

**Oracle Utilities Customer Care and Billing  
Release 2.3.1**

Utility Reference Model

4.1.1.2b Manage GL Procedures (JDE)

July 2012

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

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# Chapter 1

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## Overview

This chapter provides a brief description of the 4.1.1.2b Manage GL Procedures (JDE) business process and associated process diagrams. This includes:

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

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## Brief Description

**Business Process:** 4.1.1.2b Manage GL Procedures (JDE)

**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 JD Edwards EnterpriseOne Financial Management.

## Actors/Roles

The 4.1.1.2b Manage GL 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.
- **BPEL:** Oracle Fusion middleware product, that manages cross-application business processes and coordinates the data flow and data mapping of the integration.
- **Authorized User (CCB):** CSR or Authorized User of the Customer Care and Billing application.
- **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

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## Detailed Business Process Model Description

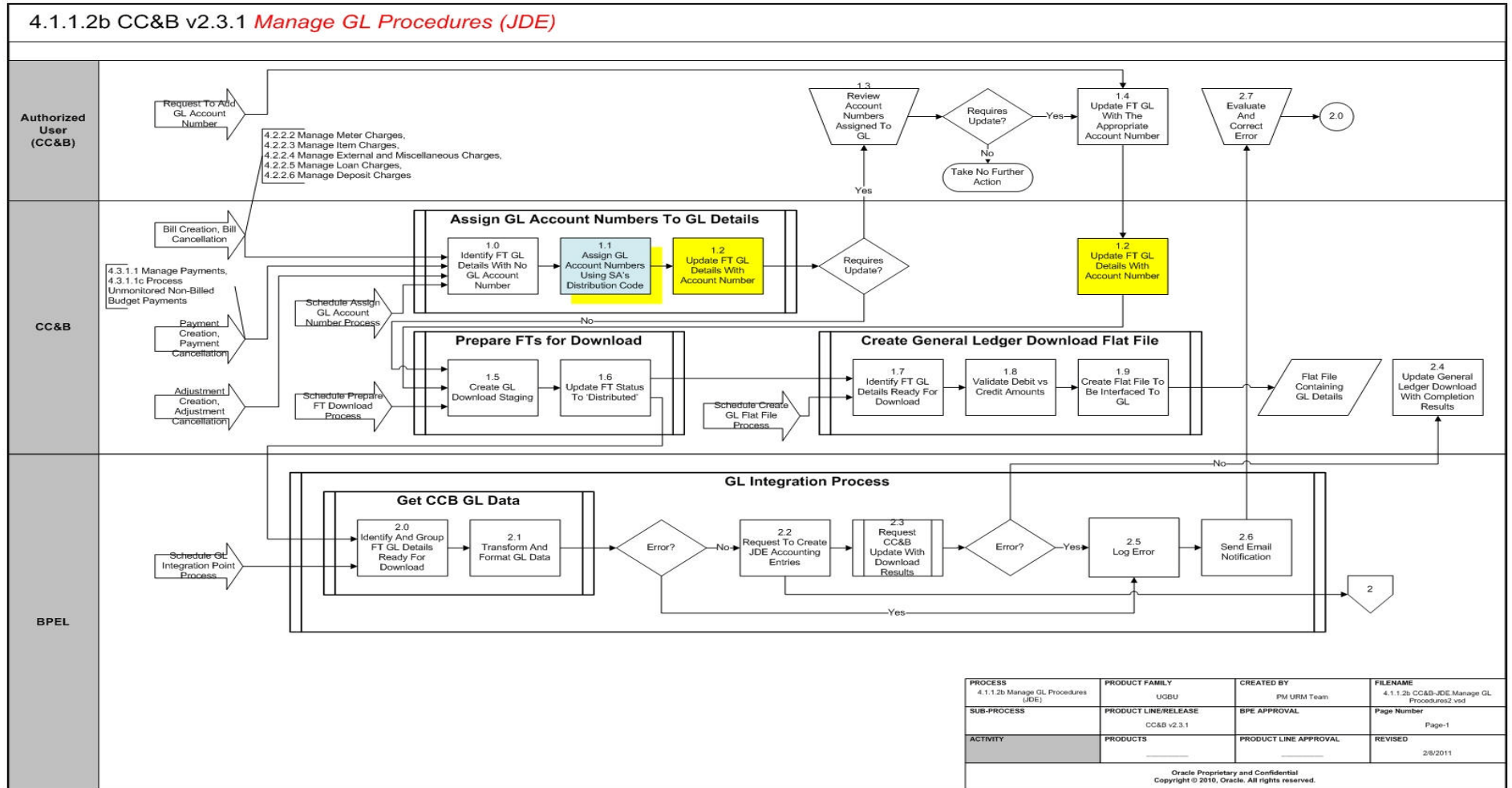
This chapter provides a detailed description of the Manage GL Procedures (JDE) business process. This includes:

