the Call Reports page.

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

**Call Report** Customize Find First 1-2 of 2 Last

Subject	Event Type	Location	Date	Name
<a href="#">4th Qtr Meeting with Tom</a>	Face to Face Meeting	My office	03/23/2004	Tom Snow
<a href="#">First Meeting with Tom</a>	Face to Face Meeting	Tom's House	03/22/2004	Tom Snow

Add Call Report

Call Reports page

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

Client

Call Report

Generate Report

General Information

\*Subject

4th Qtr Meeting with Tom

Date

03/23/2004

\*Event Type

Meeting

Location

My office

Notes Summary

Customize

Find

View All

First

1 of 1

Last

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

☐ Check All / Clear All

Email

Add Note

Contacts

Customize

Find

First

1 of 1

Last

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

☐ Check All / Clear All

Email Call Report

Add Contact

First Name

Last Name

Select

Follow-up Tasks

No Follow-up Tasks have been added.

Add a Task

Audit History

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

Return to Client

Call Report page

**Subject** An overview of the task.

**Event Type** Indicates what type of event needs to take place to complete each task.

See *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, “Working with Call Reports”.

## Creating Plans

Access the Plans page.

Products

Referrals

Opportunities

Account Team

Tasks

Call Reports

Plans

Plans

Customize

Find

View All

First

1 of 1

Last

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

Create Plan

Plans page

<b>Plan Name</b>	A label to identify and differentiate the plan.
<b>Plan Type</b>	The purpose of the plan.





## CHAPTER 5

# Working with Wealth Management

This chapter provides overviews of the Wealth Management component, household relationships, products of interest, and clients at risk, and discusses how to:

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

---

## Understanding the Wealth Management Component

PeopleSoft Enterprise Client Management enables you to:

- Create and manage households.
- Create and manage products of interest.
- Maintain and track clients at risk.

---

## Understanding Household Relationships

A household is an association of related persons (consumers). Every client is an individual person (consumer) in the system. *Household* is a type of business object and it is a relationship category as well. You establish household relationships on the Client Summary tab or Relationships tab of the Client component. A household is an organization business object. It extends the Organization class of the revised Business Object Relationship Model and Customer Data Model Application Class Hierarchy.

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

- Configure PeopleSoft Enterprise CRM to recognize the Household object .
- Extend the Organization application class to manage the Household object.
- Enable the Business Object Search feature to quickly look up Household objects.

---

**Note.** In PeopleSoft Enterprise CRM Client Management , the Household is not available in the BO search, nor allowed to interact with other transactions.

---

## Modeling a Household

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

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

You can also create Household objects manually.

---

## Understanding Products of Interest

This section provides an overview of products of interest.

### Products of Interest

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

The PeopleSoft system includes security so that FAs can see products of interest for any of their clients. A wealth management administrator can see all product of interest records.

### Referrals

Wealth management products of interest can be converted into referrals. When the system converts the product of interest, it also marks the record as inactive. The next time that you access the product of interest record, the button that is used to convert the referral appears as display-only.

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

### Call List

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

---

## Understanding Clients at Risk

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

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

### Recovery Team

By default, the system adds all members of the account team to the recovery team. The members of the recovery team also have different permissions than those of the account team.

### Recovery Plan

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

---

## Managing Households

This section discusses how to:

- Maintain households.
- Manage members.
- Manage tasks.
- View opportunities.
- Maintain notes.

## Pages Used to Manage Households

Page Name	Object Name	Navigation	Usage
Household	RD_HOUSEHOLD	Wealth Management, Add Household	View existing households, or create new households.
Members	RD_HOUSEHOLD_MBRS	Wealth Management, Household, Members	View or add members to the household.
Tasks	RD_HOUSEHOLD_TASKS	Wealth Management, Household, Tasks	Work, view, and add tasks to be completed.
Opportunities	RBW_HHLD_OPP	Wealth Management, Household, Opportunities	View opportunities associated with the household.
Notes	RD_HHLD_NOTE	Wealth Management, Household, Notes	View or add notes.

## Maintaining Households

Access the Household page.

Household

Save

Search

Previous

Add Household

My Clients

My Contacts

My Tasks

>>

Personalize

Name The Snow Household

Household

Members

Tasks

Opportunities

Notes

\*Household Name The Snow Household

General Information

Contact Name Tom Snow

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

Phone 914 246 3033

Email [tsnow@yahoo.com](mailto:tsnow@yahoo.com)

Financial Summary

Household Value 1,677,813.00 USD

Year-to-Date Revenue 647.41 USD

Net Worth 4,235,707.00 USD

Last Year's Revenue 1,583.72 USD

Indirect Amount 4,974,132.00 USD

Last Refresh 04/12/2004 2:55PM

Update Financial Summary

Household page

## Financial Summary

<b>Household Value</b>	Indicates total holdings of all the household members.
<b>Year-to-Date Revenue</b>	Indicates total year to date revenue of the household members.
<b>Net Worth</b>	The total net worth of the all household members.
<b>Last Year's Revenue</b>	The total revenue from all the members of the household.

- Indirect Amount** This value is the total holding amount of all the persons that are associated with the members of the household but not part of the household.
- Last Refresh** Indicates the last time amounts were refreshed.
- Update Financial Summary** Click to update the financial values. The last refresh date is updated.

## Managing Members

Access the Members page.

**Household**

Save Search Previous Add Household My Clients My Contacts My Tasks >> Personalize

Name The Snow Household

Household **Members** Tasks Opportunities Notes

**Members** Customize Find View All First 1-2 of 2 Last

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

Add Member

Members page

- Relation** Define and view how the member is related to the client.
- Holdings** View the monetary value held by individual members in the household.

## Managing Tasks

Access the Tasks page.

**Household**

Save Search Previous Add Household My Clients My Contacts My Tasks >> Personalize

Name The Snow Household

Household Members **Tasks** Opportunities Notes

**Tasks** Customize Find First 1-4 of 4 Last

Priority	Type	Subject	Task Status	Location	Start Date	End Date	Owner
		Call Tom's Lawyer to discuss his Will.	Open		03/23/2004	03/23/2004	Calvin Harper
		Quarterly Meeting with Tom	Open		06/30/2004	06/30/2004	Calvin Harper
		Call Mary to discuss her referral	Open		03/23/2004	03/23/2004	Calvin Harper
		Send Mary a birthday card.	Open		03/23/2004	03/23/2004	Calvin Harper

Tasks page

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

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

## Viewing Opportunities

Access the Opportunities page.

The screenshot shows the 'Household' page for 'The Snow Household'. The 'Opportunities' tab is selected. Below the tabs is a table titled 'Opportunities List' with columns: Opportunity, Product, Client Name, Est. Revenue, Assigned To, Status, and Date Created. The table contains one entry: 'Trust Services' for 'Tom Snow' with an estimated revenue of '10,000.00 USD', assigned to 'Harper, Calvin', and status 'Open', created on '03/22/2004 7:18AM'.

Opportunity	Product	Client Name	Est. Revenue	Assigned To	Status	Date Created
<a href="#">Trust Services</a>		Tom Snow	10,000.00 USD	Harper, Calvin	Open	03/22/2004 7:18AM

Opportunities page

View opportunities associated with the household.

## Maintaining Notes

Access the Notes page.

The screenshot shows the 'Household' page for 'The Snow Household'. The 'Notes' tab is selected. Below the tabs is a section titled 'Notes Summary' with the text 'No Notes and Attachments for Household'. Below this is a section titled 'Add a Note' with a form. The form includes a 'Note Type' dropdown menu, a '\*Subject' text field, a 'Details' text area, a 'Start Date' field with a calendar icon, and an 'End Date' field with a calendar icon. At the bottom of the form are buttons for 'Apply Note' and 'Add an Attachment'.

Notes page

The system displays notes only for the household relationship, not for the individual members of the household.

See *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, “Working with Notes and Attachments”.

## Managing Products of Interest

This section discusses how to work with products of interest.

## Page Used to Manage Products of Interest

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

## Working with Products of Interest

Access the Product of Interest page.

**Product of Interest**

[Save](#) | [Return to Search](#) | [Add Product Interest](#) | [My Clients](#) | [My Contacts](#) | [Personalize](#)

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

**Product of Interest** | [Notes](#)

**Client Information**  
**Client** [Tom Snow](#)

**Detail**

\***Type of Interest**  ☒ **Active**  
 \***Equity Symbol**   **Equity Name** WALT DISNEY CO  
**Level of Interest**  **\*Status**   
**\*Amount**  **\*Currency Code**    
**\*Description**

[Convert to Referral](#)

**Audit History**

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

\* Required Field

Product of Interest page

This is the main page for product of interest information. To see client summary information from this page, you must select the Client link.

