Oracle Utilities Customer Care and Billing
Release 2.5.0
Utility Reference Model
4.1.1.2a CC&B - PS Manage GL Procedures

August 2016

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Oracle Utilities Customer Care and Billing Release 2.5.0 Utility Reference Model 4.1.1.2a CC&B - PS Manage GL Procedures

Contents

4.1.1.2a CC&B - PS Manage GL Procedures

This section provides a description of the "CC&B - PS Manage GL Procedures" business process, including:

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- GL Integration Configuration
- Related Training

Brief Description

Business Process: 4.1.1.2a CC&B v2.5 CC&B - PS Manage GL Procedures

Process Type: Sub-Process

Parent Process: 4.1.1 CC&B v2.5 Develop Financial Procedures

Sibling Processes:

- 4.2.2.2 CC&B v2.5 Manage Meter Charges
- 4.2.2.3 CC&B v2.5 Manage Item Charges
- 4.2.2.4 CC&B v2.5 Manage External and Miscellaneous Charges
- 4.2.2.5 CC&B v2.5 Manage Loan Charges
- 4.2.2.6 CC&B v2.5 Manage Deposit Charges
- 4.3.1.1 CC&B v2.5 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 CC&B - PS Manage GL Procedures 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.

Business Process Diagrams

CC&B - PS Manage GL Procedures Process Model - Page 1

4.1.1.2a CC&B v2.5 *Manage GL Procedures (PS)*

CC&B - PS Manage GL Procedures Process Model - Page 2

4.1.1.2a CC&B v2.5 *Manage GL Procedures (PS)*

Authorized User (PS)	3.1 Correct The Accounting Entries
	Yes
PS	Page 1 → 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?
	Schedule Journal Generator Process
	No → Take No Further Action
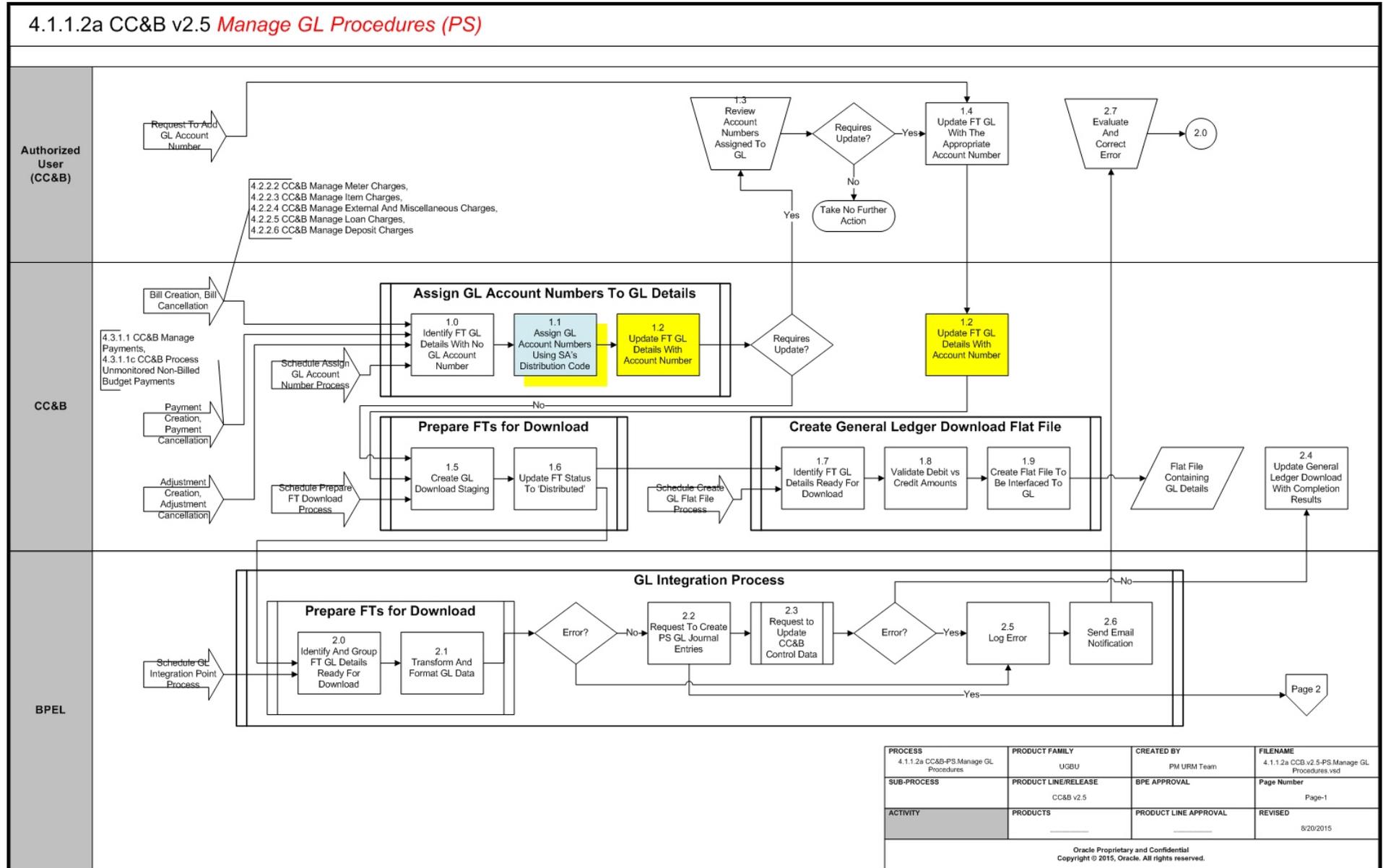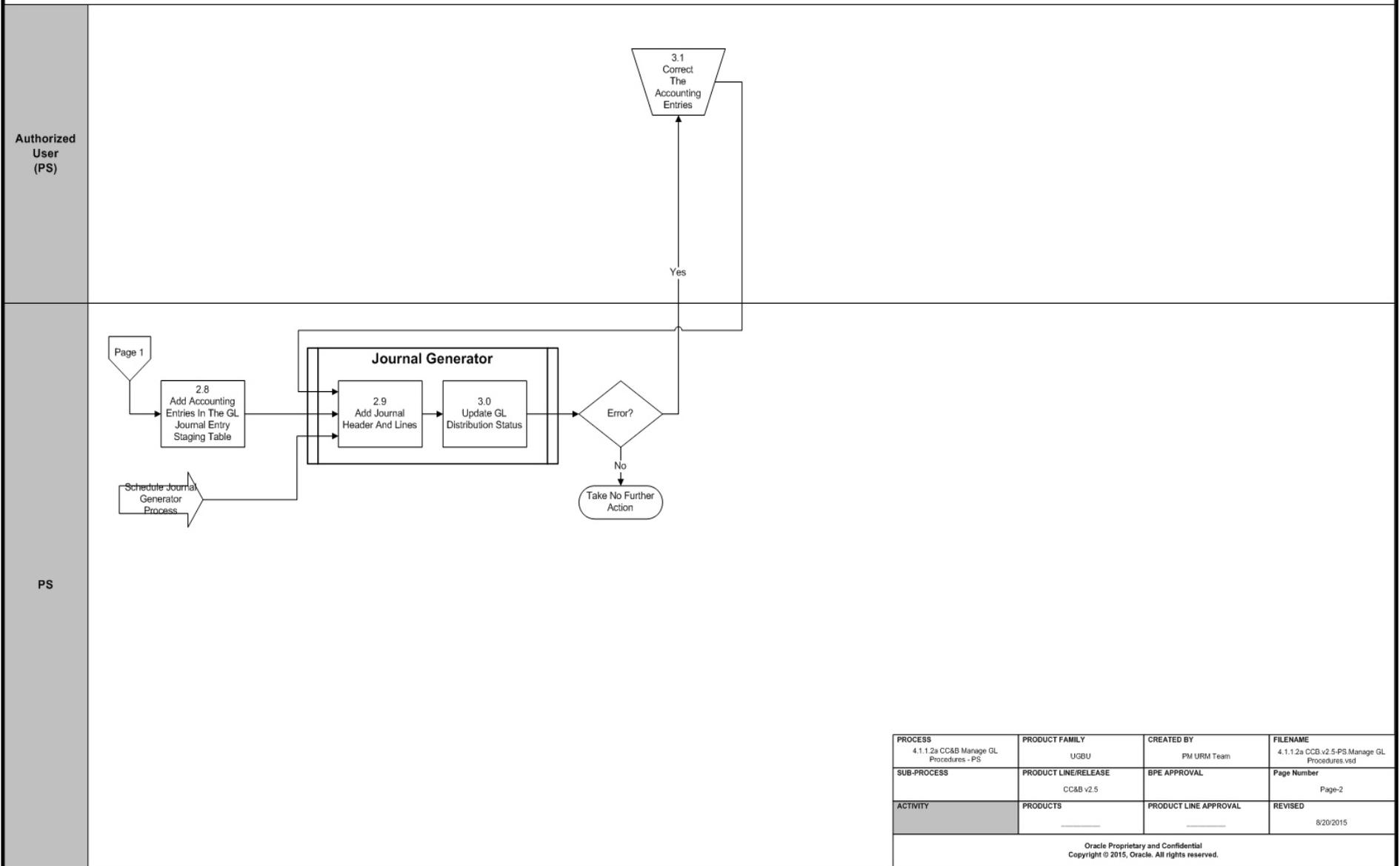
PROCESS	PRODUCT FAMILY	CREATED BY	FILENAME
4.1.1.2a CC&B Manage GL Procedures - PS	UGBU	PM URM Team	4.1.1.2a CCB.v2.5-PS.Manage GL Procedures.vsd
SUB-PROCESS	**PRODUCT LINE/RELEASE**	**BPE APPROVAL**	**Page Number**
	CC&B v2.5		Page-2
ACTIVITY	**PRODUCTS**	**PRODUCT LINE APPROVAL**	**REVISED**
			8/20/2015

