ORACLE
PEOPLESOFT ENTERPRISE

PeopleSoft Enterprise Banking Transactions 9 PeopleBook

August 2006

ORACLE

PeopleSoft Enterprise Banking Transactions 9 PeopleBook
SKU CRM9BTR-B 0806
Copyright © 2001 - 2006, Oracle. All rights reserved.

The Programs (which include both the software and documentation) contain proprietary information; they are provided under a license agreement containing restrictions on use and disclosure and are also protected by copyright, patent, and other intellectual and industrial property laws. Reverse engineering, disassembly, or decompilation of the Programs, except to the extent required to obtain interoperability with other independently created software or as specified by law, is prohibited.

The information contained in this document is subject to change without notice. If you find any problems in the documentation, please report them to us in writing. This document is not warranted to be error-free. Except as may be expressly permitted in your license agreement for these Programs, no part of these Programs may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose.

If the Programs are delivered to the United States Government or anyone licensing or using the Programs on behalf of the United States Government, the following notice is applicable:

U.S. GOVERNMENT RIGHTS

Programs, software, databases, and related documentation and technical data delivered to U.S. Government customers are "commercial computer software" or "commercial technical data" pursuant to the applicable Federal Acquisition Regulation and agency-specific supplemental regulations. As such, use, duplication, disclosure, modification, and adaptation of the Programs, including documentation and technical data, shall be subject to the licensing restrictions set forth in the applicable Oracle license agreement, and, to the extent applicable, the additional rights set forth in FAR 52.227-19, Commercial Computer Software--Restricted Rights (June 1987). Oracle Corporation, 500 Oracle Parkway, Redwood City, CA 94065.

The Programs are not intended for use in any nuclear, aviation, mass transit, medical, or other inherently dangerous applications. It shall be the licensee's responsibility to take all appropriate fail-safe, backup, redundancy and other measures to ensure the safe use of such applications if the Programs are used for such purposes, and we disclaim liability for any damages caused by such use of the Programs.

The Programs may provide links to Web sites and access to content, products, and services from third parties. Oracle is not responsible for the availability of, or any content provided on, third-party Web sites. You bear all risks associated with the use of such content. If you choose to purchase any products or services from a third party, the relationship is directly between you and the third party. Oracle is not responsible for: (a) the quality of third-party products or services; or (b) fulfilling any of the terms of the agreement with the third party, including delivery of products or services and warranty obligations related to purchased products or services. Oracle is not responsible for any loss or damage of any sort that you may incur from dealing with any third party.

Oracle, JD Edwards, PeopleSoft, and Siebel are registered trademarks of Oracle Corporation and/or its affiliates. Other names may be trademarks of their respective owners.

Open Source Disclosure

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

Apache Software Foundation

This product includes software developed by the Apache Software Foundation (http://www.apache.org/). Copyright © 2000-2003. The Apache Software Foundation. All rights reserved. Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0.

Unless required by applicable law or agreed to in writing, software distributed under the License is distributed on an "AS IS" BASIS, WITHOUT WARRANTIES OR CONDITIONS OF ANY KIND, either express or implied. See the License for the specific language governing permissions and limitations under the License.

OpenSSL

Copyright © 1998-2005 The OpenSSL Project. All rights reserved.

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (http://www.openssl.org/).

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

Loki Library

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

Helma Project

Copyright © 1999-2004 Helma Project. All rights reserved. THIS SOFTWARE IS PROVIDED "AS IS" AND ANY EXPRESSED OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED. IN NO EVENT SHALL THE HELMA PROJECT OR ITS CONTRIBUTORS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

Helma includes third party software released under different specific license terms. See the licenses directory in the Helma distribution for a list of these license.

Sarissa

Copyright © 2004 Manos Batsis.

This library is free software; you can redistribute it and/or modify it under the terms of the GNU Lesser General Public License as published by the Free Software Foundation; either version 2.1 of the License, or (at your option) any later version.

This library is distributed in the hope that it will be useful, but WITHOUT ANY WARRANTY; without even the implied warranty of MERCHANTABILITY or FITNESS FOR A PARTICULAR PURPOSE. See the GNU Lesser General Public License for more details.

You should have received a copy of the GNU Lesser General Public License along with this library; if not, write to the Free Software Foundation, Inc., 59 Temple Place, Suite 330, Boston, MA 02111-1307 USA.

ICU

ICU License - ICU 1.8.1 and later COPYRIGHT AND PERMISSION NOTICE Copyright © 1995-2003 International Business Machines Corporation and others. All rights reserved.

Permission is hereby granted, free of charge, to any person obtaining a copy of this software and associated documentation files (the "Software"), to deal in the Software without restriction, including without limitation the rights to use, copy, modify, merge, publish, distribute, and/or sell copies of the Software, and to permit persons to whom the Software is furnished to do so, provided that the above copyright notice(s) and this permission notice appear in all copies of the Software and that both the above copyright notice(s) and this permission notice appear in supporting documentation. THE SOFTWARE IS PROVIDED "AS IS," WITHOUT WARRANTY OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OF THIRD PARTY RIGHTS. IN NO EVENT SHALL THE COPYRIGHT HOLDER OR HOLDERS INCLUDED IN THIS NOTICE BE LIABLE FOR ANY CLAIM, OR ANY SPECIAL INDIRECT OR CONSEQUENTIAL DAMAGES, OR ANY DAMAGES WHATSOEVER RESULTING FROM LOSS OF USE, DATA OR PROFITS, WHETHER IN AN ACTION OF CONTRACT, NEGLIGENCE OR OTHER TORTIOUS ACTION, ARISING OUT OF OR IN CONNECTION WITH THE USE OR PERFORMANCE OF THIS SOFTWARE. Except as contained in this notice, the name of a copyright holder shall not be used in advertising or otherwise to promote the sale, use or other dealings in this Software without prior written authorization of the copyright holder.

All trademarks and registered trademarks mentioned herein are the property of their respective owners.

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

Copyright © 2001, Thai Open Source Software Center Ltd, Sun Microsystems. All rights reserved.

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

W3C IPR SOFTWARE NOTICE

Copyright © 2000 World Wide Web Consortium, (Massachusetts Institute of Technology, Institut National de Recherche en Informatique et en Automatique, Keio University). All Rights Reserved.

Note: The original version of the W3C Software Copyright Notice and License could be found at http://www.w3.org/Consortium/Legal/copyright-software-19980720.

THIS SOFTWARE AND DOCUMENTATION IS PROVIDED "AS IS," AND COPYRIGHT HOLDERS MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, WARRANTIES OF MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE OR THAT THE USE OF THE SOFTWARE OR DOCUMENTATION WILL NOT INFRINGE ANY THIRD PARTY PATENTS, COPYRIGHTS, TRADEMARKS OR OTHER RIGHTS. COPYRIGHT HOLDERS WILL NOT BE LIABLE FOR ANY DIRECT, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF ANY USE OF THE SOFTWARE OR DOCUMENTATION.

Contents

General Preface
About This PeopleBook ix
PeopleSoft Enterprise Application Prerequisites..... ix
Application Fundamentals..... ix
Documentation Updates and Printed Documentation..... x
Obtaining Documentation Updates..... x
Downloading and Ordering Printed Documentation..... x
Additional Resources..... xi
Typographical Conventions and Visual Cues..... xii
Typographical Conventions..... xii
Visual Cues..... xiii
Country, Region, and Industry Identifiers..... xiii
Currency Codes..... xiv
Comments and Suggestions..... xiv
Common Elements Used in PeopleBooks..... xiv

Preface
PeopleSoft Enterprise Banking Transactions 9 Preface..... xvii
PeopleSoft Enterprise CRM 9 Application Fundamentals..... xvii
PeopleSoft Enterprise CRM 9 Industry Application Fundamentals..... xviii
PeopleSoft Enterprise CRM Automation and Configuration Tools..... xviii
PeopleSoft Enterprise CRM 9 Services Foundation..... xix
PeopleSoft Enterprise PeopleTools PeopleBooks..... xix

Chapter 1
Getting Started with PeopleSoft Enterprise Banking Transactions..... 1
PeopleSoft Enterprise Banking Transactions Overview..... 1
PeopleSoft Enterprise Banking Transactions Business Processes..... 1
PeopleSoft Enterprise Banking Transactions Integrations..... 2
PeopleSoft Enterprise Banking Transactions Implementation..... 2

Chapter 2
Setting Up Banking Services..... 3

Copyright © 2001 - 2006, Oracle. All rights reserved.

Understanding Banking Service Locations.....3
Common Elements Used in This Chapter.....3
Banking Service Locations.....3
Setting Up Banking Services.....4
Pages Used to Set Up Banking Services.....4
Defining a Banking Service.....4
Linking the Banking Service with Service Locations.....5
Working with the Service Location Finder.....6

Chapter 3
Setting Up Internet Banking.....7
Understanding Internet Banking.....7
Understanding Customer Account Information.....8
Understanding Banking Transactions.....9
Understanding Transaction Processing.....11
Configuring the 360-Degree View for PeopleSoft Enterprise Banking Transactions.....13
Understanding 360-Degree View Access.....13
Pages Used to Access the 360-Degree View.....13
Setting Up User Links on the Search Page.....14
Accessing the 360-Degree View.....15
Viewing Customer Details.....15
Setting Up Financial Transactions.....16
Pages Used to Set Up Financial Transactions.....17
Setting Up Traveler's Check Denominations.....17
Setting Up Bill Categories.....17
Setting Up Transaction Configurations.....17

Chapter 4
Working with Agent Facing Banking Transactions.....21
Understanding PeopleSoft Enterprise Banking Transactions for Agents.....21
Performing Banking Transactions.....21
Pages Used to Perform Banking Transactions.....22
Setting Up Automatic Funds Transfer.....22
Setting Up a One-Time Funds Transfer.....23
Reordering a Checkbook.....24
Stopping Payment on a Check.....24
Paying Bills.....25
Ordering a Copy of a Check.....27

Copyright © 2001 - 2006, Oracle. All rights reserved.

Ordering a Copy of a Statement.....28
Ordering Foreign Currency.....29
Ordering Cashier's Checks.....30
Ordering Traveler's Checks.....31
Reversing Transaction Fees.....32
Administering Banking Accounts.....32
Pages Used to Manage Banking Accounts.....33
Changing an Account Nickname.....33
Changing an Account Address.....33
Managing ATM Card Details.....35
Pages Used to Manage ATM Cards.....36
Managing ATM Cards.....36
Replacing ATM Cards.....38
Suspending ATM Cards.....39
Canceling ATM Cards.....39
Changing Linked Accounts.....39
Enabling or Disabling Card Features.....40
Changing Limits.....40
Changing Card Types.....40
Issuing ATM Cards.....41
Pages Used to Issue ATM Cards.....41
Issuing ATM Cards.....41

Chapter 5
Working with PeopleSoft Enterprise Banking Transactions for Self-Service.....43
Understanding PeopleSoft Enterprise Banking Transactions for Self-Service.....43
Prerequisites.....43
Self-Service Data Access.....43
Self-Service Confirmation Pages.....43
Performing Self-Service Banking Transactions.....44
Pages Used to Perform Banking Transactions in Self-Service.....46
Accessing Banking Transactions in Self-Service.....46
Setting Up Automatic Funds Transfer in Self-Service.....47
Setting Up a One-Time Funds Transfer in Self-Service.....48
Reordering a Checkbook in Self-Service.....49
Stopping Payment on a Check in Self-Service.....49
Paying Bills in Self-Service.....50
Managing Bill Payment Details in Self-Service.....50
Setting Up Bill Payees in Self-Service.....51

Copyright © 2001 - 2006, Oracle. All rights reserved.

Ordering a Copy of a Check in Self-Service.....52
Ordering a Copy of a Statement in Self-Service.....53
Ordering Foreign Currency in Self-Service.....54
Ordering Cashier's Checks in Self-Service.....55
Ordering Traveler's Checks in Self-Service.....56
Accessing Account Administration Transactions in Self-Service.....57
Changing an Account Address in Self-Service.....57
Changing an Account Nickname in Self-Service.....59

Glossary of PeopleSoft Enterprise Terms.....61

Index 83

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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 (|).

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Copyright © 2001 - 2006, Oracle. All rights reserved.

PeopleSoft Enterprise Banking Transactions 9 Preface

This preface discusses:

- PeopleSoft Enterprise CRM application fundamentals.
- PeopleSoft Enterprise CRM industry application fundamentals.
- PeopleSoft Enterprise CRM automation and configuration tools.
- PeopleSoft Enterprise CRM services foundation.
- PeopleSoft Enterprise PeopleTools PeopleBooks.

PeopleSoft Enterprise CRM 9 Application Fundamentals

The *PeopleSoft Enterprise Banking Transactions 9 PeopleBook* provides implementation and processing information for your PeopleSoft Banking Transactions application. However, additional essential information describing the setup and design of your system appears in a companion volume of documentation called *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook.* Each PeopleSoft product line has its own version of this documentation.

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

There are six parts to the *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook:*

- PeopleSoft Enterprise CRM Multi-Product Foundation.

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

- Workforce Management.

  This part discusses the administration of the worker component used to perform tasks such as customer support or field service in PeopleSoft Enterprise CRM. This part also includes information on competency management and assigning workers to tasks.

- Interactions and 360-Degree Views.

  This part discusses interaction management and the administration of 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 the set up, administration, and use of self-service applications for customers and workers.

- Relationship Management.

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

- Entitlement Management.

Copyright © 2001 - 2006, Oracle. All rights reserved.

This part discusses setting up agreements and warranties.

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 PeopleSoft Enterprise CRM applications. This is an essential companion to the application PeopleBook.

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

- Correspondence management.

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

- Automation tools.

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

- Configuration tools.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

PeopleSoft Enterprise CRM 9 Services Foundation

The *PeopleSoft Enterprise CRM 9 Services Foundation PeopleBook* discusses configuration options that are common to PeopleSoft Enterprise FieldService and the PeopleSoft Enterprise 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:*

- Entitlement management.

  This part discusses how solution management enables users to establish a set of predefined solutions that call center agents and field service technicians use to resolve customer problems.

- Transaction Billing Processor Integration.

  This part discusses how the PeopleSoft Transaction Billing Processor enables PeopleSoft Enterprise FieldService, PeopleSoft Enterprise Support, and PeopleSoft Enterprise Order Capture to integrate with PeopleSoft Billing and PeopleSoft General Ledger through the use of the PeopleSoft Contracts architecture. Also covered is how this integration enables PeopleSoft Enterprise CRM users to bill and book revenue for recurring, one-time, and on demand service.

- Environmental Systems.

  This part covers the 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.

PeopleSoft Enterprise PeopleTools PeopleBooks

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

Copyright © 2001 - 2006, Oracle. All rights reserved.

CHAPTER 1

Getting Started with PeopleSoft Enterprise Banking Transactions

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions and discusses:

- PeopleSoft Enterprise Banking Transactions business processes.
- PeopleSoft Enterprise Banking Transactions integrations.
- PeopleSoft Enterprise Banking Transactions implementation.

PeopleSoft Enterprise Banking Transactions Overview

PeopleSoft Enterprise Banking Transactions utilizes the power of PeopleSoft Enterprise Customer Relationship Management and provides industry-specific functionality. PeopleSoft Enterprise Banking Transactions enables you to provide full-featured support for all financial products and services that you offer to your customers.

PeopleSoft Enterprise Banking Transactions Business Processes

PeopleSoft Enterprise Banking Transactions provides the Account Management business process. We discuss this business process in the business process chapter of this PeopleBook.

Account Management Business Process

Account Management enables users to:

- Update account information such as nickname or address.
- Issue automated teller machine (ATM) cards.
- Modify ATM cards by replacing the card, suspending the card, canceling or reactivating the card, changing linked accounts, changing limits, changing the card type, and enabling or disabling card features.
- Review financial account details including general account information, account relationships, ATM cards, terms and conditions, fees, and account and bill payment history.
- Perform banking transactions including setting up automatic fund transfers, initiating one-time fund transfers, reordering checkbooks, stopping check payment, paying bills, ordering copies of checks and account statements, ordering foreign currency, ordering cashier's checks, and ordering traveler's checks.

Copyright © 2001 - 2006, Oracle. All rights reserved.

PeopleSoft Enterprise Banking Transactions Integrations

PeopleSoft Enterprise Banking Transactions integrates with the following PeopleSoft applications:

- PeopleSoft Enterprise Call Center.
- PeopleSoft Enterprise Support Self-Service.

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

PeopleSoft Enterprise Banking Transactions 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, table-loading sequences, data models, and business process maps. A complete list of these resources appears in the preface in the *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook,* and the *PeopleSoft Enterprise CRM 9 Industry Application Fundamentals PeopleBook* with information about where to find the most current version of each.

See Also

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

PeopleSoft Enterprise Setup Manager for CRM 9 PeopleBook

Enterprise PeopleTools 8.48 PeopleBook: PeopleSoft Component Interfaces, “Using the Excel to Component Interface Utility”

 Copyright © 2001 - 2006, Oracle. All rights reserved.

CHAPTER 2

Setting Up Banking Services

This chapter provides an overview of banking service locations and discusses how to:

- Set up banking services.
- Work with the Service Location Finder.

Understanding Banking Service Locations

This section lists common elements and discusses banking service locations.

Common Elements Used in This Chapter

Primary	Click to view profile, status, and currency information for the service location, together with the primary name, address, telephone, and email information. The system displays this view by default when you access the Service Location page.
Name	Click to view and update the names associated with the service location.
Address	Click to view and update address information associated with the service location.
Phone	Click to view telephone information associated with the service location.
Email	Click to view email information associated with the service location.
Pager	Click to view pager information associated with the service location.

Banking Service Locations

In PeopleSoft Enterprise Banking Transactions, a *service location* is a place where a business contact can obtain authorized financial services. A service location is not restricted to a physical building owned by the financial institution. For example, an automated teller machine (ATM) could be housed in a grocery store, and an auto shop can perform insurance estimates.

A record for each service location is created in the RD_SITE table. An extension table, RDFSITE, stores additional information for service location information.

Note. The RD_SITE table stores site records and service locations. It is distinguished by an indicator field in the RDFSITE extension table.

Copyright © 2001 - 2006, Oracle. All rights reserved.

The difference between a site and a service location is an important distinction. A *site* is used for an external customer to define places where it conducts business. A *service location* is a site that the internal company uses to provide services. Usually service locations are associated with the same internal company. For example, your company has five branches or places to provide financial services and you have 100 business contacts that are companies. In this scenario, you create five service locations for your own company as the customer on service location setup page. In addition, you set up the 100 company business contacts, and create sites for each.

A *service* is an object that is maintained on the RBF_SERVICE table. For each service location in your system you can associate services that are available. The associated records are stored in RDFSITE_SERVICE, a child table of RD_SITE. You can also define the hours of operation for the location. Records for hours of operation are maintained on RDFSITE_OPERATE, a child table of site.

You can also define the service location's contacts — the people who participate in business transactions at the location. Records for contacts are maintained in the person table (RD_PERSON). When you associate a person with a service location, the person is assigned a role type of Contact, and a record is created in the Business Object Relationship table (BO_REL) to capture the representation relationship between the person and service location (RD_SITE).

See Also

Chapter 3, "Setting Up Internet Banking," Setting Up Transaction Configurations, page 17

Setting Up Banking Services

You set up standard services that can be applied to any service location.

This section discusses how to:

- Define a banking service.
- Link the banking service with service locations.

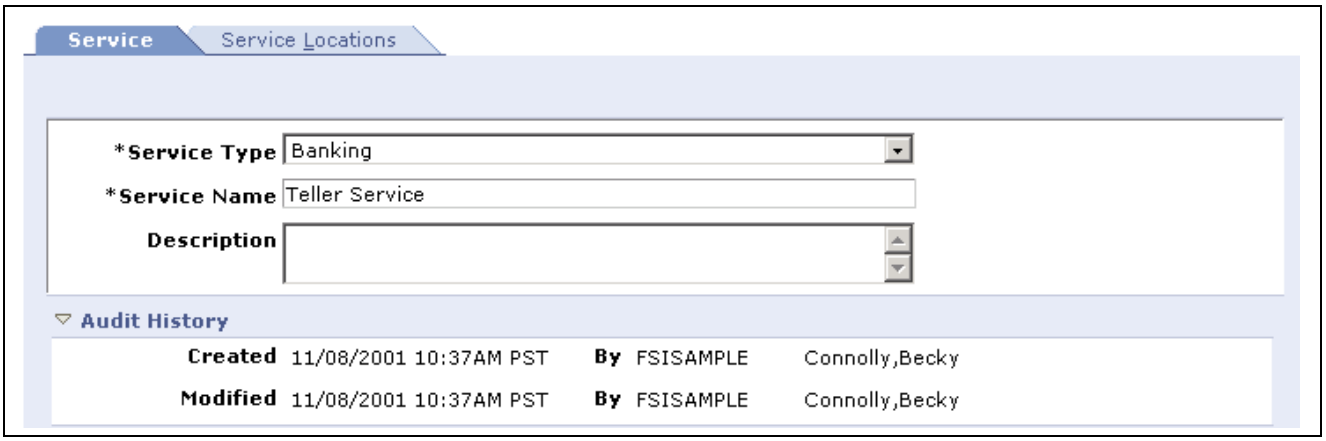
Pages Used to Set Up Banking Services

Page Name	Object Name	Navigation	Usage
Service	RBF_SERVICE	Financial Services, Service	Add and maintain services that are offered by your organization.
Service Locations	RBF_SERVICE_SITE	Financial Services, Search Service Location	View locations that currently offer a particular service. Service locations appear by default from the Service Locations component.

