

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

4.1.1.3a Manage A/P Procedures (PS)

Release 2.3.1

July 2012

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

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# Chapter 1

---

## Overview

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

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

---

## Brief Description

**Business Process:** 4.1.1.3a Manage A/P Procedures (PS)

**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 PeopleSoft Enterprise Management Accounts Payable system.

## Actors/Roles

The Manage A/P Procedures (PS) business process involves the following actors and roles:

- **Customer:** Utility Company's Customer.
- **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.
- **PS:** Oracle PeopleSoft Financials for General Ledger and Accounts Payable.
- **Authorized User (PS):** CSR or Authorized User of 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 2

---

## Detailed Business Process Model Description

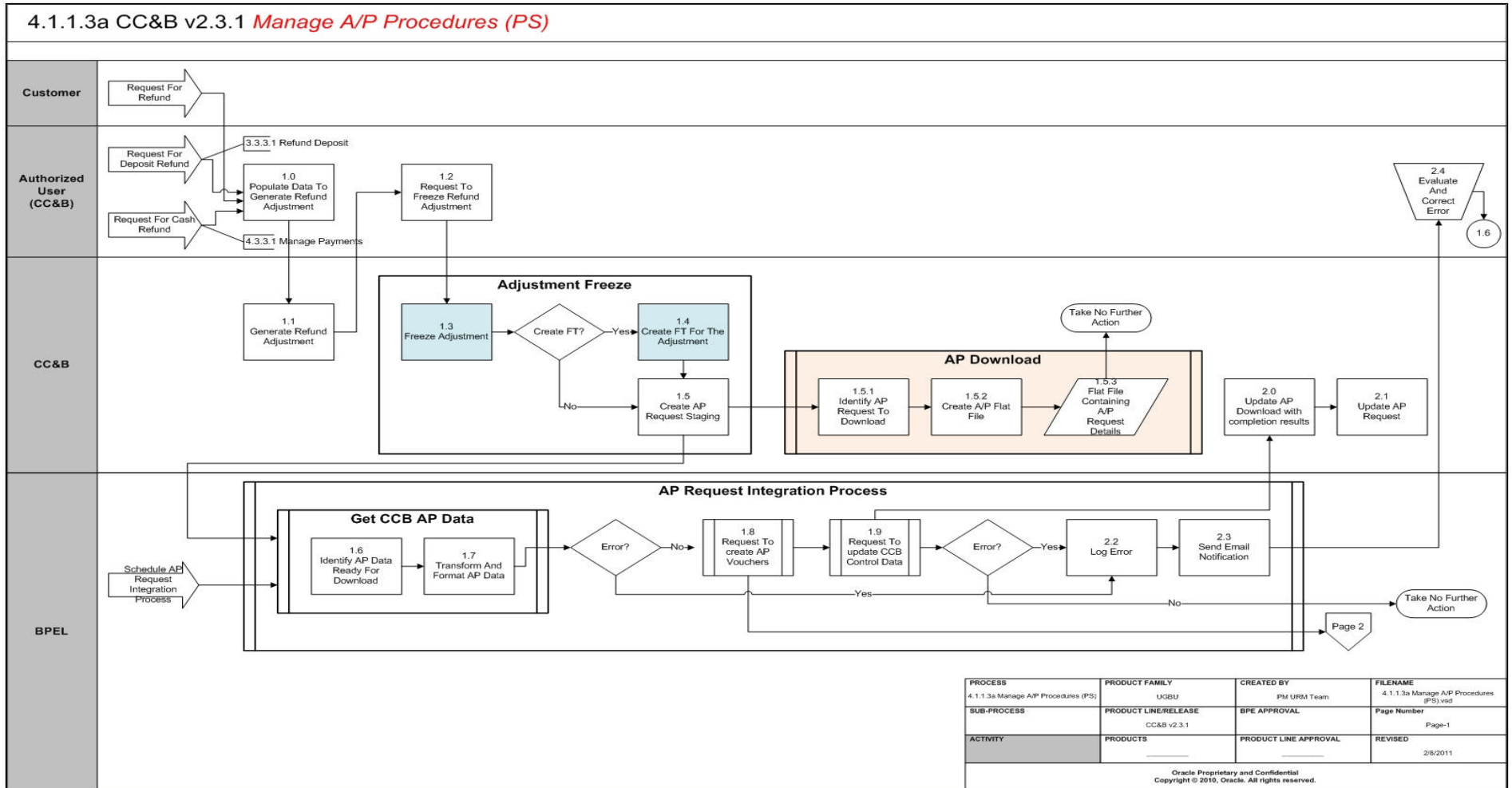
This chapter provides a detailed description of the Manage A/P Procedures (PS) business process. This includes:

- **Business Process Diagrams**
  - **Manage A/P Procedures (PS) Page1**
  - **Manage A/P Procedures (PS) Page2**
  - **Manage A/P Procedures (PS) Page3**
  - **Manage A/P Procedures (PS) Page4**
- **Manage A/P Procedures (PS) Description**
- **AP Request and AP Data Integration Configuration**
- **Related Training**

