Oracle Utilities Customer Care and Billing Release 2.3.1
Utility Reference Model
4.1.1.2a Manage GL Procedures (PS)

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Oracle Utilities Customer Care and Billing Utility Resource Model 4.1.1.2a, Release 2.3.1

Contents

Chapter 1

Overview

This chapter provides a brief description of the Manage GL Procedures (PS) business process and associated process diagrams. This includes:

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

Brief Description

Business Process: 4.1.1.2b Manage GL Procedures (PS)

Process Type: Sub Process

Parent Process: 4.1.1 Develop Financial Procedures

Sibling Processes: 4.2.2.2 Manage Meter Charges, 4.2.2.3 Manage Item Charges, 4.2.2.4 Manage External and Miscellaneous Charges, 4.2.2.5 Manage Loan Charges, 4.2.2.6 Manage Deposit Charges, 4.3.1.1 Manage Payments

This document describes the process that takes place after various Financial Transactions are generated as a result of Billing, Payments, or any other financial activity in CC&B and are required to be posted in the company's General Ledger, being maintained through Oracle PeopleSoft Enterprise Financial Management.

Actors/Roles

The Manage GL Procedures (PS) business process involves the following actors and roles.

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

- **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 (PS):** CSR or Authorized User of Oracle PeopleSoft Financials for General Ledger and Accounts Payable.

- **PS:** Oracle PeopleSoft Financials for General Ledger and Accounts Payable.

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

Chapter 1

Detailed Business Process Model Description

This chapter provides a detailed description of the Manage GL Procedures (PS) business process. This includes:

- **Business Process Diagrams**
    - **Manage GL Procedures (PS) (Page 1)**
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- **Manage GL Procedures (PS) Description**
- **Related Training**

Business Process Diagrams

Manage GL Procedures (PS) (Page 1)

Page1

4.1.1.2a CC&B v2.3.1 *Manage GL Procedures (PS)*

Authorized User (CC&B)

Request To Add GL Account Number

1.3 Review Account Numbers Assigned To GL

Requires Update? — Yes → 1.4 Update FT GL With The Appropriate Account Number

No → Take No Further Action

2.7 Evaluate And Correct Error → 2.0

4.2.2.2 Manage Meter Charges,
4.2.2.3 Manage Item Charges,
4.2.2.4 Manage External And Miscellaneous Charges,
4.2.2.5 Manage Loan Charges,
4.2.2.6 Manage Deposit Charges

CC&B

Bill Creation, Bill Cancellation

4.3.1.1 Manage Payments,
4.3.1.1c Process Unmonitored Non-Billed Budget Payments

Payment Creation, Payment Cancellation

Adjustment Creation, Adjustment Cancellation

Assign GL Account Numbers To GL Details

Schedule Assign GL Account Number Process

1.0 Identify FT GL Details With No GL Account Number

1.1 Assign GL Account Numbers Using SA's Distribution Code

1.2 Update FT GL Details With Account Number

Requires Update? — Yes

1.2 Update FT GL Details With Account Number

Prepare FTs for Download

Schedule Prepare FT Download Process

1.5 Create GL Download Staging

1.6 Update FT Status To 'Distributed'

Schedule Create GL Flat File Process

Create General Ledger Download Flat File

1.7 Identify FT GL Details Ready For Download

1.8 Validate Debit vs Credit Amounts

1.9 Create Flat File To Be Interfaced To GL

Flat File Containing GL Details

2.4 Update General Ledger Download With Completion Results

BPEL

GL Integration Process

Schedule GL Integration Point Process

Prepare FTs for Download

2.0 Identify And Group FT GL Details Ready For Download

2.1 Transform And Format GL Data

Error? — No →

2.2 Request To Create PS GL Journal Entries

2.3 Request CC&B update With Download Results

Error? — Yes → 2.5 Log Error

2.6 Send Email Notification

No →

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PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.2a Manage GL Procedures-PS	UGBU	PM URM Team	4.1.1.2a CC&B-PS.Manage GL Procedures.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 GL Procedures (PS) (Page 2)

Page2

4.1.1.2a CC&B v2.3.1 *Manage GL Procedures (PS)*

Authorized User (PS)	3.1 Correct The Accounting Entries
PS	

Page 1

Schedule Journal Generator Process

2.8 Add Accounting Entries In The GL Journal Entry Staging Table

Journal Generator

2.9 Add Journal Header And Lines

3.0 Update GL Distribution Status

Error?