- **Business Process Diagrams**
  - **Manage GL Procedures (JDE) (Page 1)**
  - **Manage GL Procedures (JDE) (Page 2)**
- **Manage GL Procedures (JDE) Description**
- **GL Integration Configuration**
- **Related Training**

# Business Process Diagrams

## Manage GL Procedures (JDE) (Page 1)

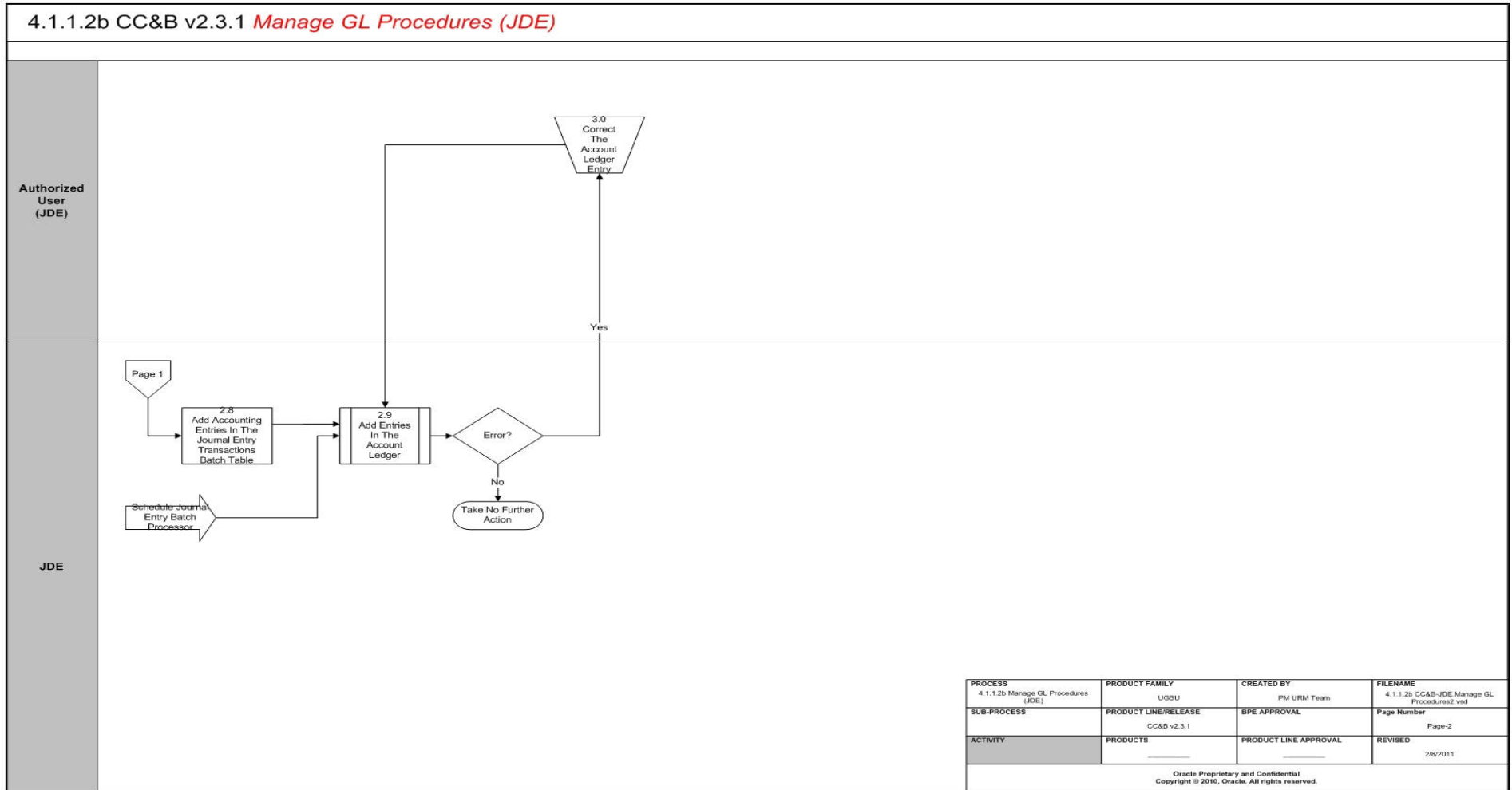
Page 1





# Manage GL Procedures (JDE) (Page 2)

Page 2



## Manage GL Procedures (JDE) Description

This section includes detailed descriptions of the steps involved in the Manage GL Procedures (JDE) 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 Staging
- 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 JDE Accounting 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 Correct the Account Ledger Entry