Defining a Banking Service

Access the Service page.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

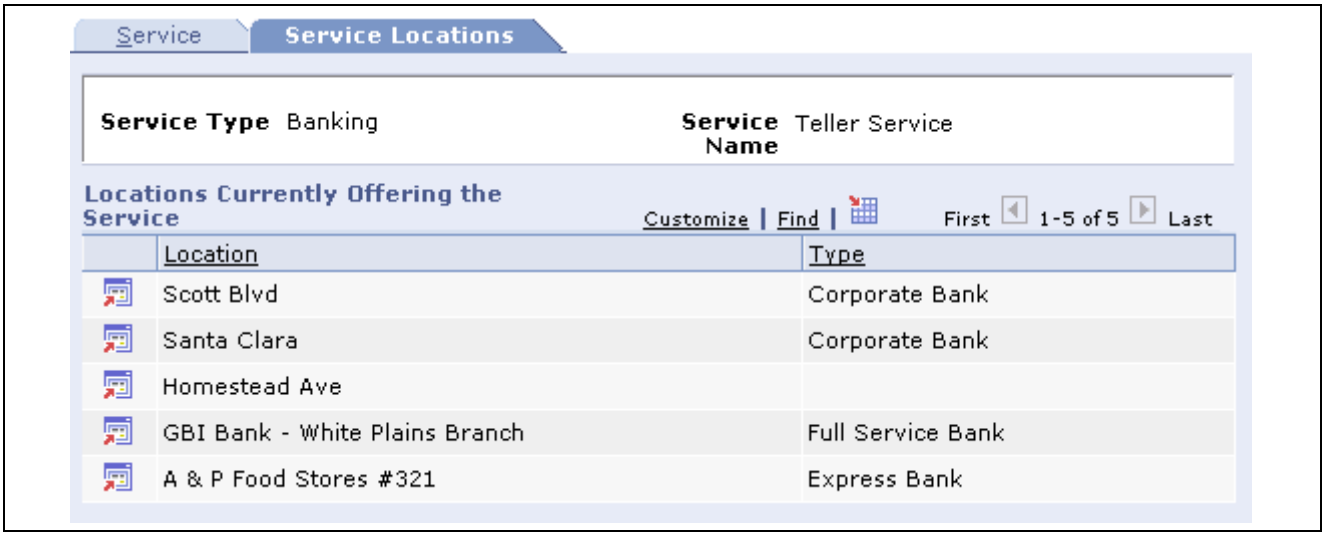


Service page

Service Type	Select the service type. Delivered values are: *Banking, Business Banking, Insurance, Loan Service, Mortgage, Personal Banking,* and *Wealth Management*. Additional service types can be added to suit your organization's requirements.
Service name	Enter the name of the service offered.
Description	Describe the service offered.

Linking the Banking Service with Service Locations

Access the Service Locations page.



Service Locations page

The system displays the locations that currently offer a particular service. Click the Edit button on the location row to access the Service Location component, on which you can view and update the service location record.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Working with the Service Location Finder

The Service Location Finder can be accessed without entering personal or account information.

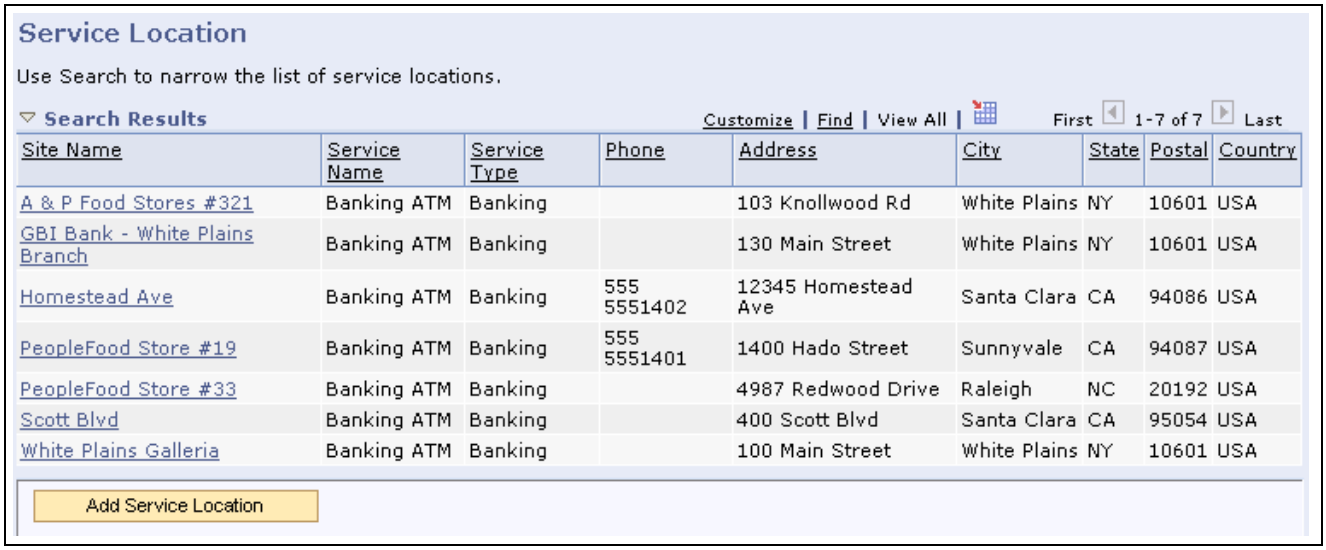
Customers and employees can search by service name or by any address element.

Note. The service location finder search returns record based on exact match not based on distance or vicinity of an address.

- Service locations with a valid status such as Open or Target for Closure are included in search results.
- Service locations with valid address of physical location purpose type are included in search results.
- Services associated with the service location with current start-date and end-date range is neither back-dated nor in the future.

When a banking employee clicks the Location link, the system displays the Service Locations component.

When the customer clicks the Location link, the system displays a Service Location page, which includes information about the location, services, hours of operation, and contacts.



Service Location

Use Search to narrow the list of service locations.

Search Results — Customize | Find | View All | First 1-7 of 7 Last

Site Name	Service Name	Service Type	Phone	Address	City	State	Postal	Country
A & P Food Stores #321	Banking ATM	Banking		103 Knollwood Rd	White Plains	NY	10601	USA
GBI Bank - White Plains Branch	Banking ATM	Banking		130 Main Street	White Plains	NY	10601	USA
Homestead Ave	Banking ATM	Banking	555 5551402	12345 Homestead Ave	Santa Clara	CA	94086	USA
PeopleFood Store #19	Banking ATM	Banking	555 5551401	1400 Hado Street	Sunnyvale	CA	94087	USA
PeopleFood Store #33	Banking ATM	Banking		4987 Redwood Drive	Raleigh	NC	20192	USA
Scott Blvd	Banking ATM	Banking		400 Scott Blvd	Santa Clara	CA	95054	USA
White Plains Galleria	Banking ATM	Banking		100 Main Street	White Plains	NY	10601	USA

Add Service Location

Service Location page

The system displays a grid with all service locations that meet the search criteria. Click the Location link to view Service Location details.

See *PeopleSoft Enterprise CRM 9 Industry Application Fundamentals PeopleBook*, “Setting Up Sites and Service Locations”.

Copyright © 2001 - 2006, Oracle. All rights reserved.

CHAPTER 3

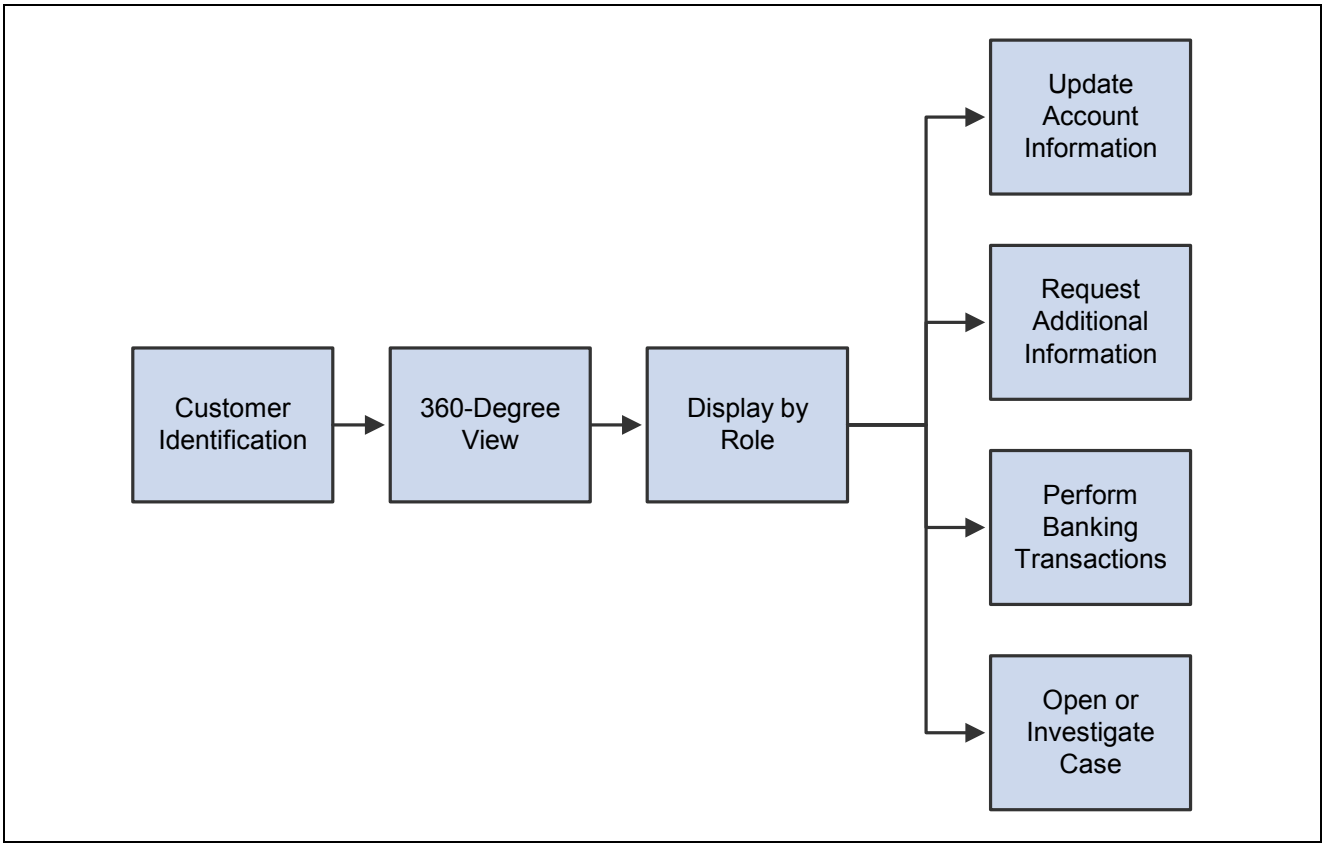
Setting Up Internet Banking

This chapter provides overviews of internet banking, customer account information, banking transactions, and transaction processing, and discusses how to:

- Configuring the 360-Degree View for PeopleSoft Enterprise Banking Transactions.
- Set up financial transactions.

Understanding Internet Banking

The following diagram illustrates the Internet Banking process using the 360-Degree View feature and shows the transactions that users can perform:



Internet banking process flow for the 360-Degree View

Copyright © 2001 - 2006, Oracle. All rights reserved.

In an agent-assisted scenario, the customer supplies the employee with identification to access customer information. After the customer's identity is verified, the 360-Degree View of the customer appears. The employee can view the customer profile, financial accounts related to each of the roles that the customer plays, interaction details, and the Interaction Tree feature. When the employee selects a specific role, the system displays the accounts, issues, interactions, and automated teller machine (ATM) cards associated with that role.

Understanding Customer Account Information

This table shows the transactions within PeopleSoft Enterprise Banking Transactions that enable customers and employees to update account information:

Transaction	Description
Change account nickname	Enables the customer to choose a personally meaningful name for each of the accounts held in the institution. Account information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system.
Change account address	The account address is the address that is related to a specific account. It might or might not be the business contact address. Each account held by the customer must have an address. For example, a customer might want to have statements for a personal account sent to the customer's home address and statements for a business account sent to a business address. Account address information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system. When the inbound message comes in CRM system address on the account is immediately changed and a history transaction is created for the old address. If a customer request an address change for a future date, it is expected that legacy system would send that information back to CRM on that date to get the address changed in CRM.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

Transaction	Description
Modify ATM card details	The employee can modify ATM card details by replacing the card, suspending the card, canceling or reactivating the card, changing linked accounts, changing limits, changing card type, and enabling and disabling card features. ATM Card information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system.
Issue ATM card	The employee can issue an ATM card to the customer. The page provides fields to enter card information and delivery information. ATM Card information in CRM is not changed immediately with this transaction. This transaction captures the request and publishes the request to legacy for approval. Once legacy completes the change they send another inbound message to reflect the change in CRM system.

The customer can cancel a transaction at any time. When a customer does so, no changes will be made.

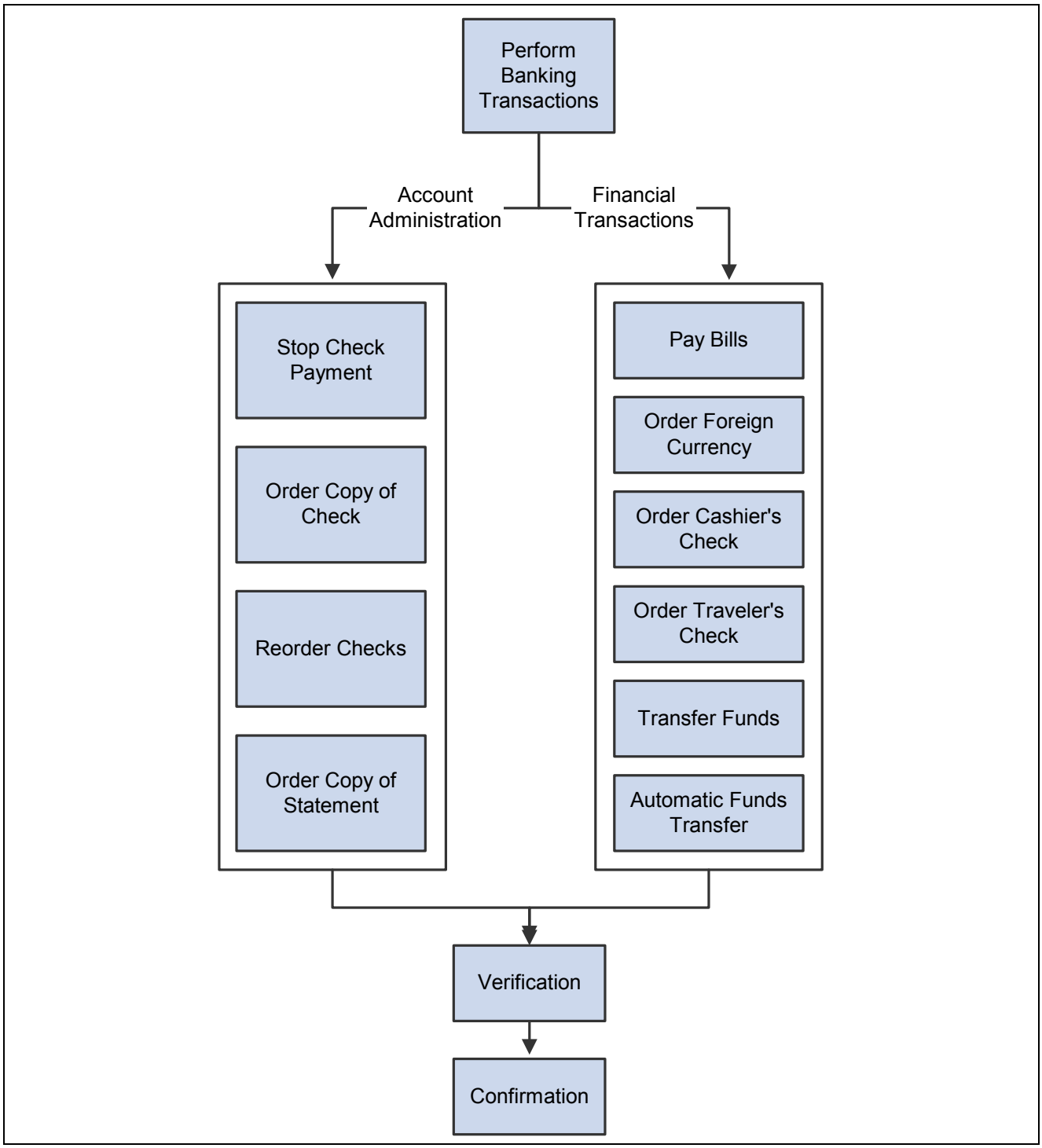
See Also

Chapter 4, “Working with Agent Facing Banking Transactions,” page 21

Understanding Banking Transactions

PeopleSoft Enterprise Banking Transactions enables self-service customers and employees to perform banking transactions online. The following diagram shows the process flow for banking transactions:

Copyright © 2001 - 2006, Oracle. All rights reserved.



Internet banking transactions

Users perform the following administrative and financial transactions:

Copyright © 2001 - 2006, Oracle. All rights reserved.

Transaction	Description
Stop a check payment.	Users can request a stop payment on a specific check that has been issued on the selected account.
Order a copy of a check.	Users can order a copy of a check that has been issued on the selected account.
Reorder checks.	Users can order new checks beginning with a specified number for the selected account.
Transfer funds.	Users can perform a one-time transfer of funds from one account to another.
Order a copy of a statement.	Users can order a copy of a statement for the selected account.
Transfer funds automatically.	Users can set up an automatic transfer of funds from one account to another. Funds can be transferred daily, weekly, or monthly.
Pay bills.	Users can set up and pay bills online.
Order foreign currency.	Users can order foreign currency to be delivered or picked up at a specific location.
Order cashier's checks.	Users can order a cashier's check to be delivered or picked up at a specific location.
Order traveler's checks.	Users can order traveler's checks to be delivered or picked up at a specific location.

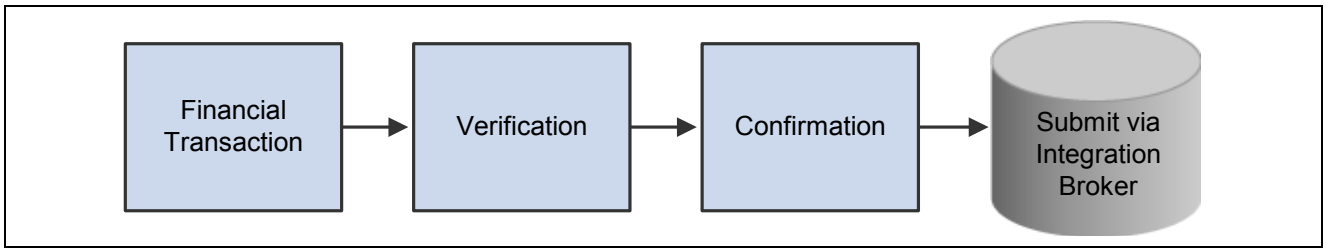
See Also

Chapter 5, "Working with PeopleSoft Enterprise Banking Transactions for Self-Service," Performing Self-Service Banking Transactions, page 44

Understanding Transaction Processing

PeopleSoft Enterprise Banking Transactions enables self-service customers and employees to perform financial transactions online. All financial transactions follow a four-step process, as shown in this diagram:

Copyright © 2001 - 2006, Oracle. All rights reserved.



Financial transaction process

When a user completes any financial transaction and clicks the Submit button, the system displays a verification page, which requires the user to confirm that the transaction should be processed. After the transaction is verified, the system displays a confirmation page with a confirmation of the transaction and a confirmation number. The data is sent to the legacy system. For transactions for which shipping is involved, the system creates a new case to track the shipping. These transactions are Order Traveler's Check, Order Cashier's Check, and Order Foreign Currency. In addition to the confirmation number, a case number appears at the end of the transaction.

Account numbers that appear on various drop-down fields within the PeopleSoft Enterprise Banking Transactions application are derived from the security authorization of the requestor.

Internet banking transactions use either asynchronous or synchronous messaging to link with legacy systems.

PeopleSoft Integration Broker provides the capability to synchronize data from one application system to another. PeopleSoft Enterprise Banking Transactions publishes the requests and pushes them to the channel. The legacy system is set up to subscribe to these messages, so that when the channel pushes the messages to subscribers, the legacy system picks up the request. An integration point on the legacy system side must exist for this asynchronous messaging to take place.

Internet banking transactions that use asynchronous messaging by way of the PeopleSoft Integration Broker are: Stop Check Payment, Order Copy of Check, Reorder Checks, Order Copy of Statement, Automatic Funds Transfer, Order Traveler's Checks, Order Cashier's Checks, Order Foreign Currency, Account Nickname, and Bill Payment, as well as Account Address change and ATM card transactions.

The internet banking transaction called Transfer Funds uses synchronous messaging.

When the customer requests any of the preceding banking transactions, the PeopleSoft Enterprise Customer Relationship Management (CRM) system generates a confirmation number for the request and indicates any applicable service charge. The system checks only for complete field entries; it does not validate the data. The request is captured and published to the legacy system. The legacy system validates the request and pushes a message to the PeopleSoft CRM system to confirm the transaction or update the data.

The message that is sent to the legacy system is also stored in a CRM system table. Agents can see that information later on in the Banking Transactions application by navigating to Financial Services, Review Banking Transactions. This page is only agent-facing, read-only and used by agents to verify transaction content.

See Also

PeopleSoft Enterprise PeopleTools 8.48 PeopleBook: Integration Broker

 Copyright © 2001 - 2006, Oracle. All rights reserved.

Configuring the 360-Degree View for PeopleSoft Enterprise Banking Transactions

This section provides an overview of 360-Degree View access and discusses how to:

- Set up user links on the search page.
- Access the 360-Degree View.
- View customer details.

Understanding 360-Degree View Access

The agent accesses the 360-Degree View by entering information provided by the customer, such as the name of the customer, the TIN or social security number (SSN), , the financial account number, the billing account number, or the ATM card number. If the criteria produces more than one result (for example, a joint checking account with two owners), then the system displays a grid of results. The agent can find the exact match by asking additional questions of the customer.

If the component is entered through CTI, the customer enters entry information, after which the agent is taken directly to the 360-Degree View.