Yes

No

Take No Further Action

PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.2a Manage GL Procedures - PS	UGBU	PM URM Team	4.1.1.2a CC&B-PS.Manage GL Procedures.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

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Manage GL Procedures (PS) Description

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

- **1.0 Identify FT GL details with no Account Number**
- **1.1 Assign GL Account Number**
- **1.2 Update FT GL with Account Number**
- **1.3 Review Account Numbers assigned to GL**
- **1.4 Update FT GL with the correct Account Number**
- **1.5 Create GL Download**
- **1.6 Update FT status to 'Distributed'**
- **1.7 Identify FT GL Details ready for download**
- **1.8 Validate Debit vs Credit Amount**
- **1.9 Create Flat File to be interfaced to GL**
- **2.0 Identify and group FT GL Details ready for Download**
- **2.1 Transform and Format GL Data**
- **2.2 Request to Create PS GL Journal Entries**
- **2.3 Request CC&B Update**
- **2.4 Update General Ledger Download with completion results**
- **2.5 Log Error**
- **2.6 Send Email**
- **2.7 Evaluate and Correct Error**
- **2.8 Add Accounting Entries in the Journal Entry Transactions Batch Table**
- **2.9 Add Journal Entries in the Account Ledger**
- **3.0 Update GL Distribution Status**
- **3.1 Correct the Account Ledger Entry**

1.0 Identify FT GL details with no Account Number

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Assign GL Account Numbers to GL Details

Actor/Role: CC&B

Description: As a result of any bills, adjustments or payments made, Financial Transactions are created. Each of the Financial Transaction associated to the sibling process has its own GL details. See sibling processes (list here) for details.

The first step is to select GL details with no account numbers.

Customizable Process

GLASSIGN - Populates GL_ACCT on CI_FT_GL

1.1 Assign GL Account Number

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Assign GL Account Numbers to GL Details

Actor/Role: CC&B

Description: Each of the generated FT GL references a Distribution Code. And every Distribution Code references a GL assignment algorithm. The default is to use the GL Account associated with the Distribution Code.

Entities to Configure

SA Type
Distribution Code

Available Algorithm

GLCNST-DFLT - Returns GL account defined on Dist Code Table

Customizable Process

GLASSIGN - Populates GL_ACCT on CI_FT_GL

1.2 Update FT GL with Account Number

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Assign GL Account Numbers to GL Details

Actor/Role: CC&B

Description: This step is executed manually or automatically. The GL details are updated with the appropriate account number.

Customizable Process

GLASSIGN - Populates GL_ACCT on CI_FT_GL

1.3 Review Account Numbers assigned to GL

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR or Authorized User (CC&B)

Description: Although GL Account Numbers are automatically assigned, the CSR or Authorized User reviews the FT GL details and identifies the need to override the assigned account number, in cases of exceptions or for control purposes.

1.4 Update FT GL with the correct Account Number

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR or Authorized User (CC&B)

Description: CSR or Authorized User updates the FT GL with a new Account Number, if required.

1.5 Create GL Download

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Prepare FTs for Download

Actor/Role: CC&B

Description: The process selects all FT GL records that have Distribution Dates within the date that this process is executed and has a financial transaction status of either 'Generated' or 'Modified' and has GL account numbers. Each of the select FT GL detail is added in the staging table for download, each of the download staging record is stamped with a batch process ID and run number.

Customizable Process
GLS - Create GL download staging

Entities to Configure
Installation Options - Financial

1.6 Update FT status to 'Distributed'

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Prepare FTs for download

Actor/Role: CC&B

Description: The process updates the Financial Transaction to 'Distributed' status. At this point, no updates can be made to the FT GL details.

