Oracle Utilities Customer Care and Billing
Release 2.3.1

4.1.1.3b Manage A/P Procedures (JDE)

Release 2.3.1

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Oracle Utilities Customer Care and Billing Utility Resource Model 4.1.1.3b, Release 2.3.1

Contents

Chapter 1

Overview

This chapter provides a brief description of the 4.1.1.3b Manage AP Procedures (JDE) business process and associated process diagrams. This includes:

- **Brief Description**
  - **Actors/Roles**

Brief Description

Business Process: 4.1.1.3b Manage AP Procedures (JDE)

Process Type: Sub Process

Parent Process: 4.1.1 Develop Financial Procedures

Sibling Processes: 3.3.3.1 Refund Deposit, 4.3.3.1 Manage Payments

This document describes the process that takes place when refunds are processed in CC&B and are required to be processed and paid to the Customer through the Oracle JD Edwards EnterpriseOne Financial Management Accounts Payable System.

Actors/Roles

The 4.1.1.3b Manage AP Procedures (JDE) business process involves the following actors and roles:

- **CC&B**: The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.

- **Authorized User (CCB)**: CSR or Authorized User of the Customer Care and Billing application.

- **BPEL**: Oracle Fusion middleware product, that manages cross-application business processes and coordinates the data flow and data mapping of the integration

- **JDE**: Oracle JD Edwards Financials for General Ledger and Accounts Payable

- **Authorized User (JDE):** Authorized User of Oracle JD Edwards Financials for General Ledger and Accounts Payable.

Chapter 2

Detailed Business Process Model Description

This chapter provides a detailed description of the 4.1.1.3b Manage AP Procedures (JDE) business process. This includes:

- **Business Process Diagrams**

  - **Manage AP Procedures (JDE) (Page1)**

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- **Manage AP Procedures (JDE) Description**

- **AP Request and AP Data Integration Configuration**

- **Related Training**

Business Process Diagrams

Manage AP Procedures (JDE) (Page1)

Page1

4.1.1.3b CC&B v2.3.1 *Manage A/P Procedures (JDE)*

Customer
- Request For Refund

CSR (CC&B)
- Request For Deposit Refund
- 3.3.3.1 Refund Deposit
- 1.0 Populate Data To Generate Refund Adjustment
- 1.2 Request To Freeze Refund Adjustment
- Request For Cash Refund
- 4.3.3.1 Manage Payments
- 2.7 Evaluate and Correct Error
- 1.6

CC&B
- 1.1 Generate Refund Adjustment
- **Adjustment Freeze**
  - 1.3 Freeze Adjustment
  - Create FT? — Yes / No
  - 1.4 Create FT For The Adjustment
  - 1.5 Create AP Request Staging
- **AP Download**
  - 1.5.1 Identify AP Request To download
  - 1.5.2 Create A/P Flat File
  - 1.5.3 Flat File Containing A/P Request Details
  - Take No Further Action
- 2.3 Update AP Download With completion results
- 2.4 Update AP Request

BPEL
- Schedule AP Request Integration Process
- **AP Request Integration Process**
  - 1.6 Identify AP Data Ready For Download
  - 1.7 Request To Validate Customer (Supplier) Existence
  - 2.0 Transform Dnd Format AP Data
  - Error? — No
  - 2.1 Request To Create Vouchers
  - 2.2 Request To Update CCB Control Data
  - Error? — Yes / No
  - 2.5 Log Error
  - 2.6 Send Email Notification
  - Yes
  - Take No Further Action
  - Page 2

JDE
- **Supplier Manager Web Service**
  - 1.8 Get Supplier
  - Supplier Exists? — No
  - 1.9 Create And Process Supplier

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.3b Manage A/P Procedures (JDE)	UGBU	PM URM Team	4.1.1.3b Manage A/P Procedures (JDE).vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-1
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/8/2011

Manage AP Procedures (JDE) (Page2)

