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PeopleSoft Enterprise Number Management 9 PeopleBook

August 2006

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Sun's JAXB Implementation – JDSDK 1.5 relaxngDatatype.jar 1.0 License

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Contents

Contents

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.

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.

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.

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.

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.

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.

See Also

Oracle's PeopleSoft Customer Connection, 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

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
Bold	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.
Italics	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 *O*.
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)	When placed before a parameter in PeopleCode syntax, an ampersand indicates that the parameter is an already instantiated object. Ampersands also precede all PeopleCode variables.

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.

Note. Example of a note.

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

Important! Example of an important note.

Warnings

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

Warning! Example of a warning.

Cross-References

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

Country, Region, and Industry Identifiers

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

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

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

Country Identifiers

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

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.

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.

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

Common Elements Used in PeopleBooks

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

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

PeopleSoft Enterprise Phone Number Administration Preface

This preface discusses:

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

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

PeopleSoft Enterprise CRM Application Fundamentals

The *PeopleSoft Enterprise CRM 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.

See Also

PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Application Fundamentals Preface"

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.

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.

The *PeopleSoft Enterprise CRM 9 Automation and Configuration Tools PeopleBook* contains these parts:

- Correspondence Management.

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

- Automation Tools.

  This part discusses PeopleSoft CRM workflow, the Active Analytics Framework (AAF), 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.

• Business process management.

This part provides information on the two different approaches to manage business processes in PeopleSoft CRM and discusses:

- The setup of the BPEL infrastructure to initiate and manage BPEL process instances.

- The setup of Business Process Monitor to view the status information of initiated BPEL process instances.

- The setup of BPEL worklist integration to send CRM worklist entries (both notifications and action items) from BPEL processes.

- The setup and execution of business projects.

See Also

PeopleSoft Enterprise CRM 9 Automation and Configuration Tools PeopleBook, "PeopleSoft CRM Automation and Configuration Tools Preface"

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

• Environmental Systems Research Institute (ESRI) integration.

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

See Also

PeopleSoft Enterprise CRM 9 Services Foundation PeopleBook, "Oracle's PeopleSoft CRM Services Foundation Preface"

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. PeopleSoft Enterprise CRM 9 Business Object Management PeopleBook.

See Also

PeopleSoft Enterprise CRM 9 Business Object Management PeopleBook, "PeopleSoft Enterprise Customer Relationship Management Business Object Management Preface"

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.

See Also

PeopleSoft Enterprise CRM 9 Product and Item Management PeopleBook, "PeopleSoft Enterprise CRM Product and Item Management Preface"

PeopleTools PeopleBooks

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

Getting Started with PeopleSoft Enterprise Phone Number Administration

This chapter provides an overview of Phone Number Administration and discusses:

• Phone Number Administration business processes.

• Phone Number Administration integrations.

• Phone Number Administration implementation.

Phone Number Administration Overview

Phone Number Administration utilizes the power of PeopleSoft CRM and provides industry-specific functionality to meet your business needs. Phone Number Administration enables you to provide full-featured support for all products and services that you offer to your customers.

Note. This book focuses on the setup and usage of Phone Number Administration functionality and does not discuss core PeopleSoft CRM setup or usage. You should review the references that are provided in each chapter before beginning your implementation.

Phone Number Administration Business Processes

Phone Number Administration enables users to:

• Create or import numbers.

• Make numbers available in number inventory.

• Manage the status, type, region, and category of individual numbers.

• Assign numbers.

Phone Number Administration Integrations

Phone Number Administration integrates with the following PeopleSoft applications:

• PeopleSoft Enterprise Support.

• PeopleSoft Enterprise Support for Customer Self Service.

• PeopleSoft Enterprise Integrated FieldService.

• PeopleSoft Enterprise Order Capture.

• PeopleSoft Enterprise Marketing.

Phone Number Administration 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.

Other Sources of Information

In the planning phase of your implementation, take advantage of all PeopleSoft sources of information, including the installation guides, data models, business process maps, and troubleshooting guidelines. A complete list of these resources appears in the preface in the *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook,* with information about where to find the most current version of each.

See Also

PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook

Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Component Interfaces

PeopleSoft Enterprise Setup Manager for CRM 9 PeopleBook

CHAPTER 2

Setting Up Number Management

This chapter provides overviews of number lifecycle management, number management process flow, number categories and sub-categories, number formats, and Configuration table setup in Phone Number Administration and discusses how to:

• Set up the Configuration table.

• Set up number categories and sub-categories.

• Set up number formats.

Understanding Number Lifecycle Management

Number lifecycle management enables you to create and maintain an inventory of numbers and services that can be assigned to users during the order-capture process. For example, customers in the communications industry may need to maintain different pools of numbers for wireline service offerings and wireless service offerings. When assigning a number from these pools, you must ensure that the number is local to the customer, with the correct area code and prefix.

Number Management functionality controls the lifecycle of assignable numbers.

Number management components enable administrators to create and manage numbers. Each number is associated with a particular service product (wireless, wireline) and region. A single region is associated with one or more postal codes or cities.

Understanding the Number Management Business Process Flow

The following diagram illustrates the number management business process flow:
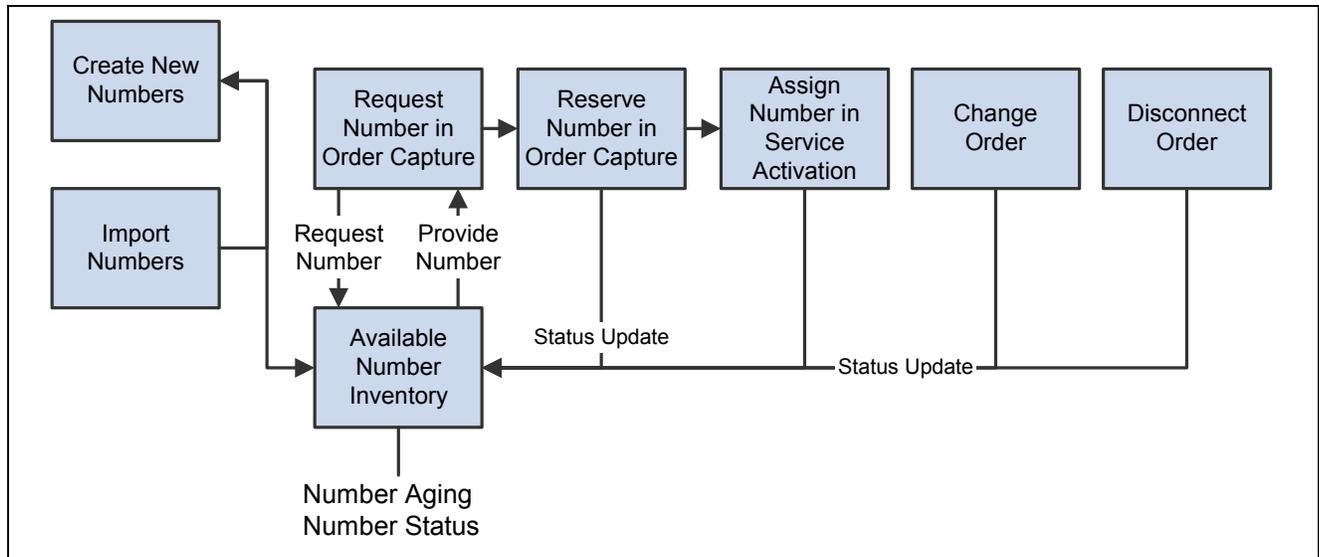
Number management business process flow

Number Lifecycle

The table provides details on the number lifecycle:

Process	Details
Create or import numbers.	Numbers are loaded into the number tables using either the Number Creation wizard or the prebuilt number loading functions. Numbers can be loaded from external applications through flat files. Numbers can be generated in blocks or individually. When numbers are first created, the status is *Pending*.
Make number ranges available.	When numbers are ready for assignment, an administrator uses the Number Management component to change the status of the number range to *Available*.