# Business Process Diagrams

## Manage A/P Procedures (PS) Page1

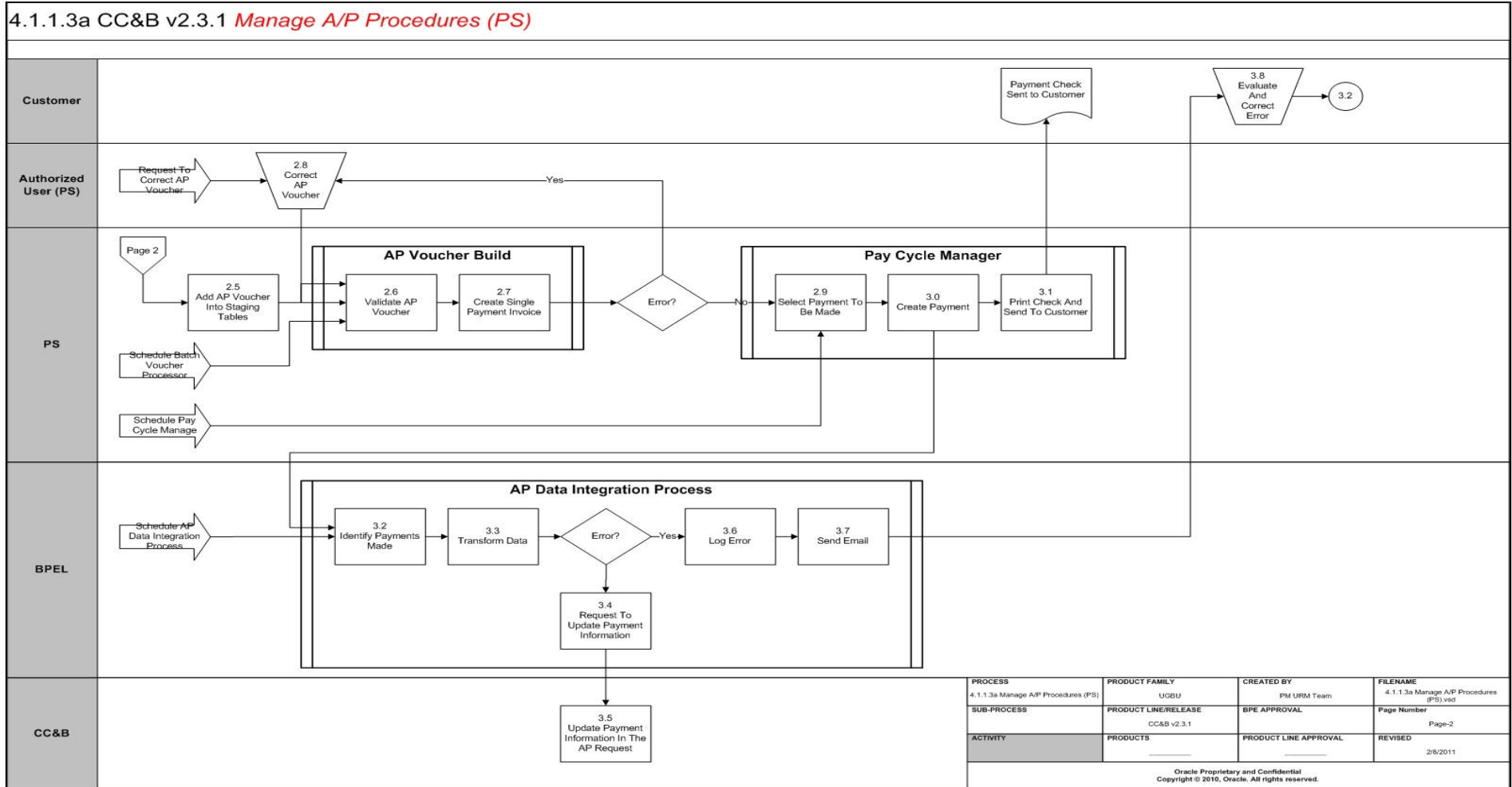
Page1





# Manage A/P Procedures (PS) Page2

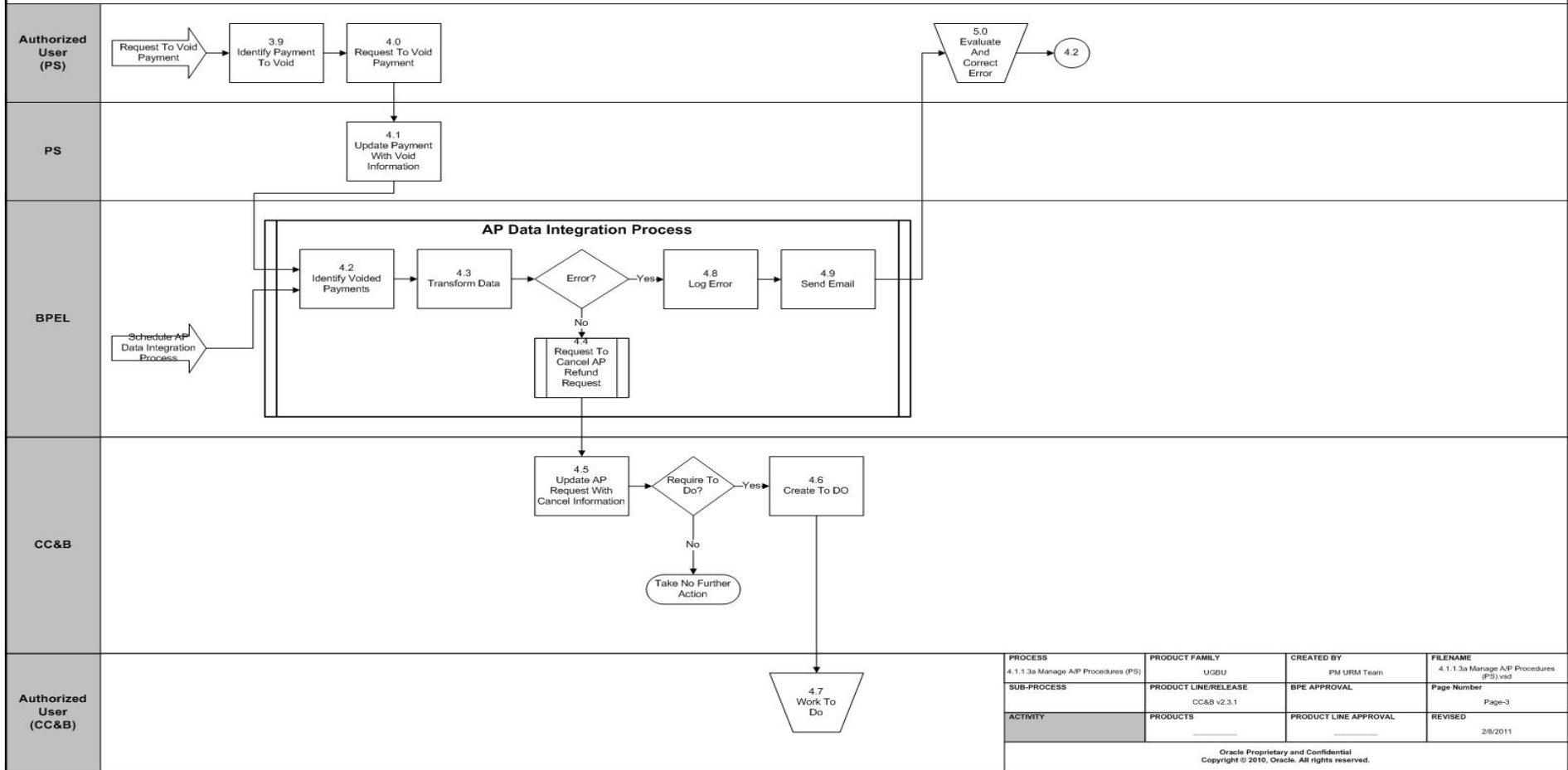
Page 2



# Manage A/P Procedures (PS) Page3

Page 3

## 4.1.1.3a CC&B v2.3.1 *Manage A/P Procedures (PS)*



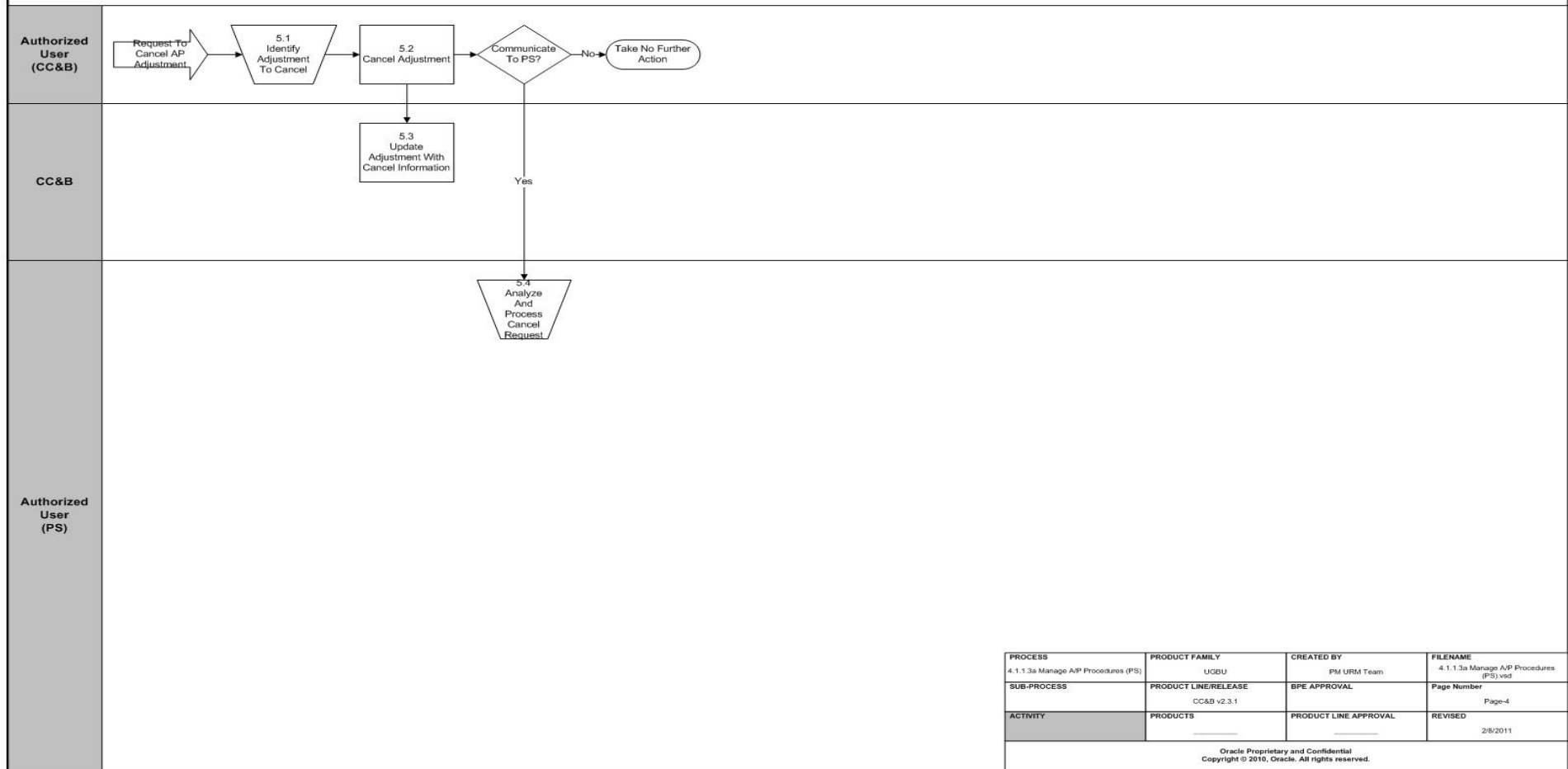
| PROCESS                             | PRODUCT FAMILY       | CREATED BY            | FILENAME                                |
|-------------------------------------|----------------------|-----------------------|---|
| 4.1.1.3a Manage A/P Procedures (PS) | UOBU                 | PM URM Team           | 4.1.1.3a Manage A/P Procedures (PS).vid |
| SUB-PROCESS                         | PRODUCT LINE/RELEASE | BPE APPROVAL          | Page Number                             |
|                                     | CC&B v2.3.1          |                       | Page-3                                  |
| ACTIVITY                            | PRODUCTS             | PRODUCT LINE APPROVAL | REVISED                                 |