Page2

4.1.1.3b CC&B v2.3.1 *Manage A/P Procedures (JDE)*

Lane	Content
CSR (JDE)	Request To Run Voucher Generator — 3.1 Correct AP Voucher — 4.1 Evaluate And Correct Error → 3.5
JDE	Page 2 — 2.8 Add AP Voucher Into Financial Management Tables — Schedule Batch Voucher Processor — Schedule Automatic Payment Processing — **Batch Voucher Processor**: 2.9 Validate AP Voucher, 3.0 Convert AP Voucher — Error? (Yes/No) — **Automatic Payment Processing**: 3.2 Add Entries In The Account Payable Table, 3.3 Add Entries In The Account Payable - Matching Document Table, 3.4 Add Entries In The Account Payable - Matching Document Detail Table
BPEL	Schedule AP Data Integration Process — **AP Data Integration Process**: 3.5 Identify Payments Made, 3.6 Transform Data, Error? (Yes/No), 3.9 Log Error, 4.0 Send Email, 3.7 Request to Update Payment Information
CC&B	3.8 Update Payment Information In The AP Request

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.3b Manage A/P Procedures (JDE)	UGBU	PM URM Team	4.1.1.3b Manage A/P Procedures (JDE).vsd
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	CC&B v2.3.1		Page-2
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
			2/8/2011

Manage AP Procedures (JDE) (Page3)

Page3

4.1.1.3b CC&B v2.3.1 *Manage A/P Procedures (JDE)*

CSR (JDE)	Request To Void Payment → **4.2** Identify Payment To Void → **4.3** Request To Void Payment ... **5.3** Evaluate And Correct Error → **4.5**
JDE	**4.4** Update Payment With Void Information
BPEL	Schedule AP Data Integration Process → **AP Data Integration Process** : **4.5** Identify Voided Payments → **4.6** Transform Data → Error? —Yes→ **5.1** Log Error → **5.2** Send Email ; No → **4.7** Request To Cancel AP Refund Request
CC&B	**4.8** Update AP Request With Cancel Information → Require To Do? —Yes→ **4.9** Create To DO ; No → Take No Further Action
CSR (CC&B)	**5.0** Work To Do

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.3b Manage A/P Procedures (JDE)	UGBU	PM URM Team	4.1.1.3b Manage A/P Procedures (JDE).vsd
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	CC&B 2.3.1		Page-3
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
			2/8/2011

Manage AP Procedures (JDE) (Page4)

Page4

4.1.1.3b CC&B v2.3.1 *Manage A/P Procedures (JDE)*

CSR (CC&B)	Request To Cancel AP Adjustment	5.4 Identify Adjustment To Cancel	5.5 Cancel Adjustment	Communicate To JDE? → No → Take No Further Action	
CC&B			5.6 Update Adjustment With Cancel Information	Yes	
CSR (JDE)				5.7 Analyze And Process Cancel Request	

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.3b Manage A/P Procedures (JDE)	UGBU	PM URM Team	4.1.1.3b Manage A/P Procedures (JDE).vsd
SUB-PROCESS	PRODUCT LINE/RELEASE	BPE APPROVAL	Page Number
	CC&B v2.3.1		Page-4
ACTIVITY	PRODUCTS	PRODUCT LINE APPROVAL	REVISED
			2/8/2011

Manage AP Procedures (JDE) Description

This section includes detailed descriptions of the steps involved in the Manage AP Procedures (JDE) business process, including:

- **1.0 Populate Data to Generate Refund Adjustment**

- **1.1 Generate Refund Adjustment**

- **1.2 Request to Freeze Refund Adjustment**

- **1.4 Create FT for the Adjustment**

- **1.5 Create AP Request Staging**

- **1.5.1 Identify AP Request to Download**

- **1.5.2 Create AP Flat File**

- **1.5.3 Flat File containing AP Request Details**

- **1.6 Identify AP Data ready for Download**

- **1.7 Request to Validate Customer (Supplier) Existence**

- **1.8 Get Supplier**

- **1.9 Create and Process Supplier**

- **2.0 Transform and Format AP Data**

- **2.1 Request to Create AP Vouchers**

- **2.2 Request to Update CC&B Control Data**

- **2.3 Update AP Download with Completion Results**

- **2.4 Update AP Request**

- **2.5 Log Error**

- **2.6 Send Email**

- **2.7 Evaluate and Correct Error**

- **2.8 Add AP Voucher**

- **2.9 Validate AP Voucher**

- **3.0 Convert AP Voucher**

- **3.1 Correct AP Voucher**

- **3.2 Add Entries in the Account Payable Table**

- **3.3 Add Entries in the Account Payable Matching Document Table**

- **3.4 Add Entries in the Account Payable Matching Document Table**

- **3.5 Identify Payments Made**

- **3.6 Transform Data**

- **3.7 Request to Update Payment Information**

- **3.8 Update Payment Information in the AP Request**

- **3.9 Log Error**

- **4.0 Send Email**

- **4.1 Evaluate and Correct Error**

- **4.2 Identify Payment to Void**

- **4.3 Request to Void Payment**

- **4.4 Update Payment with Void Information**

- **4.5 Identify Voided Payments**

- **4.6 Transform Data**

- **4.7 Request to Cancel Payment Information**

- **4.8 Update AP Request with Cancel Information**

- **4.9 Create To Do**

- **5.0 Work To Do**

- **5.1 Log Error**

- **5.2 Send Email**

- **5.3 Evaluate and Correct Error**

- **5.4 Identify Adjustment to Cancel**

- **5.5 Cancel Adjustment**

- **5.6 Update Adjustment with Cancel Information**

- **5.7 Analyze and Process Cancel Request**

- **Oracle JD Edwards EnterpriseOne Financial Management Configuration**

- **Oracle Utilities Customer Care and Billing Configuration**

1.0 Populate Data to Generate Refund Adjustment

> See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User

Description: Authorized User initiates Refund Adjustment creation upon request from the Customer, Deposit being refunded, or a Cash refund being processed in CC&B.

1.1 Generate Refund Adjustment

> See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: An adjustment is created in CC&B to refund money to the customer via an AP check request.

Entities to Configure

Adjustment Type
Installation Options - Framework

Note: Adjustment type for the created adjustment must reference an AP Request Type.

Business Object	Available Algorithms
C1-Adjustment - Adjustment - Read Main Details C1-AdjustmentType - Adjustment Type - Main Details	CI_ADJ-RT-TX - Adjustment generation - apply rate CI_VALXFRADJ - Validate Transfer Adjustment REFUNDINT - Calc interest (avg daily bal) and hold on deposit CI_ADI-STD - Common Adjustment Information

1.2 Request to Freeze Refund Adjustment

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User

Description: Authorized User uses the Adjustment Page in CC&B to freeze the refund adjustment created in CC&B.

1.3 Freeze Adjustment

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: Adjustment is frozen in CC&B.

Note: Adjustment must be frozen in order for it to be interfaced to the Accounts Payable system.

Available Algorithm
CI_ADFR-CRTD - Adjustment Freeze - Create To Do Entry

1.4 Create FT for the Adjustment

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: CC&B creates the financial transaction for the frozen adjustment, if applicable.

Available Algorithm
ADJT-AC - CASH ACCTING! Payoff = Current = Adj Amount,
ADJT-AD - CASH ACCTING! Payoff = Current = Adj Amount
ADJT-CA - Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
ADJT-GL - FIX GL ONLY! Payoff = Current = 0 (GL only)
ADJT-NM - Payoff Amt = Adj / Current Amt = Adj
ADJT-RA - CONV ONLY! Payoff = Adj Amt / Cur Amt = 0 (no GL)
ADJT-TA - Payoff Amt = Adj / Current Amt = 0
ADJT-TC - CASH ACCTING! Payoff Amt = Adj / Current Amt = 0
CI_FTGL-AD - Deferred Accrual Write Down Payoff = Current = Adj
CI_ADJT-ADAC - Deferred Accrual Payoff = Current = Adj Amount
CI_FTGL-ADTC - Deferred Accrual Payoff = Adj / Current = 0
CI_ADJT-ST - FT GL Creation for Settlement Adjustments

1.5 Create AP Request Staging

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: CC&B generates AP Request Data.

1.5.1 Identify AP Request to Download

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Download

Actor/Role: CC&B

Description: The custom process selects all AP Request data ready for download to the interfacing system.

Entities to Configure
Installation Options - Financial

Customizable Process
APDL - Accounts payable download

Note: The base package is supplied with a skeletal background process (referred to by the process ID of APDL) that must be populated with logic to format the records in the format compatible with your accounts payable system.