Process	Details
Assign numbers. See *PeopleSoft Enterprise CRM 9 Order Capture Applications PeopleBook*, "Using Order Capture and Service Management in the Communications Industry".	When a customer places an order, the customer service representative (CSR) enters the customer address. The system takes the sold to postal code from the region and searches the number inventory for numbers in that region with a status of *Available*. For example, the sold to postal code for the customer is 95054, and the number region is South Bay. When the CSR enters the postal code 95054 during the order process, the system displays numbers from the South Bay inventory. The product selection during the order process also determines number assignment. If the customer selects wireless, the system displays only those numbers designated as wireless. The CSR is presented with a block of numbers to offer to the customer. The NUMLISTVAL configuration variable determines how many numbers are presented in the group. The status of the group of numbers given to the CSR changes to *Blocked*. During the time that the numbers are in this status, no other CSR can use this group of numbers. Once the customer selects a number from the group, that number is assigned a status of *ActPending* (pending activation). Run the RBT_NMBLK_AE Application Engine process hourly to return all unused numbers from Blocked status to Available. The RBT_IPSTATUS_MSG changes the status of the number from ActPending to Assigned. The status is entered into the number history table.
Disconnect numbers. See *PeopleSoft Enterprise CRM 9 Order Capture Applications PeopleBook*, "Using Order Capture and Service Management in the Communications Industry".	When the number is disconnected, the status is changed to *Aging* and the status is entered into the number history table. Start and end dates for Aging status are entered based on configuration variables. The AGETIMEBUS variable establishes the number of days for aging business numbers. The AGETIMEIND variable establishes the number of days for aging individual customer numbers. Run the RBT_NMAGE_AE Application Engine process daily. If the end date is equal to the current date, the system changes the status to Active.

Valid Number Statuses

The table shows valid number statuses:

Number Status	Usage
Available	The number can be selected by a CSR or customer.
Assigned	The number is already in use and cannot be assigned.
Reserved	The number has been either specifically placed on hold or has been selected by a customer or CSR, and the order transaction is not complete.
Pending	The number is not yet available for assignment. Numbers are in Pending status after they are either created or imported and entered into the system.
Activation Pending	The number has not yet been activated.
Aging	The number is being aged and is not yet available for assignment. You establish the number of days for aging both business and individual customer numbers in the Communication Setup component.
Blocked	The number is not available for use.
Ported-Out	The Number is Ported-out to external Service provider.
Released	The Number is released to the external Service provider who owns it.

See Also

PeopleSoft Enterprise CRM 9 Order Capture Applications PeopleBook, "Using Order Capture and Service Management in the Communications Industry"

Understanding Number Categories

Phone Number Administration supports different categories and sub-categories of numbers. These categories can be set up to charge a fee.

This table lists the delivered number categories and sub-categories:

Category	Sub-Category	Product to track fee
General	Postpaid Account Number	
	Prepaid Account Number	
Metallic	Platinum	Platinum Number Fee
	Gold	Gold Number Fee
	Silver	Silver Number Fee
Reserved		
Administrative	Employee Service Routing Key	
	Employee or Official Number	
	Local Directory Number	
	Location Routing Number	
	Test Number	
	SoftDial Tone Number	
	E911 Number	
Intermediate		

Note. Metallic numbers are also known as vanity numbers.

Understanding Number Format

The Number Format setup component defines the country in which the host provider operates along with the structure of phone numbers supported in that country.

The phone number format is complaint to World Telephone Numbering Guide and ITU-T Recommendation E.164. The structure is CC-NDC-LSP, where:

• CC is the Country Code.

• NDC is the National Destination Code.

  This is same as the area code in the US.

• LSP is the locally significant part.

  This is same as the 7 digits of phone numbers in the US.

Understanding Configuration Table Setup in Number Administration

When setting up the Configuration table in Number Administration, consider:

- The Configuration table establishes configuration parameters for your system.
- The Configuration table is delivered with default values and is maintained by PeopleSoft.
- The Configuration table is based on SetID.

Setting Up the Configuration Table

This section discusses how to set up the Configuration table.

To set up the Configuration Table, use the Configuration (RBT_CONFIG_CMP) component.

Page Used to Set Up the Configuration Table

Page Name	Object Name	Navigation	Usage
Communications Setup	RBT_CONFIG_PG	Set Up CRM, Product Related, Communications, Communications Setup, Communications Setup	View the configuration parameters that are delivered. Configuration parameters that you add are not maintained by PeopleSoft.

Defining Configuration Parameters

Access the Communications Setup page.

Communications Setup

SetID COM01

Configuration   Customize | Find | ▦   First ◁ 1-37 of 37 ▷ Last

*Name	*Value	Description	
AGETIMEBUS	90	Number Aging time for Bus Cust	⊞
AGETIMEIND	180	Number Aging time for Ind Cust	⊞
BILLSYSTEM	PORTAL	Billing System for Telco	⊞
FFMSYSTEM	PSFT	Fulfillment System	⊞
FRAUDBU	FRAUD	Business Unit for Fraud	⊞
FRAUDPG	FRAUD	Fraud Provider Group	⊞
INTEGRATBILL	ON	Billing Integration ON/OFF	⊞
MAXNUMLISTVAL	25	Max Numbers to show in assign	⊞
NUMBLOCK	100	Total Numbers to Create	⊞
NUMLISTVAL	5	Total Numbers to Show in Assgn	⊞
PREPAIDFIRST	PREPAID	Special Consumer for Prepaid	⊞
PREPAIDLAST	CONSUMER	Special Consumer for Prepaid	⊞
RBTACCOUNT	1	New Account Message flag	⊞
RBTACTACS	1	Account Access flag	⊞
RBTACTDET	1	Account Detail flag	⊞
RBTACTIVATION	1	Service Activation Message flg	⊞
RBTACTUSGRESTYP	MINS	Account Usage Resource Type	⊞
RBTADDR	1	Address Info Message Flag	⊞
RBTAPPSEC	Y	Security	⊞
RBTBALANCE	0	Account Balance Message flag	⊞
RBTBILL	0	Get Bill Message flag	⊞

Communications Setup page (1 of 2)

Communications Setup page (2 of 2)

| **Copy above Configuration Parameters to a New SetID** | Click to copy all of the configuration parameters to a new SetID that you have created. |

Setting Up Number Categories and Sub-Categories

This section discusses how to set up number categories and sub-categories. A category may have a sub-category for which a price can be charged

To set up number categories and sub-categories, use the Number Category (RBT_CATEGORY_CMP) component.

Page Used to Set Up Number Categories and Sub-Categories

Page Name	Object Name	Navigation	Usage
Number Category	RBT_CATEGORY_PG	Set Up CRM, Product Related, Communications, Number Category	Set up number categories and sub-categories. The system displays the fee charged, if applicable. Pricing rules determine the actual price.

Setting Up Number Categories and Sub-Categories

Access the Number Category page.

Number Category page

Setting Up Number Formats

This section discusses how to set up number formats.

To set up number formats, use the Number Format (RBT_NUM_FORMAT_CMP) component.

Page Used to Set Up Number Formats

Page Name	Object Name	Navigation	Usage
Number Format	RBT_NUM_FORMAT_PG	Set Up CRM, Product Related, Communications, Number Format	Define the country of the host provider and the structure of the phone numbers. **Note.** A separate installation of CRM is needed for Customers operating across multiple countries.

Setting Up Number Formats

Access the Number Format page.

Number Format page

Wireless Service Provider	Select the name of the wireless service provider.
Network ID	This indicates the NPAC managed service provider ID of the new service provider requesting the port in.
Operating Company Number	The Operating Company Number of the new service provider requesting the port in. When the new local service provider is a reseller and they do not have an OCN, the value of *ZZZZ* should be used.
Country	The name of the country where the provider operates.
Country Code	The country code is used to reach the telephone system for each nation or special service.
Trunk Prefix	A trunk prefix refers to the initial digit(s) to be dialed in a domestic call, prior to the area code (if necessary) and the subscriber number. *0* is the trunk prefix in most nations.
	In the North American Numbering Plan +1 it is 1; it is merely coincidental that the country code and trunk prefix are both 1.
	For calls to another country code, the trunk prefix is generally omitted. For example, a call to London, UK within the UK would be dialed as 020 #### #### but from outside the UK, the initial 0 (trunk prefix) is omitted: +44 20 #### ####.