When you access the Products of Interest page through the Client component, the system displays the list of products of interest that client has—here you can select products of interest and drill down to the main product of interest page.

<b>Type of Interest</b>	These values are configurable. When the Type of Interest is <i>Equity</i> , stock fields are shown. When the Type of Interest <i>Product Under Management</i> , the product prompt is shown.
<b>Convert to Referral</b>	Click this button when the client is ready to purchase the product. The system assigns a referral to the appropriate line of business.
<b>Status</b>	Valid values are <i>Active Interest</i> , <i>Converted</i> , <i>Create Referral</i> , <i>Referral Accepted</i> , and <i>Not Applicable at this time</i> .

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## Managing Clients at Risk

This section discusses how to:

- Maintain clients at risk.
- Manage recovery tasks.

### Page Used to Manage Clients at Risk

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

### Maintaining Clients at Risk

Access the Clients at Risk page.



**Client at Risk**

Save | Search | Previous | Add Risk | My Clients | My Contacts | My Calendar | >> | Personalize

Name Ed Stanton Phone 555 433 5545  
Email edstanton@consumer.mpt

Risk Recovery Tasks Notes

**Detail**

Client [Ed Stanton](#)

\*Risk Reason No Activity  
Risk Priority 2 - Medium  
\*Risk Status At Risk

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

**Financial Status**

<b>Opportunities</b>	0.00 USD	<b>Product Holdings</b>	2,583,146.00 USD
<b>Net Worth</b>	2,583,146.00 USD	<b>Indirect Holdings</b>	0.00 USD
		<b>Products of Interest</b>	0.00 USD

**Recovery Team**

Find | View All | First 1 of 1 Last

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

Clients at Risk page

To view client summary information from this page, select the Client link.

When you access the Clients at Risk page through the Client component, the system displays the list of risks associated with the client, where you can drill down to arrive at this page and view the details of the risk record. Risks are set up either manually or when the account team members are terminated.

**Risk Reason** Select a value for the risk reason. Values include *ACATS*, *Financial Advisor Terminated*, *No Activity*, *Others*.

**Risk Priority** Select a priority level. Values are *Low*, *Medium*, *High*.

**Risk Status** Select a status for the risk. Values are *At Risk*, *Lost*, *Recovered*.

## Managing Recovery Tasks

Access the Recovery Tasks page.

**Clients at Risk** History Select One...

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

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

Risk | Recovery Tasks | Notes

**Tasks** Customize | Find | First 1-3 of 3 Last

	Subject	Status	Location	Start Date	End Date	Owner
!	<a>Send letter to notify client of inactive</a>	Open		05/21/2004	05/21/2004	Glen Lee
!	<a>Call and follow up with client</a>	Open		05/21/2004		Glen Lee
!	<a>Send client financial advise</a>	Open		05/21/2004	05/21/2004	Glen Lee

Add Task

Recovery Tasks page

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

**Task Details** History Select One...

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

**Status** Open **Task Subject** Send letter to notify client of inactive  
**Start Date** 05/21/2004 **End Date** 05/21/2004  
**Owner** Glen Lee

Task Details | Notes

**Task Details**

**\*Subject**  **\*Task Type** To Do  
**\*Status** Open ☐ **Private** **\*Priority** High  
**Start Date** 05/21/2004 **Start Time** 9:37AM **Time Zone** PST  
**End Date** 05/21/2004 **End Time** 9:37AM **Location**   
**\*Owner Name** Glen Lee **Client at Risk** NOAC  
**\*Repeats** Does Not Repeat Options View or Link Transactions  
**Reminder**    
**Description**

**Assigned To**

No Assignees have been added.

**First Name**  **Last Name**  Add

Task Details page

Use the Task Details page to identify individual tasks that need to be performed to prevent losing the client.

See *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, “Working with Tasks”.

# Glossary of PeopleSoft Enterprise Terms

<b>absence entitlement</b>	This element defines rules for granting paid time off for valid absences, such as sick time, vacation, and maternity leave. An absence entitlement element defines the entitlement amount, frequency, and entitlement period.
<b>absence take</b>	This element defines the conditions that must be met before a payee is entitled to take paid time off.
<b>academic career</b>	In PeopleSoft Enterprise Campus Solutions, all course work that a student undertakes at an academic institution and that is grouped in a single student record. For example, a university that has an undergraduate school, a graduate school, and various professional schools might define several academic careers—an undergraduate career, a graduate career, and separate careers for each professional school (law school, medical school, dental school, and so on).
<b>academic institution</b>	In PeopleSoft Enterprise Campus Solutions, an entity (such as a university or college) that is independent of other similar entities and that has its own set of rules and business processes.
<b>academic organization</b>	In PeopleSoft Enterprise Campus Solutions, an entity that is part of the administrative structure within an academic institution. At the lowest level, an academic organization might be an academic department. At the highest level, an academic organization can represent a division.
<b>academic plan</b>	In PeopleSoft Enterprise Campus Solutions, an area of study—such as a major, minor, or specialization—that exists within an academic program or academic career.
<b>academic program</b>	In PeopleSoft Enterprise Campus Solutions, the entity to which a student applies and is admitted and from which the student graduates.
<b>accounting class</b>	In PeopleSoft Enterprise Performance Management, the accounting class defines how a resource is treated for generally accepted accounting practices. The Inventory class indicates whether a resource becomes part of a balance sheet account, such as inventory or fixed assets, while the Non-inventory class indicates that the resource is treated as an expense of the period during which it occurs.
<b>accounting date</b>	The accounting date indicates when a transaction is recognized, as opposed to the date the transaction actually occurred. The accounting date and transaction date can be the same. The accounting date determines the period in the general ledger to which the transaction is to be posted. You can only select an accounting date that falls within an open period in the ledger to which you are posting. The accounting date for an item is normally the invoice date.
<b>accounting split</b>	The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields.
<b>accumulator</b>	You use an accumulator to store cumulative values of defined items as they are processed. You can accumulate a single value over time or multiple values over time. For example, an accumulator could consist of all voluntary deductions, or all company deductions, enabling you to accumulate amounts. It allows total flexibility for time periods and values accumulated.
<b>action reason</b>	The reason an employee's job or employment information is updated. The action reason is entered in two parts: a personnel action, such as a promotion, termination, or change from one pay group to another—and a reason for that action. Action reasons are used by PeopleSoft Enterprise Human Resources, PeopleSoft Enterprise Benefits

	Administration, PeopleSoft Enterprise Stock Administration, and the COBRA Administration feature of the Base Benefits business process.
<b>action template</b>	In PeopleSoft Enterprise Receivables, outlines a set of escalating actions that the system or user performs based on the period of time that a customer or item has been in an action plan for a specific condition.
<b>activity</b>	<p>In PeopleSoft Enterprise Learning Management, an instance of a catalog item (sometimes called a class) that is available for enrollment. The activity defines such things as the costs that are associated with the offering, enrollment limits and deadlines, and waitlisting capacities.</p> <p>In PeopleSoft Enterprise Performance Management, the work of an organization and the aggregation of actions that are used for activity-based costing.</p> <p>In PeopleSoft Enterprise Project Costing, the unit of work that provides a further breakdown of projects—usually into specific tasks.</p> <p>In PeopleSoft Workflow, a specific transaction that you might need to perform in a business process. Because it consists of the steps that are used to perform a transaction, it is also known as a step map.</p>
<b>address usage</b>	In PeopleSoft Enterprise Campus Solutions, a grouping of address types defining the order in which the address types are used. For example, you might define an address usage code to process addresses in the following order: billing address, dormitory address, home address, and then work address.
<b>adjustment calendar</b>	In PeopleSoft Enterprise Campus Solutions, the adjustment calendar controls how a particular charge is adjusted on a student's account when the student drops classes or withdraws from a term. The charge adjustment is based on how much time has elapsed from a predetermined date, and it is determined as a percentage of the original charge amount.
<b>administrative function</b>	In PeopleSoft Enterprise Campus Solutions, a particular functional area that processes checklists, communication, and comments. The administrative function identifies which variable data is added to a person's checklist or communication record when a specific checklist code, communication category, or comment is assigned to the student. This key data enables you to trace that checklist, communication, or comment back to a specific processing event in a functional area.
<b>admit type</b>	In PeopleSoft Enterprise Campus Solutions, a designation used to distinguish first-year applications from transfer applications.
<b>agreement</b>	In PeopleSoft Enterprise eSettlements, provides a way to group and specify processing options, such as payment terms, pay from a bank, and notifications by a buyer and supplier location combination.
<b>allocation rule</b>	In PeopleSoft Enterprise Incentive Management, an expression within compensation plans that enables the system to assign transactions to nodes and participants. During transaction allocation, the allocation engine traverses the compensation structure from the current node to the root node, checking each node for plans that contain allocation rules.
<b>alternate account</b>	A feature in PeopleSoft Enterprise General Ledger that enables you to create a statutory chart of accounts and enter statutory account transactions at the detail transaction level, as required for recording and reporting by some national governments.
<b>analysis database</b>	In PeopleSoft Enterprise Campus Solutions, database tables that store large amounts of student information that may not appear in standard report formats. The analysis database tables contain keys for all objects in a report that an application program can use to reference other student-record objects that are not contained in the printed report. For instance, the analysis database contains data on courses that are considered

