

**Oracle Utilities Customer Care and
Billing Integration to Oracle E-Business
Suite Financials for General Ledger and
Accounts Payable**

Release Notes

Release 12.1

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Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable, Release 12.1 Release Notes

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Preface

This document is intended for anyone implementing the Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable.

Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

Product Documentation

Topic	Description
Integration documentation:	
Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable Release Notes	
Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable Implementation Guide	Refer to the Oracle Utilities applications documentation page: http://docs.oracle.com/cd/E72219_01/documentation.html
Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable Installation Guide	
Edge application documentation:	
Oracle Utilities Customer Care and Billing	
Oracle E-Business Suite Financials for General Ledger and Accounts Payable	

Additional Documentation

Resource	Location
SOA Suite 12c documentation	Refer to the SOA documentation at: http://www.oracle.com/technetwork/middleware/soasuite/documentation/index.html
Oracle Support	Visit My Oracle Support at https://support.oracle.com regularly to stay informed about updates and patches. Access the support site for the Edge Application Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1) or refer to the Oracle Utilities Integrations page at http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm
Oracle Technology Network (OTN) Latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/
Web Services Security	For more information about Web services security using Oracle Fusion Middleware 12c refer to https://docs.oracle.com/middleware/12211/cross/webservicetasks.htm .
Oracle Fusion Middleware 12c documentation	Refer to the Oracle applications documentation page: http://docs.oracle.com/en/middleware/
Oracle Fusion Middleware “What's New In Oracle WebLogic Server” Section: Standards Support, Supported Configurations and WebLogic Server Compatibility, Database Interoperability	http://docs.oracle.com/middleware/1221/wls/NOTES/toc.htm
For additional information on the type of database to use.	
Instructions on installing this integration on non-Windows/ Linux platforms	Refer to Oracle Support Knowledge Article ID 1349320.1.

Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

Conventions

The following text conventions are used in this document:

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Abbreviations

The following table lists the commonly used abbreviations in this guide.

Abbreviation	Expanded Form
AIA	Application Integration Architecture
AP	Accounts Payable
AP Data	Accounts Payable Data
AP Request	Accounts Payable Request
BPEL	Business Process Execution language
DVM	Domain Value Map
EBF	Enterprise Business Flow
EBS	Oracle E-Business Suite
EM	Enterprise Manager
FT	Financial Transactions
GL	General Ledger
MDS	Meta Data Store
OHS	Oracle HTTP Server

OUCCB or CCB	Oracle Utilities Customer Care and Billing
SOA	Service Oriented Architecture
UMS	User Messaging Service

Release Notes

These release notes provide an overview of the enhancements, known issues, and other changes in Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable. This guide is intended for anyone installing or using Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable.

This productized integration represents significant business value for utilities that must summarize financial transactions for accounts receivable and accounts payable data within the master financial books of record.

Many utilities choose Oracle E-Business Suite Financials for General Ledger and Accounts Payable as the foundation for corporate financial accounting. Many also choose Oracle Utilities Customer Care and Billing to address changing regulatory and market conditions and to meet the complex needs of residential, commercial, and industrial customers.

The prepackaged integration between these leading applications ensures seamless automated flow of financial transactions. The integration also makes relevant financial information visible from a single application. Key business processes that are automated by the integration include processing of customer refunds to Accounts Payable and providing updated and accurate Accounts Receivable records to the General Ledger.