|                                     |                      |                       | 2/8/2011                                |

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# Manage A/P Procedures (PS) Page4

Page 4

## 4.1.1.3a CC&B v2.3.1 *Manage A/P Procedures (PS)*



| PROCESS                             | PRODUCT FAMILY       | CREATED BY            | FILENAME                                |
|-------------------------------------|----------------------|-----------------------|---|
| 4.1.1.3a Manage A/P Procedures (PS) | UQDU                 | PM URM Team           | 4.1.1.3a Manage A/P Procedures (PS).vxd |
| 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                                |

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## Manage A/P Procedures (PS) Description

This section includes detailed descriptions of the steps involved in the “xxx” business process, including:

- 1.0 Populate Data to Generate Refund Adjustment
- 1.1 Generate Refund Adjustment
- 1.2 Request to Freeze Refund Adjustment
- 1.3 Freeze 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 Transform and Format AP
- 1.8 Request to Create AP Vouchers
- 1.9 Request to Update CC&B Control Data
- 2.0 Update AP Download with Completion Results
- 2.1 Update AP Request
- 2.2 Log Error
- 2.3 Send Email
- 2.4 Evaluate and Correct Error
- 2.5 Add AP Voucher
- 2.6 Validate AP Voucher
- 2.7 Create Single Payment Invoice
- 2.8 Correct AP Voucher
- 2.9 Select Payment to be made
- 3.0 Create Payment
- 3.1 Print Check
- 3.2 Identify Payments Made
- 3.3 Transform Data
- 3.4 Request to Update Payment Information
- 3.5 Update Payment Information in the AP Request
- 3.6 Log Error
- 3.7 Send Email
- 3.8 Evaluate and Correct Error
- 3.9 Identify Payment to Void
- 4.0 Request to Void Payment
- 4.1 Update Payment with Void Information

- 4.2 Identify Voided Payments
- 4.3 Transform Data
- 4.4 Request to Cancel Payment Information
- 4.5 Update AP Request with Cancel Information
- 4.6 Create To Do
- 4.7 Work To Do
- 4.8 Log Error
- 4.9 Send Email
- 5.0 Evaluate and Correct Error
- 5.1 Identify Adjustment to Cancel
- 5.2 Cancel Adjustment
- 5.3 Update Adjustment with Cancel Information
- 5.4 Analyze and Process Cancel Request