See Also

PeopleSoft Enterprise CRM 9 Industry Application Fundamentals PeopleBook, "Understanding the 360-Degree View for Industries"

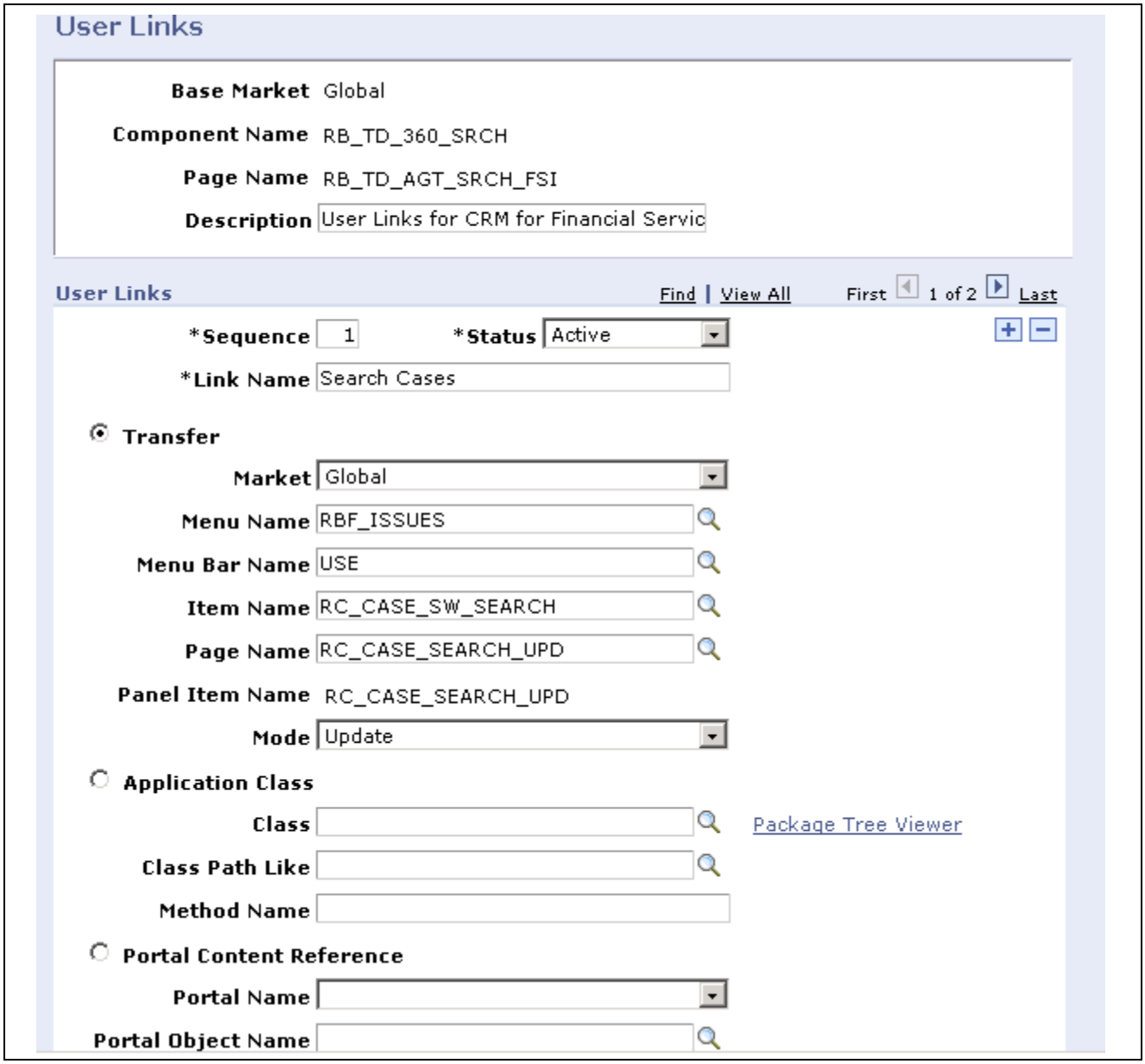
Pages Used to Access the 360-Degree View

Page Name	Object Name	Navigation	Usage
360-Degree View - User Links	RB_TD_ANON_LINK_PG	Set Up CRM, Common Definitions, 360-Degree View, User Links, User Links	Set up and customize the user links that appear on the 360 degree search page.
360-Degree View Search	RB_TD_AGT_SRCH_FSI	Click the Customer 360-Degree View link on the main menu	Access the customer 360-Degree View search dialog.
360-Degree View	RB_TD_AGENT_VIEW	Enter one of the following in the customer identification (search) fields: *Customer* *Business Contact Name* *TIN/SSN* *Financial Account Number* *ATM Card Number* *Billing Account Number* *Address*	View customer details.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Setting Up User Links on the Search Page

Access the 360-Degree View - User Links page.



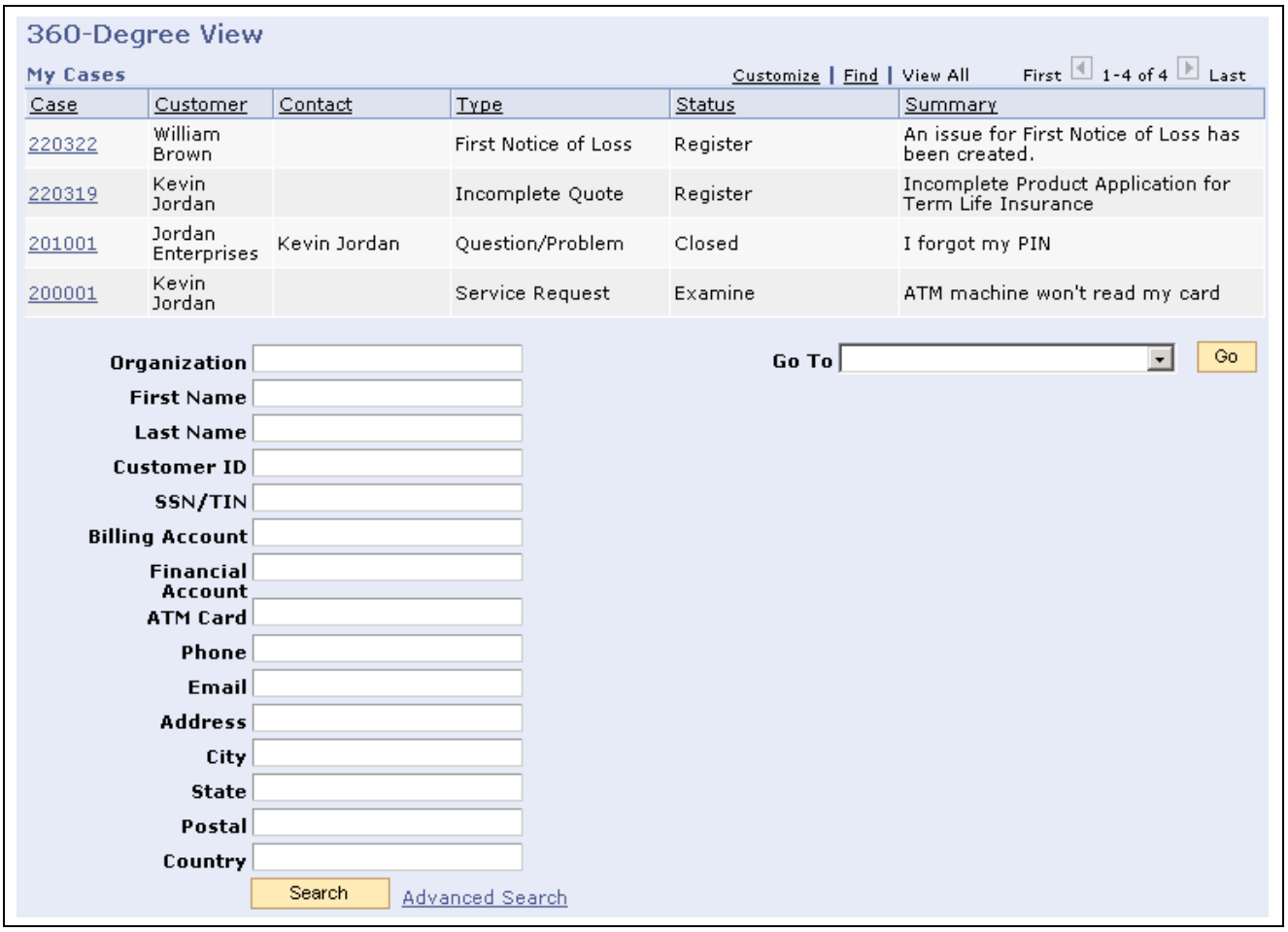
360-Degree View - User Links page

Sequence	Enter a number to indicate the order in which the link should appear on the page.
Active	Select *Active* to activate the link.
Link Name	Enter the name of the link as it will appear on the search page.
Transfer	Select to define the page opened by the link.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Accessing the 360-Degree View

Access the 360-Degree View search page.



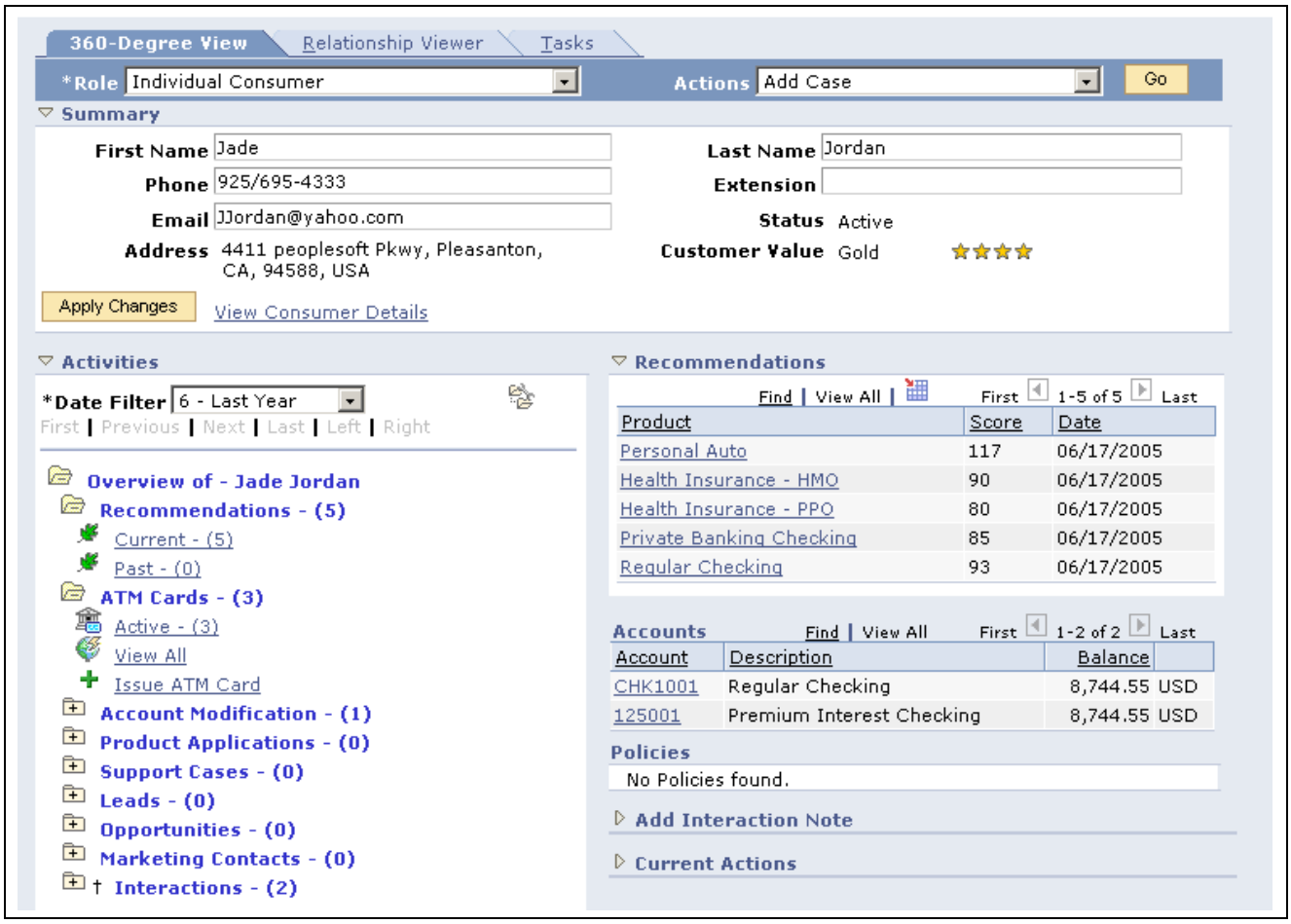
360-Degree View Search page

Go To	Displays the links that you defined for this page.
My Issues	Displays issues assigned to the customer service representative. Click the Issue link to view issue details.
Search	Enter the customer, business contact name, TIN or SSN, financial account number, billing account number, ATM card number, or address to search for the customer. Select the customer in the grid to access the 360-Degree View of the customer.

Viewing Customer Details

Access the 360-Degree View page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



360-Degree View page

The account pagelet lists all accounts that this person has access to regardless of whether the person is the owner.

Setting Up Financial Transactions

Tables specifically related to PeopleSoft Enterprise Banking Transactions provide the foundation for performing financial transactions.

This section discusses how to:

- Set up traveler's check denominations.
- Set up bill categories.
- Set up transaction configurations.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

Pages Used to Set Up Financial Transactions

Page Name	Object Name	Navigation	Usage
Traveler's Check Denomination	RBF_TCHK_DENOM	Set Up CRM, Product Related, Financial Services, Traveler's Check Denomination	Set up denominations for traveler's checks.
Bill Category	RBF_BILL_CATEGORY	Set Up CRM, Product Related, Financial Services, Bill Category	Set up categories for the bill payment function.
Transaction Configuration	RBF_PAYBILL_CONFIG	Set Up CRM, Product Related, Financial Services, Transaction Configuration	Configure bill payment specifications for a customer.

Setting Up Traveler's Check Denominations

To set up traveler's check denominations, use the RBF_TCHK_DENOM component.

Access the Traveler's Check Denomination page.

Traveler's Check Denomination page

Denomination Traveler's checks come in standard denominations. Set up the denominations that customers can order.

Pack of Each check denomination comes in a package with a specified number of checks. Enter the number of checks in the pack for each denomination.

Setting Up Bill Categories

Access the Bill Category page.

Bill Category page

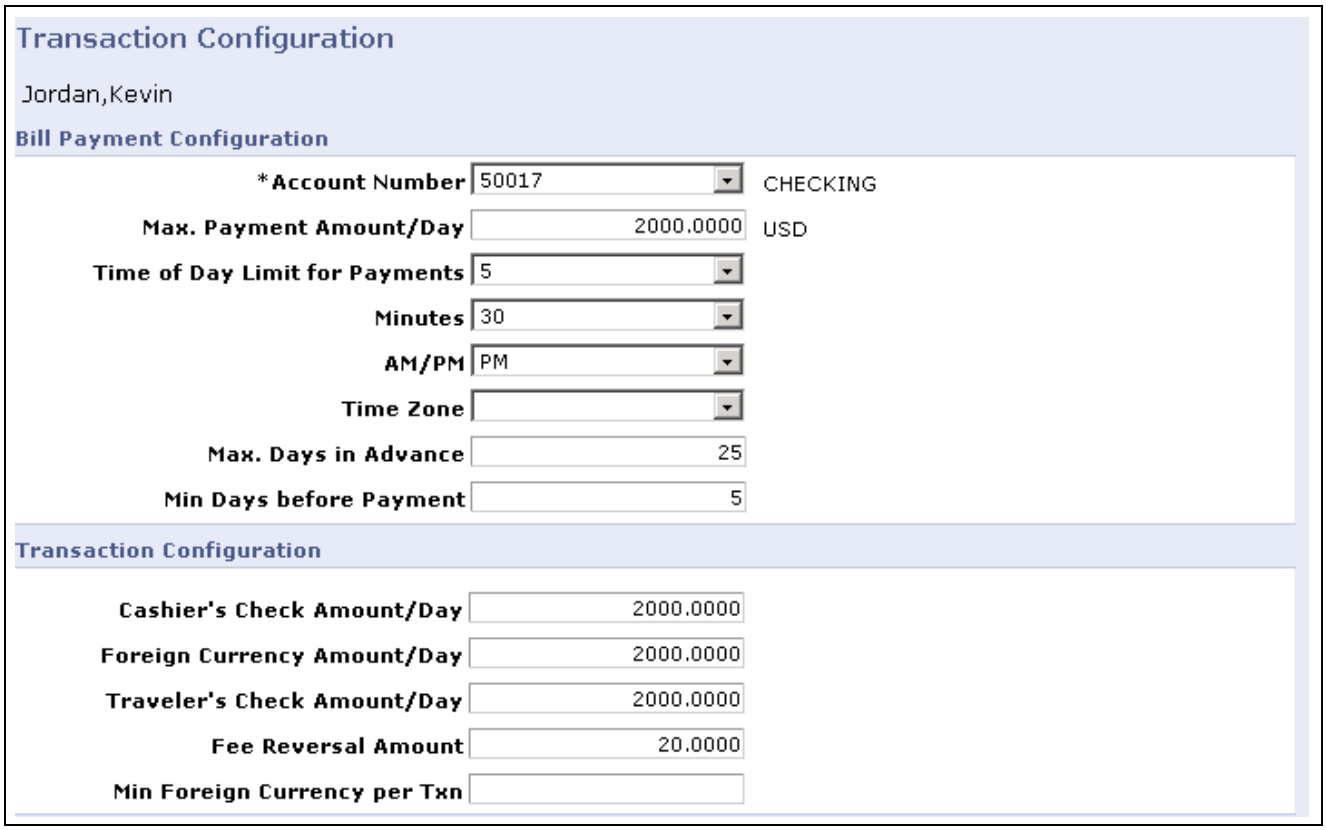
Bill Category Set up categories to use in the Bill Pay component. Values are: *Credit Cards, Loans,* and *Utilities.*

Setting Up Transaction Configurations

To set up transaction configurations, us the RBF_PAYBILL_CONFIG component.

Access the Transaction Configuration page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



Transaction Configuration page

Account Number	Enter the account number of the business contact for whom the transactions are being configured.
Max Payment Amount/Day (maximum payment amount per day)	Enter the maximum amount of bill payment per day.
Time of Day Limit for Payments	Enter the time limit for same-day processing of bill payments. Requests for bill payments after this time are processed the next business day.
Max Days in Advance (maximum days in advance)	Enter the maximum number of days in advance that a bill payment can be requested.
Min Days before Payment (minimum days before payment)	Enter the minimum number of days in advance that a bill payment can be requested.
Cashier Check Amount/Day (cashier's check amount per day)	Enter the maximum amount that can be requested for cashier's checks per day. The amount should be entered in the base currency of the account.
Foreign Currency Amount/Day (foreign currency amount per day)	Enter the maximum amount that can be requested in foreign currency per day. The amount should be entered in the base currency of the account.
Traveler Check Amount/Day (traveler's check amount per day)	Enter the maximum amount that can be requested in traveler's checks per day. The amount should be entered in the base currency of the account.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Fee Reversal Amount	Enter the maximum amount in fees that can be reversed.
Min. Foreign Currency/Trans. (minimum foreign currency per transaction)	Enter the minimum amount that can be requested in foreign currency per transaction.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Copyright © 2001 - 2006, Oracle. All rights reserved.

CHAPTER 4

Working with Agent Facing Banking Transactions

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions and discusses how to:

- Perform banking transactions.
- Administer banking accounts.
- Manage automated teller machine (ATM) card details.
- Issue ATM cards.

Understanding PeopleSoft Enterprise Banking Transactions for Agents

PeopleSoft Enterprise Banking Transactions enables you to perform administrative and financial transactions for your customers.

Performing Banking Transactions

This section discusses how to:

- Set up automatic funds transfer.
- Set up a one-time funds transfer.
- Reorder a checkbook.
- Stop payment on a check.
- Pay bills.
- Order a copy of a check.
- Order a copy of a statement.
- Order foreign currency.
- Order cashier's checks.
- Order traveler's checks.
- Reverse transaction fees.

Copyright © 2001 - 2006, Oracle. All rights reserved.

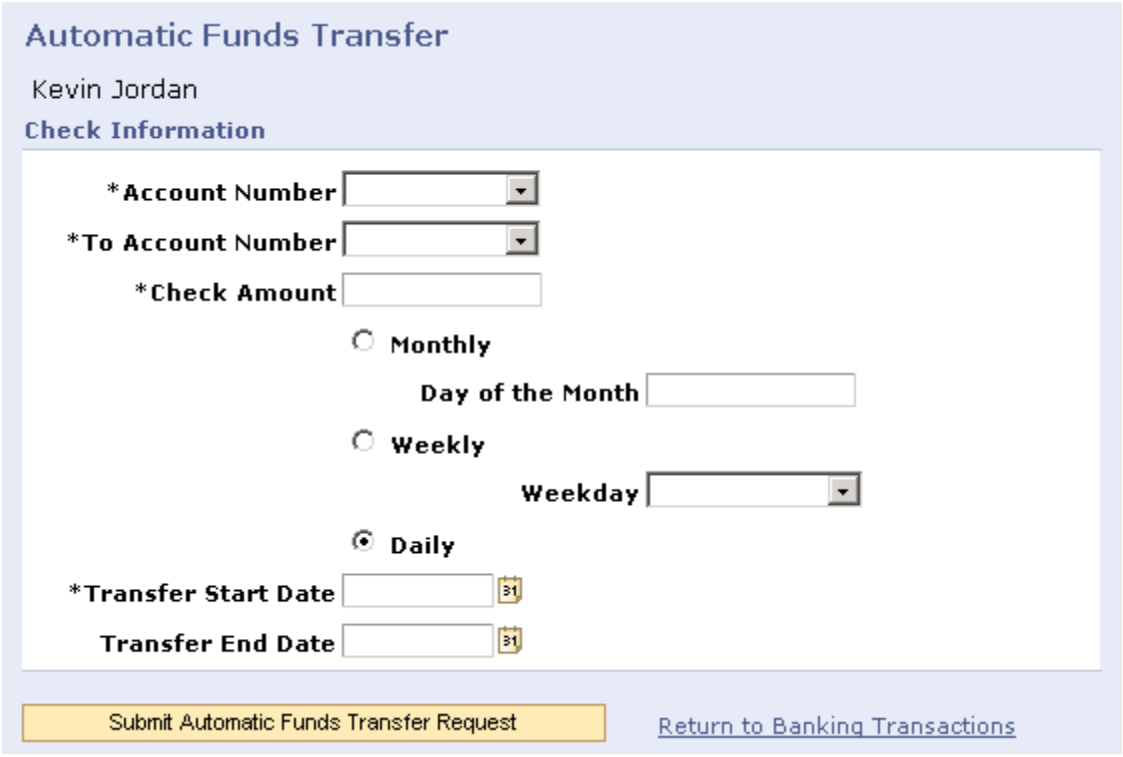
Pages Used to Perform Banking Transactions

Page Name	Object Name	Navigation	Usage
Automatic Funds Transfer	RBF_AFND_TRNSF	Banking, Banking Transactions, Automatic Funds Transfer	Set up a financial account to transfer funds from one account to another.
Transfer Funds	RBF_TRN_FND	Banking, Banking Transactions, Transfer Funds	Perform a one-time transfer of funds from one account to another. The currency is that of the sending (from) account.
Reorder Checkbook	RBF_REO_CHK	Banking, Banking Transactions, Reorder Checkbook	Order a new checkbook with a specified starting check number.
Stop Check Payment	RBF_STP_PAY	Banking, Banking Transactions, Stop Check Payment	Stop payment of a check that has already been issued.
Pay Bills page	RBF_PAYEE_DISPLAY	Banking, Banking Transactions, Pay Bills	View and modify bill payments.
Pay Bills Detail	RBF_BILL_PAY	Banking, Banking Transactions, Pay Bills, Pay Bill	Manage billing details.
Bill Payee Setup	RBF_BILL_PAYEE	Banking, Banking Transactions, Pay Bills, Add New Payee	Add and modify bill payees.
Order Copy of Check	RBF_ORD_CHK	Banking, Banking Transactions, Order Copy of Check	Order a copy of a check that has already been issued.
Order Copy of Statement	RBF_ORD_DOC	Banking, Banking Transactions, Order Copy of Statement	Order a copy of an existing account statement.
Order Foreign Currency	RBF_ORD_FCUR	Banking, Banking Transactions, Order Foreign Currency	Order foreign currency.
Order Cashier's Check	RBF_ORD_CCHK	Banking, Banking Transactions, Order Cashier's Check	Order cashier's checks.
Order Traveler's Checks	RBF_ORD_TCHK	Banking, Banking Transactions, Order Traveler's Checks	Order traveler's checks.
Reverse Transaction Fee	RBF_FEE_REVERSAL	Banking, Banking Transactions, Reverse Transaction Fee	Reverse the charged fee for a transaction.