1.5.2 Create AP Flat File

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Download

Actor/Role: CC&B

Description: The custom process creates a flat file containing check requests.

Customizable Process
APDL - Accounts payable download

Entities to Configure
Installation Options - Financial

1.5.3 Flat File containing AP Request Details

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Download

Actor/Role: CC&B

Description: The created flat file is interfaced to the Accounts Payable System.

Customizable Process
APDL - Accounts payable download

Entities to Configure
Installation Options - Financial

1.6 Identify AP Data ready for Download

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Get CC&B AP Data

Actor/Role: BPEL

Description: The first task in the AP Request Integration is to extract all AP Request Data generated by CC&B. These are data stored in the Adjustment - AP Request Staging created when an adjustment is created using an adjustment type that references an AP Request Type.

Customizable Process
GetCCBAPData

1.7 Request to Validate Customer (Supplier) Existence

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: If no exceptions occur during data translation, BPEL invokes JD Edwards Supplier Manager Web Service to check if Customer in CC&B exists as a Supplier in JDE.

Customizable Process
CCBToJDEAPBPELProcess

1.8 Get Supplier

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Supplier Manager Web Service

Actor/Role: BPEL

Description: The process checks if, given the customer information from CC&B, the supplier exists in JDE.

Customizable Process
JDESupplierManagerWebService

1.9 Create and Process Supplier

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Supplier Manager Web Service

Actor/Role: BPEL

Description: If supplier does not exist, supplier is added in the system using the customer information from CC&B.

Customizable Process
JDESupplierManagerWebService

2.0 Transform and Format AP Data

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: The extracted AP Request data are consolidated and transformed into AP Voucher Data format based on the mapping XSLT.

Customizable Process
CCBToJDEAPBPELProcess

Note: It is important for both CC&B and JD Edwards EnterpriseOne Financial Management to have been initially configured for the integration to be successful. Please refer to attachment for required configuration.

2.1 Request to Create AP Vouchers

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: If no exceptions occur during data translation, BPEL loads the formatted AP Voucher data into the JD Edwards EnterpriseOne Financial Management Tables.

Customizable Process
CCBToJDEAPBPELProcess

2.2 Request to Update CC&B Control Data

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: BPEL updates the CC&B Batch Run Number to indicate that the AP Request Data have been extracted and loaded to JD Edwards successfully.

Customizable Process
CCBToJDEAPBPELProcess

2.3 Update AP Download with Completion Results

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Batch Run Number is and will be stamped on the next set of AP Request Data to be downloaded.

2.4 Update AP Request

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The process updates the Payment Selection Status in the CC&B AP Adjustment Request Table for the provided AP Request ID.

Entities to Configure
A/P Request Type

2.5 Log Error

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: If errors occur during extraction of the AP Request Data from Oracle Utilities Customer Care and Billing tables or during loading these transactions into Oracle JD Edwards Financial Management tables, BPEL inserts the error into an error log table.

Customizable Process
CCBToJDEAPBPELProcess

2.6 Send Email

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: Error notification process, if configured, will notify user by email of an error and the details associated with that error condition.

Note: No user interface is currently provided for the Error Log Table.

Customizable Process
CCBToJDEAPBPELProcess

2.7 Evaluate and Correct Error

See **Manage AP Procedures (JDE) Description** for the business process
diagram associated with this activity.

Group: AP Request Integration

Actor/Role: Authorized User (CC&B)

Description: The recipient of the email looks through the information sent in the email detailing
the records with error. Error correction is done manually. After error is corrected, AP Request
Integration Process is invoked.

2.8 Add AP Voucher

See **Manage AP Procedures (JDE) Description** for the business process
diagram associated with this activity.

Actor/Role: JDE

Description: Transformed AP Request Data is added into the two Financial Management tables -
Journal Entry Transactions Batch Table (F0911Z1) and Voucher Transactions Batch Upload Table
(F0411Z1).

2.9 Validate AP Voucher

See **Manage AP Procedures (JDE) Description** for the business process
diagram associated with this activity.

Group: Batch Voucher Processor

Actor/Role: JDE

Description: The process validates the AP Vouchers entered into the system.