	for satisfying a requirement but that are rejected. It also contains information on courses captured by global limits. An analysis database is used in PeopleSoft Enterprise Academic Advisement.
<b>Application Messaging</b>	PeopleSoft Application Messaging enables applications within the PeopleSoft Enterprise product family to communicate synchronously or asynchronously with other PeopleSoft Enterprise and third-party applications. An application message defines the records and fields to be published or subscribed to.
<b>AR specialist</b>	Abbreviation for <i>receivables specialist</i> . In PeopleSoft Enterprise Receivables, an individual in who tracks and resolves deductions and disputed items.
<b>arbitration plan</b>	In PeopleSoft Enterprise Pricer, defines how price rules are to be applied to the base price when the transaction is priced.
<b>assessment rule</b>	In PeopleSoft Enterprise Receivables, a user-defined rule that the system uses to evaluate the condition of a customer's account or of individual items to determine whether to generate a follow-up action.
<b>asset class</b>	An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification.
<b>attribute/value pair</b>	In PeopleSoft Enterprise Directory Interface, relates the data that makes up an entry in the directory information tree.
<b>audience</b>	In PeopleSoft Enterprise Campus Solutions, a segment of the database that relates to an initiative, or a membership organization that is based on constituent attributes rather than a dues-paying structure. Examples of audiences include the Class of '65 and Undergraduate Arts & Sciences.
<b>authentication server</b>	A server that is set up to verify users of the system.
<b>base time period</b>	In PeopleSoft Enterprise Business Planning, the lowest level time period in a calendar.
<b>benchmark job</b>	In PeopleSoft Enterprise Workforce Analytics Solution, a benchmark job is a job code for which there is corresponding salary survey data from published, third-party sources.
<b>billing career</b>	In PeopleSoft Enterprise Campus Solutions, the one career under which other careers are grouped for billing purposes if a student is active simultaneously in multiple careers.
<b>bio bit or bio brief</b>	In PeopleSoft Enterprise Campus Solutions, a report that summarizes information stored in the system about a particular constituent. You can generate standard or specialized reports.
<b>book</b>	In PeopleSoft Enterprise Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets.
<b>branch</b>	A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager.
<b>budgetary account only</b>	An account used by the system only and not by users; this type of account does not accept transactions. You can only budget with this account. Formerly called "system-maintained account."
<b>budget check</b>	In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning.
<b>budget control</b>	In commitment control, budget control ensures that commitments and expenditures don't exceed budgets. It enables you to track transactions against corresponding budgets and terminate a document's cycle if the defined budget conditions are not met.

	For example, you can prevent a purchase order from being dispatched to a vendor if there are insufficient funds in the related budget to support it.
<b>budget period</b>	The interval of time (such as 12 months or 4 quarters) into which a period is divided for budgetary and reporting purposes. The ChartField allows maximum flexibility to define operational accounting time periods without restriction to only one calendar.
<b>business activity</b>	The name of a subset of a detailed business process. This might be a specific transaction, task, or action that you perform in a business process.
<b>business event</b>	In PeopleSoft Enterprise Receivables, defines the processing characteristics for the Receivable Update process for a draft activity.  In PeopleSoft Enterprise Sales Incentive Management, an original business transaction or activity that may justify the creation of a PeopleSoft Enterprise Incentive Management event (a sale, for example).
<b>business process</b>	A standard set of 17 business processes are defined and maintained by the PeopleSoft Enterprise product families and are supported by the Business Process Engineering group. An example of a business process is Order Fulfillment, which is a business process that manages sales orders and contracts, inventory, billing, and so forth.  See also <i>detailed business process</i> .
<b>business task</b>	The name of the specific function depicted in one of the business processes.
<b>business unit</b>	A corporation or a subset of a corporation that is independent with regard to one or more operational or accounting functions.
<b>buyer</b>	In PeopleSoft Enterprise eSettlements, an organization (or business unit, as opposed to an individual) that transacts with suppliers (vendors) within the system. A buyer creates payments for purchases that are made in the system.
<b>campus</b>	In PeopleSoft Enterprise Campus Solutions, an entity that is usually associated with a distinct physical administrative unit, that belongs to a single academic institution, that uses a unique course catalog, and that produces a common transcript for students within the same academic career.
<b>catalog item</b>	In PeopleSoft Enterprise Learning Management, a specific topic that a learner can study and have tracked. For example, "Introduction to Microsoft Word." A catalog item contains general information about the topic and includes a course code, description, categorization, keywords, and delivery methods. A catalog item can have one or more learning activities.
<b>catalog map</b>	In PeopleSoft Enterprise Catalog Management, translates values from the catalog source data to the format of the company's catalog.
<b>catalog partner</b>	In PeopleSoft Enterprise Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content.
<b>categorization</b>	Associates partner offerings with catalog offerings and groups them into enterprise catalog categories.
<b>category</b>	In PeopleSoft Enterprise Campus Solutions, a broad grouping to which specific comments or communications (contexts) are assigned. Category codes are also linked to 3C access groups so that you can assign data-entry or view-only privileges across functions.
<b>channel</b>	In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event.
<b>ChartField</b>	A field that stores a chart of accounts, resources, and so on, depending on the PeopleSoft Enterprise application. ChartField values represent individual account numbers, department codes, and so forth.

<b>ChartField balancing</b>	You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction.
<b>ChartField combination edit</b>	The process of editing journal lines for valid ChartField combinations based on user-defined rules.
<b>ChartKey</b>	One or more fields that uniquely identify each row in a table. Some tables contain only one field as the key, while others require a combination.
<b>checkbook</b>	In PeopleSoft Enterprise Promotions Management, enables you to view financial data (such as planned, incurred, and actual amounts) that is related to funds and trade promotions.
<b>checklist code</b>	In PeopleSoft Enterprise Campus Solutions, a code that represents a list of planned or completed action items that can be assigned to a staff member, volunteer, or unit. Checklists enable you to view all action assignments on one page.
<b>class</b>	In PeopleSoft Enterprise Campus Solutions, a specific offering of a course component within an academic term.  See also <i>course</i> .
<b>Class ChartField</b>	A ChartField value that identifies a unique appropriation budget key when you combine it with a fund, department ID, and program code, as well as a budget period. Formerly called <i>sub-classification</i> .
<b>clearance</b>	In PeopleSoft Enterprise Campus Solutions, the period of time during which a constituent in PeopleSoft Enterprise Contributor Relations is approved for involvement in an initiative or an action. Clearances are used to prevent development officers from making multiple requests to a constituent during the same time period.
<b>clone</b>	In PeopleCode, to make a unique copy. In contrast, to <i>copy</i> may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.
<b>cohort</b>	In PeopleSoft Enterprise Campus Solutions, the highest level of the three-level classification structure that you define for enrollment management. You can define a cohort level, link it to other levels, and set enrollment target numbers for it.  See also <i>population</i> and <i>division</i> .
<b>collection</b>	To make a set of documents available for searching in Verity, you must first create at least one collection. A collection is set of directories and files that allow search application users to use the Verity search engine to quickly find and display source documents that match search criteria. A collection is a set of statistics and pointers to the source documents, stored in a proprietary format on a file server. Because a collection can only store information for a single location, PeopleTools maintains a set of collections (one per language code) for each search index object.
<b>collection rule</b>	In PeopleSoft Enterprise Receivables, a user-defined rule that defines actions to take for a customer based on both the amount and the number of days past due for outstanding balances.
<b>comm key</b>	See <i>communication key</i> .
<b>communication key</b>	In PeopleSoft Enterprise Campus Solutions, a single code for entering a combination of communication category, communication context, communication method, communication direction, and standard letter code. Communication keys (also called <i>comm keys</i> or <i>speed keys</i> ) can be created for background processes as well as for specific users.