	Some nations do not use a trunk prefix, which means only the subscriber number is dialed in those cases.
International Prefix	An international prefix is the code dialed prior to an international number (country code, area code if any, then subscriber number).
	In most nations, this will be *00*. In some nations in Asia, this is *001* (in some cases, alternate codes are available to select the particular international carrier).
	In North America, this is *011* (or 01 for special call processing - collect, person-to-person, calling card, and so on.)
Number Distribution Factor	The Number Distribution factor further categorizes the number based on how close the customer is to the exchange.
	For example, in the Fremont area code 510, available Phone numbers are 510-659... or 510-657.... Therefore, based on zip code of the Customers address, the CSR can recommend 510-659.... number instead of 510-657....
	Countries that do not have area codes can have the numbers based on City.
National Destination Code	The National Destination Code defines the minimum and maximum number of digits allowed for Area Code. The National Destination Code in the United States is referred to as the *area code*. It is used within many nations to route calls to a particular city, region or special service. Depending on the nation or region, it may also be referred to as a numbering plan area, subscriber trunk dialing code, national destination code or routing code. This information can be used to validate the length of the phone number.
Locally Significant Part	The Locally Significant Part defines the minimum and maximum number of digits allowed for the Subscriber Index.
	The subscriber number represents the specific telephone number to be dialed, but does not include the country code, area code, international prefix or trunk prefix. This information can be used to validate the length of the phone number.
	In the United States, the size of Locally Significant Part number is 7.

CHAPTER 3

Administering Phone Numbers

This chapter provides an overview of number lifecycle management and discusses how to:

• Define regions.

• Add new numbers.

• Make numbers available.

• Reserve and unreserve numbers.

• Make numbers metallic.

• Manage numbers.

• Assign numbers.

Understanding Phone Number Lifecycle Management

Using Number Administration, you can sell multiple service products requiring numbers to a geographically diverse customer base.

Defining Regions

Regions define how number blocks are grouped together for assignment. Regions can be geographical, defined by the service offering, or defined by postal codes.

Page Used to Defining Regions

Page Name	Object Name	Navigation	Usage
Region	RB_REGION	Set Up CRM, Common Definitions, Location, Region Codes, Region	Set up and maintain regions for phone numbers.

Defining Regions

Access the Region page.

Region page

Status	Select from *Active* and *Inactive* . The status must be *Active* for numbers to be available.
Region Type	Types that are specific to Number Administration are *Service Area, Postal Wireline,* and *Postal Wireless.* A service area is the top-level region for number management; postal wireline and postal wireless are typically used for service area subregions.
Description	Enter a description for the region. The description appears in the region hierarchy.
Parent Region ID	Enter the region ID for the parent of the region that you are entering. This field sets up the hierarchical relationship for regions and enables you to create parent/child relationships.
Region Hierarchy	Displays the entire region hierarchy, including the current region.

Adding New Numbers

You can create numbers using Phone Number Administration, or you can import numbers in a flat file. Numbers can be created individually or in blocks using a block range. Individual numbers or number blocks can be created for a specific region.

This section discusses how to:

• Import numbers

• Define number criteria

• Review numbers

To define number criteria, use the Add Numbers – Define Number Criteria (RBT_NUMCREATE_CMP) component.

Using a Flat File to Import Numbers

This table illustrates the structure for the Number Import input file.

REGION	NDC	LSP	CATEGORY	NUMBER DISTRIBUTION FACTOR	SUB-CATEGORY	TYPE	USAGE	ACTION
SOUTHBAY	408	1112222	AD	95117		PH	V	ADD
SOUTHBAY	408	1112223	AD	95117		PH	D	ADD
SOUTHBAY	408	1112224	AD	95117		PH	F	ADD
SOUTHBAY	510	2223333	RS	94530		PH	V	ADD
SOUTHBAY	510	2223334	RS	94530		PH	D	ADD
SOUTHBAY	510	2223335	RS	94530		PH	F	ADD
SOUTHBAY	925	3334444	SP	94566		MO	V	ADD
SOUTHBAY	925	3334445	SP	94566		MO	D	ADD
SOUTHBAY	925	3334446	SP	94566		MO	F	ADD
SOUTHBAY	415	4445555	GN	94530	MG	PH	V	ADD
SOUTHBAY	415	4445556	GN	94530	MP	PH	D	ADD
SOUTHBAY	415	4445557	GN	94530	MS	PH	F	ADD
SOUTHBAY	408	3671200	GN	95117	MG	PH	A	UPDATE

Pages Used to Add New Numbers

Page Name	Object Name	Navigation	Usage
Import Numbers	RBT_NUM_IMPORT_PG	Number Management, Import Numbers	Import numbers in a flat file.
Add Numbers - Define Number Criteria	RBT_CREATENUM_PG	Number Management, Manage Number, Add Number	Select the criteria for phone numbers to be created.
Add Numbers - Review Numbers	RBT_REVIEWNUM_PG	Click Continue on the Add Number page.	Review the number block before saving to number inventory.

Importing Numbers

Access the Import Numbers page.

Import Numbers page

Delete   Click the Delete button to delete the uploaded file.

View   Click the View button to display the contents of the uploaded file.

Field Map   Click the Field Map button to display the mapping of the fields in the file with the fields in the destination table.

Run Import   Click the Run Import button to save the entered information, assign a default run control ID, and run a batch job to import the numbers.

Defining Number Criteria

Access the Add Numbers - Define Number Criteria page.

Add Numbers - Step 1: Define Number Criteria page

Region ID	Select a region for the number to be created.
SetID	Select the setID for Communications to get the number configuration.
Category	Select from *Administrative*, *General*, *Intermediate*, *Metallic* or *Reserved*.
Type	Select the type of number, either *wireless* or *wireline*.
Sub Category	Select a sub category for the number. This is optional.
Usage	Select the usage of the number such as *Voice*, *Fax* or *Data*.
Zip Code	Enter the zip code for the number.
Area Code	Enter the area code for the country in which the provider is operating, if applicable. The area code length must be within the minimum and maximum NDC length defined in the Number Format setup.
Prefix	Use the Prefix field to enter optional leading zeroes.
Starting Number	Enter the beginning number for the block.
Ending Number - Auto-generated next block	Select the range of Subscriber numbers. If you use an auto-generated block, the system will use the block size setup as a parameter for communications.

The subscriber length must be within the minimum and maximum LSP length defined in the Number format setup.

Specify end number   Enter the end number for the range if you do not auto-generate the block.

Reviewing Numbers

Access the Review Numbers page.

Add Numbers - Step 2: Review Numbers page

By default all numbers are selected. Clear all or specific numbers if no action needs to be taken.

Making Numbers Available

Your organization needs a supply of assignable numbers available for customers. When the number inventory is low, you need to make new numbers available. Numbers can be made available individually, or in blocks using a block range. Individual numbers or number blocks can be made available for a specific region.

To make numbers available:

1. Select the region, setID, category, type, and starting number. Select auto number generation to specify the end number.

Region, setID, area code, and starting number are required fields.

2. Review the number list before saving to the available number inventory.

Note. The interface for making numbers available is similar to adding new numbers.

See .

Pages Used to Make Numbers Available

Page Name	Object Name	Navigation	Usage
Make Numbers Available - Define Number Criteria	RBT_CREATENUM_PG	Number Management, Make Numbers Available, Make Numbers Available	Use this page to define the region, category, type, starting and ending numbers, and an optional prefix for leading zeroes. Number status will be changed from *Pending* to *Available*.
Make Numbers Available - Review Numbers	RBT_REVIEWNUM_PG	Click Continue on the Step 1: Define Number Criteria page	Use this page to review the number block before saving to the available number inventory.

Reserving and Unreserving Numbers

Number Management allows numbers to be reserved by businesses. The general category Numbers with 'Available' status can be only reserved. The reserved Numbers that are in available status can be only unreserved. For example, a company may want to reserve all the numbers in the 925 area code with the Subscriber Number prefix 694. In this case, administrators can reserve these numbers using a similar interface to creating and making numbers available. Numbers can be unreserved in the same way.

To reserve numbers, use the Reserve Number (RBT_RESERVENUM_CMP) component.

To unreserve numbers, use the Unreserve Number (RBT_UNRESERVE_NUM) component.

Note. The interface for reserving and unreserving numbers is the same.