Setting Up Automatic Funds Transfer

Access the Automatic Funds Transfer page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



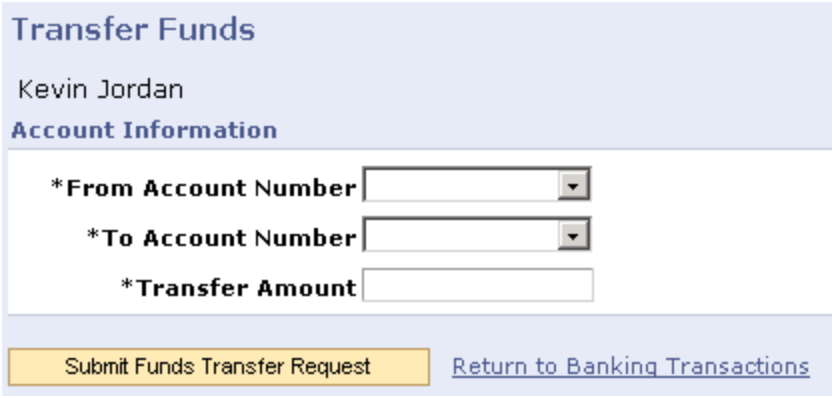
Automatic Funds Transfer page

Account Number and **To Account Number**	Select the origin and destination accounts involved in the transfer.
Check Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Monthly	Select to indicate that the transfer is performed once a month. Indicate the day of the month on which the transfer should occur.
Weekly	Select to indicate that the transfer is performed once a week. Select the day of the week on which the transfer should occur.
Daily	Select to indicate that the transfer is performed daily.
Transfer Start Date and **Transfer End Date**	Indicate the start and end dates for this transaction.
Submit Automatic Funds Transfer Request	Click to submit the request for automatic funds transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Setting Up a One-Time Funds Transfer

Access the Transfer Funds page.

Copyright © 2001 - 2006, Oracle. All rights reserved.

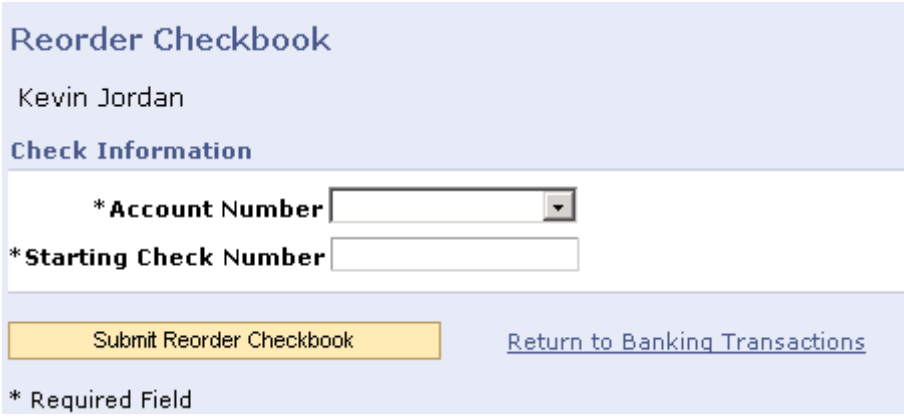


Transfer Funds page

From Account Number and **To Account Number**	Select the origin and destination accounts involved in the transfer.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Submit Funds Transfer Request	Click to submit the request for fund transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Reordering a Checkbook

Access the Reorder Checkbook page.



Reorder Checkbook page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Starting Check Number	Indicate the starting number for the set of checks.
Submit Reorder Checkbook	Click to submit the reorder request. The system returns a confirmation number and indicates any service fees related to this transaction.

Stopping Payment on a Check

Access the Stop Check Payment page.

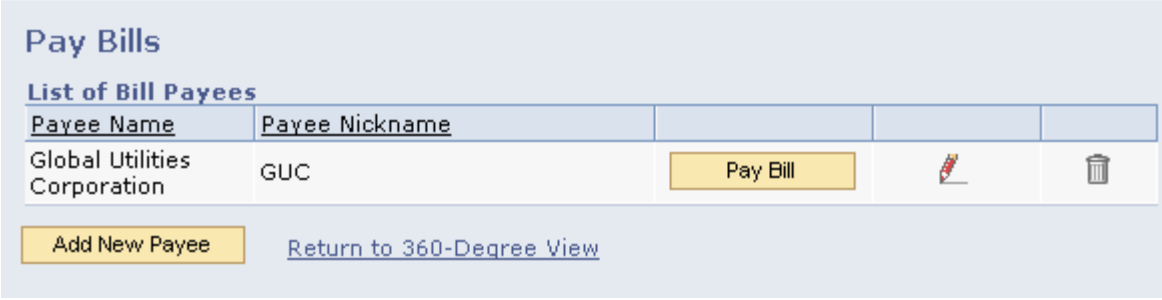
 Copyright © 2001 - 2006, Oracle. All rights reserved.

Stop Check Payment page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified in the legacy system.
Submit Stop Payment	Click to submit the stop payment. The system returns a confirmation number and indicates any service fees related to this transaction.

Paying Bills

Access the Pay Bills page.



Pay Bills page

Payee Name	Displays all payees that have been added by the user.
Payee Nickname	Displays a short form of the payee's name that has been added by the user.
Pay Bill	Click to access the Pay Bills page. Enter account information and frequency information, and submit bill payments.
Edit Payee	Edit each payee in the grid by clicking Edit Payee in the row.
Delete	Click to delete the payee.
Add New Payee	Click to access the Bill Payee Setup page.

Access the Bill Pay Details page.

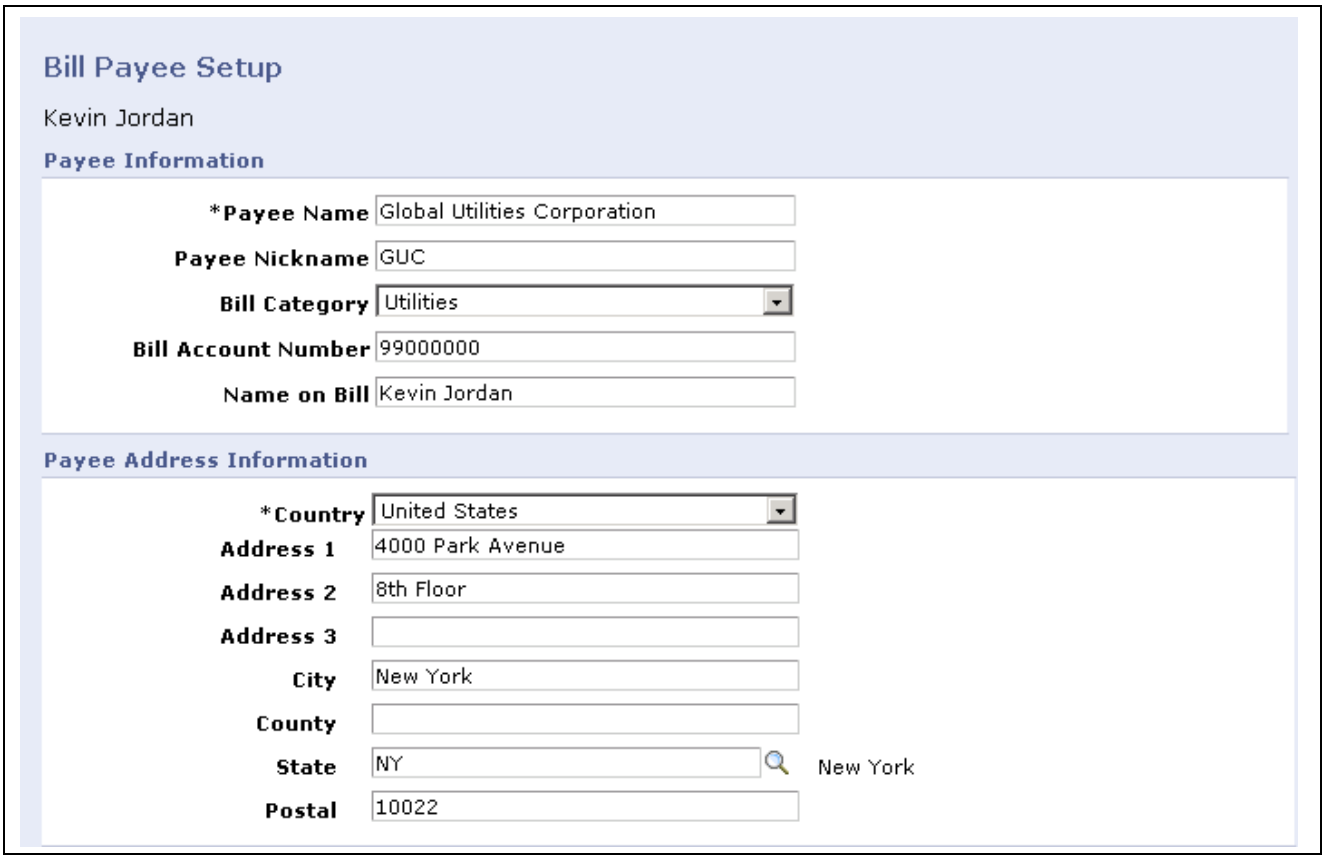
Copyright © 2001 - 2006, Oracle. All rights reserved.

Pay Bills Detail page

Account	Enter the account to use for bill payment. Only those accounts configured for bill payment will appear in the list.
Payee	Enter the name of the payee for this bill.
Amount	Enter the amount of the payment.
Payment Date	Enter the date the payment will be made to the payee.
Recurring	Select to indicate whether the payment is recurring or nonrecurring. If you select Recurring, both Start Date and End Date fields appear.
Frequency	The rate of recurrence if the payment is marked as recurring.
Submit Bill Payment	Click to complete the bill payment set up process.

Access the Bill Payee Setup page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



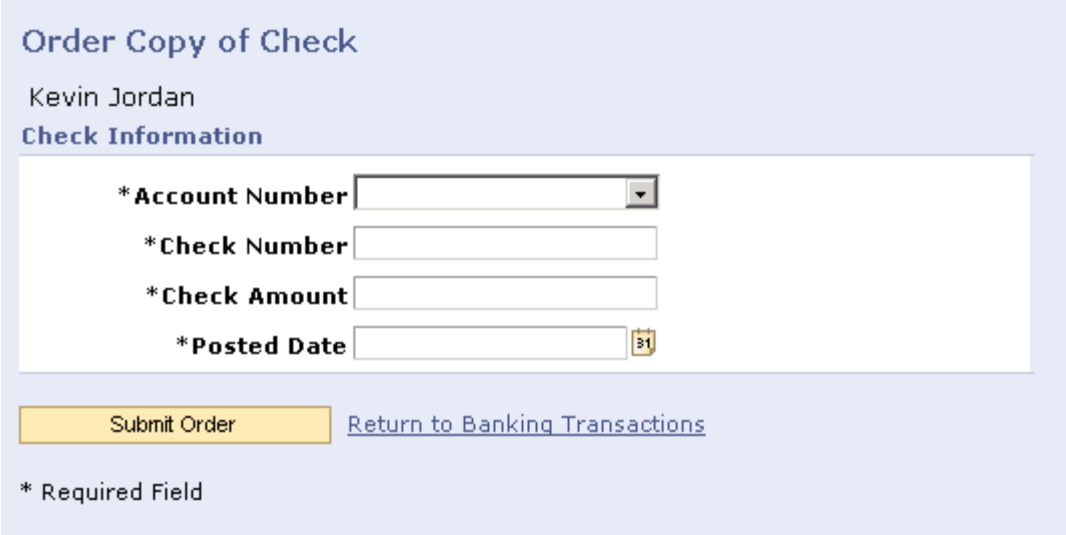
Bill Payee Setup page

Payee Name	Enter the name of the bill payee.
Payee Nickname	Enter the short name of the bill payee.
Bill Category	Enter the type of bill that this is classified as.
Bill Account Number	Enter the account number assigned to this account by the bill payee institution.
Name on Bill	Enter the name of the billing account.

Ordering a Copy of a Check

Access the Order Copy of Check page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



Order Copy of Check page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified by the legacy system.
Posted Date	Enter the date on which the check was issued.
Submit Order	Click to submit the order for the check. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering a Copy of a Statement

Access the Order Copy of Statement page.

Order Copy of Statement page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.

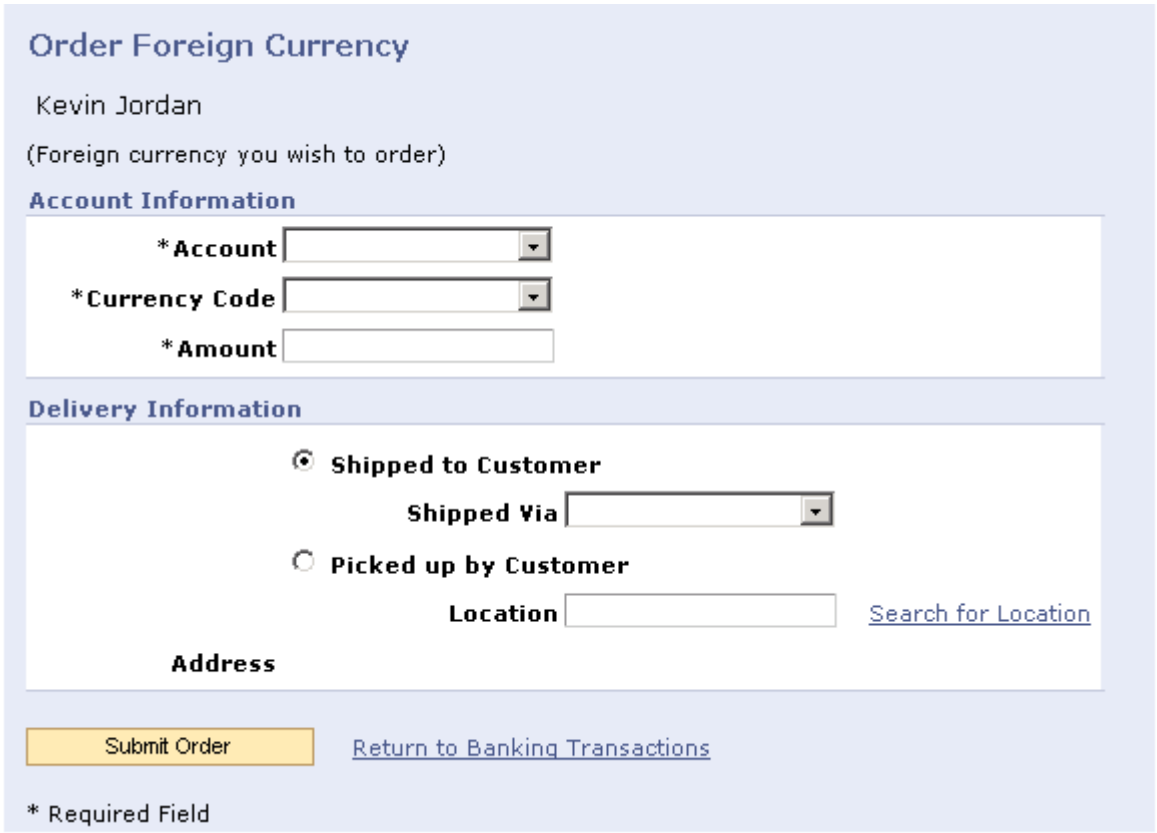
Copyright © 2001 - 2006, Oracle. All rights reserved.

Statement Date Select the date of the statement.

Submit Order Click to submit the order for the statement. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering Foreign Currency

Access the Order Foreign Currency page.



Order Foreign Currency page

Account Enter the account from which funds will be withdrawn.

Currency Code Select the code for the currency that you want to purchase.

Amount Enter the amount that you want to exchange. The amount is entered in the currency of the account.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

Shipped to Customer Select to have the product shipped to the customer.

Shipped Via Select a shipping option from the drop-down list box.

Picked up by Customer Select to indicate that the customer wants to pick up the product personally.

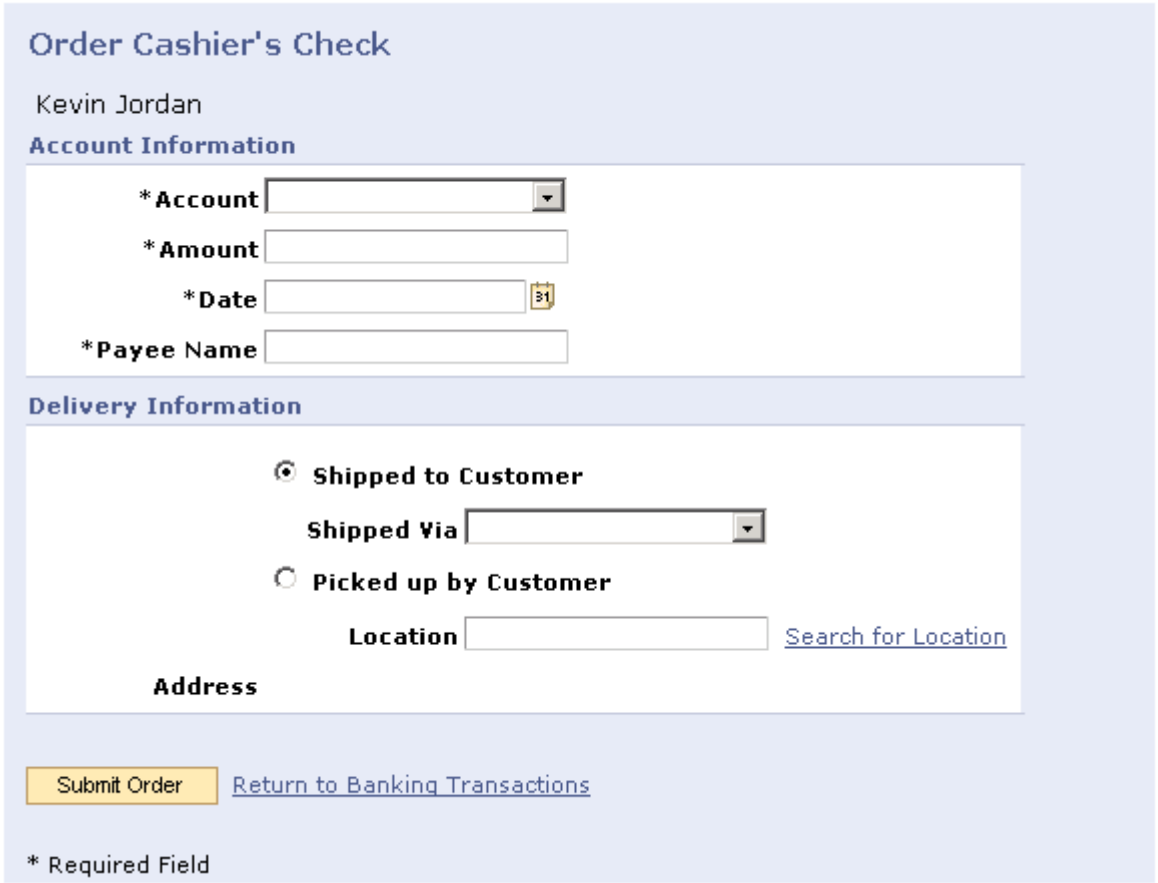
Location Select a location for pickup.

Submit Order Click to submit the order.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Ordering Cashier's Checks

Access the Order Cashier's Check page.



Order Cashier's Check page

Account	Select the account used for the transaction.
Amount	Enter the amount of the check.
Date	Enter the date of the check.
Payee Name	Enter the payee name. This field is required because all cashier's checks must have a payee name.