<b>compensation object</b>	In PeopleSoft Enterprise Incentive Management, a node within a compensation structure. Compensation objects are the building blocks that make up a compensation structure's hierarchical representation.
<b>compensation structure</b>	In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects.
<b>component interface</b>	A component interface is a set of application programming interfaces (APIs) that you can use to access and modify PeopleSoft Enterprise database information using a program instead of the PeopleSoft client.
<b>condition</b>	In PeopleSoft Enterprise Receivables, occurs when there is a change of status for a customer's account, such as reaching a credit limit or exceeding a user-defined balance due.
<b>configuration parameter catalog</b>	Used to configure an external system with PeopleSoft Enterprise. For example, a configuration parameter catalog might set up configuration and communication parameters for an external server.
<b>configuration plan</b>	In PeopleSoft Enterprise Incentive Management, configuration plans hold allocation information for common variables (not incentive rules) and are attached to a node without a participant. Configuration plans are not processed by transactions.
<b>constituents</b>	In PeopleSoft Enterprise Campus Solutions, friends, alumni, organizations, foundations, or other entities affiliated with the institution, and about which the institution maintains information. The constituent types delivered with PeopleSoft Enterprise Contributor Relations Solutions are based on those defined by the Council for the Advancement and Support of Education (CASE).
<b>content reference</b>	Content references are pointers to content registered in the portal registry. These are typically either URLs or iScripts. Content references fall into three categories: target content, templates, and template pagelets.
<b>context</b>	<p>In PeopleCode, determines which buffer fields can be contextually referenced and which is the current row of data on each scroll level when a PeopleCode program is running.</p> <p>In PeopleSoft Enterprise Campus Solutions, a specific instance of a comment or communication. One or more contexts are assigned to a category, which you link to 3C access groups so that you can assign data-entry or view-only privileges across functions.</p> <p>In PeopleSoft Enterprise Incentive Management, a mechanism that is used to determine the scope of a processing run. PeopleSoft Enterprise Incentive Management uses three types of context: plan, period, and run-level.</p>
<b>control table</b>	Stores information that controls the processing of an application. This type of processing might be consistent throughout an organization, or it might be used only by portions of the organization for more limited sharing of data.
<b>cost-plus contract line</b>	A rate-based contract line associated with a fee component of Award, Fixed, Incentive, or Other. Rate-based contract lines associated with a fee type of None are not considered cost-plus contract lines.
<b>cost profile</b>	A combination of a receipt cost method, a cost flow, and a deplete cost method. A profile is associated with a cost book and determines how items in that book are valued, as well as how the material movement of the item is valued for the book.
<b>cost row</b>	A cost transaction and amount for a set of ChartFields.
<b>course</b>	In PeopleSoft Enterprise Campus Solutions, a course that is offered by a school and that is typically described in a course catalog. A course has a standard syllabus and



credit level; however, these may be modified at the class level. Courses can contain multiple components such as lecture, discussion, and lab.

See also *class*.

<b>course share set</b>	In PeopleSoft Enterprise Campus Solutions, a tag that defines a set of requirement groups that can share courses. Course share sets are used in PeopleSoft Enterprise Academic Advisement.
<b>current learning</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs.
<b>data acquisition</b>	In PeopleSoft Enterprise Incentive Management, the process during which raw business transactions are acquired from external source systems and fed into the operational data store (ODS).
<b>data cube</b>	In PeopleSoft Analytic Calculation Engine, a data cube is a container for one kind of data (such as Sales data) and works with in tandem with one or more dimensions. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and online analytical processing (OLAP) cubes in PeopleSoft Cube Manager.
<b>data elements</b>	<p>Data elements, at their simplest level, define a subset of data and the rules by which to group them.</p> <p>For Workforce Analytics, data elements are rules that tell the system what measures to retrieve about your workforce groups.</p>
<b>dataset</b>	A data grouping that enables role-based filtering and distribution of data. You can limit the range and quantity of data that is displayed for a user by associating dataset rules with user roles. The result of dataset rules is a set of data that is appropriate for the user's roles.
<b>delivery method</b>	<p>In PeopleSoft Enterprise Learning Management, identifies the primary type of delivery method in which a particular learning activity is offered. Also provides default values for the learning activity, such as cost and language. This is primarily used to help learners search the catalog for the type of delivery from which they learn best. Because PeopleSoft Enterprise Learning Management is a blended learning system, it does not enforce the delivery method.</p> <p>In PeopleSoft Enterprise Supply Chain Management, identifies the method by which goods are shipped to their destinations (such as truck, air, and rail). The delivery method is specified when creating shipment schedules.</p>
<b>delivery method type</b>	In PeopleSoft Enterprise Learning Management, identifies how learning activities can be delivered—for example, through online learning, classroom instruction, seminars, books, and so forth—in an organization. The type determines whether the delivery method includes scheduled components.
<b>detailed business process</b>	A subset of the business process. For example, the detailed business process named Determine Cash Position is a subset of the business process called Cash Management.
<b>dimension</b>	In PeopleSoft Analytic Calculation Engine, a dimension contains a list of one kind of data that can span various contexts, and it is a basic component of an analytic model. Within the analytic model, a dimension is attached to one or more data cubes. In PeopleSoft Cube Manager, a dimension is the most basic component of an OLAP cube and specifies the PeopleSoft metadata to be used to create the dimension's rollout structure. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and OLAP cubes in PeopleSoft Cube Manager.
<b>directory information tree</b>	In PeopleSoft Enterprise Directory Interface, the representation of a directory's hierarchical structure.

<b>division</b>	<p>In PeopleSoft Enterprise Campus Solutions, the lowest level of the three-level classification structure that you define in PeopleSoft Enterprise Recruiting and Admissions for enrollment management. You can define a division level, link it to other levels, and set enrollment target numbers for it.</p> <p>See also <i>population</i> and <i>cohort</i>.</p>
<b>document sequencing</b>	A flexible method that sequentially numbers the financial transactions (for example, bills, purchase orders, invoices, and payments) in the system for statutory reporting and for tracking commercial transaction activity.
<b>dynamic detail tree</b>	A tree that takes its detail values—dynamic details—directly from a table in the database, rather than from a range of values that are entered by the user.
<b>edit table</b>	A table in the database that has its own record definition, such as the Department table. As fields are entered into a PeopleSoft Enterprise application, they can be validated against an edit table to ensure data integrity throughout the system.
<b>effective date</b>	A method of dating information in PeopleSoft Enterprise applications. You can predate information to add historical data to your system, or postdate information in order to enter it before it actually goes into effect. By using effective dates, you don't delete values; you enter a new value with a current effective date.
<b>EIM ledger</b>	Abbreviation for <i>Enterprise Incentive Management ledger</i> . In PeopleSoft Enterprise Incentive Management, an object to handle incremental result gathering within the scope of a participant. The ledger captures a result set with all of the appropriate traces to the data origin and to the processing steps of which it is a result.
<b>elimination set</b>	In PeopleSoft Enterprise General Ledger, a related group of intercompany accounts that is processed during consolidations.
<b>entry event</b>	In PeopleSoft Enterprise General Ledger, Receivables, Payables, Purchasing, and Billing, a business process that generates multiple debits and credits resulting from single transactions to produce standard, supplemental accounting entries.
<b>equitization</b>	In PeopleSoft Enterprise General Ledger, a business process that enables parent companies to calculate the net income of subsidiaries on a monthly basis and adjust that amount to increase the investment amount and equity income amount before performing consolidations.
<b>equity item limit</b>	In PeopleSoft Enterprise Campus Solutions, the amounts of funds set by the institution to be awarded with discretionary or gift funds. The limit could be reduced by amounts equal to such things as expected family contribution (EFC) or parent contribution. Students are packaged by Equity Item Type Groups and Related Equity Item Types. This limit can be used to assure that similar student populations are packaged equally.
<b>event</b>	<p>A predefined point either in the Component Processor flow or in the program flow. As each point is encountered, the event activates each component, triggering any PeopleCode program that is associated with that component and that event. Examples of events are FieldChange, SavePreChange, and RowDelete.</p> <p>In PeopleSoft Enterprise Human Resources, also refers to an incident that affects benefits eligibility.</p>
<b>event propagation process</b>	In PeopleSoft Enterprise Sales Incentive Management, a process that determines, through logic, the propagation of an original PeopleSoft Enterprise Incentive Management event and creates a derivative (duplicate) of the original event to be processed by other objects. PeopleSoft Enterprise Enterprise Sales Incentive Management uses this mechanism to implement splits, roll-ups, and so on. Event propagation determines who receives the credit.
<b>exception</b>	In PeopleSoft Enterprise Receivables, an item that either is a deduction or is in dispute.