Pages Used to Reserve and Unreserve Numbers

Page Name	Object Name	Navigation	Usage
Reserve Numbers- Select Customer	RBT_SELECT_CUST	Number Management, Manage Number, Reserve Numbers, Select Customer	Select the customer for reserving the phone numbers.
Reserve Numbers - Define Number Criteria	RBT_CREATENUM_PG	Click Continue on the Step 1: Select Customer page	Define the region, category, type, starting and ending numbers, and an optional prefix for leading zeroes.
Reserve Numbers - Review Numbers	RBT_REVIEWNUM_PG	Click Continue on the Step 2: Define Number Criteria page	Review the number block before reserving.
Unreserve Numbers- Select Customer	RBT_SELECT_CUST	Number Management, Reserve Numbers, Unreserve Numbers, Select Customer	Select the customer for unreserving the phone numbers.
Unreserve Numbers - Define Number Criteria	RBT_CREATENUM_PG	Click Continue on the Step 1: Select Customer page	Define the region, category, type, starting and ending numbers, and an optional prefix for leading zeroes.
Unreserve Numbers - Review Numbers	RBT_REVIEWNUM_PG	Click Continue on the Step 2: Define Number Criteria page.	Review the number block before unreserving.

Selecting the Customer

Access the Select Customer page.

Select Customer page

Note. The pages used to reserve numbers and unreserve numbers use the same interface.

Defining Number Criteria

Access the Define Number Criteria page.

Define Number Criteria page

Note. The pages used to reserve numbers and unreserve numbers use the same interface.

Region ID	Select a region for the number to be created.
SetID	Select the setID for Communications to get the number configuration.
Category	Select from *Administrative*, *General*, *Intermediate*, *Metallic* or *Reserved*.
Type	Select the type of number, either *wireless* or *wireline*.
Sub Category	Select a sub category for the number. This is optional.
Usage	Select the usage of the number such as *Voice*, *Fax* or *Data*.
Zip Code	Enter the zip code for the number.
Area Code	Enter the area code for the country in which the provider is operating, if applicable. The area code length must be within the minimum and maximum NDC length defined in the Number Format setup.
Prefix	Use the Prefix field to enter optional leading zeroes.
Starting Number	Enter the beginning number for the block.

Ending Number - Auto-generated next block	Select the range of Subscriber numbers. If you use an auto-generated block, the system will use the block size set up as a parameter for communications. The subscriber length must be within the minimum and maximum LSP length defined in the Number format setup.
Specify end number	Enter the end number for the range if you do not auto-generate the block.

Reviewing the Numbers

Access the Review Numbers page.

Review Numbers page

Note. The pages used to reserve numbers and unreserve numbers use the same interface.

Making Numbers Metallic

Number Management enables you to make general category numbers into metallic or vanity numbers. This is for numbers that have already been created. For example, you may decide that the number 925-694-7777 should be a metallic number. In this case, you can make the number a metallic number with a similar interface to creating and making numbers available.

To make numbers metallic, use the Make Number Metallic (RBT_VANITYNUM_CMP) component.

Note. The interface for making numbers metallic is similar to adding numbers.

Pages Used to Make Numbers Metallic

Page Name	Object Name	Navigation	Usage
Make Numbers Metallic - Define Number Criteria	RBT_CREATENUM_PG	Number Management, Make Numbers Metallic, Make Numbers Metallic	Use this page to define the region, category, type, starting and ending numbers, and an optional prefix for leading zeroes.
Make Numbers Metallic - Review Numbers	RBT_REVIEWNUM_PG	Click Continue on the Step 1: Define Number Criteria page	Use this page to review the number block before making the numbers metallic.

Managing Numbers

This section discusses how to:

- Manage numbers.
- View number history.
- View number audit information.

Pages Used to Manage Numbers

Page Name	Object Name	Navigation	Usage
Search	RBT_NUM_SRCH_PG	Number Management, Search Number	Search for specific numbers.
Number Information	RBT_NUMBER_PG	Number Management, Number Information, Number Information	Manage number status, type, region, and category.
Number History	RBT_NUMHIST_PG	Number Management, Number Information, Number Information, Number History	View number history.
Number Audit	RBT_NUMAUDIT_PG	Number Management, Number Information, Number Information, Number Audit	Audit changes made to the number.

Maintaining Numbers

Access the Number Information page.

25

Number Information page

Area Code	Displays the area code for the number. This is hidden if no national destination code is defined in the Number Format.
Subscriber Number	Displays the mobile identification number for wireless service or phone number for local service.
Region ID	Select the region ID for the number. When a user requests a number, only the numbers within the valid region are presented. Regions are selected from the RB_REGION prompt table.
Status	Select from *Activation-Pending*, *Active*, *Aging*, *Available*, *Blocked*, *Pending*, *Ported-Out*, *Released*, or *Reserved*.
	Numbers with *Assigned* status cannot be changed or deleted.
	Ported-Out indicates that the provider owned number is ported-out to external carrier.
	Released indicates that the external carrier owned number is released to external carrier, after the services are disconnected. This external carrier may or may not be the actual owner of this number but it is known that the number was ported-out last by this carrier.
Type	Select the type of number. Number types segment different types of numbers to be used with multiple products that use different number ranges.
Usage	Select *Data*, *Fax*, or *Voice*.
Category	Select *Administrative*, *General*, *Intermediate*, *Metallic*, or *Reserved*.
Sub Category	Enter a sub category, if applicable.
Ported In Number	Select to indicate that the number is ported in from an external carrier.

Zip Code	Enter the zip code for the number. Alternately, this can be a City based on the Number distribution factor defined in the Number Format setup,
Port From	Select the name of the external carrier that the number is ported from. Use this if you have selected Ported In Number. This value is set by the Port-In Process.
Ported To	Select the name of the external carrier that the number is ported to. Use this if the status is *Ported-Out*.
Reserved By	The Reserved By section is displayed only if the Category is *Reserved*.
Aging Start Date and **Aging End Date**	The Aging Information section will be displayed only if the status is *Aging*.
	When a number is disconnected, the system enters the aging start and end dates. You establish the aging variables in the Communication Set Up component. AGETIMEBUS establishes the number of days for aging business numbers. AGETIMEIND establishes the number of days for aging individual customer numbers.

Viewing Number History

Access the Number History page.

Number History page

The Number History page displays:

- When the number is created.
- When the number is made available.
- When the number is assigned to a customer.
- When the number is reserved for a customer.
- When a number is set to aging.
- When a number is ported-out or ported-in.

Viewing Number Audit Information

Access the Number Audit page.

Number Audit page

The Number Audit page provides an audit trail for the number history.

Assigning Numbers

Number assignment takes place during the order-capture process.

For example, a customer in the communications industry calls to order a digital wireless package. During the order-capture process, the CSR enters the *Digital Wireless* product on the order line. When the detailed order line is displayed, the CSR clicks the Attributes button to display a list of available numbers. The available numbers are attributes of the product.

See Also

PeopleSoft Enterprise CRM 9 Order Capture Applications PeopleBook, "Using Order Capture and Service Management in the Communications Industry"

PeopleSoft Enterprise CRM 9 Order Capture Applications PeopleBook, "Managing Orders and Quotes"

Pages Used to Assign Numbers

Page Name	Object Name	Navigation	Usage
Entry Form	RO_FORM	Orders and Quotes, Add Order, Entry Form	Enter a customer order.
Attributes	RO_ATTR_RUN_SEC	Click the Attributes button on the Entry Form page.	The system displays a block of available numbers. These numbers all have the status of *Blocked,* so they are not available to other CSRs for assignment. One number is selected, and the status for that number is *Pending Activation.* The other numbers in the block are returned to *Available* status.

CHAPTER 4

Working with Subscriber Identity Modules (SIM)

This chapter provides an overview and discusses how to:

• Import SIM .

• Manage SIM.

Understanding SIM

A SIM is the device that carries the subscriber information for a set of services owned by a subscriber. A SIM card can be inserted into any GSM phone or device (laptop, Blackberry, and so on) to enable the services and billing for that subscriber. A SIM card is about 1 inch by 1 inch square and about 2 millimeters thick.

To support 3G services, CRM enables you to manage the inventory of SIM cards and the services that are contained of each SIM Card. A SIM card can contain one or more services and a service plan can span more than one SIM card, for example a Family Talk Share Plan. SIM cards can be either pre-provisioned with services or post-provisioned.