## 1.0 Populate Data to Generate Refund Adjustment

See **Manage A/P Procedures (PS) Page1** 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 A/P Procedures (PS) Page1** 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 -<br>Adjustment - Read Main<br>Details     | CL_ADJ-RT-TX -<br>Adjustment generation -<br>apply rate   |
| C1-AdjustmentType -<br>Adjustment Type - Main<br>Details | CL_VALXFRADJ -<br>Validate Transfer<br>Adjustment<br>REFUNDINT - Calc<br>interest (avg daily bal) and<br>hold on deposit<br>CL_ADI-STD - Common<br>Adjustment Information |

## 1.2 Request to Freeze Refund Adjustment

See **Manage A/P Procedures (PS) Page1** 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 A/P Procedures (PS) Page1** 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

CL\_ADFR-CRTD - Adjustment Freeze - Create To  
Do Entry

## 1.4 Create FT for the Adjustment

See **Manage A/P Procedures (PS) Page1** 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 / Current Amt = 0 (no GL)  
 ADJT-TA - Payoff Amt = Adj / Current Amt = 0  
 ADJT-TC - CASH ACCTING! Payoff Amt = Adj / Current Amt = 0  
 CL\_FTGL-AD - Deferred Accrual Write Down Payoff = Current = Adj  
 CL\_ADJT-ADAC - Deferred Accrual Payoff = Current = Adj Amount  
 CL\_FTGL-ADTC - Deferred Accrual Payoff = Adj / Current = 0  
 CL\_ADJT-ST - FT GL Creation for Settlement Adjustments

---

## 1.5 Create AP Request Staging

See **Manage A/P Procedures (PS) Page1** 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 A/P Procedures (PS) Page1** 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

---

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.

---

#### Customizable Process

---

APDL - Accounts payable download

---

## 1.5.2 Create AP Flat File

See **Manage A/P Procedures (PS) Page1** 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.

---

#### Entities to Configure

---

Installation Options - Financial

---



---

#### Customizable Process

---

APDL - Accounts payable download

---

## 1.5.3 Flat File containing AP Request Details

See **Manage A/P Procedures (PS) Page1** 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.

---

#### Entities to Configure

---

Installation Options - Financial

---



---

#### Customizable Process

---

APDL - Accounts payable download

---

## 1.6 Identify AP Data ready for Download

See **Manage A/P Procedures (PS) Page1** 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 Transform and Format AP

See **Manage A/P Procedures (PS) Page1** for the business process diagram associated with this activity.

**Group:** Get CC&B AP Data

**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

---

GetCCBAPData

---

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 **AP Request and AP Data Integration Configuration** for required configuration.

## 1.8 Request to Create AP Vouchers

See **Manage A/P Procedures (PS) Page1** for the business process diagram associated with this activity.

**Group:** AP Request Integration Process

**Actor/Role:** BPEL

**Description:** If no exceptions occur during data translation, BPEL loads the formatted AP Voucher data into the PeopleSoft AP Voucher Build Interface Tables.

---

#### Customizable Process

---

CCBToPSAPBPELProcess

---

## 1.9 Request to Update CC&B Control Data

See **Manage A/P Procedures (PS) Page1** for the business process diagram associated with this activity.

**Group:** AP Request Integration Process

**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 PeopleSoft successfully.

---

#### Customizable Process

---

CCBToPSAPBPELProcess

---

## 2.0 Update AP Download with Completion Results

See **Manage A/P Procedures (PS) Page1** 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.

## 2.1 Update AP Request

See **Manage A/P Procedures (PS) Page1** 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

---

## 2.2 Log Error

See **Manage A/P Procedures (PS) Page1** for the business process diagram associated with this activity.

**Group:** AP Request Integration Process

**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 PeopleSoft Enterprise AP Voucher Build tables, BPEL inserts the error into an error log table.

---

#### Customizable Process

---

CCBToPSAPBPELProcess

---

## 2.3 Send Email

See **Manage A/P Procedures (PS) Page1** for the business process diagram associated with this activity.

**Group:** AP Request 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

---

CCBToPSAPBPPELProcess

---

## 2.4 Evaluate and Correct Error

See **Manage A/P Procedures (PS) Page1** for the business process diagram associated with this activity.