<b>exclusive pricing</b>	In PeopleSoft Enterprise Order Management, a type of arbitration plan that is associated with a price rule. Exclusive pricing is used to price sales order transactions.
<b>fact</b>	In PeopleSoft Enterprise applications, facts are numeric data values from fields from a source database as well as an analytic application. A fact can be anything you want to measure your business by, for example, revenue, actual, budget data, or sales numbers. A fact is stored on a fact table.
<b>financial aid term</b>	In PeopleSoft Enterprise Campus Solutions, a combination of a period of time that the school determines as an instructional accounting period and an academic career. It is created and defined during the setup process. Only terms eligible for financial aid are set up for each financial aid career.
<b>forecast item</b>	A logical entity with a unique set of descriptive demand and forecast data that is used as the basis to forecast demand. You create forecast items for a wide range of uses, but they ultimately represent things that you buy, sell, or use in your organization and for which you require a predictable usage.
<b>fund</b>	In PeopleSoft Enterprise Promotions Management, a budget that can be used to fund promotional activity. There are four funding methods: top down, fixed accrual, rolling accrual, and zero-based accrual.
<b>gap</b>	In PeopleSoft Enterprise Campus Solutions, an artificial figure that sets aside an amount of unmet financial aid need that is not funded with Title IV funds. A gap can be used to prevent fully funding any student to conserve funds, or it can be used to preserve unmet financial aid need so that institutional funds can be awarded.
<b>generic process type</b>	In PeopleSoft Process Scheduler, process types are identified by a generic process type. For example, the generic process type SQR includes all SQR process types, such as SQR process and SQR report.
<b>gift table</b>	In PeopleSoft Enterprise Campus Solutions, a table or so-called <i>donor pyramid</i> describing the number and size of gifts that you expect will be needed to successfully complete the campaign in PeopleSoft Enterprise Contributor Relations. The gift table enables you to estimate the number of donors and prospects that you need at each gift level to reach the campaign goal.
<b>GL business unit</b>	Abbreviation for <i>general ledger business unit</i> . A unit in an organization that is an independent entity for accounting purposes. It maintains its own set of accounting books.  See also <i>business unit</i> .
<b>GL entry template</b>	Abbreviation for <i>general ledger entry template</i> . In PeopleSoft Enterprise Campus Solutions, a template that defines how a particular item is sent to the general ledger. An item-type maps to the general ledger, and the GL entry template can involve multiple general ledger accounts. The entry to the general ledger is further controlled by high-level flags that control the summarization and the type of accounting—that is, accrual or cash.
<b>GL Interface process</b>	Abbreviation for <i>General Ledger Interface process</i> . In PeopleSoft Enterprise Campus Solutions, a process that is used to send transactions from PeopleSoft Enterprise Student Financials to the general ledger. Item types are mapped to specific general ledger accounts, enabling transactions to move to the general ledger when the GL Interface process is run.
<b>group</b>	In PeopleSoft Enterprise Billing and Receivables, a posting entity that comprises one or more transactions (items, deposits, payments, transfers, matches, or write-offs).  In PeopleSoft Enterprise Human Resources Management and Supply Chain Management, any set of records that are associated under a single name or variable to

	run calculations in PeopleSoft business processes. In PeopleSoft Enterprise Time and Labor, for example, employees are placed in groups for time reporting purposes.
<b>incentive object</b>	In PeopleSoft Enterprise Incentive Management, the incentive-related objects that define and support the PeopleSoft Enterprise Incentive Management calculation process and results, such as plan templates, plans, results data, and user interaction objects.
<b>incentive rule</b>	In PeopleSoft Enterprise Sales Incentive Management, the commands that act on transactions and turn them into compensation. A rule is one part in the process of turning a transaction into compensation.
<b>incur</b>	In PeopleSoft Enterprise Promotions Management, to become liable for a promotional payment. In other words, you owe that amount to a customer for promotional activities.
<b>initiative</b>	In PeopleSoft Enterprise Campus Solutions, the basis from which all advancement plans are executed. It is an organized effort targeting a specific constituency, and it can occur over a specified period of time with specific purposes and goals. An initiative can be a campaign, an event, an organized volunteer effort, a membership drive, or any other type of effort defined by the institution. Initiatives can be multipart, and they can be related to other initiatives. This enables you to track individual parts of an initiative, as well as entire initiatives.
<b>inquiry access</b>	In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user only to view data.  See also <i>update access</i> .
<b>institution</b>	In PeopleSoft Enterprise Campus Solutions, an entity (such as a university or college) that is independent of other similar entities and that has its own set of rules and business processes.
<b>integration</b>	A relationship between two compatible integration points that enables communication to take place between systems. Integrations enable PeopleSoft Enterprise applications to work seamlessly with other PeopleSoft Enterprise applications or with third-party systems or software.
<b>integration point</b>	An interface that a system uses to communicate with another PeopleSoft Enterprise application or an external application.
<b>integration set</b>	A logical grouping of integrations that applications use for the same business purpose. For example, the integration set <code>ADVANCED_SHIPPING_ORDER</code> contains all of the integrations that notify a customer that an order has shipped.
<b>item</b>	In PeopleSoft Enterprise Inventory, a tangible commodity that is stored in a business unit (shipped from a warehouse).  In PeopleSoft Enterprise Demand Planning, Inventory Policy Planning, and Supply Planning, a noninventory item that is designated as being used for planning purposes only. It can represent a family or group of inventory items. It can have a planning bill of material (BOM) or planning routing, and it can exist as a component on a planning BOM. A planning item cannot be specified on a production or engineering BOM or routing, and it cannot be used as a component in a production. The quantity on hand will never be maintained.  In PeopleSoft Enterprise Receivables, an individual receivable. An item can be an invoice, a credit memo, a debit memo, a write-off, or an adjustment.
<b>item shuffle</b>	In PeopleSoft Enterprise Campus Solutions, a process that enables you to change a payment allocation without having to reverse the payment.

<b>joint communication</b>	In PeopleSoft Enterprise Campus Solutions, one letter that is addressed jointly to two people. For example, a letter might be addressed to both Mr. Sudhir Awat and Ms. Samantha Mortelli. A relationship must be established between the two individuals in the database, and at least one of the individuals must have an ID in the database.
<b>keyword</b>	In PeopleSoft Enterprise Campus Solutions, a term that you link to particular elements within PeopleSoft Enterprise Student Financials, Financial Aid, and Contributor Relations. You can use keywords as search criteria that enable you to locate specific records in a search dialog box.
<b>KPI</b>	An abbreviation for <i>key performance indicator</i> . A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined.
<b>LDIF file</b>	Abbreviation for <i>Lightweight Directory Access Protocol (LDAP) Data Interchange Format file</i> . Contains discrepancies between PeopleSoft Enterprise data and directory data.
<b>learner group</b>	In PeopleSoft Enterprise Learning Management, a group of learners who are linked to the same learning environment. Members of the learner group can share the same attributes, such as the same department or job code. Learner groups are used to control access to and enrollment in learning activities and programs. They are also used to perform group enrollments and mass enrollments in the back office.
<b>learning components</b>	In PeopleSoft Enterprise Learning Management, the foundational building blocks of learning activities. PeopleSoft Enterprise Learning Management supports six basic types of learning components: web-based, session, webcast, test, survey, and assignment. One or more of these learning component types compose a single learning activity.
<b>learning environment</b>	In PeopleSoft Enterprise Learning Management, identifies a set of categories and catalog items that can be made available to learner groups. Also defines the default values that are assigned to the learning activities and programs that are created within a particular learning environment. Learning environments provide a way to partition the catalog so that learners see only those items that are relevant to them.
<b>learning history</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs.
<b>ledger mapping</b>	You use ledger mapping to relate expense data from general ledger accounts to resource objects. Multiple ledger line items can be mapped to one or more resource IDs. You can also use ledger mapping to map dollar amounts (referred to as <i>rates</i> ) to business units. You can map the amounts in two different ways: an actual amount that represents actual costs of the accounting period, or a budgeted amount that can be used to calculate the capacity rates as well as budgeted model results. In PeopleSoft Enterprise Warehouse, you can map general ledger accounts to the EW Ledger table.
<b>library section</b>	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan (or template) and that is available for other plans to share. Changes to a library section are reflected in all plans that use it.
<b>linked section</b>	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan template but appears in a plan. Changes to linked sections propagate to plans using that section.
<b>linked variable</b>	In PeopleSoft Enterprise Incentive Management, a variable that is defined and maintained in a plan template and that also appears in a plan. Changes to linked variables propagate to plans using that variable.
<b>LMS</b>	Abbreviation for <i>learning management system</i> . In PeopleSoft Enterprise Campus Solutions, LMS is a PeopleSoft Enterprise Student Records feature that provides a