You can import in a batch of SIM cards. For the SIM cards that are imported in, some of them will be pre-provisioned with services and actual phone numbers.

Generally SIM cards sold through the Call Center have dummy number. Actual phone number are assigned during the Order Process. The non pre-provisioned SIMs will not have any numbers assigned. Phone numbers will be assigned during the order process and the SIM information will be updated with the assigned numbers.

Before SIM Cards can be used by CRM, they must be created in the CRM system. The most common way that SIM cards will be created in the CRM system is via a batch import process.

The SIM import will handle the following:

• SIM properties such as ICCID, IMSI, PUK1, PUK2, PIN1 and PIN2.

• Preprovisioned and non-preprovisioned SIMs.

• Preprovisioned SIMs with or without actual phone numbers assigned.

• Action for the specified SIM such as *Add*, *Delete*, and *Update*.

Importing SIM Inventory

The SIM import process is similar to the number import.

To manage SIM imports, use the Manage SIM Imports (RBT_MANAGE_SIM_IMP) and Import SIM (RBT_SIM_IMPORT_CMP) components.

Using a Flat File to Import SIM Inventory

This table illustrates the structure for the SIM Import input file.

Header	Example 1	Example 2
ICCID	86321282272298700000	23323222323223200000
IMSI	873238922221	987338922224
PIN1	2376	2372
PIN2	3645	3645
PUK1	6586	7094
PUK2	1234	7676
Used by Prepaid	Y	N
PREPROVISIONED	Y	N
VOICE AREA CODE	925	
VOICE NUMBER	6949000	
FAX AREA CODE	925	
FAX NUMBER	6949001	
DATA AREA CODE	925	
DATA NUMBER	6949002	
ACTION	Add	Add

Page Used to Import SIM Inventory

Page Name	Object Name	Navigation	Usage
Import SIM	RBT_SIM_IMPORT_PG	Number Management, Import SIM	Import SIM inventory in a flat file.

Importing SIM Inventory

Access the Import SIM page.

Import SIM page

Add	Click the Add button to add the uploaded file.
Run Import	Click the Run Import button to save the entered information, assign a default run control ID, and run a batch job to import the numbers.

Managing SIM

Administrators can search for SIM cards based on the ICCID, the IMSI, and the numbers that are provisioned on the SIM Card.

To manage SIM, use the Manage SIM (RBT_MANAGE_SIM) component.

Page Used to Manage SIM

Page Name	Object Name	Navigation	Usage
Manage SIM	RBT_SIM_HDR	Number Management, Search SIM, Manage SIM	View details on the services that are provisioned on the SIM card and the phone number associated with the service. If the SIM is already Active it shows the corresponding Installed Service.

Managing SIM

Access the Manage SIM page.

Manage SIM

ICCID 87556786328878987811		**IMSI** 187393889222291

SIM Details

PIN1 2376	**PIN2** 3645
PUK1 6586	**PUK2** 1234
☑ **Pre-Provisioned**	☑ **Prepaid offering**
Status Available	

Related Phone Numbers　　　　　　　　　Find | View All　　　First ◄ 1-3 of 3 ► Last

Area Code	Subscriber Number	Usage	Number Status
925	6941000	Voice	Available
925	6941048	Fax	Available
925	6941097	Data	Available

Modified	02/01/2006 11:35AM PST	CSPADMIN

* Required Field

Manage SIM page

For each SIM card, CRM stores the services that are provisioned on the SIM card and the phone number associated with the service. The administrator cannot modify the status of the SIM. It gets updated based on the business processes.

If a service is disconnected, the status of the SIM changes to *Retired*. If the services are activated on a SIM, then the status of the SIM changes to *Active*. Once the SIM card is imported, it has a status of *Available*.

Glossary of PeopleSoft Enterprise Terms

absence entitlement	This element defines rules for granting paid time off for valid absences, such as sick time, vacation, and maternity leave. An absence entitlement element defines the entitlement amount, frequency, and entitlement period.
absence take	This element defines the conditions that must be met before a payee is entitled to take paid time off.
academic career	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).
academic institution	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.
academic organization	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.
academic plan	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.
academic program	In PeopleSoft Enterprise Campus Solutions, the entity to which a student applies and is admitted and from which the student graduates.
accounting class	In PeopleSoft Enterprise Performance Management, the accounting class defines how a resource is treated for generally accepted accounting practices. The Inventory class indicates whether a resource becomes part of a balance sheet account, such as inventory or fixed assets, while the Non-inventory class indicates that the resource is treated as an expense of the period during which it occurs.
accounting date	The accounting date indicates when a transaction is recognized, as opposed to the date the transaction actually occurred. The accounting date and transaction date can be the same. The accounting date determines the period in the general ledger to which the transaction is to be posted. You can only select an accounting date that falls within an open period in the ledger to which you are posting. The accounting date for an item is normally the invoice date.
accounting split	The accounting split method indicates how expenses are allocated or divided among one or more sets of accounting ChartFields.
accumulator	You use an accumulator to store cumulative values of defined items as they are processed. You can accumulate a single value over time or multiple values over time. For example, an accumulator could consist of all voluntary deductions, or all company deductions, enabling you to accumulate amounts. It allows total flexibility for time periods and values accumulated.
action reason	The reason an employee's job or employment information is updated. The action reason is entered in two parts: a personnel action, such as a promotion, termination, or change from one pay group to another—and a reason for that action. Action reasons are used by PeopleSoft Enterprise Human Resources, PeopleSoft Enterprise Benefits

Administration, PeopleSoft Enterprise Stock Administration, and the COBRA Administration feature of the Base Benefits business process.

action template   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.

activity   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.

In PeopleSoft Enterprise Performance Management, the work of an organization and the aggregation of actions that are used for activity-based costing.

In PeopleSoft Enterprise Project Costing, the unit of work that provides a further breakdown of projects—usually into specific tasks.

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.

address usage   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.

adjustment calendar   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.

administrative function   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.

admit type   In PeopleSoft Enterprise Campus Solutions, a designation used to distinguish first-year applications from transfer applications.

agreement   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.

allocation rule   In PeopleSoft Enterprise Incentive Management, an expression within compensation plans that enables the system to assign transactions to nodes and participants. During transaction allocation, the allocation engine traverses the compensation structure from the current node to the root node, checking each node for plans that contain allocation rules.

alternate account   A feature in PeopleSoft 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.

analysis database   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.
Application Messaging	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.
AR specialist	Abbreviation for *receivables specialist.* In PeopleSoft Enterprise Receivables, an individual in who tracks and resolves deductions and disputed items.
arbitration plan	In PeopleSoft Enterprise Pricer, defines how price rules are to be applied to the base price when the transaction is priced.
assessment rule	In PeopleSoft 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.
asset class	An asset group used for reporting purposes. It can be used in conjunction with the asset category to refine asset classification.
attribute/value pair	In PeopleSoft Enterprise Directory Interface, relates the data that makes up an entry in the directory information tree.
audience	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.
authentication server	A server that is set up to verify users of the system.
base time period	In PeopleSoft Enterprise Business Planning, the lowest level time period in a calendar.
benchmark job	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.
billing career	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.
bio bit or bio brief	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.
book	In PeopleSoft Enterprise Asset Management, used for storing financial and tax information, such as costs, depreciation attributes, and retirement information on assets.
branch	A tree node that rolls up to nodes above it in the hierarchy, as defined in PeopleSoft Tree Manager.
budgetary account only	An account used by the system only and not by users; this type of account does not accept transactions. You can only budget with this account. Formerly called "system-maintained account."
budget check	In commitment control, the processing of source transactions against control budget ledgers, to see if they pass, fail, or pass with a warning.
budget control	In commitment control, budget control ensures that commitments and expenditures don't exceed budgets. It enables you to track transactions against corresponding budgets and terminate a document's cycle if the defined budget conditions are not met.