Customizable Process
R04110ZA

3.0 Convert AP Voucher

See **Manage AP Procedures (JDE) Description** for the business process
diagram associated with this activity.

Group: Batch Voucher Processor

Actor/Role: JDE

Description: The process converts the data into AP Vouchers within the application.

Customizable Process
R04110ZA

3.1 Correct AP Voucher

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (JDE)

Description: In cases of exceptions, authorized user manually corrects the entries in the AP Batch Voucher Entry (P0411Z1) and reruns the Batch Voucher Processor.

3.2 Add Entries in the Account Payable Table

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Automatic Payment Processing

Actor/Role: JDE

Description: The process adds data into the Account Payable Table.

Customizable Process
AP Payment Processing

3.2 Add Entries in the Account Payable Table

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Automatic Payment Processing

Actor/Role: JDE

Description: The process adds data into the Account Payable Matching Document Table.

Customizable Process
AP Payment Processing

3.3 Add Entries in the Account Payable Matching Document Table

Group: Automatic Payment Processing

Actor/Role: JDE

Description: The process adds data into the Account Payable Matching Document Table.

Customizable Process
AP Payment Processing

3.4 Add Entries in the Account Payable Matching Document Table

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: Automatic Payment Processing

Actor/Role: JDE

Description: The process adds data into the Account Payable Matching Detail Document Table.

Customizable Process
AP Payment Processing

3.5 Identify Payments Made

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process extracts all payments created during the pay cycle process.

Customizable Process
JDEToCCBAPDataBPELProcess

3.6 Transform Data

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process transforms the extracted payment information using standard XSLT shipped with the product.

Customizable Process
JDEToCCBAPDataBPELProcess

3.7 Request to Update Payment Information

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process sends the payment information to be updated in CC&B.

Customizable Process
JDEToCCBAPDataBPELProcess

3.8 Update Payment Information in the AP Request

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Adjustment that initiated the AP Request is updated with the payment information from JD Edwards.

3.9 Log Error

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: If errors occur during extraction of the payment information from JDE, BPEL inserts the error into an error log table.

Customizable Process
JDEToCCBAPDataBPELProcess

4.0 Send Email

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: Error notification process, if configured, will notify user by email of an error and the details associated with that error condition.

Note: No user interface is currently provided for the Error Log Table.

Customizable Process
JDEToCCBAPDataBPELProcess

4.1 Evaluate and Correct Error

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (JDE)

Description: The recipient of the email looks through the information sent in the email detailing the records with error. Error correction is done manually. After error is corrected, AP Data Integration Process is invoked.

4.2 Identify Payment to Void

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (JDE)

Description: Authorized User selects payment intended to be cancelled.

4.3 Request to Void Payment

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (JDE)

Description: Authorized User goes to the Payables Cancel Payment Page to populate void details and initiate the void request.

4.4 Update Payment with Void Information

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: JDE

Description: The system cancels the payment with the information provided by the Authorized User.

4.5 Identify Voided Payments

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process extracts all payments canceled after the last successful integration run.

Customizable Process
JDEToCCBAPDataBPELProcess

4.6 Transform Data

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process transforms the extracted cancelled payment information using standard XSLT shipped with the product.

Customizable Process
JDEToCCBAPDataBPELProcess

4.7 Request to Cancel Payment Information

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The integration process calls the BPEL wrapper to call the Adjustment Maintenance web service in CC&B to initiate cancel of the Adjustment with ID corresponding to the AP Request ID for the given payment.

Customizable Process
CCBCancellationWebService

4.8 Update AP Request with Cancel Information

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Adjustment that initiated the AP Request is updated with the cancel information from JD Edwards and the refund adjustment is cancelled.

4.9 Create To Do

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If applicable, a To Do is created upon cancellation of the adjustment.

Available Algorithm
CI_ADCA-CRTD - Adjustment Cancellation - Create To Do Entry

5.0 Work To Do

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: Authorized user works the assigned to do for the cancelled adjustment.

5.1 Log Error

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: If errors occur during extraction of the payment information from JDE, BPEL inserts the error into an error log table.

Customizable Process
JDEToCCBAPDataBPELProcess

5.2 Send Email

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: Error notification process, if configured, will notify user by email of an error and the details associated with that error condition.