	common set of interoperability standards that enable the sharing of instructional content and data between learning and administrative environments.
<b>load</b>	In PeopleSoft Enterprise Inventory, identifies a group of goods that are shipped together. Load management is a feature of PeopleSoft Enterprise Inventory that is used to track the weight, the volume, and the destination of a shipment.
<b>local functionality</b>	In PeopleSoft Enterprise HRMS, the set of information that is available for a specific country. You can access this information when you click the appropriate country flag in the global window, or when you access it by a local country menu.
<b>location</b>	Locations enable you to indicate the different types of addresses—for a company, for example, one address to receive bills, another for shipping, a third for postal deliveries, and a separate street address. Each address has a different location number. The primary location—indicated by a <i>1</i> —is the address you use most often and may be different from the main address.
<b>logistical task</b>	In PeopleSoft Enterprise Services Procurement, an administrative task that is related to hiring a service provider. Logistical tasks are linked to the service type on the work order so that different types of services can have different logistical tasks. Logistical tasks include both preapproval tasks (such as assigning a new badge or ordering a new laptop) and postapproval tasks (such as scheduling orientation or setting up the service provider email). The logistical tasks can be mandatory or optional. Mandatory preapproval tasks must be completed before the work order is approved. Mandatory postapproval tasks, on the other hand, must be completed before a work order is released to a service provider.
<b>market template</b>	In PeopleSoft Enterprise Incentive Management, additional functionality that is specific to a given market or industry and is built on top of a product category.
<b>mass change</b>	In PeopleSoft Enterprise Campus Solutions, mass change is a SQL generator that can be used to create specialized functionality. Using mass change, you can set up a series of Insert, Update, or Delete SQL statements to perform business functions that are specific to the institution.  See also <i>3C engine</i> .
<b>match group</b>	In PeopleSoft Enterprise Receivables, a group of receivables items and matching offset items. The system creates match groups by using user-defined matching criteria for selected field values.
<b>MCF server</b>	Abbreviation for <i>PeopleSoft MultiChannel Framework server</i> . Comprises the universal queue server and the MCF log server. Both processes are started when <i>MCF Servers</i> is selected in an application server domain configuration.
<b>merchandising activity</b>	In PeopleSoft Enterprise Promotions Management, a specific discount type that is associated with a trade promotion (such as off-invoice, billback or rebate, or lump-sum payment) that defines the performance that is required to receive the discount. In the industry, you may know this as an offer, a discount, a merchandising event, an event, or a tactic.
<b>meta-SQL</b>	Meta-SQL constructs expand into platform-specific SQL substrings. They are used in functions that pass SQL strings, such as in SQL objects, the <i>SQLExec</i> function, and PeopleSoft Application Engine programs.
<b>metastring</b>	Metastings are special expressions included in SQL string literals. The metastings, prefixed with a percent (%) symbol, are included directly in the string literals. They expand at run time into an appropriate substring for the current database platform.
<b>multibook</b>	In PeopleSoft Enterprise General Ledger, multiple ledgers having multiple-base currencies that are defined for a business unit, with the option to post a single

	transaction to all base currencies (all ledgers) or to only one of those base currencies (ledgers).
<b>multicurrency</b>	The ability to process transactions in a currency other than the business unit's base currency.
<b>national allowance</b>	In PeopleSoft Enterprise Promotions Management, a promotion at the corporate level that is funded by nondiscretionary dollars. In the industry, you may know this as a national promotion, a corporate promotion, or a corporate discount.
<b>need</b>	In PeopleSoft Enterprise Campus Solutions, the difference between the cost of attendance (COA) and the expected family contribution (EFC). It is the gap between the cost of attending the school and the student's resources. The financial aid package is based on the amount of financial need. The process of determining a student's need is called <i>need analysis</i> .
<b>node-oriented tree</b>	A tree that is based on a detail structure, but the detail values are not used.
<b>pagelet</b>	Each block of content on the home page is called a pagelet. These pagelets display summary information within a small rectangular area on the page. The pagelet provide users with a snapshot of their most relevant PeopleSoft Enterprise and non-PeopleSoft Enterprise content.
<b>participant</b>	In PeopleSoft Enterprise Incentive Management, participants are recipients of the incentive compensation calculation process.
<b>participant object</b>	Each participant object may be related to one or more compensation objects. See also <i>compensation object</i> .
<b>partner</b>	A company that supplies products or services that are resold or purchased by the enterprise.
<b>pay cycle</b>	In PeopleSoft Enterprise Payables, a set of rules that define the criteria by which it should select scheduled payments for payment creation.
<b>payment shuffle</b>	In PeopleSoft Enterprise Campus Solutions, a process allowing payments that have been previously posted to a student's account to be automatically reapplied when a higher priority payment is posted or the payment allocation definition is changed.
<b>pending item</b>	In PeopleSoft Enterprise Receivables, an individual receivable (such as an invoice, a credit memo, or a write-off) that has been entered in or created by the system, but hasn't been posted.
<b>PeopleCode</b>	PeopleCode is a proprietary language, executed by the PeopleSoft Enterprise component processor. PeopleCode generates results based on existing data or user actions. By using various tools provided with PeopleTools, external services are available to all PeopleSoft Enterprise applications wherever PeopleCode can be executed.
<b>PeopleCode event</b>	See <i>event</i> .
<b>PeopleSoft Pure Internet Architecture</b>	The fundamental architecture on which PeopleSoft 8 applications are constructed, consisting of a relational database management system (RDBMS), an application server, a web server, and a browser.
<b>performance measurement</b>	In PeopleSoft Enterprise Incentive Management, a variable used to store data (similar to an aggregator, but without a predefined formula) within the scope of an incentive plan. Performance measures are associated with a plan calendar, territory, and participant. Performance measurements are used for quota calculation and reporting.
<b>period context</b>	In PeopleSoft Enterprise Incentive Management, because a participant typically uses the same compensation plan for multiple periods, the period context associates

	a plan context with a specific calendar period and fiscal year. The period context references the associated plan context, thus forming a chain. Each plan context has a corresponding set of period contexts.
<b>person of interest</b>	A person about whom the organization maintains information but who is not part of the workforce.
<b>personal portfolio</b>	In PeopleSoft Enterprise Campus Solutions, the user-accessible menu item that contains an individual's name, address, telephone number, and other personal information.
<b>plan</b>	In PeopleSoft Enterprise Sales Incentive Management, a collection of allocation rules, variables, steps, sections, and incentive rules that instruct the PeopleSoft Enterprise Incentive Management engine in how to process transactions.
<b>plan context</b>	In PeopleSoft Enterprise Incentive Management, correlates a participant with the compensation plan and node to which the participant is assigned, enabling the PeopleSoft Enterprise Incentive Management system to find anything that is associated with the node and that is required to perform compensation processing. Each participant, node, and plan combination represents a unique plan context—if three participants are on a compensation structure, each has a different plan context. Configuration plans are identified by plan contexts and are associated with the participants that refer to them.
<b>plan template</b>	In PeopleSoft Enterprise Incentive Management, the base from which a plan is created. A plan template contains common sections and variables that are inherited by all plans that are created from the template. A template may contain steps and sections that are not visible in the plan definition.
<b>planned learning</b>	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs.
<b>planning instance</b>	In PeopleSoft Enterprise Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan.
<b>population</b>	In PeopleSoft Enterprise Campus Solutions, the middle level of the three-level classification structure that you define in PeopleSoft Enterprise Recruiting and Admissions for enrollment management. You can define a population level, link it to other levels, and set enrollment target numbers for it.  See also <i>division</i> and <i>cohort</i> .
<b>portal registry</b>	In PeopleSoft Enterprise applications, the portal registry is a tree-like structure in which content references are organized, classified, and registered. It is a central repository that defines both the structure and content of a portal through a hierarchical, tree-like structure of folders useful for organizing and securing content references.
<b>price list</b>	In PeopleSoft Enterprise Pricer, enables you to select products and conditions for which the price list applies to a transaction. During a transaction, the system either determines the product price based on the predefined search hierarchy for the transaction or uses the product's lowest price on any associated, active price lists. This price is used as the basis for any further discounts and surcharges.
<b>price rule</b>	In PeopleSoft Enterprise Pricer, defines the conditions that must be met for adjustments to be applied to the base price. Multiple rules can apply when conditions of each rule are met.
<b>price rule condition</b>	In PeopleSoft Enterprise Pricer, selects the price-by fields, the values for the price-by fields, and the operator that determines how the price-by fields are related to the transaction.
<b>price rule key</b>	In PeopleSoft Enterprise Pricer, defines the fields that are available to define price rule conditions (which are used to match a transaction) on the price rule.