**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.

## 2.5 Add AP Voucher

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Actor/Role:** PS

**Description:** Transformed AP Request Data is added into the AP Voucher Build Tables.

## 2.6 Validate AP Voucher

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Group:** AP Voucher Build

**Actor/Role:** PS

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

---

#### Customizable Process

---

AP\_VCHRBLD

---

## 2.7 Create Single Payment Invoice

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Group:** AP Voucher Build

**Actor/Role:** PS

**Description:** The process creates single payment vouchers in the system.

---

**Customizable Process**


---

AP\_VCHRBLD

## 2.8 Correct AP Voucher

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Actor/Role:** Authorized User (PS)

**Description:** In cases of exceptions, authorized user manually corrects the error using the Quick Invoice Page.

## 2.9 Select Payment to be made

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Group:** Pay Cycle Manager

**Actor/Role:** PS

**Description:** The process selects the invoices created.

---

**Customizable Process**


---

Pay Cycle Manager

## 3.0 Create Payment

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Group:** Pay Cycle Manager

**Actor/Role:** PS

**Description:** The process creates the payment for the customer.

---

**Customizable Process**


---

Pay Cycle Manager

## 3.1 Print Check

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Group:** Pay Cycle Manager

**Actor/Role:** PS

**Description:** The process writes the check to be sent to the customer for payment.

---

**Customizable Process**

---

Pay Cycle Manager

---

Note: Additional information regarding the Pay Cycle Manager process will be provided later on.

### 3.2 Identify Payments Made

See **Manage A/P Procedures (PS) Page2** 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**

---

PSToCCBAPDataBPELProcess

---

### 3.3 Transform Data

See **Manage A/P Procedures (PS) Page2** 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**

---

PSToCCBAPDataBPELProcess

---

### 3.4 Request to Update Payment Information

See **Manage A/P Procedures (PS) Page2** 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**

---

PSToCCBAPDataBPELProcess

---

### 3.5 Update Payment Information in the AP Request

See **Manage A/P Procedures (PS) Page2** 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 PeopleSoft.

---

#### Customizable Process

---

PSToCCBAPDataBPELProcess

---

### 3.6 Log Error

See **Manage A/P Procedures (PS) Page2** 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 PS, BPEL inserts the error into an error log table.

---

#### Customizable Process

---

PSToCCBAPDataBPELProcess

---

### 3.7 Send Email

See **Manage A/P Procedures (PS) Page2** 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

---

PSToCCBAPDataBPELProcess

---

### 3.8 Evaluate and Correct Error

See **Manage A/P Procedures (PS) Page2** for the business process diagram associated with this activity.

**Actor/Role:** Authorized User (PS)

**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.

### 3.9 Identify Payment to Void

See **Manage A/P Procedures (PS) Page3** for the business process diagram associated with this activity.

**Actor/Role:** Authorized User (PS)

**Description:** Authorized User selects payment intended to be cancelled.

### 4.0 Request to Void Payment

See **Manage A/P Procedures (PS) Page3** for the business process diagram associated with this activity.

**Actor/Role:** Authorized User (PS)

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

### 4.1 Update Payment with Void Information

See **Manage A/P Procedures (PS) Page3** for the business process diagram associated with this activity.

**Actor/Role:** PS

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

### 4.2 Identify Voided Payments

See **Manage A/P Procedures (PS) Page3** for the business process diagram associated with this activity.

**Group:** Payment Cancellation Integration

**Actor/Role:** BPEL

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

---

#### Customizable Process

---

PSToCCBAPDataBPELProcess

---

### 4.3 Transform Data

See **Manage A/P Procedures (PS) Page3** 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**


---

PSToCCBAPDataBPELProcess

---

#### 4.4 Request to Cancel Payment Information

See **Manage A/P Procedures (PS) Page3** 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

---

#### 4.5 Update AP Request with Cancel Information

See **Manage A/P Procedures (PS) Page3** 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 PeopleSoft and the refund adjustment is cancelled.

#### 4.6 Create To Do

See **Manage A/P Procedures (PS) Page3** 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

---

#### 4.7 Work To Do

See **Manage A/P Procedures (PS) Page3** 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.



## 4.8 Log Error

See **Manage A/P Procedures (PS) Page3** 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 PS, BPEL inserts the error into an error log table.

---

### Customizable Process

---

PSToCCBAPDataBPELProcess

---

## 4.9 Send Email

See **Manage A/P Procedures (PS) Page3** 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.

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### Customizable Process

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PSToCCBAPDataBPELProcess

---

## 5.0 Evaluate and Correct Error

See **Manage A/P Procedures (PS) Page3** for the business process diagram associated with this activity.

**Actor/Role:** Authorized User (PS)

**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.

## 5.1 Identify Adjustment to Cancel

See **Manage A/P Procedures (PS) Page4** 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.

## 5.2 Cancel Adjustment

See **Manage A/P Procedures (PS) Page4** 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.

### 5.3 Update Adjustment with Cancel Information

See **Manage A/P Procedures (PS) Page4** 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.

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#### Entities to Configure

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

---



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#### Available Algorithm

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CI\_ADCA-CRTD - Adjustment Cancellation -  
Create To Do Entry  
C1-CANSUSADJ - Cancel Suspense Adjustment

---

### 5.4 Analyze and Process Cancel Request

See **Manage A/P Procedures (PS) Page4** for the business process diagram associated with this activity.

**Actor/Role:** Authorized User (PS)

**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 PeopleSoft.

## AP Request and AP Data Integration Configuration

The integration between Oracle Utilities Customer Care and Billing and Oracle PeopleSoft Enterprise Management Financials 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 points.