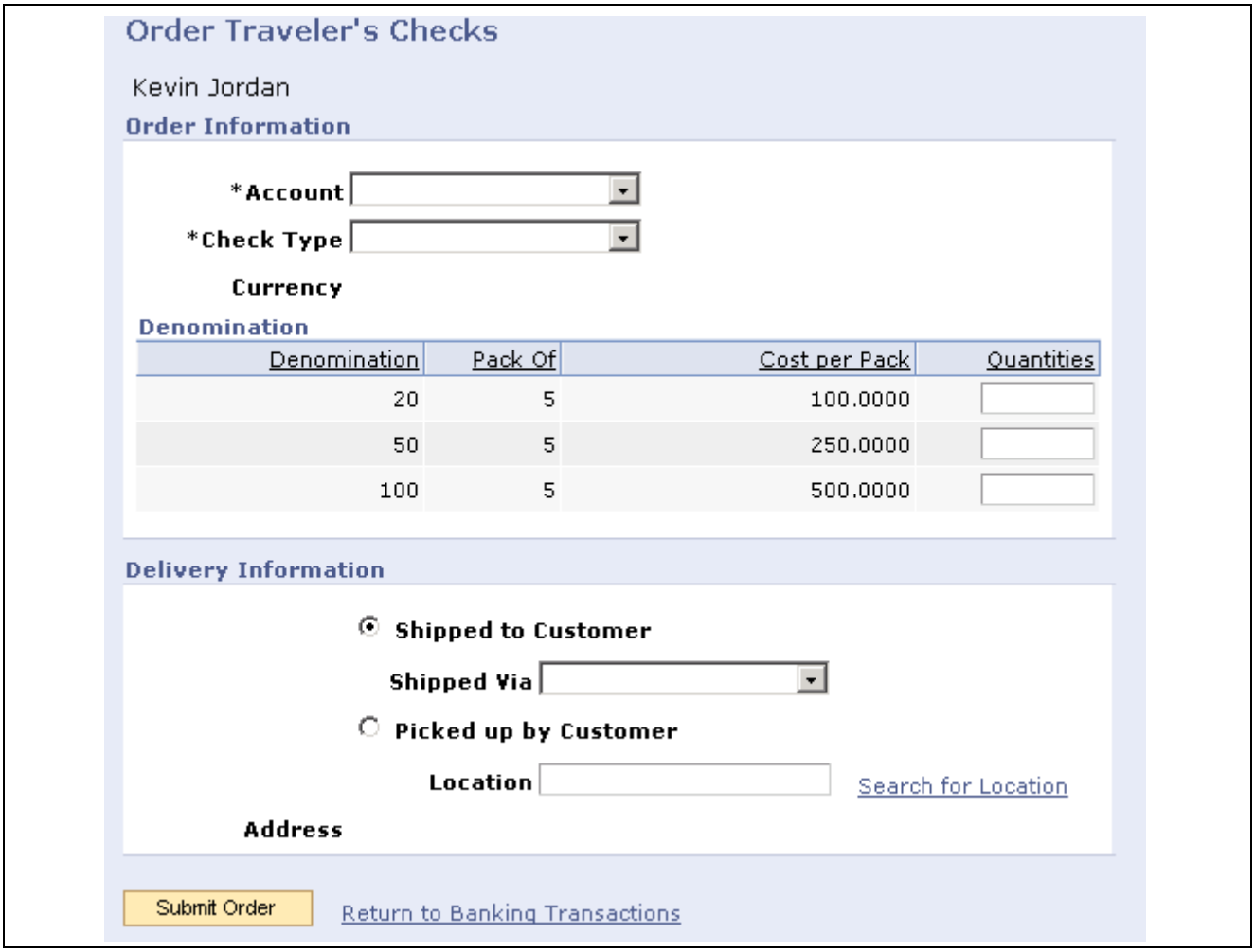
The fields in the Enter Delivery Information group box enable you to define delivery instructions.

Shipped to Customer	Select to have the product shipped to the customer.
Shipped Via	Select from available shipping options.
Picked up by Customer	Select to indicate that the customer wants to pick up the product personally.
Location	Select a location for pickup.
Submit Order	Click to submit the order.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Ordering Traveler's Checks

Access the Order Traveler's Checks page.



Order Traveler's Checks page

Account	Select the account used to pay for the checks.
Check Type	Select the brand of traveler's checks.
Currency	Appears by default from the selected account.

The fields in the Denomination group box define how the packs of traveler's checks are structured.

Denomination	Displays the denominations that are available for the selected brand of checks.
Pack of	Traveler's checks are sold in packs. This field displays the number of checks in a pack.
Cost Per Pack	Displays the cost per pack of checks.
Quantity	Enter the number of packs that the customer wants to order.

The fields in the Enter Delivery Information group box enable you to define delivery instructions.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Shipped to Customer	Select to have the product shipped to the customer.
Shipped Via	Select from the available shipping options.
Picked up by Customer	Select to indicate that the customer wants to pick up the product personally.
Location	Select a location for pickup.
Submit Order	Click to submit the order.

Reversing Transaction Fees

Access the Reverse Transaction Fee page.

Reverse Transaction Fee page

Account Number	Select the account that will be credited for fees charged.
Fee Reversal Amount	Specify the amount to be credited.
Fee Reversal Reason	Specify the reason for fee reversal.
Submit Fee Reversal	Click to submit the request.

Administering Banking Accounts

This section discusses how to:

- Change an account nickname.
- Change an account address.

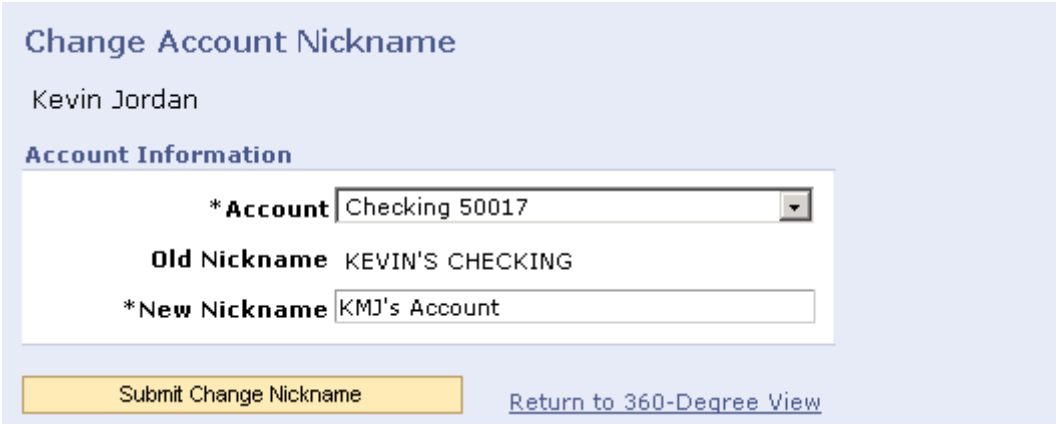
Copyright © 2001 - 2006, Oracle. All rights reserved.

Pages Used to Manage Banking Accounts

Page Name	Object Name	Navigation	Usage
Change Account Nickname	RBF_ACCT_NICK	Customer Accounts, Change Account Nickname	Change account nickname information.
Change Account Address	RBF_ACCT_ADDR	Customer Accounts, Change Account Address	Change account address details.

Changing an Account Nickname

Access the Change Account Nickname page.



Change Account Nickname page

Account The account targeted for the nickname change.

Old Nickname The existing nickname of the account.

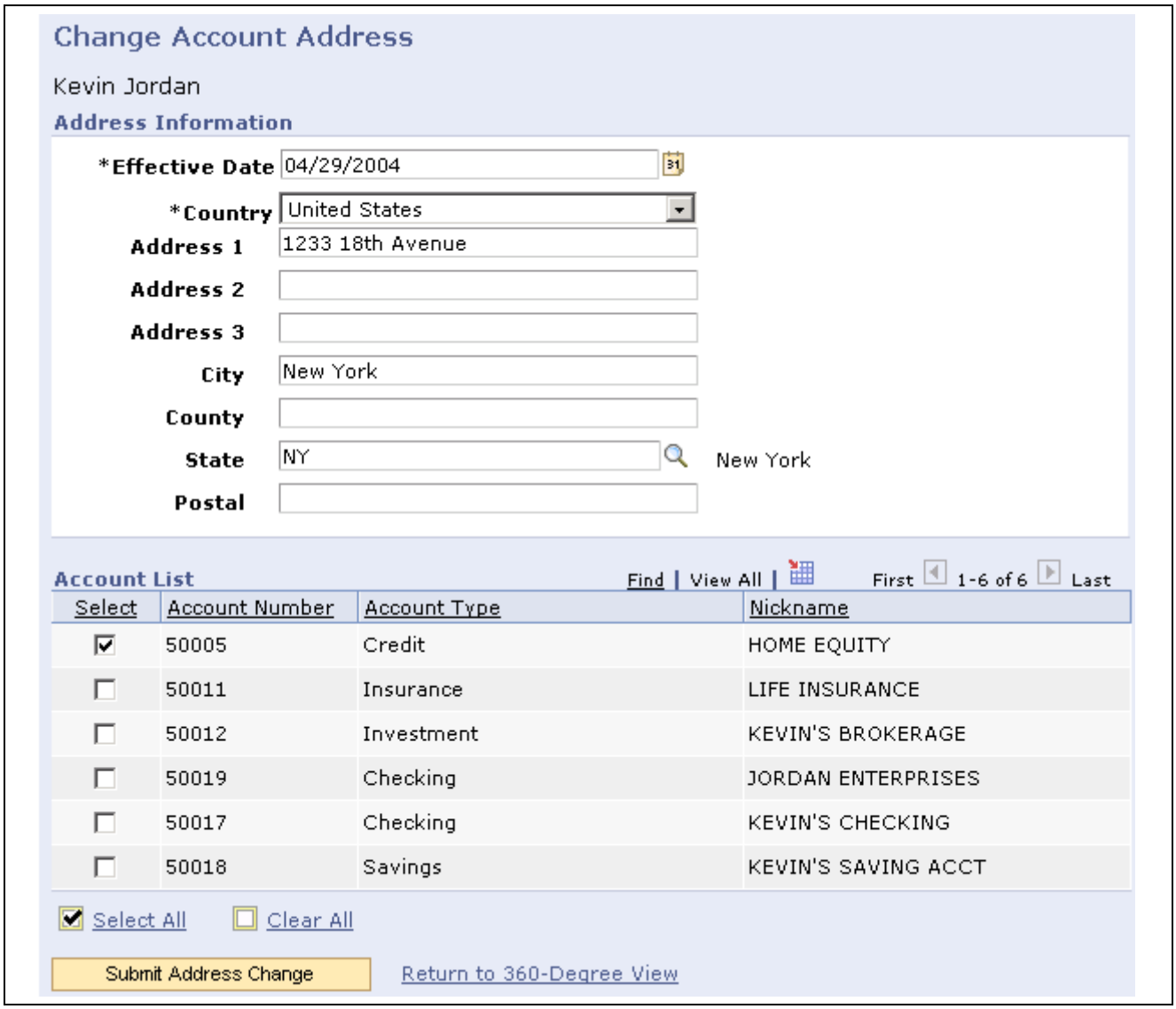
New Nickname The new nickname that the customer selects for the account.

Submit Change Nickname Click to complete the transaction request for the nickname change.

Changing an Account Address

Access the Change Account Address page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



Change Account Address page

Effective Date	The date on which this new address takes effect.
Country	The country in which this address resides.
Address	The specifics of the mailing address such as the street number.
City	The city where the address is located.
State	The state (if this is an address within the United States.)
Postal	The postal code.
Account List	The accounts designated for linkage to this address.
Submit Address Change	Click to complete the address change transaction request.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Managing ATM Card Details

This section discusses how to:

- Manage ATM cards.
- Replace ATM cards.
- Suspend ATM cards.
- Cancel ATM cards.
- Change linked accounts.
- Enable or disable card features.
- Change limits.
- Change card types.

Copyright © 2001 - 2006, Oracle. All rights reserved.

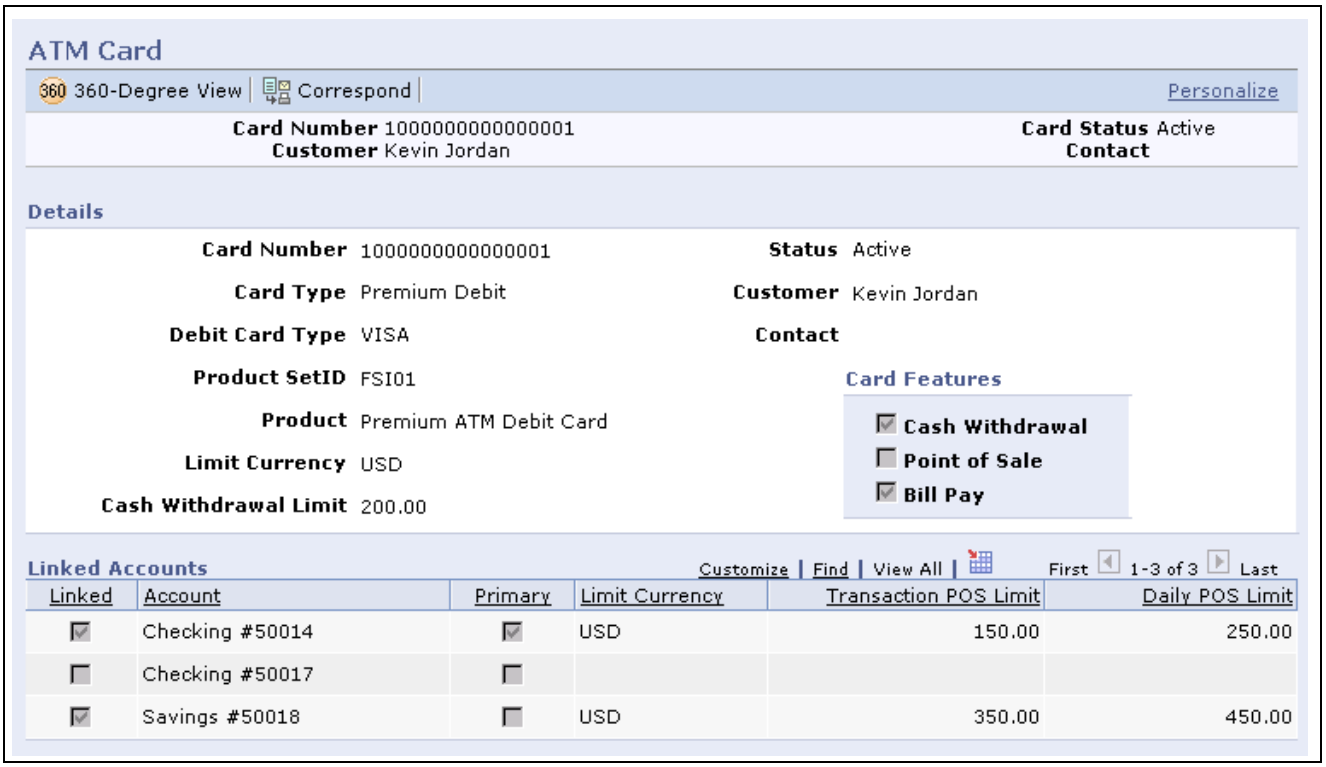
Pages Used to Manage ATM Cards

Page Name	Object Name	Navigation	Usage
ATM Card Detail	RBF_ATM_CARD	Customer Accounts, ATM Card Detail	View and manage the details of ATM cards.
Replace Card	RBF_ATM_RPL_SEC	Select the Replace Card action and click Go on the ATM Card Detail page	Replace an existing ATM card.
Suspend Card	RBF_ATM_SSP_SEC	Select the Suspend Card action and click Go on the ATM Card Detail page	Suspend an existing ATM card.
Cancel Card	RBF_ATM_CNC_SEC	Select the Cancel Card action and click Go on the ATM Card Detail page	Cancel an existing ATM card.
Reactivate Card	RBF_ATM_ACT_SEC	Select the Reactivate Card action and click Go on the ATM Card Detail page	Reactivate an ATM card that has been canceled. The button is unavailable for entry if the card has not been canceled.
Link Card to Accounts	RBF_ATM_LNK_SEC	Select the Link ATM Card to Account(s) action and click Go on the ATM Card Detail page	Change the accounts that are linked to the ATM card.
Enable/Disable Features	RBF_ATM_FTR_SEC	Select the Enable/Disable Features action and click Go on the ATM Card Detail page	Enable or disable ATM card features.
Change Limits	RBF_ATM_LIM_SEC	Select the Change Limitsaction and click Go on the ATM Card Detail page	Change ATM card limits.
Change Card Type	RBF_ATM_TYP_SEC	Select the Change Card Typeaction and click Go on the ATM Card Detail page	Change ATM card types.

Managing ATM Cards

Access the ATM Card Detail page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



ATM Card Detail page

ATM Card Detail

Card Number The number assigned to the ATM card.

Status The current status of the ATM card.

Card Type The type of ATM card.

Customer The customer's name.

Note. The customer name is not necessarily displayed exactly as it appears on the physical card. For example, a customer's name in the system might be Kevin Jordan, while his card shows "Kevin M. Jordan."

Debit Card Type This field displays a value if the Card Type is *Debit.*

Contact The contact name as it appears on the card.

Note. The contact name is not necessarily displayed exactly as it appears on the physical card. For example, a contact's name in the system might be Kevin Jordan, while his card shows "Kevin M. Jordan."

Product SetID The setID with which the product is associated.

Product The product name for the ATM card.

Limit Currency The currency code that is used to express the point-of-sale (POS) limit.

Cash Withdrawal Limit The limit for cash withdrawals using the ATM card.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Card Features

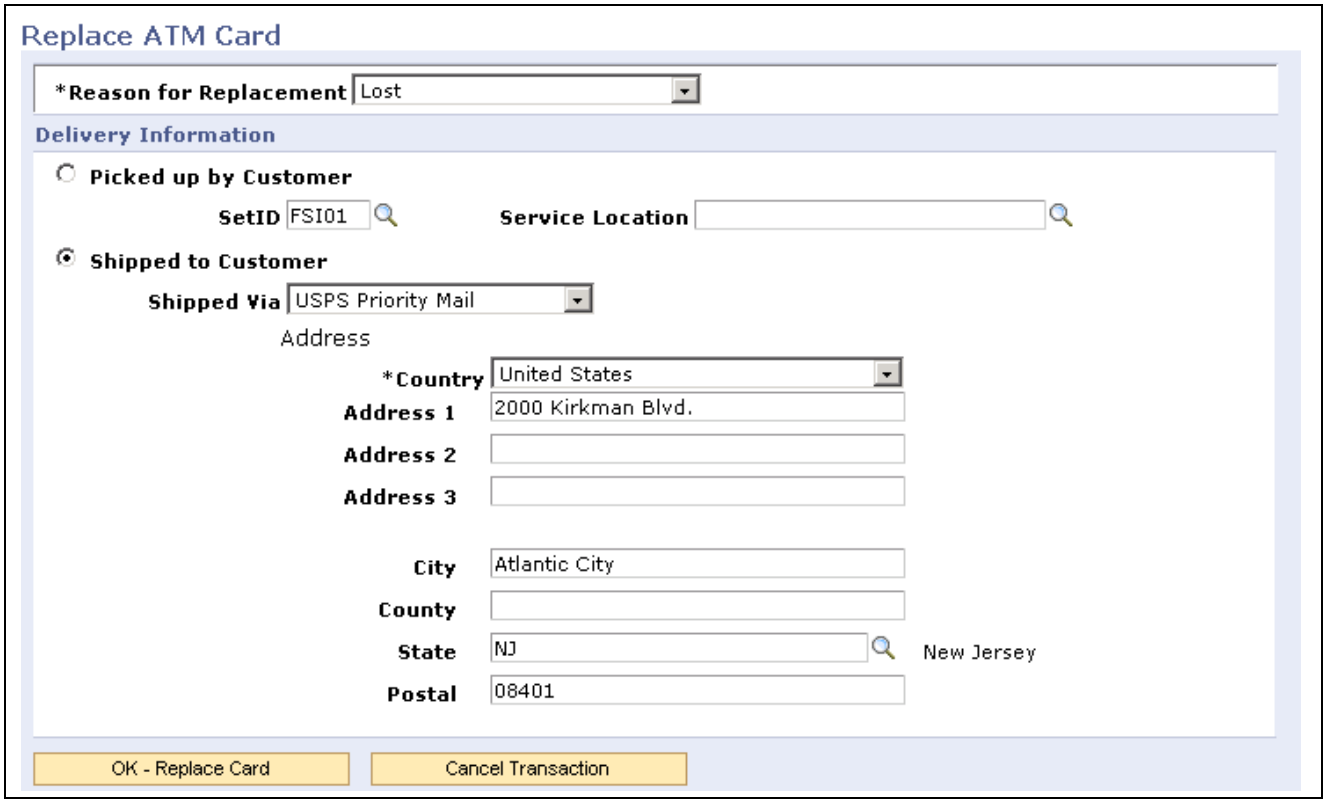
Cash Withdrawal	Indicates whether the ATM card can be used for cash withdrawals.
Point of Sale	Indicates whether the ATM card can be used for POS transactions.
Bill Pay	Indicates whether the ATM card can be used to pay bills.

Linked Accounts

Linked	Display-only field indicating whether the card is linked to the account.
Account	The account that is currently linked to the ATM card.
Primary	Display-only field indicating whether the account is the primary account for the card.
Limit Currency	Displays the POS limit currency for the given account.

Replacing ATM Cards

Access the Replace ATM Card page.



Replace ATM Card page

Reason for Replacement	Select the reason for replacing the ATM card.

The fields in the Delivery Information group box enable the user to specify pick up or shipping details for the ATM replacement card.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

Suspending ATM Cards

Access the Suspend ATM Card page.

Suspend ATM Card page

Reason for Suspension Select the reason for suspending the ATM card. Values are: *Account Suspended* and *Stolen.*

Canceling ATM Cards

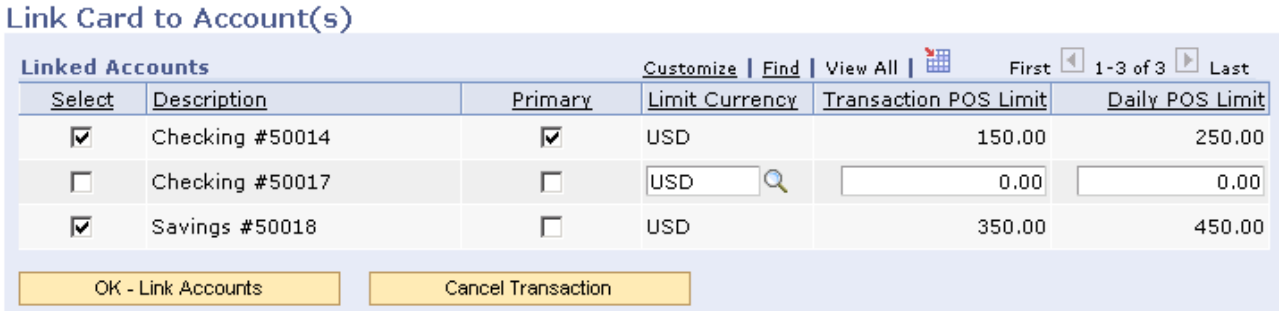
Access the Cancel ATM Card page.