<b>primacy number</b>	In PeopleSoft Enterprise Campus Solutions, a number that the system uses to prioritize financial aid applications when students are enrolled in multiple academic careers and academic programs at the same time. The Consolidate Academic Statistics process uses the primacy number indicated for both the career and program at the institutional level to determine a student's primary career and program. The system also uses the number to determine the primary student attribute value that is used when you extract data to report on cohorts. The lowest number takes precedence.
<b>primary name type</b>	In PeopleSoft Enterprise Campus Solutions, the name type that is used to link the name stored at the highest level within the system to the lower-level set of names that an individual provides.
<b>process category</b>	In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization.
<b>process group</b>	In PeopleSoft Enterprise Financials, a group of application processes (performed in a defined order) that users can initiate in real time, directly from a transaction entry page.
<b>process definition</b>	Process definitions define each run request.
<b>process instance</b>	A unique number that identifies each process request. This value is automatically incremented and assigned to each requested process when the process is submitted to run.
<b>process job</b>	You can link process definitions into a job request and process each request serially or in parallel. You can also initiate subsequent processes based on the return code from each prior request.
<b>process request</b>	A single run request, such as a Structured Query Report (SQR), a COBOL or Application Engine program, or a Crystal report that you run through PeopleSoft Process Scheduler.
<b>process run control</b>	A PeopleTools variable used to retain PeopleSoft Process Scheduler values needed at runtime for all requests that reference a run control ID. Do not confuse these with application run controls, which may be defined with the same run control ID, but only contain information specific to a given application process request.
<b>product</b>	A PeopleSoft Enterprise or third-party product. PeopleSoft organizes its software products into product families and product lines. Interactive Services Repository contains information about every release of every product that PeopleSoft sells, as well as products from certified third-party companies. These products appear with the product name and release number.
<b>product category</b>	In PeopleSoft Enterprise Incentive Management, indicates an application in the PeopleSoft Enterprise Incentive Management suite of products. Each transaction in the PeopleSoft Enterprise Incentive Management system is associated with a product category.
<b>product family</b>	A group of products that are related by common functionality. The family names that can be searched using Interactive Service Repository are Oracle's PeopleSoft Enterprise, PeopleSoft EnterpriseOne, PeopleSoft World, and third-party, certified partners.
<b>product line</b>	The name of a PeopleSoft Enterprise product line or the company name of a third-party certified partner. Integration Services Repository enables you to search for integration points by product line.
<b>programs</b>	In PeopleSoft Enterprise Learning Management, a high-level grouping that guides the learner along a specific learning path through sections of catalog items. PeopleSoft Enterprise Learning Systems provides two types of programs—curricula and certifications.

<b>progress log</b>	In PeopleSoft Enterprise Services Procurement, tracks deliverable-based projects. This is similar to the time sheet in function and process. The service provider contact uses the progress log to record and submit progress on deliverables. The progress can be logged by the activity that is performed, by the percentage of work that is completed, or by the completion of milestone activities that are defined for the project.
<b>project transaction</b>	In PeopleSoft Enterprise Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row.
<b>promotion</b>	In PeopleSoft Enterprise Promotions Management, a trade promotion, which is typically funded from trade dollars and used by consumer products manufacturers to increase sales volume.
<b>prospects</b>	In PeopleSoft Enterprise Campus Solutions, students who are interested in applying to the institution.  In PeopleSoft Enterprise Contributor Relations, individuals and organizations that are most likely to make substantial financial commitments or other types of commitments to the institution.
<b>publishing</b>	In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.
<b>rating components</b>	In PeopleSoft Enterprise Campus Solutions, variables used with the Equation Editor to retrieve specified populations.
<b>record group</b>	A set of logically and functionally related control tables and views. Record groups help enable TableSet sharing, which eliminates redundant data entry. Record groups ensure that TableSet sharing is applied consistently across all related tables and views.
<b>record input VAT flag</b>	Abbreviation for <i>record input value-added tax flag</i> . Within PeopleSoft Enterprise Purchasing, Payables, and General Ledger, this flag indicates that you are recording input VAT on the transaction. This flag, in conjunction with the record output VAT flag, is used to determine the accounting entries created for a transaction and to determine how a transaction is reported on the VAT return. For all cases within Purchasing and Payables where VAT information is tracked on a transaction, this flag is set to Yes. This flag is not used in PeopleSoft Enterprise Order Management, Billing, or Receivables, where it is assumed that you are always recording only output VAT, or in PeopleSoft Enterprise Expenses, where it is assumed that you are always recording only input VAT.
<b>record output VAT flag</b>	Abbreviation for <i>record output value-added tax flag</i> .  See <i>record input VAT flag</i> .
<b>recname</b>	The name of a record that is used to determine the associated field to match a value or set of values.
<b>recognition</b>	In PeopleSoft Enterprise Campus Solutions, the recognition type indicates whether the PeopleSoft Enterprise Contributor Relations donor is the primary donor of a commitment or shares the credit for a donation. Primary donors receive hard credit that must total 100 percent. Donors that share the credit are given soft credit. Institutions can also define other share recognition-type values such as memo credit or vehicle credit.
<b>reference data</b>	In PeopleSoft Enterprise Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, and channels.
<b>reference object</b>	In PeopleSoft Enterprise Incentive Management, this dimension-type object further defines the business. Reference objects can have their own hierarchy (for example, product tree, customer tree, industry tree, and geography tree).

<b>reference transaction</b>	In commitment control, a reference transaction is a source transaction that is referenced by a higher-level (and usually later) source transaction, in order to automatically reverse all or part of the referenced transaction's budget-checked amount. This avoids duplicate postings during the sequential entry of the transaction at different commitment levels. For example, the amount of an encumbrance transaction (such as a purchase order) will, when checked and recorded against a budget, cause the system to concurrently reference and relieve all or part of the amount of a corresponding pre-encumbrance transaction, such as a purchase requisition.
<b>regional sourcing</b>	In PeopleSoft Enterprise Purchasing, provides the infrastructure to maintain, display, and select an appropriate vendor and vendor pricing structure that is based on a regional sourcing model where the multiple ship to locations are grouped. Sourcing may occur at a level higher than the ship to location.
<b>relationship object</b>	In PeopleSoft Enterprise Incentive Management, these objects further define a compensation structure to resolve transactions by establishing associations between compensation objects and business objects.
<b>remote data source data</b>	Data that is extracted from a separate database and migrated into the local database.
<b>REN server</b>	Abbreviation for <i>real-time event notification server</i> in PeopleSoft MultiChannel Framework.
<b>requester</b>	In PeopleSoft Enterprise eSettlements, an individual who requests goods or services and whose ID appears on the various procurement pages that reference purchase orders.
<b>reversal indicator</b>	In PeopleSoft Enterprise Campus Solutions, an indicator that denotes when a particular payment has been reversed, usually because of insufficient funds.
<b>role</b>	Describes how people fit into PeopleSoft Workflow. A role is a class of users who perform the same type of work, such as clerks or managers. Your business rules typically specify what user role needs to do an activity.
<b>role user</b>	A PeopleSoft Workflow user. A person's role user ID serves much the same purpose as a user ID does in other parts of the system. PeopleSoft Workflow uses role user IDs to determine how to route worklist items to users (through an email address, for example) and to track the roles that users play in the workflow. Role users do not need PeopleSoft user IDs.
<b>roll up</b>	In a tree, to roll up is to total sums based on the information hierarchy.
<b>run control</b>	A run control is a type of online page that is used to begin a process, such as the batch processing of a payroll run. Run control pages generally start a program that manipulates data.
<b>run control ID</b>	A unique ID to associate each user with his or her own run control table entries.
<b>run-level context</b>	In PeopleSoft Enterprise Incentive Management, associates a particular run (and batch ID) with a period context and plan context. Every plan context that participates in a run has a separate run-level context. Because a run cannot span periods, only one run-level context is associated with each plan context.
<b>SCP SCBM XML message</b>	Abbreviation for <i>Supply Chain Planning Supply Chain Business Modeler Extensible Markup Language message</i> . Supply Chain Business Modeler uses XML as the format for all data that it imports and exports.
<b>search query</b>	You use this set of objects to pass a query string and operators to the search engine. The search index returns a set of matching results with keys to the source documents.
<b>search/match</b>	In PeopleSoft Enterprise Campus Solutions and PeopleSoft Enterprise Human Resources Management Solutions, a feature that enables you to search for and identify duplicate records in the database.