	For example, you can prevent a purchase order from being dispatched to a vendor if there are insufficient funds in the related budget to support it.
budget period	The interval of time (such as 12 months or 4 quarters) into which a period is divided for budgetary and reporting purposes. The ChartField allows maximum flexibility to define operational accounting time periods without restriction to only one calendar.
business activity	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.
business event	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).
business process	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 *detailed business process*.
business task	The name of the specific function depicted in one of the business processes.
business unit	A corporation or a subset of a corporation that is independent with regard to one or more operational or accounting functions.
buyer	In PeopleSoft 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.
campus	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.
catalog item	In PeopleSoft Enterprise Learning Management, a specific topic that a learner can study and have tracked. For example, "Introduction to Microsoft Word." A catalog item contains general information about the topic and includes a course code, description, categorization, keywords, and delivery methods. A catalog item can have one or more learning activities.
catalog map	In PeopleSoft Enterprise Catalog Management, translates values from the catalog source data to the format of the company's catalog.
catalog partner	In PeopleSoft Enterprise Catalog Management, shares responsibility with the enterprise catalog manager for maintaining catalog content.
categorization	Associates partner offerings with catalog offerings and groups them into enterprise catalog categories.
category	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.
channel	In PeopleSoft MultiChannel Framework, email, chat, voice (computer telephone integration [CTI]), or a generic event.
ChartField	A field that stores a chart of accounts, resources, and so on, depending on the PeopleSoft Enterprise application. ChartField values represent individual account numbers, department codes, and so forth.

ChartField balancing	You can require specific ChartFields to match up (balance) on the debit and the credit side of a transaction.
ChartField combination edit	The process of editing journal lines for valid ChartField combinations based on user-defined rules.
ChartKey	One or more fields that uniquely identify each row in a table. Some tables contain only one field as the key, while others require a combination.
checkbook	In PeopleSoft Enterprise Promotions Management, enables you to view financial data (such as planned, incurred, and actual amounts) that is related to funds and trade promotions.
checklist code	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.
class	In PeopleSoft Enterprise Campus Solutions, a specific offering of a course component within an academic term.
	See also *course*.
Class ChartField	A ChartField value that identifies a unique appropriation budget key when you combine it with a fund, department ID, and program code, as well as a budget period. Formerly called *sub-classification.*
clearance	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.
clone	In PeopleCode, to make a unique copy. In contrast, to *copy* may mean making a new reference to an object, so if the underlying object is changed, both the copy and the original change.
cohort	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 *population* and *division*.
collection	To make a set of documents available for searching in Verity, you must first create at least one collection. A collection is set of directories and files that allow search application users to use the Verity search engine to quickly find and display source documents that match search criteria. A collection is a set of statistics and pointers to the source documents, stored in a proprietary format on a file server. Because a collection can only store information for a single location, PeopleTools maintains a set of collections (one per language code) for each search index object.
collection rule	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.
comm key	See *communication key.*
communication key	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 *comm keys* or *speed keys*) can be created for background processes as well as for specific users.

compensation object	In PeopleSoft Enterprise Incentive Management, a node within a compensation structure. Compensation objects are the building blocks that make up a compensation structure's hierarchical representation.
compensation structure	In PeopleSoft Enterprise Incentive Management, a hierarchical relationship of compensation objects that represents the compensation-related relationship between the objects.
component interface	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.
condition	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.
configuration parameter catalog	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.
configuration plan	In PeopleSoft Enterprise Incentive Management, configuration plans hold allocation information for common variables (not incentive rules) and are attached to a node without a participant. Configuration plans are not processed by transactions.
constituents	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).
content reference	Content references are pointers to content registered in the portal registry. These are typically either URLs or iScripts. Content references fall into three categories: target content, templates, and template pagelets.
context	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.
	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.
	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.
control table	Stores information that controls the processing of an application. This type of processing might be consistent throughout an organization, or it might be used only by portions of the organization for more limited sharing of data.
cost-plus contract line	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.
cost profile	A combination of a receipt cost method, a cost flow, and a deplete cost method. A profile is associated with a cost book and determines how items in that book are valued, as well as how the material movement of the item is valued for the book.
cost row	A cost transaction and amount for a set of ChartFields.
course	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*.

course share set	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.
current learning	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's in-progress learning activities and programs.
data acquisition	In PeopleSoft Enterprise Incentive Management, the process during which raw business transactions are acquired from external source systems and fed into the operational data store (ODS).
data cube	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.
data elements	Data elements, at their simplest level, define a subset of data and the rules by which to group them. For Workforce Analytics, data elements are rules that tell the system what measures to retrieve about your workforce groups.
dataset	A data grouping that enables role-based filtering and distribution of data. You can limit the range and quantity of data that is displayed for a user by associating dataset rules with user roles. The result of dataset rules is a set of data that is appropriate for the user's roles.
delivery method	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. 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.
delivery method type	In PeopleSoft Enterprise Learning Management, identifies how learning activities can be delivered—for example, through online learning, classroom instruction, seminars, books, and so forth—in an organization. The type determines whether the delivery method includes scheduled components.
detailed business process	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.
dimension	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 rollup structure. Dimensions and data cubes in PeopleSoft Analytic Calculation Engine are unrelated to dimensions and OLAP cubes in PeopleSoft Cube Manager.
directory information tree	In PeopleSoft Enterprise Directory Interface, the representation of a directory's hierarchical structure.

division	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. See also *population* and *cohort*.
document sequencing	A flexible method that sequentially numbers the financial transactions (for example, bills, purchase orders, invoices, and payments) in the system for statutory reporting and for tracking commercial transaction activity.
dynamic detail tree	A tree that takes its detail values—dynamic details—directly from a table in the database, rather than from a range of values that are entered by the user.
edit table	A table in the database that has its own record definition, such as the Department table. As fields are entered into a PeopleSoft Enterprise application, they can be validated against an edit table to ensure data integrity throughout the system.
effective date	A method of dating information in PeopleSoft 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.
EIM ledger	Abbreviation for *Enterprise Incentive Management ledger.* In PeopleSoft Enterprise Incentive Management, an object to handle incremental result gathering within the scope of a participant. The ledger captures a result set with all of the appropriate traces to the data origin and to the processing steps of which it is a result.
elimination set	In PeopleSoft Enterprise General Ledger, a related group of intercompany accounts that is processed during consolidations.
entry event	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.
equitization	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.
equity item limit	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.
event	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. In PeopleSoft Enterprise Human Resources, also refers to an incident that affects benefits eligibility.
event propagation process	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.
exception	In PeopleSoft Enterprise Receivables, an item that either is a deduction or is in dispute.

exclusive pricing 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.

fact 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.

financial aid term 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.

forecast item A logical entity with a unique set of descriptive demand and forecast data that is used as the basis to forecast demand. You create forecast items for a wide range of uses, but they ultimately represent things that you buy, sell, or use in your organization and for which you require a predictable usage.

fund In PeopleSoft 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.

gap 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.

generic process type In PeopleSoft Process Scheduler, process types are identified by a generic process type. For example, the generic process type SQR includes all SQR process types, such as SQR process and SQR report.

gift table In PeopleSoft Enterprise Campus Solutions, a table or so-called *donor pyramid* 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.

GL business unit Abbreviation for *general ledger business unit.* A unit in an organization that is an independent entity for accounting purposes. It maintains its own set of accounting books.

See also *business unit.*

GL entry template Abbreviation for *general ledger entry template.* 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.

GL Interface process Abbreviation for *General Ledger Interface process.* 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.

group 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.

incentive object   In PeopleSoft Enterprise Incentive Management, the incentive-related objects that define and support the PeopleSoft Enterprise Incentive Management calculation process and results, such as plan templates, plans, results data, and user interaction objects.

incentive rule   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.

incur   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.

initiative   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.

inquiry access   In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user only to view data.