Note: No user interface is currently provided for the Error Log Table.

Customizable Process
JDEToCCBAPDataBPELProcess

5.3 Evaluate and Correct Error

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (JDE)

Description: The recipient of the email looks through the information sent in the email detailing the records with error. Error correction is done manually. After error is corrected, AP Data Integration Process is invoked.

5.4 Identify Adjustment to Cancel

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: Authorized User, upon request, selects the AP Adjustment to cancel.

5.5 Cancel Adjustment

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: Authorized User cancels the selected adjustment and populates required information.

5.6 Update Adjustment with Cancel Information

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process cancels the adjustment and updates it with the cancel information.

Entities to Configure
Installation Options-Framework, Installation Options-Framework, Algorithms, System Event: Control Central Alert Zones

Available Algorithm
CI_ADCA-CRTD - Adjustment Cancellation - Create To Do Entry C1-CANSUSADJ - Cancel Suspense Adjustment

5.7 Analyze and Process Cancel Request

See **Manage AP Procedures (JDE) Description** for the business process diagram associated with this activity.

Actor/Role: Authorized User (JDE)

Description: Authorized User checks on the cancel request and works on it manually.

Note: Integration at this point has no automatic process to deal with cancellation of AP Adjustment in CC&B once the payment has been made in JDE.

AP Request and AP Data Integration Configuration

The integration between Oracle Utilities Customer Care and Billing and Oracle JD Edwards EnterpriseOne Financial Management incorporates three integration points to facilitate transfer of information between the two applications. Configuration must be completed for all involved products to prepare the integration product for use. The following sections describe how to configure each area for the two integration point:

- **Oracle JD Edwards EnterpriseOne Financial Management Configuration**

- **Oracle Utilities Customer Care and Billing Configuration**

Oracle JD Edwards EnterpriseOne Financial Management Configuration

Configure GL accounts and other information in Oracle JD Edwards EnterpriseOne Financial Management.

AP Request Integration Point

Configure the JD Edwards Accounts corresponding to A/P Overpayment account in Oracle Utilities Customer Care and Billing

Use GL Integration Point - Chart of Account creation structure to create the Accounts.

Configure Offset Account (AAI - Automatic Accounting Information) in JD Edwards EnterpriseOne

The account corresponding to this AAI will be used as a credit account for the vouchers created in JD Edwards by AP Request interface. In the example below an AAI with name PCREFD is being created and the account associated to it is US1.100000.10000. In Oracle Customer Care and Billing you will be creating a Characteristic to hold the name of this AAI. While configuring the template in Oracle Customer Care and Billing you will be excluding the Trade account from AAI Name. For example in this case, the template name configured in Oracle Customer Care and Billing is 'REFD'.

Field Label	Value	Comment
Item Number	PCREFD	Offset Name. PC is for Trade Account. Template Name is REFD
Company	45013	Offset (AAI) is configured for the company.
System	04	Accounts payable
Sequence No	4.020	Sequence in Trade Account
Business Unit	US1	Part of Account Structure (Business Unit)
Object Account	100000	Part of Account Structure (Object Account)
Subsidiary	1000	Part of Account Structure (Subsidiary)

AP Data Integration Point

No configuration is required in Oracle JD Edwards EnterpriseOne Financial Management for this integration point. Product delivered application tables are used for selecting data from Oracle JD Edwards EnterpriseOne Financial Management to export payment information to Oracle Utilities Customer Care and Billing.

Oracle Utilities Customer Care and Billing Configuration

AP Request Integration Point

Configure the AP Business Unit Characteristic Type

For each CIS Division used, in Oracle Utilities Customer Care and Billing, the AP Business Unit to be used in Oracle JD Edwards EnterpriseOne Financial Management must be configured. Complete the following configuration in Oracle Utilities Customer Care and Billing to reference the AP Business Unit corresponding to the CIS Division as follows.

1. Create a Characteristic Type
   Admin Menu > C > Characteristic Type
   The value for this characteristic type stores the value of the Oracle JD Edwards EnterpriseOne Financial Management AP Business Unit. In this example it is JDEBU. You will use the name of the Business Unit you have established for this purpose in Oracle JD Edwards EnterpriseOne Financial Management.