<b>seasonal address</b>	In PeopleSoft Enterprise Campus Solutions, an address that recurs for the same length of time at the same time of year each year until adjusted or deleted.
<b>section</b>	In PeopleSoft Enterprise Incentive Management, a collection of incentive rules that operate on transactions of a specific type. Sections enable plans to be segmented to process logical events in different sections.
<b>security event</b>	In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries.
<b>serial genealogy</b>	In PeopleSoft Enterprise Manufacturing, the ability to track the composition of a specific, serial-controlled item.
<b>serial in production</b>	In PeopleSoft Enterprise Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record.
<b>service impact</b>	In PeopleSoft Enterprise Campus Solutions, the resulting action triggered by a service indicator. For example, a service indicator that reflects nonpayment of account balances by a student might result in a service impact that prohibits registration for classes.
<b>service indicator</b>	In PeopleSoft Enterprise Campus Solutions, indicates services that may be either withheld or provided to an individual. Negative service indicators indicate holds that prevent the individual from receiving specified services, such as check-cashing privileges or registration for classes. Positive service indicators designate special services that are provided to the individual, such as front-of-line service or special services for disabled students.
<b>session</b>	<p>In PeopleSoft Enterprise Campus Solutions, time elements that subdivide a term into multiple time periods during which classes are offered. In PeopleSoft Enterprise Contributor Relations, a session is the means of validating gift, pledge, membership, or adjustment data entry . It controls access to the data entered by a specific user ID. Sessions are balanced, queued, and then posted to the institution's financial system. Sessions must be posted to enter a matching gift or pledge payment, to make an adjustment, or to process giving clubs or acknowledgements.</p> <p>In PeopleSoft Enterprise Learning Management, a single meeting day of an activity (that is, the period of time between start and finish times within a day). The session stores the specific date, location, meeting time, and instructor. Sessions are used for scheduled training.</p>
<b>session template</b>	In PeopleSoft Enterprise Learning Management, enables you to set up common activity characteristics that may be reused while scheduling a PeopleSoft Enterprise Learning Management activity—characteristics such as days of the week, start and end times, facility and room assignments, instructors, and equipment. A session pattern template can be attached to an activity that is being scheduled. Attaching a template to an activity causes all of the default template information to populate the activity session pattern.
<b>setup relationship</b>	In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node.
<b>share driver expression</b>	In PeopleSoft Enterprise Business Planning, a named planning method similar to a driver expression, but which you can set up globally for shared use within a single planning application or to be shared between multiple planning applications through PeopleSoft Enterprise Warehouse.
<b>single signon</b>	With single signon, users can, after being authenticated by a PeopleSoft Enterprise application server, access a second PeopleSoft Enterprise application server without entering a user ID or password.

<b>source key process</b>	In PeopleSoft Enterprise Campus Solutions, a process that relates a particular transaction to the source of the charge or financial aid. On selected pages, you can drill down into particular charges.
<b>source transaction</b>	In commitment control, any transaction generated in a PeopleSoft Enterprise or third-party application that is integrated with commitment control and which can be checked against commitment control budgets. For example, a pre-encumbrance, encumbrance, expenditure, recognized revenue, or collected revenue transaction.
<b>speed key</b>	See <i>communication key</i> .
<b>SpeedChart</b>	A user-defined shorthand key that designates several ChartKeys to be used for voucher entry. Percentages can optionally be related to each ChartKey in a SpeedChart definition.
<b>SpeedType</b>	A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together.
<b>staging</b>	A method of consolidating selected partner offerings with the offerings from the enterprise's other partners.
<b>standard letter code</b>	In PeopleSoft Enterprise Campus Solutions, a standard letter code used to identify each letter template available for use in mail merge functions. Every letter generated in the system must have a standard letter code identification.
<b>statutory account</b>	Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft Enterprise, this is equivalent to the Alternate Account (ALTACCT) ChartField.
<b>step</b>	In PeopleSoft Enterprise Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run.
<b>storage level</b>	In PeopleSoft Enterprise Inventory, identifies the level of a material storage location. Material storage locations are made up of a business unit, a storage area, and a storage level. You can set up to four storage levels.
<b>subcustomer qualifier</b>	A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles.
<b>Summary ChartField</b>	You use summary ChartFields to create summary ledgers that roll up detail amounts based on specific detail values or on selected tree nodes. When detail values are summarized using tree nodes, summary ChartFields must be used in the summary ledger data record to accommodate the maximum length of a node name (20 characters).
<b>summary ledger</b>	An accounting feature used primarily in allocations, inquiries, and PS/nVision reporting to store combined account balances from detail ledgers. Summary ledgers increase speed and efficiency of reporting by eliminating the need to summarize detail ledger balances each time a report is requested. Instead, detail balances are summarized in a background process according to user-specified criteria and stored on summary ledgers. The summary ledgers are then accessed directly for reporting.
<b>summary time period</b>	In PeopleSoft Enterprise Business Planning, any time period (other than a base time period) that is an aggregate of other time periods, including other summary time periods and base time periods, such as quarter and year total.
<b>summary tree</b>	A tree used to roll up accounts for each type of report in summary ledgers. Summary trees enable you to define trees on trees. In a summary tree, the detail values are really nodes on a detail tree or another summary tree (known as the <i>basis</i> tree). A summary tree structure specifies the details on which the summary trees are to be built.
<b>syndicate</b>	To distribute a production version of the enterprise catalog to partners.

<b>system function</b>	In PeopleSoft Enterprise Receivables, an activity that defines how the system generates accounting entries for the general ledger.
<b>system source</b>	<p>The system source identifies the source of a transaction row in the database. For example, a transaction that originates in PeopleSoft Enterprise Expenses contains a system source code of BEX (Expenses Batch).</p> <p>When PeopleSoft Enterprise Project Costing prices the source transaction row for billing, the system creates a new row with a system source code of PRP (Project Costing pricing), which represents the system source of the new row. System source codes can identify sources that are internal or external to the PeopleSoft Enterprise system. For example, processes that import data from Microsoft Project into PeopleSoft Enterprise applications create transaction rows with a source code of MSP (Microsoft Project).</p>
<b>TableSet</b>	A means of sharing similar sets of values in control tables, where the actual data values are different but the structure of the tables is the same.
<b>TableSet sharing</b>	Shared data that is stored in many tables that are based on the same TableSets. Tables that use TableSet sharing contain the SETID field as an additional key or unique identifier.
<b>target currency</b>	The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes.
<b>tax authority</b>	In PeopleSoft Enterprise Campus Solutions, a user-defined element that combines a description and percentage of a tax with an account type, an item type, and a service impact.
<b>template</b>	A template is HTML code associated with a web page. It defines the layout of the page and also where to get HTML for each part of the page. In PeopleSoft Enterprise, you use templates to build a page by combining HTML from a number of sources. For a PeopleSoft Enterprise portal, all templates must be registered in the portal registry, and each content reference must be assigned a template.
<b>territory</b>	In PeopleSoft Enterprise Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants.
<b>third party</b>	A company or vendor that has extensive PeopleSoft Enterprise product knowledge and whose products and integrations have been certified and are compatible with PeopleSoft Enterprise applications.
<b>3C engine</b>	Abbreviation for <i>Communications, Checklists, and Comments engine</i> . In PeopleSoft Enterprise Campus Solutions, the 3C engine enables you to automate business processes that involve additions, deletions, and updates to communications, checklists, and comments. You define events and triggers to engage the engine, which runs the mass change and processes the 3C records (for individuals or organizations) immediately and automatically from within business processes.
<b>3C group</b>	Abbreviation for <i>Communications, Checklists, and Comments group</i> . In PeopleSoft Enterprise Campus Solutions, a method of assigning or restricting access privileges. A 3C group enables you to group specific communication categories, checklist codes, and comment categories. You can then assign the group inquiry-only access or update access, as appropriate.
<b>TimeSpan</b>	A relative period, such as year-to-date or current period, that can be used in various PeopleSoft Enterprise General Ledger functions and reports when a rolling time frame, rather than a specific date, is required. TimeSpans can also be used with flexible formulas in PeopleSoft Enterprise Projects.

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

<b>VAT exoneration</b>	Abbreviation for <i>value-added tax exoneration</i> . An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
<b>VAT suspension</b>	Abbreviation for <i>value-added tax suspension</i> . An organization that has been granted a temporary exemption from paying VAT.
<b>warehouse</b>	A PeopleSoft Enterprise data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions.
<b>work order</b>	In PeopleSoft Enterprise Services Procurement, enables an enterprise to create resource-based and deliverable-based transactions that specify the basic terms and conditions for hiring a specific service provider. When a service provider is hired, the service provider logs time or progress against the work order.
<b>worker</b>	A person who is part of the workforce; an employee or a contingent worker.
<b>workset</b>	A group of people and organizations that are linked together as a set. You can use worksets to simultaneously retrieve the data for a group of people and organizations and work with the information on a single page.
<b>worksheet</b>	A way of presenting data through a PeopleSoft Enterprise Business Analysis Modeler interface that enables users to do in-depth analysis using pivoting tables, charts, notes, and history information.
<b>worklist</b>	The automated to-do list that PeopleSoft Workflow creates. From the worklist, you can directly access the pages you need to perform the next action, and then return to the worklist for another item.
<b>XML link</b>	The XML Linking language enables you to insert elements into XML documents to create a links between resources.
<b>XML schema</b>	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
<b>XPI</b>	Abbreviation for <i>eXtended Process Integrator</i> . PeopleSoft XPI is the integration infrastructure that enables both real-time and batch communication with JD Edwards EnterpriseOne applications.
<b>yield by operation</b>	In PeopleSoft Enterprise Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis.
<b>zero-rated VAT</b>	Abbreviation for <i>zero-rated value-added tax</i> . A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery.



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