See also *update access*.

institution   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.

integration   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.

integration point   An interface that a system uses to communicate with another PeopleSoft Enterprise application or an external application.

integration set   A logical grouping of integrations that applications use for the same business purpose. For example, the integration set ADVANCED_SHIPPING_ORDER contains all of the integrations that notify a customer that an order has shipped.

item   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.

item shuffle   In PeopleSoft Enterprise Campus Solutions, a process that enables you to change a payment allocation without having to reverse the payment.

joint communication	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.
keyword	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.
KPI	An abbreviation for *key performance indicator.* A high-level measurement of how well an organization is doing in achieving critical success factors. This defines the data value or calculation upon which an assessment is determined.
LDIF file	Abbreviation for *Lightweight Directory Access Protocol (LDAP) Data Interchange Format file.* Contains discrepancies between PeopleSoft Enterprise data and directory data.
learner group	In PeopleSoft Enterprise Learning Management, a group of learners who are linked to the same learning environment. Members of the learner group can share the same attributes, such as the same department or job code. Learner groups are used to control access to and enrollment in learning activities and programs. They are also used to perform group enrollments and mass enrollments in the back office.
learning components	In PeopleSoft Enterprise Learning Management, the foundational building blocks of learning activities. PeopleSoft Enterprise Learning Management supports six basic types of learning components: web-based, session, webcast, test, survey, and assignment. One or more of these learning component types compose a single learning activity.
learning environment	In PeopleSoft Enterprise Learning Management, identifies a set of categories and catalog items that can be made available to learner groups. Also defines the default values that are assigned to the learning activities and programs that are created within a particular learning environment. Learning environments provide a way to partition the catalog so that learners see only those items that are relevant to them.
learning history	In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's completed learning activities and programs.
ledger mapping	You use ledger mapping to relate expense data from general ledger accounts to resource objects. Multiple ledger line items can be mapped to one or more resource IDs. You can also use ledger mapping to map dollar amounts (referred to as *rates*) to business units. You can map the amounts in two different ways: an actual amount that represents actual costs of the accounting period, or a budgeted amount that can be used to calculate the capacity rates as well as budgeted model results. In PeopleSoft Enterprise Warehouse, you can map general ledger accounts to the EW Ledger table.
library section	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan (or template) and that is available for other plans to share. Changes to a library section are reflected in all plans that use it.
linked section	In PeopleSoft Enterprise Incentive Management, a section that is defined in a plan template but appears in a plan. Changes to linked sections propagate to plans using that section.
linked variable	In PeopleSoft Enterprise Incentive Management, a variable that is defined and maintained in a plan template and that also appears in a plan. Changes to linked variables propagate to plans using that variable.
LMS	Abbreviation for *learning management system.* 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.
load	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.
local functionality	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.
location	Locations enable you to indicate the different types of addresses—for a company, for example, one address to receive bills, another for shipping, a third for postal deliveries, and a separate street address. Each address has a different location number. The primary location—indicated by a *1*—is the address you use most often and may be different from the main address.
logistical task	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.
market template	In PeopleSoft Enterprise Incentive Management, additional functionality that is specific to a given market or industry and is built on top of a product category.
mass change	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 *3C engine*.
match group	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.
MCF server	Abbreviation for *PeopleSoft MultiChannel Framework server*. Comprises the universal queue server and the MCF log server. Both processes are started when *MCF Servers* is selected in an application server domain configuration.
merchandising activity	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.
meta-SQL	Meta-SQL constructs expand into platform-specific SQL substrings. They are used in functions that pass SQL strings, such as in SQL objects, the SQLExec function, and PeopleSoft Application Engine programs.
metastring	Metastrings are special expressions included in SQL string literals. The metastrings, prefixed with a percent (%) symbol, are included directly in the string literals. They expand at run time into an appropriate substring for the current database platform.
multibook	In PeopleSoft 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).

multicurrency	The ability to process transactions in a currency other than the business unit's base currency.
national allowance	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.
need	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 *need analysis*.
node-oriented tree	A tree that is based on a detail structure, but the detail values are not used.
pagelet	Each block of content on the home page is called a pagelet. These pagelets display summary information within a small rectangular area on the page. The pagelet provide users with a snapshot of their most relevant PeopleSoft Enterprise and non-PeopleSoft Enterprise content.
participant	In PeopleSoft Enterprise Incentive Management, participants are recipients of the incentive compensation calculation process.
participant object	Each participant object may be related to one or more compensation objects. See also *compensation object*.
partner	A company that supplies products or services that are resold or purchased by the enterprise.
pay cycle	In PeopleSoft Enterprise Payables, a set of rules that define the criteria by which it should select scheduled payments for payment creation.
payment shuffle	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.
pending item	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.
PeopleCode	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.
PeopleCode event	See *event*.
PeopleSoft Pure Internet Architecture	The fundamental architecture on which PeopleSoft 8 applications are constructed, consisting of a relational database management system (RDBMS), an application server, a web server, and a browser.
performance measurement	In PeopleSoft Enterprise Incentive Management, a variable used to store data (similar to an aggregator, but without a predefined formula) within the scope of an incentive plan. Performance measures are associated with a plan calendar, territory, and participant. Performance measurements are used for quota calculation and reporting.
period context	In PeopleSoft Enterprise Incentive Management, because a participant typically uses the same compensation plan for multiple periods, the period context associates

a plan context with a specific calendar period and fiscal year. The period context references the associated plan context, thus forming a chain. Each plan context has a corresponding set of period contexts.

person of interest

A person about whom the organization maintains information but who is not part of the workforce.

personal portfolio

In PeopleSoft Enterprise Campus Solutions, the user-accessible menu item that contains an individual's name, address, telephone number, and other personal information.

plan

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.

plan context

In PeopleSoft Enterprise Incentive Management, correlates a participant with the compensation plan and node to which the participant is assigned, enabling the PeopleSoft Enterprise Incentive Management system to find anything that is associated with the node and that is required to perform compensation processing. Each participant, node, and plan combination represents a unique plan context—if three participants are on a compensation structure, each has a different plan context. Configuration plans are identified by plan contexts and are associated with the participants that refer to them.

plan template

In PeopleSoft Enterprise Incentive Management, the base from which a plan is created. A plan template contains common sections and variables that are inherited by all plans that are created from the template. A template may contain steps and sections that are not visible in the plan definition.

planned learning

In PeopleSoft Enterprise Learning Management, a self-service repository for all of a learner's planned learning activities and programs.

planning instance

In PeopleSoft Enterprise Supply Planning, a set of data (business units, items, supplies, and demands) constituting the inputs and outputs of a supply plan.

population

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 *division* and *cohort*.

portal registry

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.

price list

In PeopleSoft Enterprise Pricer, enables you to select products and conditions for which the price list applies to a transaction. During a transaction, the system either determines the product price based on the predefined search hierarchy for the transaction or uses the product's lowest price on any associated, active price lists. This price is used as the basis for any further discounts and surcharges.

price rule

In PeopleSoft Enterprise Pricer, defines the conditions that must be met for adjustments to be applied to the base price. Multiple rules can apply when conditions of each rule are met.

price rule condition

In PeopleSoft Enterprise Pricer, selects the price-by fields, the values for the price-by fields, and the operator that determines how the price-by fields are related to the transaction.

price rule key

In PeopleSoft Enterprise Pricer, defines the fields that are available to define price rule conditions (which are used to match a transaction) on the price rule.

primacy number	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.
primary name type	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.
process category	In PeopleSoft Process Scheduler, processes that are grouped for server load balancing and prioritization.
process group	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.
process definition	Process definitions define each run request.
process instance	A unique number that identifies each process request. This value is automatically incremented and assigned to each requested process when the process is submitted to run.
process job	You can link process definitions into a job request and process each request serially or in parallel. You can also initiate subsequent processes based on the return code from each prior request.
process request	A single run request, such as a Structured Query Report (SQR), a COBOL or Application Engine program, or a Crystal report that you run through PeopleSoft Process Scheduler.
process run control	A PeopleTools variable used to retain PeopleSoft Process Scheduler values needed at runtime for all requests that reference a run control ID. Do not confuse these with application run controls, which may be defined with the same run control ID, but only contain information specific to a given application process request.
product	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.
product category	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.
product family	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.
product line	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.
programs	In PeopleSoft Enterprise Learning Management, a high-level grouping that guides the learner along a specific learning path through sections of catalog items. PeopleSoft Enterprise Learning Systems provides two types of programs—curricula and certifications.

progress log	In PeopleSoft 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.
project transaction	In PeopleSoft Enterprise Project Costing, an individual transaction line that represents a cost, time, budget, or other transaction row.
promotion	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.
prospects	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.
publishing	In PeopleSoft Enterprise Incentive Management, a stage in processing that makes incentive-related results available to participants.
rating components	In PeopleSoft Enterprise Campus Solutions, variables used with the Equation Editor to retrieve specified populations.
record group	A set of logically and functionally related control tables and views. Record groups help enable TableSet sharing, which eliminates redundant data entry. Record groups ensure that TableSet sharing is applied consistently across all related tables and views.
record input VAT flag	Abbreviation for *record input value-added tax flag.* 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.
record output VAT flag	Abbreviation for *record output value-added tax flag.*
	See *record input VAT flag.*
recname	The name of a record that is used to determine the associated field to match a value or set of values.
recognition	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.
reference data	In PeopleSoft Enterprise Sales Incentive Management, system objects that represent the sales organization, such as territories, participants, products, customers, and channels.
reference object	In PeopleSoft Enterprise Incentive Management, this dimension-type object further defines the business. Reference objects can have their own hierarchy (for example, product tree, customer tree, industry tree, and geography tree).