Customizable Process
GLS - Create GL download staging

1.7 Identify FT GL Details ready for download

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Create General Ledger Download Flat File

Actor/Role: CC&B

Description: All records in the staging table ready for download are selected for processing.

Customizable Process
GLDL - GL download extract

1.8 Validate Debit vs Credit Amount

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Create General Ledger Download Flat File

Actor/Role: CC&B

Description: Extra validation is performed to ensure that the Debit and Credit amounts match.

Note: It is very rare that this process results in an error. If error occurs, the CSR or Authorized User evaluates and resolves the error.

Customizable Process
GLDL - GL download extract

1.9 Create Flat File to be interfaced to GL

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Create General Ledger Download Flat File

Actor/Role: CC&B

Description: At the end of the process, a flat file is created.

Customizable Process
GLDL - GL download extract

2.0 Identify and group FT GL Details ready for Download

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: : Get CC&B GL Data

Actor/Role: BPEL

Description: The first task in the GL Integration is to extract all FT GL Data generated by CC&B. These are data stored in the FT GL Download staging table as a result of running CC&B process GLS. This process reads the CC&B Batch Job Table to check for the latest Batch Job ID and Batch Job Status and this will be the criteria in selecting the FT GL data to process.

Customizable Process
GetCCBGLData

2.1 Transform and Format GL Data

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: Get CC&B GL Data

Actor/Role: BPEL

Description: The extracted FTs are consolidated and transformed into the GL Data format based on the mapping XSLT.

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

Customizable Process
GetCCBGLData

2.2 Request to Create PS GL Journal Entries

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: GL Integration Process

Actor/Role: BPEL

Description: If no exceptions occur during data translation, BPEL loads the formatted GL data into the PeopleSoft Generic Accounting Entry Table.

Customizable Process
CCBToPSGLBPELProcess

2.3 Request CC&B Update

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: GL Integration Process

Actor/Role: BPEL

Description: BPEL updates the CC&B Batch Run Number to indicate that the FT GL Data have been extracted and loaded to PeopleSoft successfully.

Customizable Process
CCBToPSGLBPELProcess

2.4 Update General Ledger Download with completion results

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Batch Run Number is updated for the GL Download Batch Process and this will be stamped on the next set of GL Details to be downloaded.

2.5 Log Error

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: GL Integration Process

Actor/Role: BPEL

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

Customizable Process
CCBToPSGLBPELProcess

2.6 Send Email

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Group: GL Integration Process

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
CCBToPSGLBPELProcess

2.7 Evaluate and Correct Error

See **Manage GL Procedures (PS) (Page 1)** for the business process diagram associated with this activity.

Actor/Role: CSR or 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.

2.8 Add Accounting Entries in the Journal Entry Transactions Batch Table

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

Actor/Role: PeopleSoft

Description: Data processed by BPEL is added in the Generic Accounting Entry Table. This is the table that holds all accounting data imported from other systems into PeopleSoft Enterprise Financial Management GL.

2.9 Add Journal Entries in the Account Ledger

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

Group: Journal Generator Process

Actor/Role: PeopleSoft

Description: This process validates and converts the import data into Journal Entries within the GL application.

Note: This process may be invoked manually or by using the PeopleSoft Enterprise Financial Management process scheduler.

Customizable Process

Journal Generator Process

3.0 Update GL Distribution Status

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

Group: Journal Generator Process

Actor/Role: PeopleSoft

Description: This process updates the GL Distribution Status to indicate that Journal Entries were loaded successfully.

Note: This process may be invoked manually or by using the PeopleSoft Enterprise Financial Management process scheduler.

Customizable Process

Journal Generator Process

3.1 Correct the Account Ledger Entry

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

Actor/Role: CSR or Authorized User (PS)

Description: CSR or Authorized user manually corrects the entries not successfully in the Account Ledger table and reruns the Journal Entry Batch Processor.

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