Cancel ATM Card page

Reason for Cancellation Select the reason for canceling the ATM card. Values are: *Account Closed, Don't Need, Lost,* or *Stolen.*

Changing Linked Accounts

Access the Link Card to Account(s) page.



Link Card to Account(s) page

Select Select to specify the account to link to the card.

Description Displays the type and number of the account.

Primary Select to indicate that this is the primary account linked to the card.

Limit Currency Select the currency code for the POS limits.

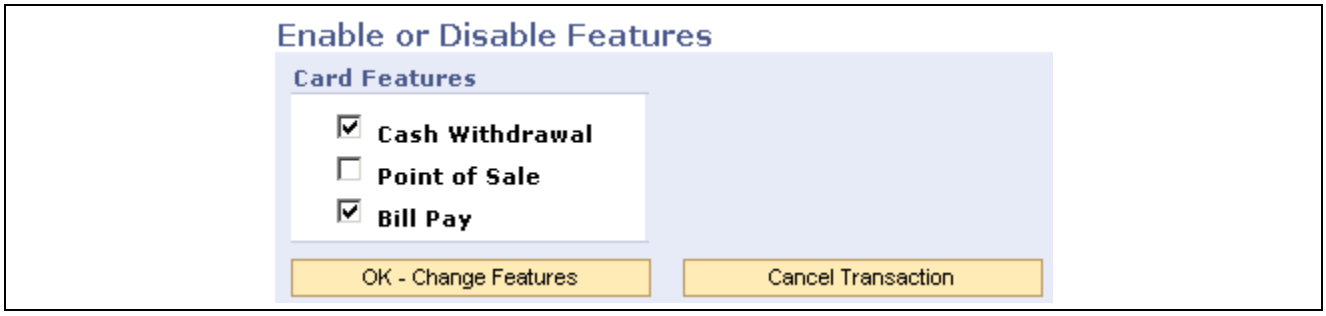
Transaction POS Limit Enter the limit for POS transactions.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Daily POS Limit Enter the daily limit for POS transactions.

Enabling or Disabling Card Features

Access the Enable/Disable Card Features page.

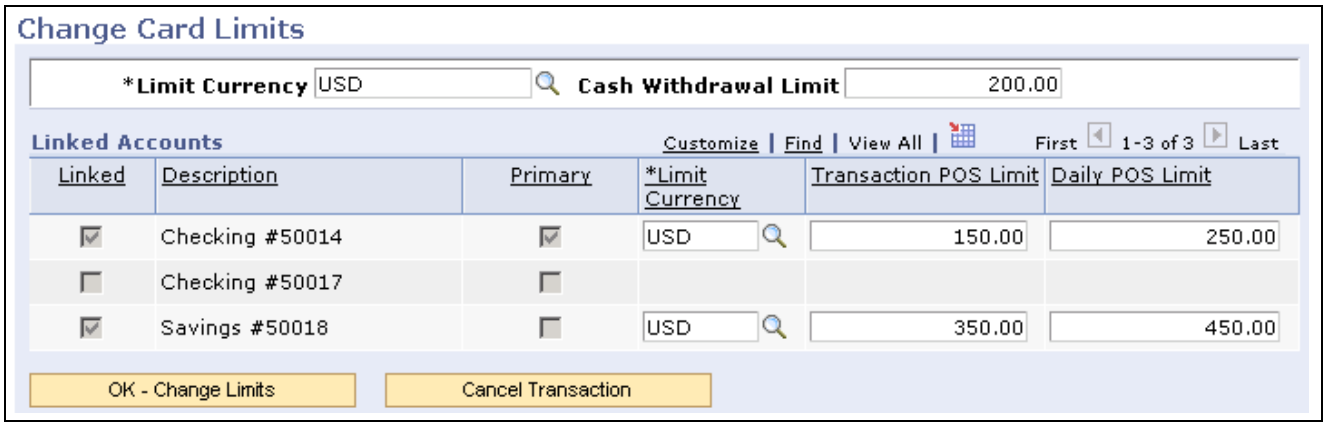


Enable/Disable Card Features page

Card Features Select or clear the check boxes to enable or disable the features on the ATM card.

Changing Limits

Access the Change Card Limits page.



Change Card Limits page

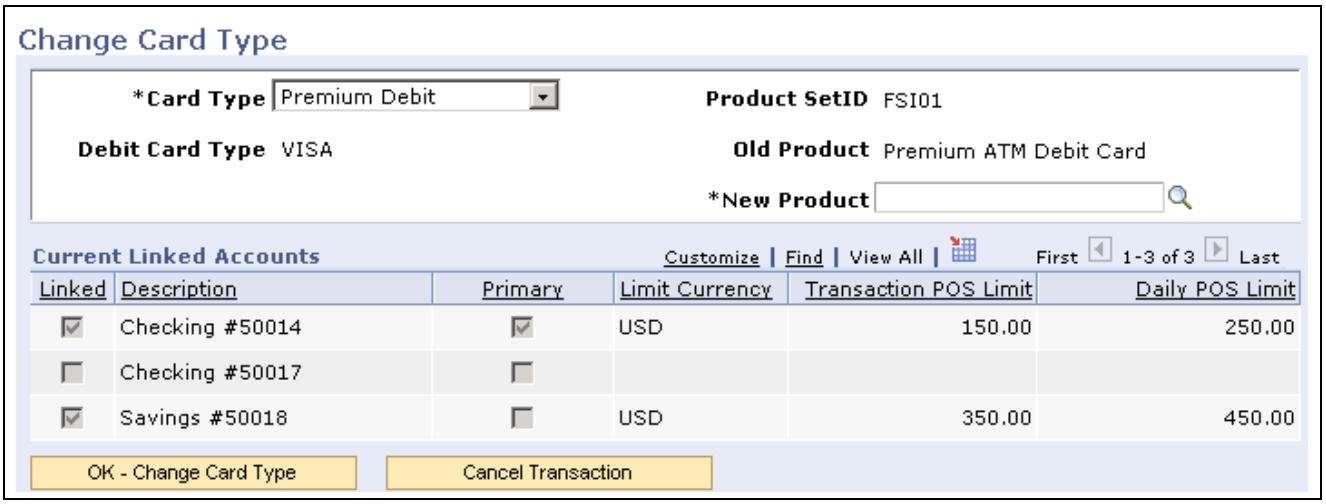
Limit Currency Select the code for the currency limit.

Cash Withdrawal Limit Enter the limit for cash withdrawals using the ATM card.

Changing Card Types

Access the Change Card Type page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



Change Card Type page

ATM Card Type Select the type of ATM card.

Debit Card Type This field is available if the card is a debit card.

Old Product The system displays the old ATM card type.

New Product Enter the new product. The system displays products that have been designated as replacements for the card type.

Issuing ATM Cards

An agent can view and update current ATM cards and issue new cards for the customer.

This section discusses how to issue ATM cards.

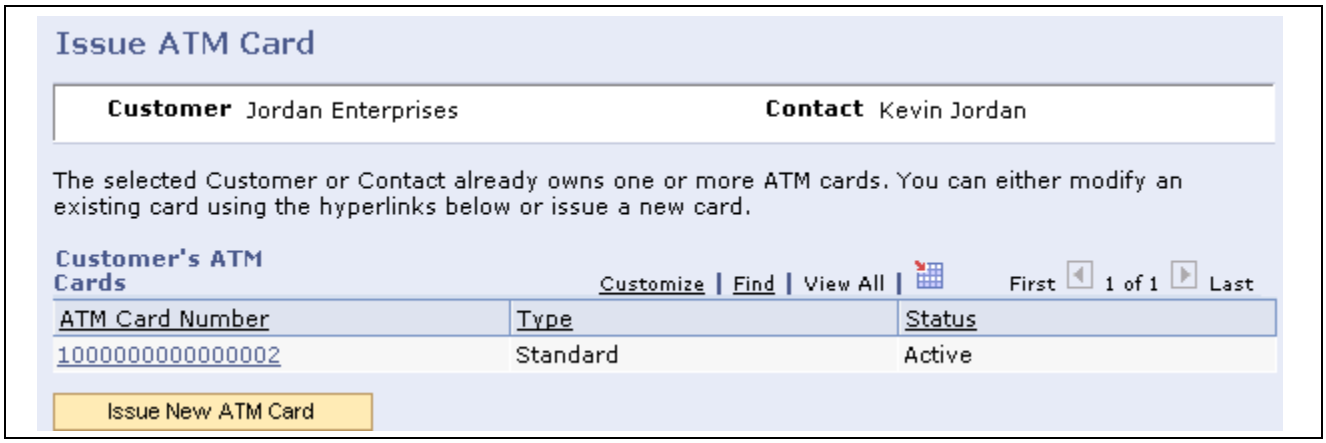
Pages Used to Issue ATM Cards

Page Name	Object Name	Navigation	Usage
Issue ATM Card	RBF_ATM_ISS	Customer Accounts, Issue ATM Card	View and update the customer's ATM cards.
Issue New ATM Card	RBF_ATM_ISS	Click Issue New ATM Card on the Issue ATM Card page.	Enter the information to issue a new ATM card.

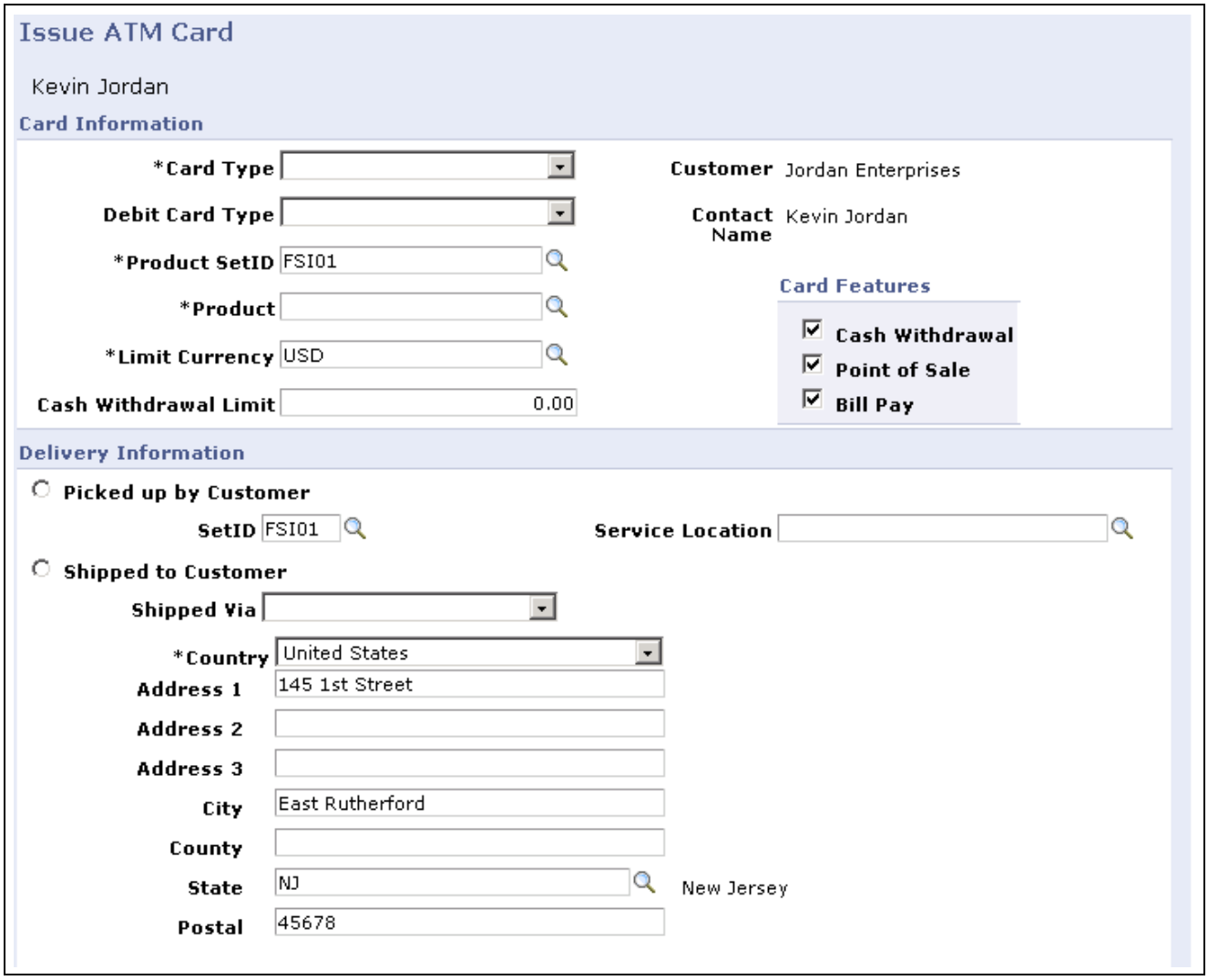
Issuing ATM Cards

Access the Customer Accounts - Issue ATM Card page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



Customer Accounts - Issue ATM Card page (1 of 2)



Customer Accounts - Issue ATM Card page (2 of 2)

The system displays the ATM cards that have been associated with the consumer. Click the Transfer link on the ATM card row to access the ATM Card component, where you can view and update the ATM card record. The Issue ATM card process initiates the creation of a new case along with message generation after the issue ATM Card case is created to track shipment.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

CHAPTER 5

Working with PeopleSoft Enterprise Banking Transactions for Self-Service

This chapter provides an overview of PeopleSoft Enterprise Banking Transactions Self-Service and discusses how to perform self-service banking transactions.

Understanding PeopleSoft Enterprise Banking Transactions for Self-Service

PeopleSoft Enterprise Banking Transactions enables you to deploy administrative and financial transactions for your employee and customer self-service users. These transactions provide access to personal account information and employ a simple interface that is suited to the casual, untrained user.

This section lists prerequisites and discusses:

- Self-service data access
- Self-service confirmation pages

Prerequisites

Self-service functionality in PeopleSoft Enterprise Banking Transactions is based on core functionality from the Case component in the PeopleSoft Enterprise Call Center applications.

See Also

PeopleSoft Enterprise CRM 9 Call Center Applications PeopleBook, “Configuring Self-Service Applications”

Self-Service Data Access

The customer view displays all data applicable to the customer in all roles.

Before users can perform financial transactions, they must select the role that they are using for the transaction. Only data and processes applicable to that role are available.

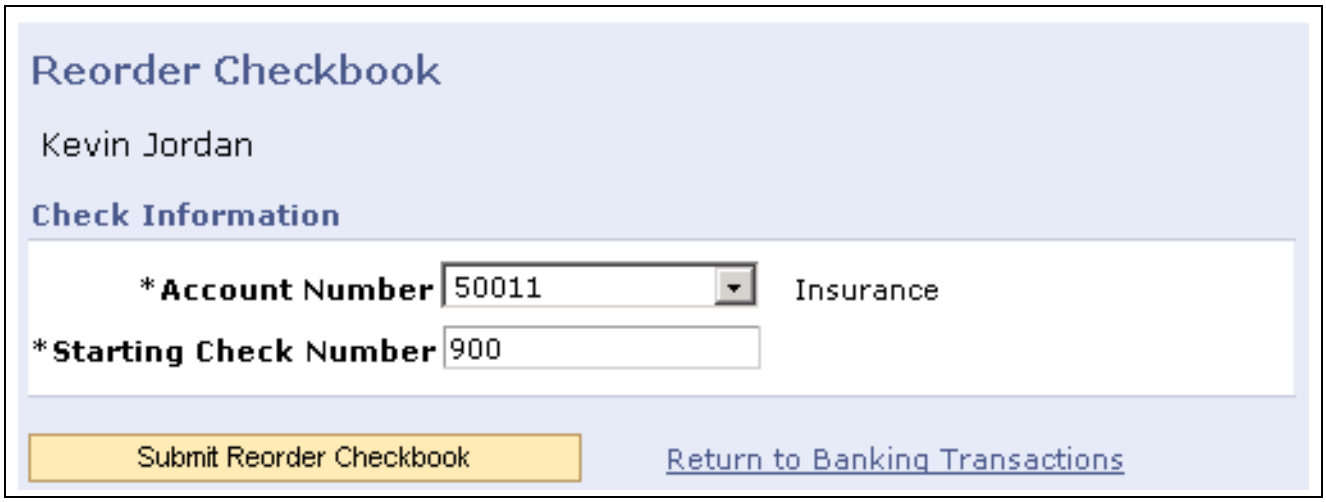
Pages are available to employees through the 360-Degree View.

Self-Service Confirmation Pages

When self-service users perform transactions, the system provides a two-step confirmation process to assure the user that the transaction was successful. The user is asked to confirm the request. This provides the user with an opportunity to view the request and to make changes if required. At this point, the transaction can be canceled, and no request message will go out.

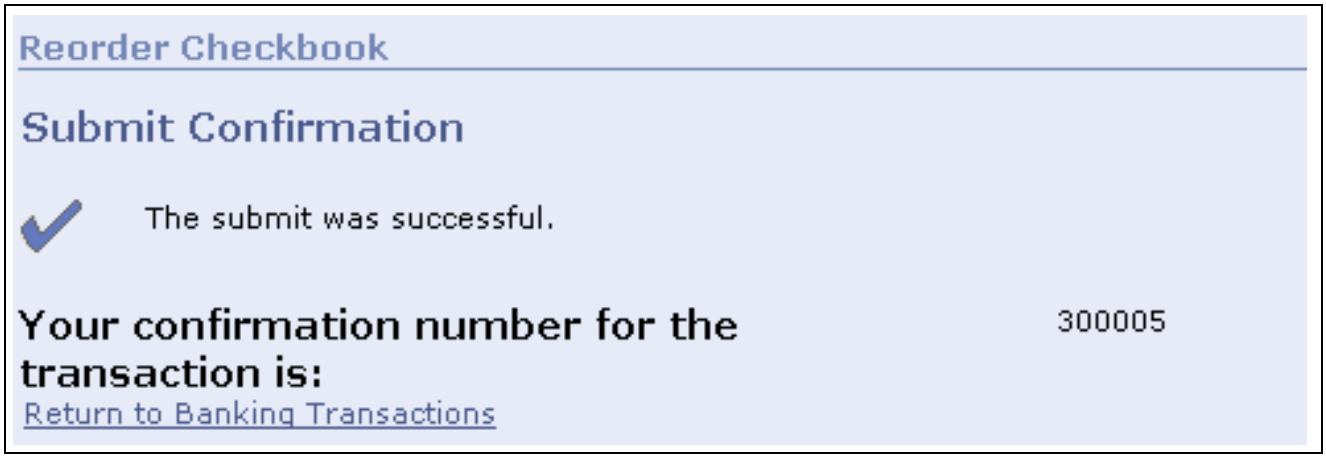
Copyright © 2001 - 2006, Oracle. All rights reserved.

This is an example of a page on which the customer can confirm or cancel the transaction:



User Confirmation page

When the user confirms the transaction, the system displays a transaction confirmation with a confirmation number. This examples shows a transaction confirmation:



Transaction Confirmation page

Note. A newly created case number dedicated to track the shipment also appears on the transaction page for the following transactions: Order Cashier's Check, Order Traveler's Check, and Order Foreign Currency.

Performing Self-Service Banking Transactions

This section discusses how self-service users:

- Access banking transactions in self-service.
- Set up automatic funds transfer in self-service.
- Set up a one-time funds transfer in self-service.
- Reorder a checkbook in self-service.
- Stop payment on a check in self-service.
- Pay bills in self-service.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

- Manage bill payment details in self-service.
- Set up bill payees in self-service.
- Order a copy of a check in self-service.
- Order a copy of a statement in self-service.
- Order foreign currency in self-service.
- Order a cashier's check in self-service.
- Order traveler's checks in self-service.
- Access account administration transactions in self-service.
- Changing an account address in self-service.
- Changing an account nickname in self-service.

Copyright © 2001 - 2006, Oracle. All rights reserved.