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

seasonal address	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.
section	In PeopleSoft Enterprise Incentive Management, a collection of incentive rules that operate on transactions of a specific type. Sections enable plans to be segmented to process logical events in different sections.
security event	In commitment control, security events trigger security authorization checking, such as budget entries, transfers, and adjustments; exception overrides and notifications; and inquiries.
serial genealogy	In PeopleSoft Enterprise Manufacturing, the ability to track the composition of a specific, serial-controlled item.
serial in production	In PeopleSoft Enterprise Manufacturing, enables the tracing of serial information for manufactured items. This is maintained in the Item Master record.
service impact	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.
service indicator	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.
session	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.
	In PeopleSoft Enterprise Learning Management, a single meeting day of an activity (that is, the period of time between start and finish times within a day). The session stores the specific date, location, meeting time, and instructor. Sessions are used for scheduled training.
session template	In PeopleSoft Enterprise Learning Management, enables you to set up common activity characteristics that may be reused while scheduling a PeopleSoft Enterprise Learning Management activity—characteristics such as days of the week, start and end times, facility and room assignments, instructors, and equipment. A session pattern template can be attached to an activity that is being scheduled. Attaching a template to an activity causes all of the default template information to populate the activity session pattern.
setup relationship	In PeopleSoft Enterprise Incentive Management, a relationship object type that associates a configuration plan with any structure node.
share driver expression	In PeopleSoft 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.
single signon	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.

source key process	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.
source transaction	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.
speed key	See *communication key*.
SpeedChart	A user-defined shorthand key that designates several ChartKeys to be used for voucher entry. Percentages can optionally be related to each ChartKey in a SpeedChart definition.
SpeedType	A code representing a combination of ChartField values. SpeedTypes simplify the entry of ChartFields commonly used together.
staging	A method of consolidating selected partner offerings with the offerings from the enterprise's other partners.
standard letter code	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.
statutory account	Account required by a regulatory authority for recording and reporting financial results. In PeopleSoft Enterprise, this is equivalent to the Alternate Account (ALTACCT) ChartField.
step	In PeopleSoft Enterprise Sales Incentive Management, a collection of sections in a plan. Each step corresponds to a step in the job run.
storage level	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.
subcustomer qualifier	A value that groups customers into a division for which you can generate detailed history, aging, events, and profiles.
Summary ChartField	You use summary ChartFields to create summary ledgers that roll up detail amounts based on specific detail values or on selected tree nodes. When detail values are summarized using tree nodes, summary ChartFields must be used in the summary ledger data record to accommodate the maximum length of a node name (20 characters).
summary ledger	An accounting feature used primarily in allocations, inquiries, and PS/nVision reporting to store combined account balances from detail ledgers. Summary ledgers increase speed and efficiency of reporting by eliminating the need to summarize detail ledger balances each time a report is requested. Instead, detail balances are summarized in a background process according to user-specified criteria and stored on summary ledgers. The summary ledgers are then accessed directly for reporting.
summary time period	In PeopleSoft 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.
summary tree	A tree used to roll up accounts for each type of report in summary ledgers. Summary trees enable you to define trees on trees. In a summary tree, the detail values are really nodes on a detail tree or another summary tree (known as the *basis* tree). A summary tree structure specifies the details on which the summary trees are to be built.
syndicate	To distribute a production version of the enterprise catalog to partners.

system function	In PeopleSoft Enterprise Receivables, an activity that defines how the system generates accounting entries for the general ledger.
system source	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).
	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).
TableSet	A means of sharing similar sets of values in control tables, where the actual data values are different but the structure of the tables is the same.
TableSet sharing	Shared data that is stored in many tables that are based on the same TableSets. Tables that use TableSet sharing contain the SETID field as an additional key or unique identifier.
target currency	The value of the entry currency or currencies converted to a single currency for budget viewing and inquiry purposes.
tax authority	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.
template	A template is HTML code associated with a web page. It defines the layout of the page and also where to get HTML for each part of the page. In PeopleSoft 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.
territory	In PeopleSoft Enterprise Sales Incentive Management, hierarchical relationships of business objects, including regions, products, customers, industries, and participants.
third party	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.
3C engine	Abbreviation for *Communications, Checklists, and Comments engine.* 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.
3C group	Abbreviation for *Communications, Checklists, and Comments group.* 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.
TimeSpan	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.

trace usage	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.
transaction allocation	In PeopleSoft Enterprise Incentive Management, the process of identifying the owner of a transaction. When a raw transaction from a batch is allocated to a plan context, the transaction is duplicated in the PeopleSoft Enterprise Incentive Management transaction tables.
transaction state	In PeopleSoft Enterprise Incentive Management, a value assigned by an incentive rule to a transaction. Transaction states enable sections to process only transactions that are at a specific stage in system processing. After being successfully processed, transactions may be promoted to the next transaction state and "picked up" by a different section for further processing.
Translate table	A system edit table that stores codes and translate values for the miscellaneous fields in the database that do not warrant individual edit tables of their own.
tree	The graphical hierarchy in PeopleSoft Enterprise systems that displays the relationship between all accounting units (for example, corporate divisions, projects, reporting groups, account numbers) and determines roll-up hierarchies.
tuition lock	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 *locked*) 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.
unclaimed transaction	In PeopleSoft Enterprise Incentive Management, a transaction that is not claimed by a node or participant after the allocation process has completed, usually due to missing or incomplete data. Unclaimed transactions may be manually assigned to the appropriate node or participant by a compensation administrator.
universal navigation header	Every PeopleSoft 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.
update access	In PeopleSoft Enterprise Campus Solutions, a type of security access that permits the user to edit and update data. See also *inquiry access.*
user interaction object	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).
variable	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.
VAT exception	Abbreviation for *value-added tax exception.* A temporary or permanent exemption from paying VAT that is granted to an organization. This terms refers to both VAT exoneration and VAT suspension.
VAT exempt	Abbreviation for *value-added tax exempt.* Describes goods and services that are not subject to VAT. Organizations that supply exempt goods or services are unable to recover the related input VAT. This is also referred to as exempt without recovery.

VAT exoneration	Abbreviation for *value-added tax exoneration.* An organization that has been granted a permanent exemption from paying VAT due to the nature of that organization.
VAT suspension	Abbreviation for *value-added tax suspension.* An organization that has been granted a temporary exemption from paying VAT.
warehouse	A PeopleSoft Enterprise data warehouse that consists of predefined ETL maps, data warehouse tools, and DataMart definitions.
work order	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.
worker	A person who is part of the workforce; an employee or a contingent worker.
workset	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.
worksheet	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.
worklist	The automated to-do list that PeopleSoft Workflow creates. From the worklist, you can directly access the pages you need to perform the next action, and then return to the worklist for another item.
XML link	The XML Linking language enables you to insert elements into XML documents to create a links between resources.
XML schema	An XML definition that standardizes the representation of application messages, component interfaces, or business interlinks.
XPI	Abbreviation for *eXtended Process Integrator.* PeopleSoft XPI is the integration infrastructure that enables both real-time and batch communication with JD Edwards EnterpriseOne applications.
yield by operation	In PeopleSoft Enterprise Manufacturing, the ability to plan the loss of a manufactured item on an operation-by-operation basis.
zero-rated VAT	Abbreviation for *zero-rated value-added tax.* A VAT transaction with a VAT code that has a tax percent of zero. Used to track taxable VAT activity where no actual VAT amount is charged. Organizations that supply zero-rated goods and services can still recover the related input VAT. This is also referred to as exempt with recovery.

Index

Trunk Prefix   12
typographical conventions   xii

U

Unreserve Numbers - Review Numbers
 page   22
Unreserve Numbers- Define Number
 Criteria page   22
unreserving numbers   21

V

visual cues   xiii

W

warnings   xiii

Index