2. Set up the details on the Characteristic Type as follows:

Field Label	Value	Comment
Characteristic Type	JDEBU	The code associated with your characteristic type. This will be used in future steps.
Description	Oracle JD Edwards EnterpriseOne Financial Management Business Unit	A description of the use for this characteristic type.
Type of Char Value	Predefined Value	No freeform text is allowed, only a predefined set of values.
Allow Search by Char Val	Allowed	Allow Searches
Characteristic Value	US1	The name of the Oracle JD Edwards EnterpriseOne Financial Management AP Business Unit to be used.
Description	US1 Business Unit	

3. Select the Characteristic Entities tab to allow the Characteristic Type to be associated with the CIS Division:

Field Label	Value	Comment
Characteristic Entity	Distribution Code	This characteristic type can be inserted on a distribution code.

Configure the Company Characteristic Type

For each CIS Division used, in Oracle Utilities Customer Care and Billing, the Company to be used in Oracle JD Edwards EnterpriseOne Financial Management must be configured. Complete

the following configuration in Oracle Utilities Customer Care and Billing to reference the Company corresponding to the CIS Division as follows.

4. Create a Characteristic Type
   Admin Menu > C > Characteristic Type
   The value for this characteristic type stores the value of the Oracle JD Edwards EnterpriseOne Financial Management AP Business Unit. In this example it is JDECO. You will use the name of the Company you have established for this purpose in Oracle JD Edwards EnterpriseOne Financial Management.

5. Set up the details on the Characteristic Type as follows:

Field Label	Value	Comment
Characteristic Type	JDECO	The code associated with your characteristic type. This will be used in future steps.
Description	Oracle JD Edwards EnterpriseOne Financial Management Company Code	A description of the use for this characteristic type.
Type of Char Val	Predefined Value	No freeform text is allowed, only a predefined set of values.
Allow Search by Char Val	Allowed	Allow Searches
Characteristic Value	45013	The name of the Oracle JD Edwards EnterpriseOne Financial Management Company Code to be used.
Description	45013 Company Code	

6. Select the Characteristic Entities tab to allow the Characteristic Type to be associated with the CIS Division:

Field Label	Value	Comments
Characteristic Entity	CIS Division	This characteristic type can be inserted on a CIS Division.

7. Attach the Characteristic Types, created above, to any CIS Divisions that will be used for AP Request Adjustments.
   In sample data an example is provided as the CA CIS Division.
   Admin Menu > C > CIS Division

Field Label	Value	Comments
CIS Division	Example: CA	The CIS Division to be used.

Field Label	Value	Comments
Description	Example: California	A description of how the CIS Division is used.
Characteristic Tab		
Effective Date	Example: 01-01-1900	The date you wish the characteristic type and value to become active and used by the system, and therefore, the integration software.
Characteristic Type	Oracle JD Edwards EnterpriseOne Financial Management Business Unit	The characteristic type you created above.
Characteristic Value	Example: US1	The value you gave to the characteristic type created above.
Characteristic Type	Oracle JD Edwards EnterpriseOne Financial Management Company Code	The characteristic type you created above.
Characteristic Value	Example: 45013	The value you gave to the characteristic type created above.

Note: Only fields relevant to the integration are included in this table.

Configure the Offset Account Template (AAI) Characteristic Type

For each Distribution Code, used for AP requests in Oracle Utilities Customer Care and Billing, the corresponding Offset Account Template be used in Oracle JD Edwards EnterpriseOne Financial Management must be configured. The account corresponding to this template will be used as a credit account for the vouchers that are created in JD Edwards by the AP Request interface.

Complete the following configuration in Oracle Utilities Customer Care and Billing to reference the Offset Account Template corresponding to the Distribution Code as follows.

Create a Characteristic Type

Admin Menu > C > Characteristic Type

The value for this characteristic type stores the value of the Oracle JD Edwards EnterpriseOne Financial Management Offset Account Template. In the example below, the AAI name created in JD Edwards is PCREFD and the Characteristic value to be specified for the distribution codes corresponding to AP Requests is REFD.