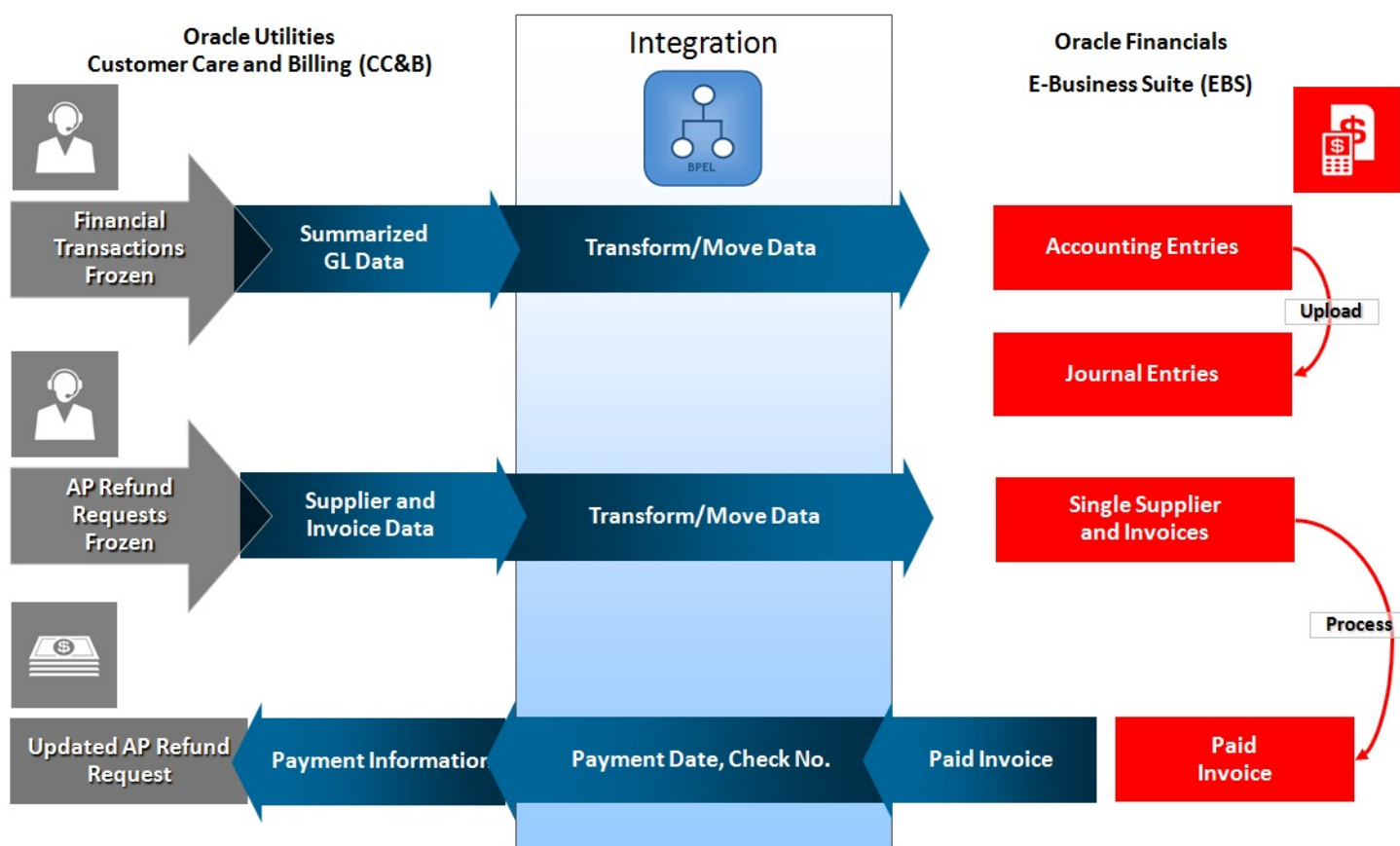
By leveraging this integration, project implementation costs, duration and risk can be lowered, reducing the need to define requirements, construct designs, and then build and test custom code. Further, productized integration ensures ongoing vendor responsibility for the update of integration, resulting in lower total cost of ownership.

Using Oracle Application Integration Architecture (AIA), this integration provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations between the participating applications. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves enterprise control and visibility of financial transactions.

This document describes new or enhanced functionality in the 12.1 release of the Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable. Existing functionality from the prior release is not described. For more information on product functionality, refer the Implementation Guide.

Integration Process

The following diagram shows the business processes that are supported in this integration product:



Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable Business Process

This is an AIA Direct Integration using Oracle SOA Suite. It does not require AIA Foundation Pack to be installed. The integration product includes Restricted Use Licenses for the required middleware components.

Oracle BPEL Process Manager, an Oracle Fusion middleware product, is used to coordinate the data flow and data mapping of the integration. Oracle BPEL Process Manager provides a comprehensive solution for creating, deploying, and managing cross-application business processes with both automated and manual workflow steps.

This is a bi-directional integration. Data is sent from Oracle Utilities Customer Care and Billing to Oracle E-Business Suite for General Ledger and Accounts Payable and vice versa to support both Customer Refund and General Ledger Consolidation business processes.

Upgrading Technology to Oracle SOA Suite 12c

A key new feature of this integration is a technology upgrade from Oracle SOA Suite 11g to Oracle SOA Suite 12c to avail the new features that 12c has to offer.

Oracle SOA Suite is the technology used for the Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable Release 12.1 Media Pack. SOA Suite is a member of the Oracle Fusion Middleware family of products, offering a one-stop solution for building, deploying, and managing Services-Oriented Architectures. Oracle SOA Suite's components are hot-plugable and can run in a variety of environments, allowing organizations to extend and evolve their existing environments instead of replacing them.

For more detailed information about the entire range of Oracle Fusion Middleware 12c and Oracle SOA Suite 12c functionality, please refer to the [Documentation and Resources](#) section in this document.