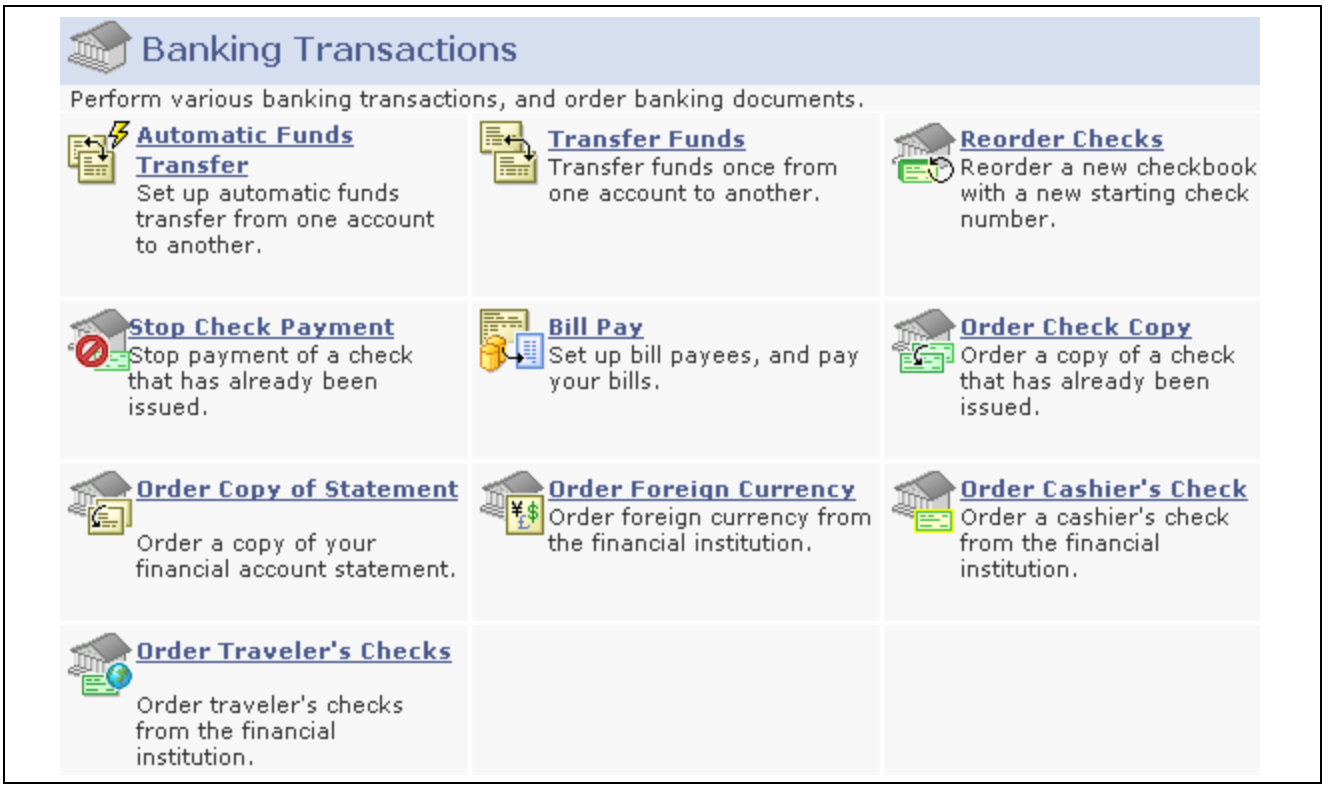
Pages Used to Perform Banking Transactions in Self-Service

Page Name	Object Name	Navigation	Usage
Banking Transactions	RBF_MNU_BANK_SS	Select the Banking Transactions menu on the self-service homepage	Select a self-service banking transaction.
Automatic Funds Transfer	RBF_AFND_TR_SS	Banking Transactions, Automatic Funds Transfer	Perform a recurring transfer of funds from one account to another. The currency is that of the sending (from) account.
Transfer Funds	RBF_TRN_FND_SS	Banking Transactions, Transfer Funds	Perform a one-time transfer of funds from one account to another. The currency is that of the sending (from) account.
Reorder Checks	RBF_REO_CHK_SS	Banking Transactions, Reorder Checks	Order new checks.
Stop Check Payment	RBF_STP_PAY_SS	Banking Transactions, Stop Check Payment	Stop payment on a specific check.
Bill Pay	RBF_PAYEE_DISP_SS	Banking Transactions, Bill Pay	Set up bill payees and pay bills.
Order Check Copy	RBF_ORD_CHK_SS	Banking Transactions, Order Check Copy	Order a copy of a check that has been issued.
Order Copy of Statement	RBF_ORD_DOC_SS	Banking Transactions, Order Copy of Statement	Order a copy of the account statement.
Order Foreign Currency	RBF_ORD_FCUR_SS	Banking Transactions, Order Foreign Currency	Order foreign currency.
Order Cashier's Check	RBF_ORD_CCHK_SS	Banking Transactions, Order Cashier's Check	Order a cashier's check.
Order Traveler's Checks	RBF_ORD_TCHK_SS	Banking Transactions, Order Traveler's Checks	Order traveler's checks.
Change Account Nickname	RBF_ACCT_NICK_SS	Account Administration, Change Account Nickname	Change the account nickname.
Change Account Address	RBF_ACCT_ADR_SS	Account Administration, Change Account Address	Change the address on an account.

Accessing Banking Transactions in Self-Service

Access the Banking Transactions page.

Copyright © 2001 - 2006, Oracle. All rights reserved.

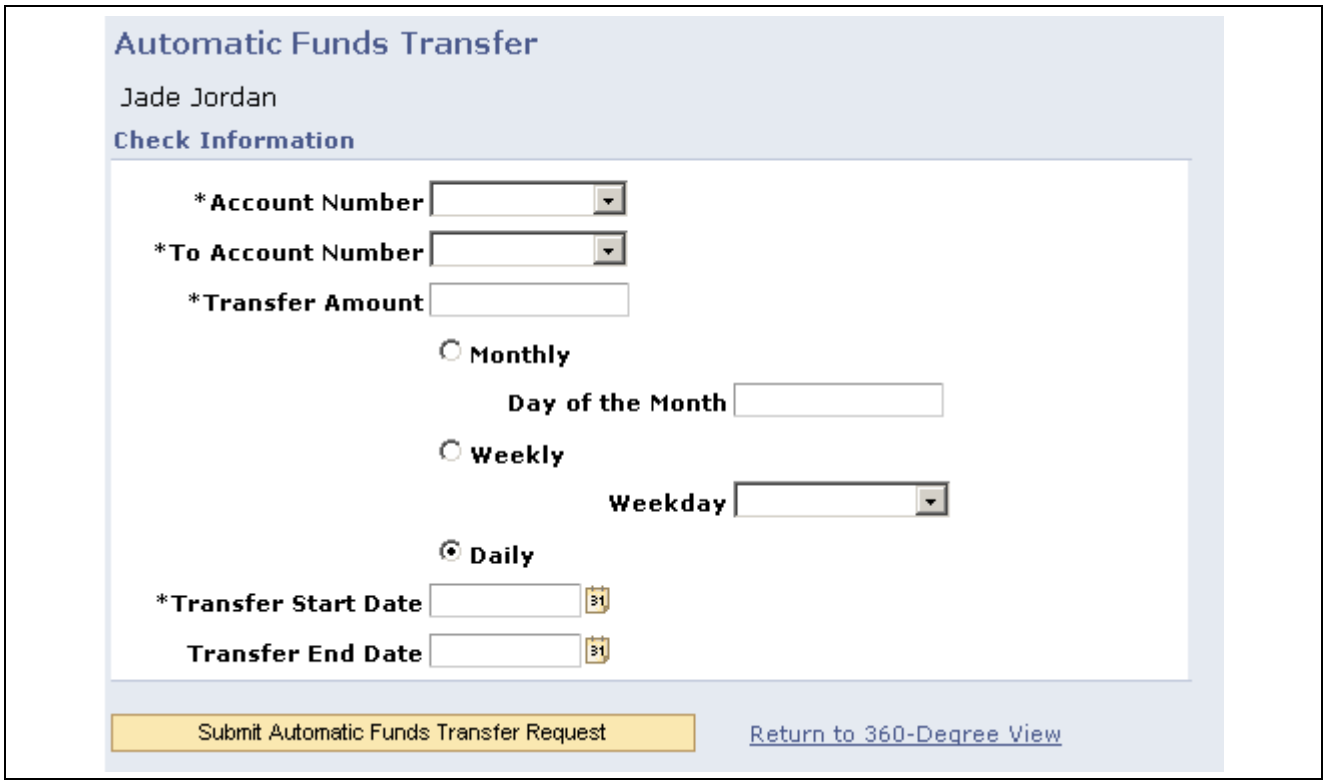


Banking Transactions page

Setting Up Automatic Funds Transfer in Self-Service

Access the Automatic Funds Transfer page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



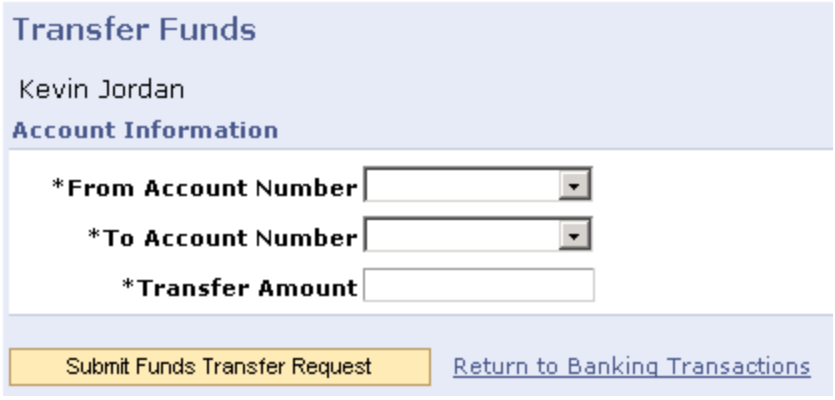
Automatic Funds Transfer page

Account Number and **To Account Number**	Select the origin and destination accounts involved in the transfer.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Monthly	Select to specify that the transfer is performed once a month. Indicate the day of the month on which the transfer should occur.
Weekly	Select to specify that the transfer is performed once a week. Select the day of the week on which the transfer should occur.
Daily	Select to specify that the transfer is performed daily.
Transfer Start Date and **Transfer End Date**	Enter the start and end dates for this transaction.
Submit Automatic Funds Transfer Request	Click to submit the request for automatic funds transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Setting Up a One-Time Funds Transfer in Self-Service

Access the Transfer Funds page.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

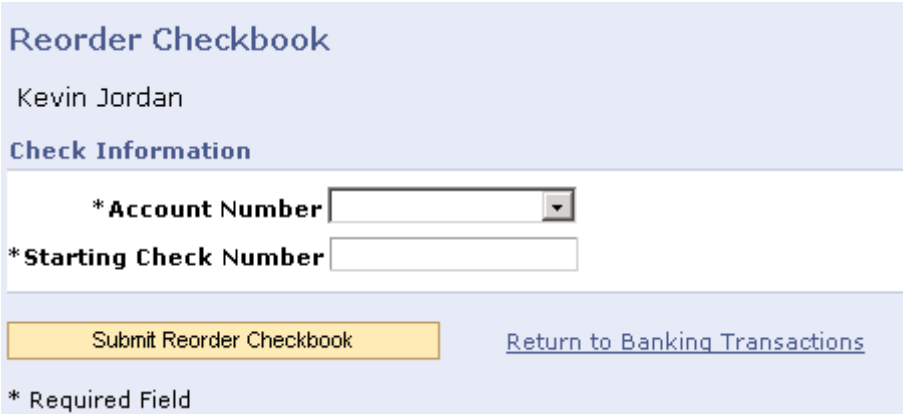


Transfer Funds page

From Account Number and **To Account Number**	Select from the drop-down list box that displays available accounts.
Transfer Amount	Indicate the amount to be transferred. The currency is that of the sending (from) account.
Submit Funds Transfer Request	Click to submit the request for fund transfer. The system returns a confirmation number and indicates any service fees related to this transaction.

Reordering a Checkbook in Self-Service

Access the Reorder Checkbook page.



Reorder Checkbook page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Starting Check Number	Indicate the starting number for the set of checks.
Submit Reorder Checkbook	Click to submit the reorder request. The system returns a confirmation number and indicates any service fees related to this transaction.

Stopping Payment on a Check in Self-Service

Access the Stop Check Payment page.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Stop Check Payment page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified by the legacy system.
Submit Stop Payment	Click to submit the stop payment. The system returns a confirmation number and indicates any service fees related to this transaction.

Paying Bills in Self-Service

Access the Pay Bills page.

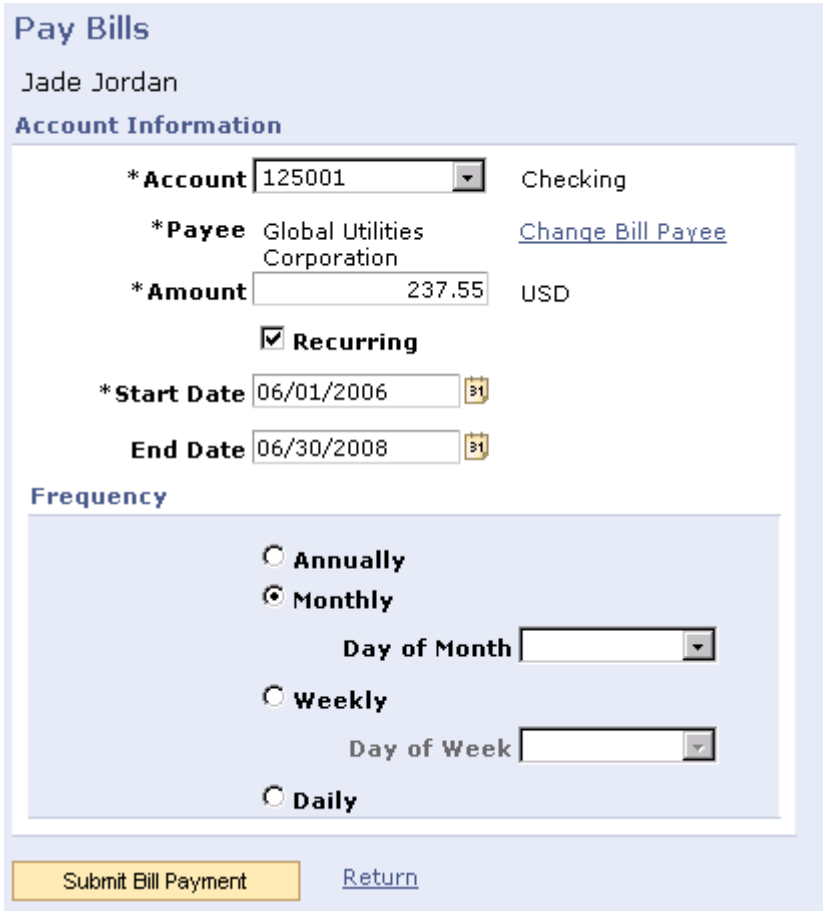
Pay Bills page

Payee Name	Displays all payees that have been added by the user.
Edit Payee	Edit each payee in the grid by clicking Edit Payee in the row.
Delete	Click to delete the payee.
Pay Bill	Click to access the Pay Bills page. Enter account information and frequency information, and submit bill payments.
Add New Payee	Click to access the Bill Payee Setup page.

Managing Bill Payment Details in Self-Service

Access the Pay Bills Details page.

 Copyright © 2001 - 2006, Oracle. All rights reserved.



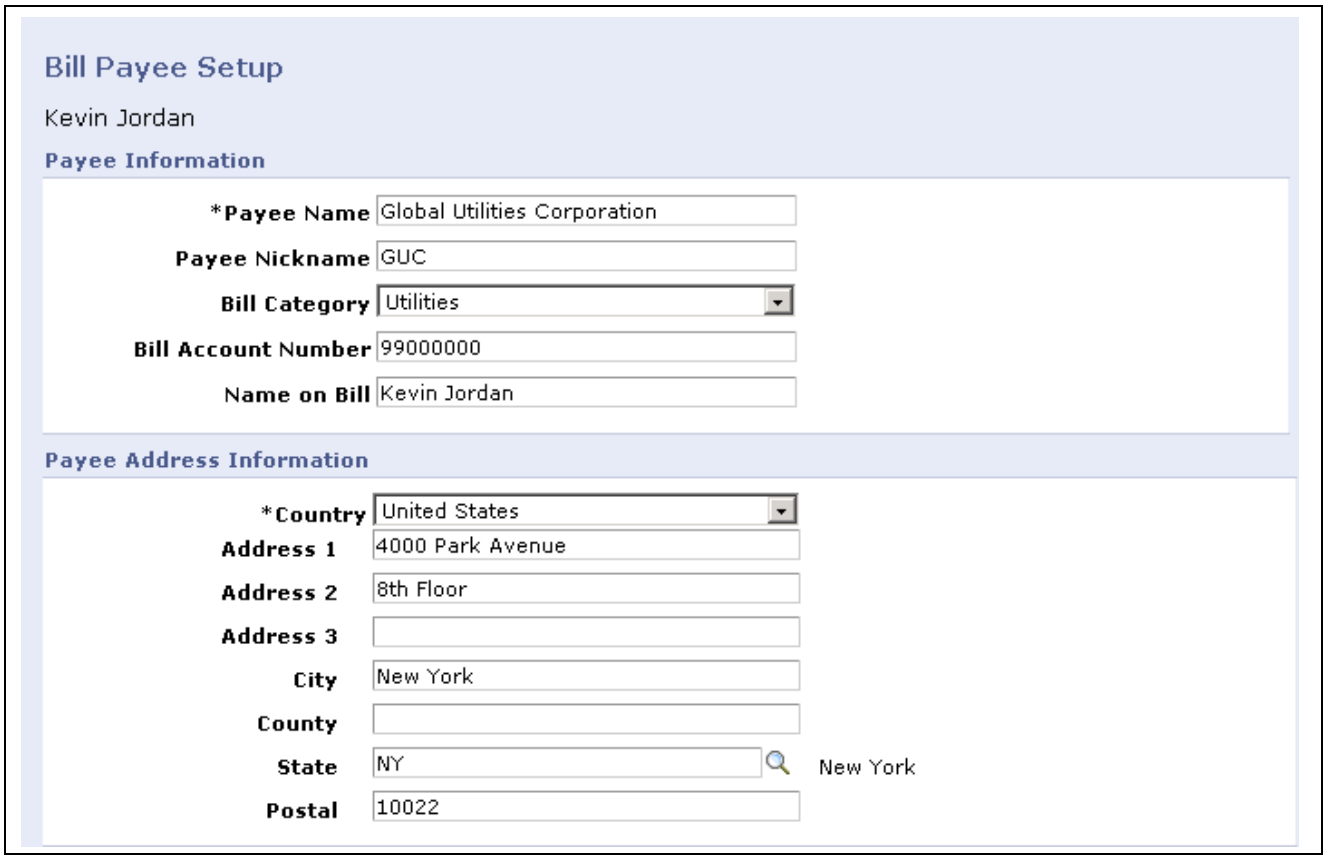
Pay Bills Details page

Account	Enter the account that bills are paid from. Only those accounts that have been set up to pay bills will be included in the list.
Payee	Enter the name of the payee for this bill.
Amount	Enter the amount of this payment.
Recurring	Select to indicate that the payment is recurring. If you select Recurring, the system will display both a Start Date and an End Date for the payment.
Payment Date	Enter the date that the payment is made to the payee.
Frequency	The rate of recurrence if the payment is marked as recurring.
Submit Payment	Click to complete the bill payment setup process.

Setting Up Bill Payees in Self-Service

Access the Bill Payee Setup page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



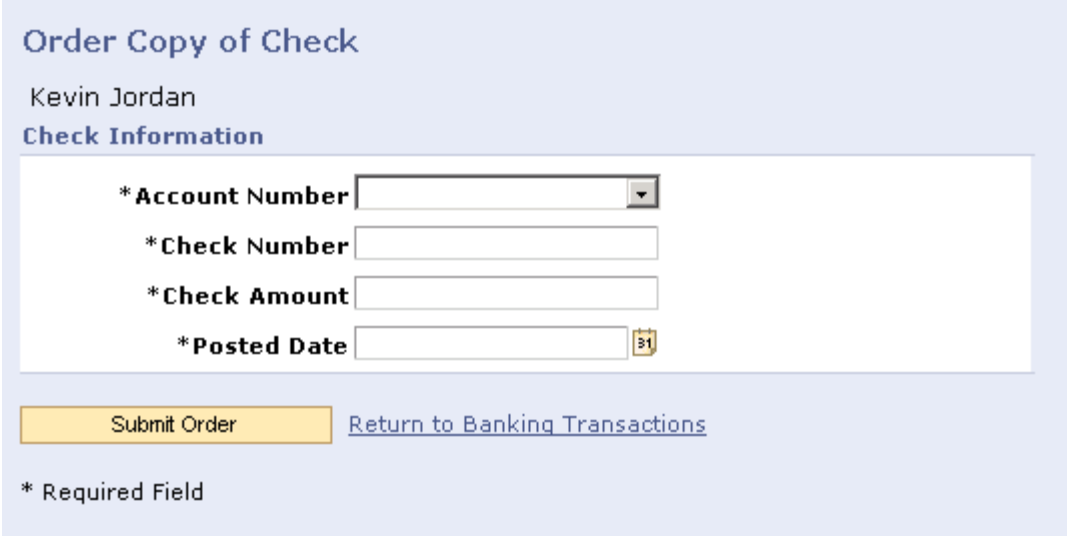
Bill Payee Setup page

Payee Name	Enter the name of the bill payee.
Payee Nickname	Enter the short name of the bill payee.
Bill Category	Enter the type of bill that this is classified as.
Bill Account Number	Enter the account number assigned to the account by the bill payee institution.
Name on Bill	Enter the name of the billing account.

Ordering a Copy of a Check in Self-Service

Access the Order Copy of Check page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



Order Copy of Check page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.
Check Number	Enter the number of the check.
Check Amount	Enter the exact amount of the check. This value is verified by the legacy system.
Posted Date	Enter the date on which the check was issued.
Submit Order	Click to submit the order for the check. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering a Copy of a Statement in Self-Service

Access the Order Copy of Statement page.

Order Copy of Statement page

Account Number	Select the account number from the drop-down list box that displays authorized accounts.

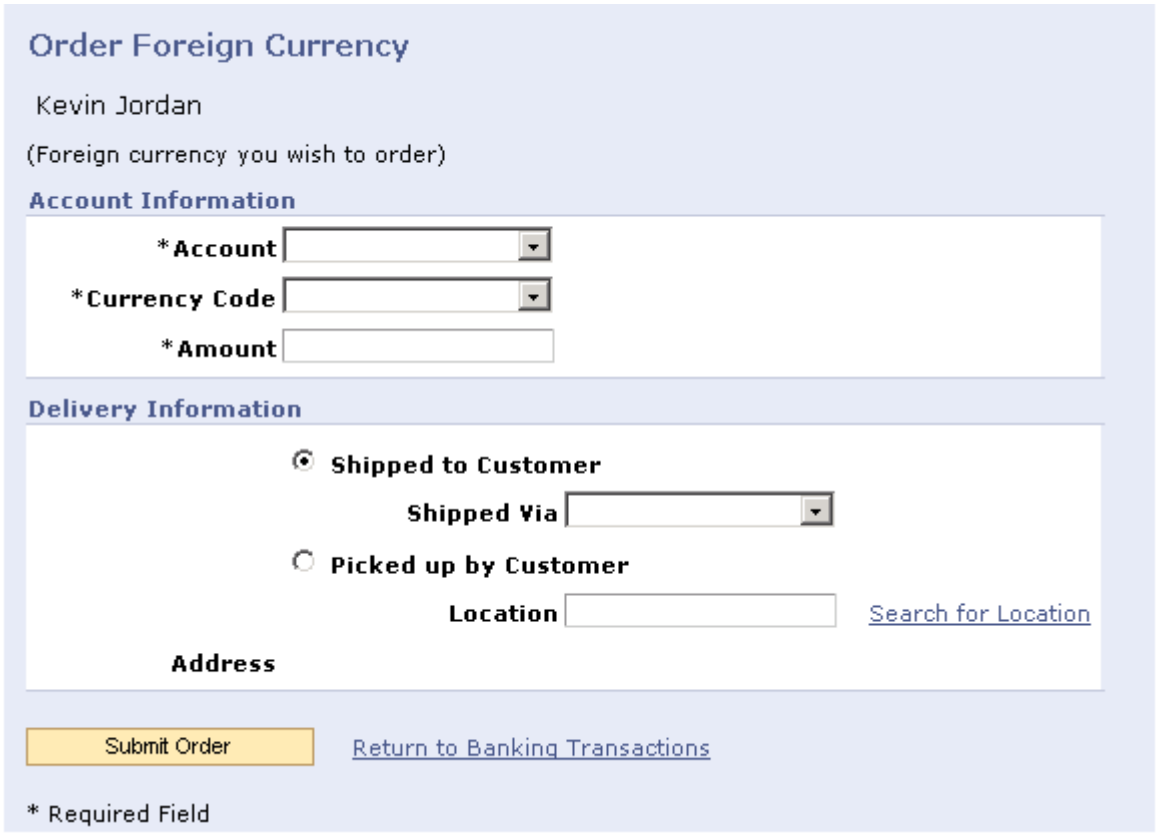
Copyright © 2001 - 2006, Oracle. All rights reserved.