## Oracle PeopleSoft Enterprise Management Configuration

Configure GL accounts, single vendor, and other information in Oracle PeopleSoft Enterprise Management

### AP Request Integration Point

**Configure an AP Business Unit in Oracle PeopleSoft Enterprise Management (Optional)**

If you plan to send Oracle Utilities Customer Care and Billing data to an existing AP business unit, your existing Oracle PeopleSoft Enterprise Management configuration will suffice. If you need to segregate Oracle Utilities Customer Care and Billing data by AP business unit from other data within Oracle PeopleSoft Enterprise Management, create a new AP Business Unit definition. Take note of the AP Business Unit being used, as you will need this in subsequent steps.

### Identify the Accounting Entry Template

If you already have a Accounting Entry Template defined to offset incoming Oracle Utilities Customer Care and Billing Accounts then you do not need to setup a new one. You should however document in the implementation checklist the name of this Accounting Entry Template as it is used to accommodate the accounts that accompany the vouchers coming from Oracle Utilities Customer Care and Billing and you will need it in subsequent implementation steps.

### Configure the Single Payment Vendor in Oracle PeopleSoft Enterprise Management

You must set up a Single Payment Vendor in Oracle PeopleSoft Enterprise Management to represent default accounting information for all of the incoming AP Requests from Oracle Utilities Customer Care and Billing. To do this you will also need to know the name of the Accounting Entry template in Oracle PeopleSoft Enterprise Management to offset incoming Oracle Utilities Customer Care and Billing Accounts.

The field values described below in the table are minimum setup values required to setup a single Payment vendor. Based on the client requirements values for other fields may or may not be required.

#### To Configure the Single Payment Vendor in Oracle PeopleSoft Enterprise Management:

1. Open Oracle PeopleSoft Enterprise Management Financials and Navigate to Vendors Page Vendors > Vendor Information > Add/Update > Vendor
2. Create Single Payment Vendor by Selecting the Add a New Value tab. Choose the Single Payment Vendor (SGLP) persistence.
3. Use the following settings:

| Field Label | Value                     | Comments   |
|-------------|---------------------------|--|
| SetID       | SHARE                     |  |
| VENDOR      | CCBVENDOR                 | This is an example value. You may use any value you wish but take note of it for future configuration steps. |
| ShortName   | CCBVENDOR                 | Example  |
| Name        | CCB Single Payment Vendor | Example  |
| Description | CCB Single Payment Vendor | Example  |

| Field Label      | Value   | Comments  |
|------------------|---------|---|
| Terms Options    | Default | This field denotes the payment terms of the voucher. It will have 2 possible values:<br>1. Default: Values defaulted from higher level setup.<br>2. Specify: Terms must be specified in the Terms field.                        |
| Currency options | Default | This field denotes the currency code specification. Two possible values are:<br>1. Default: Values defaulted from higher level setup.<br>2. Specify: Terms must be specified in the Terms field.                                |
| Handling Options | Default | This field denotes Payment Handling options for individual payments of this vendor. Two possible values are:<br>1. Default: Values defaulted from higher level setup<br>2. Specify: Terms must be specified in the Terms field. |
| Banking Options  | Default | This field denotes the Banking options for this vendor. Two possible values are:<br>1. Default: Values defaulted from higher level setup.<br>2. Specify: Terms must be specified in the Terms field.                            |

### Configure the Payment Terms Code in Oracle PeopleSoft Enterprise Management

To Configure the Payment Terms Code in Oracle PeopleSoft Enterprise Management follow these steps:

1. Open Oracle PeopleSoft Enterprise Management Financials and navigate to the Procurement Options Payment Terms Timing Codes tab. Set Up Financials/Supply Chain > Product Related > Procurement Options > Payments > Payment Terms Timing Codes
2. Create a Payment Terms Timing Code by selecting the Add a New Value tab SetID: Share Timing Definition ID: 07 (example)

- Define additional timing code values on the Payment Terms Timing Codes screen.

| Field Label         | Value  | Comments             |
|---------------------|--|----------------------|
| SetID               | SHARE  | SetID                |
| Timing ID           | 07   | Timing Definition ID |
| Description         | 7 Days   | Description          |
| Short Description   | 7 Days   | Short Description    |
| Timing Basis Option | None<br>End of Relative Month<br>Fixed Month Day Values<br>Specific Due Date | Timing Basis Option  |
| Timing Adjustment   | Day Increment<br>Month Increment<br>Year Increment                           | Timing Adjustment    |

In this example the Days Increment is set to "7" to indicate that the amount will be paid seven days after the Invoice date.