### 1.0 Identify FT GL details with no Account Number

See **Manage GL Procedures (JDE) (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 **Brief Description** 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 (JDE) (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.

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

---

### Entities to Configure

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SA Type  
Distribution Code

---



---

### Available Algorithm

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

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### Customizable Process

---

GLASSIGN - Populates GL\_ACCT on CI\_FT\_GL

---

## 1.2 Update FT GL with Account Number

See **Manage GL Procedures (JDE) (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 (JDE) (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 (JDE) (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 Staging

See **Manage GL Procedures (JDE) (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: has Distribution Dates within the date that this process is executed, 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. And each of the download staging record is stamped with a batch process ID and run number.

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### Entities to Configure

---

Installation Options - Financial

---



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### Customizable Process

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GLS - Create GL download staging

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## 1.6 Update FT status to 'Distributed'

See **Manage GL Procedures (JDE) (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.

---

### Entities to Configure

---

GLS - Create GL download staging

---

## 1.7 Identify FT GL Details ready for download

See **Manage GL Procedures (JDE) (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 (JDE) (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 (JDE) (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 (JDE) (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**


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GetCCBGLData

## 2.1 Transform and Format GL Data

See **Manage GL Procedures (JDE) (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 JD Edwards EnterpriseOne Financial Management to have been initially configured for the integration to be successful. Please refer to attachment for required configuration.

---

### Customizable Process

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GetCCBGLData

---

## 2.2 Request to Create JDE Accounting Entries

See **Manage GL Procedures (JDE) (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 JD Edwards Journal Entry Transactions Batch Table (F0911Z1).

---

### Customizable Process

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CCBToJDEGLBPELProcess

---

## 2.3 Request CC&B Update

See **Manage GL Procedures (JDE) (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 JD Edwards successfully.

---

### Customizable Process

---

CCBToJDEGLBPELProcess

---

## 2.4 Update General Ledger Download with completion results

See **Manage GL Procedures (JDE) (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 (JDE) (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 JD Edwards EnterpriseOne Financial Management table, BPEL inserts the error into an error log table.

---

### Customizable Process

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CCBToJDEGLBPELProcess

---

## 2.6 Send Email

See **Manage GL Procedures (JDE) (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 users 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

---

CCBToJDEGLBPELProcess

---

## 2.7 Evaluate and Correct Error

See **Manage GL Procedures (JDE) (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 (JDE) (Page 2)** for the business process diagram associated with this activity.

**Actor/Role:** JD Edwards

**Description:** Data processed by BPEL is added in the Journal Entry Batch Table. This is the table that holds all accounting data imported from other systems into JD Edwards EnterpriseOne Financial Management GL.

## 2.9 Add Journal Entries in the Account Ledger

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

**Group:** Journal Entry Batch Processor

**Actor/Role:** JD Edwards

**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 JD Edwards EnterpriseOne Financial Management process scheduler.

---

**Customizable Process**

---

R09110Z

---

## 3.0 Correct the Account Ledger Entry

See **Manage GL Procedures (JDE) (Page 2)** for the business process diagram associated with this activity.

**Actor/Role:** CSR or Authorized User (JDE)

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



## GL Integration Configuration

The integration between Oracle Utilities Customer Care and Billing and Oracle JD Edward 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 each integration point.

GL Integration Configuration process consists of the following:

- **Oracle JD Edwards EnterpriseOne Financial Management Configuration**
- **Oracle Utilities Customer Care and Billing Configuration**

### Oracle JD Edwards EnterpriseOne Financial Management Configuration

This configuration consists of the following:

#### GL Integration Point

To enable this integration point you must configure the following information in Oracle JD Edwards EnterpriseOne Financial Management.

#### Configure Date Pattern

To enable this integration point you must configure the following information in Oracle JD Edwards EnterpriseOne Financial Management.