8.   Set up the details on the Characteristic Type as follows:

Field Label	Value	Comments
Characteristic Type	TEMPLATE	The code associated with your characteristic type. This will be used in future steps.

Field Label	Value	Comments
Description	Oracle JD Edwards EnterpriseOne Financial Management Offset Account Template	A description of the use for this characteristic type.
Type of Char Value	Predefined Value	No freeform text is allowed, only a predefined set of values.
Allow Search by Char Val	Allowed	Allow Searches
Characteristic Value	REFD	The name of the Oracle JD Edwards EnterpriseOne Financial Management Offset Account Template to be used.
Description	PCREFD AAI	

9. Select the Characteristic Entities tab to allow the Characteristic Type to be associated with the Distribution Code:

Field Label	Value	Comments
Characteristic Entity	Distribution Code	This characteristic type can be inserted on a CIS Division.

10. Attach the Characteristic Type, created above, to any distribution codes that will be used for AP Request Adjustments. In sample data an example is provided as the A/P - OVPY Distribution Code that is attached to the REFUNDAP Adjustment Code.
Admin Menu > D > Distribution Code

Field Label	Value	Comments
Distribution Code	Example: A/P-OVPY	The distribution code to be used for financial transactions of a certain type.
Description	Example: AP overpayment refund	A description of how the distribution code is used.
GL Account Algorithm	GLCSNT-DFLT	The standard product or customer modified algorithm you use for determining the GL Account String from the distribution code.

Field Label	Value	Comments
GL Account Details	1 of 1	Create at least one set of account details as needed by your chosen algorithm above. Only one will be used based on status and effective date.
Effective Date	01-01-1900	The date you wish the following GL Account string to become active and used by the system, and therefore, the integration software.
Status	Active	Only active status accounts will be used by the product and therefore, the integration.
GL Account	US1.10000.111	Input the GL Account String as explained above.
Characteristic Type	Oracle JD Edwards EnterpriseOne Financial Management Offset Account Template	The characteristic type you created above.
Characteristic Value	Example: REFD	The value you gave to the characteristic type created above.

AP Data Integration Point

No Oracle Utilities Customer Care and Billing configuration is required to enable this integration point.

AP payment data is extracted from Oracle JD Edwards EnterpriseOne Financial Management when an AP Request invoice is paid. This data is then translated by the BPEL service and inserted into the Oracle Utilities Customer Care and Billing AP Request that initiated the invoice in the first place.

Oracle BPEL Process Manager invokes the Oracle Utilities Customer Care and Billing service, named C1AdjustmentMaintenance, when a payment is canceled and the liability is closed in Oracle JD Edwards EnterpriseOne Financial Management. The service will use the cancel reason contained in its configuration when canceling the adjustment associated with an AP Request. The sample data cancel reason comes pre-configured as "APVC' (Accounts Payable Void Check) in Oracle Utilities Customer Care and Billing version 2.2 and later.

You should verify that the cancel service C1AdjustmentMaintenance is configured and that the Cancel Reason to which it refers is also configured correctly.

Admin Menu > X > XAI Inbound Service Field Label	Value	Comments
XAI in Service Name	AdjustmentMaintenance	This service is used to change data associated with adjustment transactions.
Description	AdjustmentMaintenance for AP Cancel	
Long Description	AdjustmentMaintenance for AP Cancel	
Active	Checked	Active check box checked
Request Schema	C1AdjustmentMaintenance. xsd	Used by BPEL to call this service.
Response Schema	C1AdjustmentMaintenance. xsd	Used by BPEL to receive the response from this service.
Transaction Type	Update	Service used to update an existing adjustment transaction.

You may wish to test this service using XAI Dynamic Submission as follows:

Admin Menu > X > XAI Dynamic Submission

Field Label	Value	Comment
XAI in Service Name	AdjustmentMaintenance	This service is used to change data associated with adjustment transactions.
Transaction Type	Update	
Cancel	Checked	Cancel check box checked.
Adjustment ID	Example: 078644601179	The key value of the adjustment for which you wish to test the cancel service.
Cancel Reason	Example: APVC	AP Void Check Cancel reason. This must be a configured cancel reason.

Click the submit button and review the results.

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup

- Oracle Utilities UPK for Customer Care and Billing, User Tasks