- Create a Payment Terms Code using the Payment Terms Timing Code that was created. Set Up Financials/Supply Chain > Product Related > Procurement Options > Payments > Payment Terms-Single Payment
- Create a Payment Terms - Single Payment Code by selecting the Add a New Value tab. SetID: Share Timing Definition ID: 07 (example)
- Select the desired Payment Terms Timing code in the Timing ID field to complete the creation of the Payment Terms Code.

| Field Label            | Value                            | Comments  |
|------------------------|----------------------------------|---|
| SetID                  | SHARE                            | SetID   |
| Description            | CCB Refund Payment<br>Terms code | Description   |
| Payment Terms ID       | 07                               | Payment Terms ID  |
| Short Description      | CCBREFUND                        | Short Description   |
| Effective Date         | 01/01/1900                       | Effective Date  |
| Terms Applicability    | Vendor-Only Terms                | Terms Applicability                                       |
| Status                 | Active                           | Effective Status  |
| Split Net Terms        | No                               | Split Net Terms   |
| Basis From and To Days | 01 and 31                        | Only apply when .... Starting and Ending Day of the month |
| Timing ID              | 07                               | Net Terms Timing ID                                       |
| Rebate Term Available  | No                               | Rebate Term Available                                     |

| Field Label              | Value | Comments                 |
|--------------------------|-------|--------------------------|
| Daily Rebate Percent     | 0     | Daily Rebate Percent     |
| Maximum Rebate           | 0     | Maximum Rebate Percent   |
| Discount Terms Available | No    | Discount Terms Available |
| Discount Terms           | No    | Discount Terms           |

### AP Data Integration Point

No configuration is required in Oracle PeopleSoft Enterprise Management for this integration point. Product delivered application tables are used for selecting data from Oracle PeopleSoft Enterprise 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 Accounting Entry Template Characteristic Type

For each Adjustment Type that has an associated AP Request you will need to identify, in Oracle Utilities Customer Care and Billing, the accounting entry template to be used in Oracle PeopleSoft Enterprise Management GL. This template is used by the Oracle PeopleSoft Enterprise Management applications to determine the offset account associated with the distribution code and GL account information sent from Oracle Utilities Customer Care and Billing with the AP Request information.

Complete the following configuration in Oracle Utilities Customer Care and Billing to reference the Accounting Entry Template corresponding to the distribution code as follows.

1. Create a Characteristic Type  
Admin Menu > C > Characteristic Type  
The value for this characteristic type stores the value of the Oracle PeopleSoft Enterprise Management Accounting Entry Template. In this example it is CCBTMPLT. You will use the name of the template you have established for this purpose in Oracle PeopleSoft Enterprise Management.
2. 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. |
| Description              | Oracle PeopleSoft Enterprise Management Template | A description of the use for this characteristic type.                                |
| Type of Char Value       | Predefined Value                                 | No freeform text is allowed, only a set of predefined values.                         |
| Allow Search by Char Val | Allowed  | Allow Searches  |

| Field Label          | Value                | Comments   |
|----------------------|----------------------|--|
| Characteristic Value | CCBTMPLT             | The name of the Oracle PeopleSoft Enterprise Management Template to be used. |
| Description          | CCB Account Template |  |

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

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

4. 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                          | Comment  |
|----------------------|--------------------------------|--|
| 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 | GLCNST-DFLT                    | The standard product, or customer modified, algorithm you used 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 the following GL Account string to become active and used by the system, and therefore, the integration software.            |

| Field Label          | Value  | Comment   |
|----------------------|--|---|
| Status               | Active   | Only Active status accounts will be used by the Product and therefore, the integration. |
| GL Account           | 400000.10000.NEWYOR<br>K.ALLPRD.....211004             | Input the GL Account String as explained above.   |
| Characteristic Type  | Oracle PeopleSoft<br>Enterprise Management<br>Template | The characteristic type you created above.  |
| Characteristic Value | Example: CCBTMPLT                                      | The value you gave to the characteristic type created above.                            |

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

### 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 PeopleSoft Enterprise Management GL 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 PeopleSoft Enterprise Management AP Business Unit. In this example it is CCBTMPLT. You will use the name of the template you have established for this purpose in Oracle PeopleSoft Enterprise Management.

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

| Field Label              | Value   | Comments  |
|--------------------------|---|---|
| Characteristic Type      | PSBU  | The code associated with your characteristic type. This will be used in future steps. |
| Description              | Oracle PeopleSoft<br>Enterprise Management<br>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     | US001   | The name of the Oracle PeopleSoft Enterprise Management AP Business Unit to be used.  |



| Field Label | Value               | Comments |
|-------------|---------------------|----------|
| Description | US001 Business Unit |          |

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

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

4. Attach the Characteristic Type, 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.  |
| 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 PeopleSoft Enterprise Management Business Unit | The characteristic type you created above.  |
| Characteristic Value | Example: US001  | The value you gave to the characteristic type created above.  |

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

### 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 PeopleSoft Enterprise 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 PeopleSoft Enterprise 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.

| <b>Admin Menu &gt; X &gt; XAI<br/>Inbound Service Field<br/>Label</b> | <b>Value</b>                        | <b>Comment</b>   |
|---|-------------------------------------|--|
| 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 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

| <b>Field Label</b>  | <b>Value</b>          | <b>Comments</b>  |
|---------------------|-----------------------|--|
| 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 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