Create Date Pattern or use an existing pattern for the appropriate Year The date Pattern must be configured and attached to the Company

Field Label	Example Values	Comments
Date Fiscal year begins	01/01/2008	Provides information about when the fiscal year begins for the Date Pattern
Period End Date (1)	01/31/2008	Period-January
Period End Date (2)	02/29/2008	There will be 12 periods, enter End Date starting from Period 1 (January) to Period 12 (December)
Period End Date (3)	03/31/2008	Period-March
Period End Date (12)	12/31/2008	Period-December

#### Configure Company

Create a Company and attach the Date Pattern created above. The JDE Architecture requires that you - Create a Company, attach a Business Unit to the company and attach Accounts to the Business Unit.

EnterpriseOne Menus - Financials - General Accounting - General Accounting System Setup- Organization & Account Setup - Company Names & numbers

Field Label	Example Values	Comments
Company	45013	Company Number

Field Label	Example Values	Comments
Name	CCB Oracle Company	Name of the company
General Accounting - Fiscal Date Pattern	R	Date Pattern from Jan 31 to Dec 31
General Accounting - Number of Periods	12	How many periods you use
General Accounting - Current Period	7	Current Period of the calendar for GL
General Accounting - Beginning of Fiscal Year	1/1/2008	Beginning of Fiscal Year - GL
Accounts Payable - Current Period	7	Current Period of the calendar for the AP
Accounts Payable - Beginning of Fiscal Year	1/1/2008	Beginning of Fiscal year - AP
Accounts Receivable - Current Period	7	Current period of the calendar for AR
Accounts Receivable - Beginning of Fiscal Year	1/1/2008	Beginning of Fiscal Year - AR
Financial Reporting - Reporting Period	1	Reporting period of the company
Financial Reporting - Reporting Year	8	Reporting year of the company
52 Period Accounting Tab		
52 Period Accounting - 52 Period normal number of periods	52	52 period calendar
Currency Tab		
Domestic Currency	USD	US Dollars

### Configure Address Number for Business Unit

Business Unit requires an Address Number. While creating a Business Unit, attach the address number in the Business Unit Creation process.

EnterpriseOne Menus - Foundation Systems - Address Book - Daily Processing - Address Book Revision

Field Label	Example Values	Comments
Alpha Name	CCB GL Business Unit	Business Unit Name
Long Address Number	CCBBU	Alternate Address Key
Search Type	F	Facility

Field Label	Example Values	Comments
Business Unit	US1	Address Number Belong to Business Unit
Mailing Name	CCB GL Business Unit	Mailing Address
Address Line 1	500 Oracle Parkway	Mailing Address
City	Redwood City	Mailing City
State	CA	Mailing State
Postal Code	94065	Mailing Postal Code
Country	US	Mailing Country

### Configure Business Unit

Create a Business Unit and attach the Address Number created above.

EnterpriseOne Menus - Financials - General Accounting - General Accounting System Setup - Organization & Account Setup - Review and Revise Business Unit

Field Label	Example Values	Comments
Business Unit	US1	Created Business Unit US1
Revise Single BU Tab		
Description	CCB GL Business Unit	Description of the Business Unit
Company	45013	Attach the company to which this Business Unit belongs
Level of Detail	5	Level of Detail of the Business Unit
Business Unit Type	IS	Income Statement Business Unit
Sub Ledger Inactive Code	NULL	Active Sub ledger triggered for the Business Unit
Model Account/Consolid.	NULL	Non-Model Consolidation
More Detail Tab		
Address Number	54615	Address Number of Business Unit created using P01012

### Configure Chart of Accounts

Create accounts and attach the accounts to the Business Unit. GL Accounts corresponding to all the possible Distribution Codes that may show up on GL transactions in Oracle Utilities Customer Care and Billing should be setup in JD Edwards EnterpriseOne. The GL Accounts in

Oracle Utilities Customer Care and Billing should match with the Chart of Accounts in JD Edwards. For example if the GL account for Distribution code 'A/P Ovpv' is 1111.1000 in Oracle Utilities Customer Care and Billing with GL Division of US1, JD Edwards should have an account where Business Unit = 'US1', Object Account = '1111' and Subsidiary = '0000'. In case the Subsidiary is not being used in JD Edwards and the GL Account in Oracle Utilities Customer Care and Billing is 2000, JD Edwards should have an account where Business Unit = 'US1', Object Account = '2000'.