Statement Date Select the date of the statement.

Submit Order Click to submit the order for the statement. The system returns a confirmation number and indicates any service fees related to this transaction.

Ordering Foreign Currency in Self-Service

Access the Order Foreign Currency page.



Order Foreign Currency page

Account Enter the account from which the funds will be withdrawn.

Currency Select the code for the currency.

Amount Enter the amount desired for the exchange. The amount that you enter is based on the currency of the account.

The fields in the Delivery Information group box enable you to define delivery instructions.

Shipped to Customer Select to have the product shipped to the primary address on the account.

Shipped Via Select from the available shipping options.

Picked up by Customer Select to specify that the account owner wants to pick up the product.

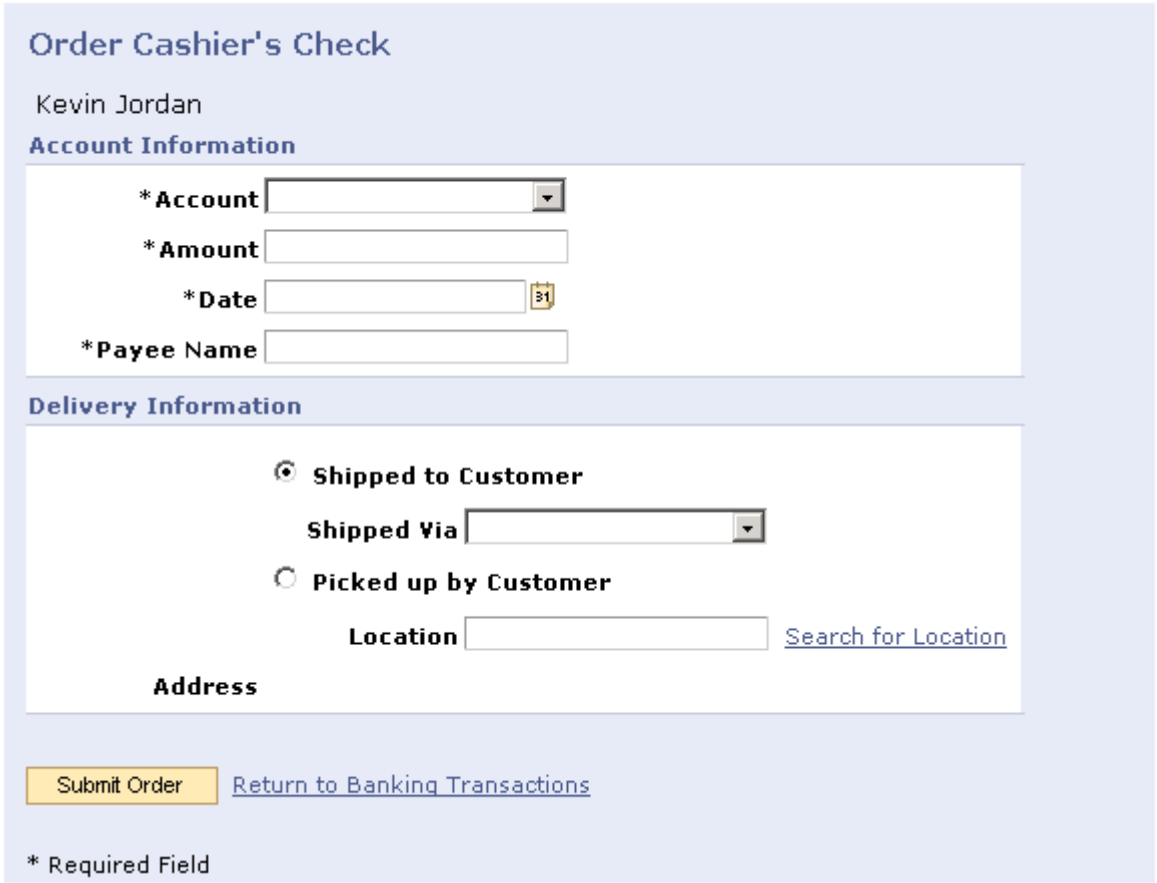
Location Enter a location for pickup.

Submit Order Click to submit order.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

Ordering Cashier's Checks in Self-Service

Access the Order Cashier's Check page.



Order Cashier's Check page

Account	Select the account that is used for the transaction.
Amount	Enter the amount of the check.
Date	Enter the date of the check.
Payee Name	Enter the payee name. This field is required because all cashier's checks must have a payee name.

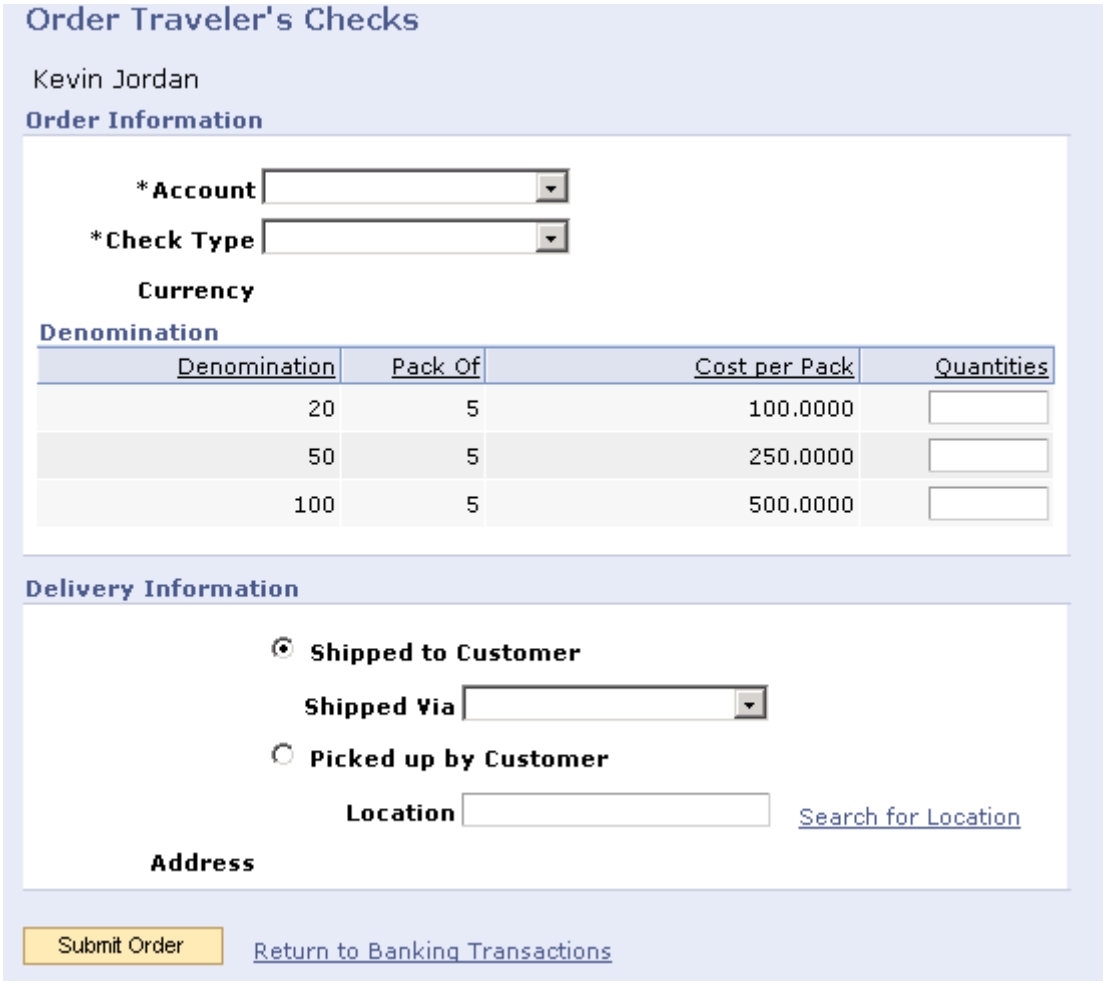
The fields in the Delivery Information group box enable you to define delivery instructions.

Shipped to Customer	Select to have the product shipped to the primary address on the account.
Shipped Via	Select from the available shipping options.
Picked up by Customer	Select to specify that the account owner wants to pick up the product.
Location	Select a location for pickup.
Submit Order	Click to submit order.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Ordering Traveler's Checks in Self-Service

Access the Order Traveler's Checks page.



Order Traveler's Checks page

Account	Select the account that is used to pay for the checks.
Check Type	Select the brand of traveler's checks.
Currency Code	Appears by default from the selected account.

The fields in the Denomination group box define how the packs of traveler's checks are structured.

Denomination	Displays the denominations available for the selected brand of checks.
Pack of	Displays the number of checks in a pack. Traveler's checks are sold in packs.
Cost Per Pack	Displays the cost per pack of checks.
Quantity	Enter the number of packs that the customer wants to order.

The fields in the Delivery Information group box enable you to define delivery instructions.

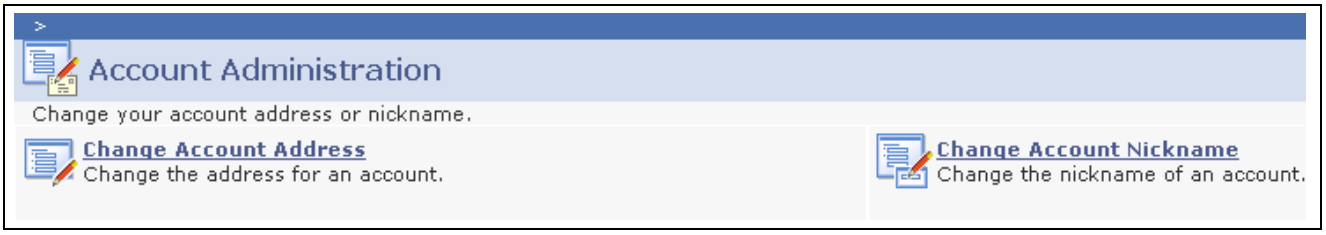
Shipped to Customer	Select to have the product shipped to the primary address on the account.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

Shipped Via	Select from the available shipping options.
Picked up by Customer	Select to specify that the account owner wants to pick up the product.
Location	Select a location for pickup.
Submit Order	Click to submit order.

Accessing Account Administration Transactions in Self-Service

Access the Account Administration page.



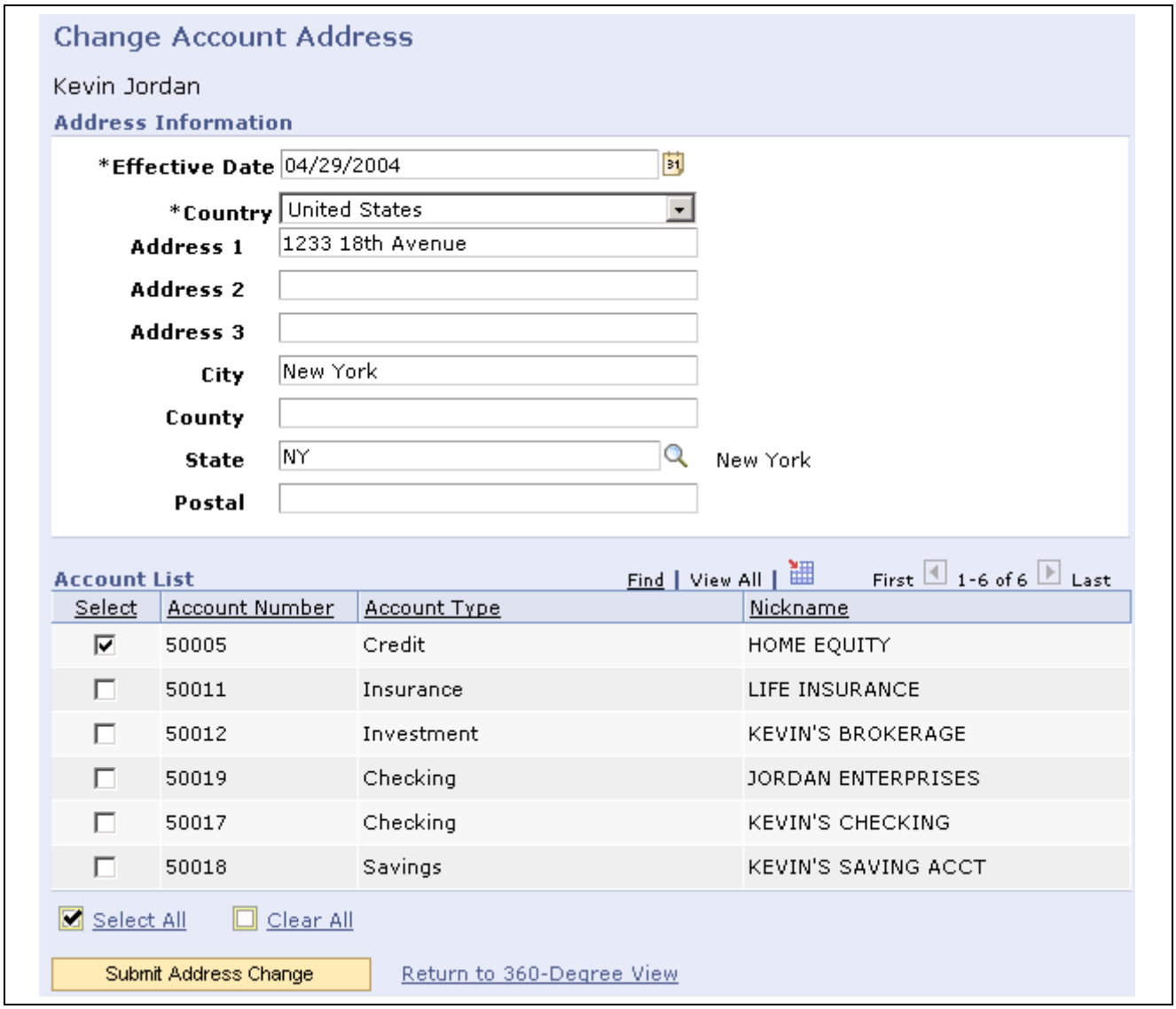
Account Administration page

Change Account Address	Click to begin the account address change request.
Change Account Nickname	Click to begin the account nickname change request.

Changing an Account Address in Self-Service

Access the Change Account Address page.

Copyright © 2001 - 2006, Oracle. All rights reserved.



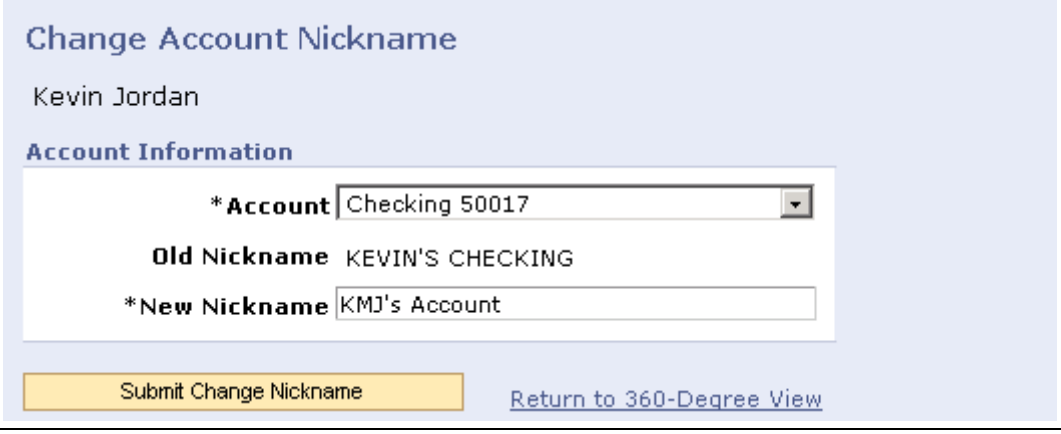
Change Account Address page

Effective Date	The date on which the new address takes effect.
Country	The country in which the address resides. Subsequent fields are controlled by country-specific address formats. See *PeopleSoft Enterprise CRM 9 Application Fundamentals PeopleBook*, "Setting Up General Options," Setting Up Address Formats and Values.
Address	The specifics of the mailing address.
City	The city in which the address resides.
State	The state, if this is a United States address.
Postal	The postal code.
Account List	The accounts that are designated for linkage to this new address.
Submit Address Change	Click to complete the address change transaction.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Changing an Account Nickname in Self-Service

Access the Change Account Nickname page.



Change Account Nickname page

Account	The account to which the nickname change applies.
Old Nickname	The existing nickname of the account.
New Nickname	The new nickname for the account.
Submit Change Nickname	Click to complete the nickname change transaction.

Copyright © 2001 - 2006, Oracle. All rights reserved.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

 Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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).

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

 Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

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.

Copyright © 2001 - 2006, Oracle. All rights reserved.

Index

Numerics/Symbols

360-Degree View
  accessing 13
  configuring for banking transactions 13
  search page 15
  setting up User Links 14
  viewing customer details 15
360-Degree View component
  pages used, access 13
360-Degree View page - User Links 13
360-Degree View Search page 13

A

Account Address page 33
account addresses, changing 33
Account Administration page 57
Account Nickname page 33
account nickname, changing 33
additional documentation x
application fundamentals ix
asynchronous messaging, transactions 12
ATM card
  account linking, agent facing 39
  administration, agent facing 36
  agent facing 41
  cancellation, agent facing 39
  changing card type, agent facing 40
  detail administration, agent facing 36
  disabling, agent facing 40
  enabling, agent facing 40
  feature administration, agent facing 38
  limit changes, agent facing 40
  linked account administration, agent facing 38
  managing details, agent facing 35
  pages used to issue 41
  pages used, agent facing 36
  replacement, agent facing 38
  suspension, agent facing 39
ATM Card Detail page 36
  managing, agent facing 36
Automatic Funds Transfer page 22
  agent facing 22
  self-service 46, 47

B

banking 9, 11
banking service location
  service 4
  setting up and working with 3
  site 4
  tables 3
banking services
  setting up, pages used 4
  standard services 4
Banking Transactions page 46
  self-service 46
banking transactions, agent facing
  automatic funds transfer 22
  bill payee 26
  one-time transfer funds 23
  ordering a cashier's check 30
  ordering a copy of a check 27
  ordering a copy of a statement 28
  ordering foreign currency 29
  ordering traveler's checks 31
  overview of 21
  pages used to perform 22
  paying bills 25
  performing 21
  reordering a checkbook 24
  reversing transaction fees 32
  stopping a check payment 24
Bill Category page 17
Bill Pay page
  self-service 46
Bill Payee Setup page 26
  agent facing 22
  self-service 51
Bill Payment page 25
  self-service 50

C

Cancel ATM Card page 39
Cancel Card page 36
Change Account Address 33
Change Account Address page 57
  self-service 46
Change Account Nickname 33
Change Account Nickname page 59

Copyright © 2001 - 2006, Oracle. All rights reserved.

self-service 46
Change Card Limits page 40
Change Card Type page 36, 40
Change Limits page 36
comments, submitting xiv
common elements xiv
contact information xiv
cross-references xiii
Customer Connection website x

D

documentation
printed x
related x
updates x

E

Enable/Disable Features page 36

F

financial transactions
set up pages 17
setting up 16
Funds Transfer page
self-service 48

G

glossary 61

I

Integration Broker 12
internet banking
customer account information 8
setting up 7
understanding 7
Issue ATM Card page 41
Issue New ATM Card page 41

L

Link Card to Account(s) page 39
Link Card to Accounts page 36

M

Managing banking accounts, agent facing
pages used 33

N

notes xiii

O

Order Cashier's Check page 30
agent facing 22
self-service 46, 55
Order Check Copy page
self-service 46
Order Copy of Check page 27
agent facing 22
self-service 52
Order Copy of Statement page 28
agent facing 22
self-service 46, 53
Order Foreign Currency page 29
agent facing 22
self-service 46, 54
Order Traveler's Checks page 31
agent facing 22
self-service 46, 56

P

Pay Bills Detail page
agent facing 22
Pay Bills Details page 25
self-service 50
Pay Bills page
agent facing 22
PeopleBooks
ordering x
PeopleCode, typographical
conventions xii
PeopleSoft Enterprise Banking Transactions
business process overview 1
getting started 1
implementation 2
integrations 2
prerequisites ix
printed documentation x

R

Reactivate Card page 36
related documentation x
Reorder Checkbook page 24
agent facing 22
self-service 49
Reorder Checks page
self-service 46
Replace ATM Card page 38
Replace Card page 36
Reverse Transaction Fee page 32

Copyright © 2001 - 2006, Oracle. All rights reserved.

agent facing 22

S

self-service banking transactions 44
accessing 46
automatic funds transfer 47
confirmation pages 43
data access 43
funds transfer 48
ordering a cashier's check 55
ordering a copy of a check 52
ordering a copy of a statement 53
ordering foreign currency 54
ordering traveler's checks 56
overview 43
pages used to perform 46
paying bills 50
performing 44
prerequisites 43
reordering a checkbook 49
setting up bill payee 51
stopping a check payment 49
working with 43
self-service transaction processing 11
Service Component 4
Service Location Finder 6
Service Locations page 4
linking with services 5
Service page 4
sites
setting up 3
Stop Check Payment page 24
agent facing 22
self-service 46, 49
suggestions, submitting xiv
Suspend ATM Card page 39
Suspend Card page 36
synchronous messaging, transactions 12

T

terms 61
Transaction Configuration page 17
transactions, banking 9
Transfer Funds page 23
agent facing 22
self-service 46
Traveler's Check Denomination page 17
typographical conventions xii

V

visual cues xiii

W

warnings xiii

Copyright © 2001 - 2006, Oracle. All rights reserved.

Copyright © 2001 - 2006, Oracle. All rights reserved.