EnterpriseOne Menus - Financials - General Accounting - General Accounting System Setup - Organization & Account Setup - Review and Revise Accounts

Field Label	Example Values	Comments
Account Number	Keep as Null	Account number will be created at run time.
Revise Single Account Tab		
Business Unit/Object/Subsidiary	US1.1110.CCB	Account structure is Business Unit. Object Account.Subsidiary
Field Label	Example Values	Comments
Description	CCB AP OVPY	Description of the Account
Account Level of Detail	6	Account Level of Detail
Posting Edit	Null	Allows Posting
Currency Code	USD	Currency code for the Account

**Configuring JD Edwards Unit of Measure**

Associate CCB Statistics Code values to JDE Units of measure. Identify the unique values of Statistics codes and set them up as JDE Units of measure. The JDE Unit of measure length is String(2). The Customer Care and Billing Statistics code value is Char (8). Due to this length constraint, the Customer Care and Billing Statistics Codes should be set to a length of 2. You must manually synchronize the Customer Care and Billing (Statistics Codes) and the JDE (Units of Measure) values.

EnterpriseOne Menus - Financials - Accounts Payable - User Defined Codes

Field Label	Example Values	Comments
UCD 00/UM (Product Code/User Defined Code)		
Codes	CF	This value must be manually synchronized with the CCB Statistics Code.
Description	Cubic Feet	

Codes	TH	This value must be manually synchronized with the CCB Statistics Code.
Description	Thermal	
Codes	KH	This value must be manually synchronozed with the CCB Statistics Code.
Description	Kilowatt Hour	

## Oracle Utilities Customer Care and Billing Configuration

To configure the Oracle Utilities Customer Care and Billing portion of the integration you will define settings for all three integration points.

### GL Integration Point

To enable this integration point you must configure the following information in Oracle Utilities Customer Care and Billing.

### Configure GL Division

You must map your GL Division in Oracle Utilities Customer Care and Billing to the GL Business Unit in Oracle JD Edwards EnterpriseOne Financial Management GL Business Unit. To do this you should first find out what GL Business Unit(s) you will be using within the GL. Then create GL Divisions in Oracle Utilities Customer Care and Billing to match these exactly.

You can then associate these GL Divisions with the appropriate Service Agreement Types in Oracle Utilities Customer Care and Billing.

### Configure Distribution Codes

You must map your distribution codes in Oracle Utilities Customer Care and Billing with the appropriate GL Accounts in the Oracle JD Edwards EnterpriseOne Financial Management GL. First configure the distribution codes and then assign them to various entities within the Oracle Utilities Customer Care and Billing applications.

Oracle JD Edwards EnterpriseOne Financial Management GL accounts is structured using the Business Unit, Object Account code and Subsidiary code. These are set up in your existing Oracle JD Edwards EnterpriseOne Financial Management configuration according to your business practices. Oracle Utilities Customer Care and Billing distribution codes must be configured to mirror the segments in Oracle JD Edwards EnterpriseOne Financial Management. The segment positions in Oracle Utilities Customer Care and Billing are dot '.' separated so that the first segment is the Object Account, and the second segment is the Subsidiary as shown in the following table.

Oracle JD Edwards EnterpriseOne Financial Management Account Column name	Oracle Utilities Customer Care and Billing Distribution (GL_ACCT) segment position
OBJ	Position1
SUB	Position2

\* Use a dot (.) as the delimiter to indicate a break between positions.

A sample GL Account string is 202000.10000.

When interpreted by the standard mapping in the product this GL Account String in the sub ledger

equates to the following in the Oracle JD Edwards EnterpriseOne Financial Management GL:

- Object Account 202000
- Subsidiary 10000

Note: The GL Division is mapped to Business Unit in Oracle JD Edwards Chart of Accounts. Example:

Field Label	Value	Comments
Distribution Code	Example: R-ELERES	The distribution code to be used for financial transactions of a certain type.
Description	Example: Electric residential revenue	A description of how the distribution code is used
GL Account Algorithm	GLCNST-DFLT	The standard product, or customer modified algorithm you use for determining the GL Account String from the distribution code.
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 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	202000.10000.	Input the GL Account String as explained above.

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

### Configure GLASSIGN, and GLS for Oracle Utilities Customer Care and Billing Extract

To successfully execute extracts from Oracle Utilities Customer Care and Billing, two processes must be configured with the appropriate batch parameters and set to run on a scheduled basis. These processes can be scheduled using the Oracle Utilities Customer Care and Billing scheduling

tool or an enterprise scheduler that meets the open architecture standards used by Oracle Utilities Customer Care and Billing.

## 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