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CC&B - PS Manage GL Procedures Detailed Process Model Description

This section provides a detailed description of the "CC&B - PS Manage GL Procedures" 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 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

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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. Refer to the sibling processes for details.

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

Process Names
- GLASSIGN - Populates GL_ACCT on CI_FT_GL

1.1 Assign GL Account Number

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 for the business process diagram associated with this activity.

Group: Assign GL Account Numbers to GL Details

Actor/Role: CC&B

Description: The process assigns GL account numbers to the GL details associated with financial transactions.

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 Algorithms
- FGLCNSTR-D - Returns GL account defined on Dist Code Table

Process Names
- GLASSIGN - Populates GL_ACCT on CI_FT_GL

1.2 Update FT GL with Account Number

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GLASSIGN - Populates GL_ACCT on CI_FT_GL

1.3 Review Account Numbers Assigned to GL

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GLS - Create GL download staging

Entities to Configure
- Installation Options - Financial

1.6 Update FT Status to 'Distributed'

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GLS - Create GL download staging

1.7 Identify FT GL Details Ready for Download

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GLDL - GL download extract

1.8 Validate Debit vs Credit Amount

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GLDL - GL download extract

1.9 Create Flat File to Be Interfaced to GL

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GLDL - GL download extract

2.0 Identify and Group FT GL Details Ready for Download

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Note: This process is invoked from CCBToPSGLBPELProcess.

Process Names
- GetCCBGLData

2.1 Transform and Format GL Data

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- GetCCBGLData

2.2 Request to Create PS GL Journal Entries

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- CCBToPSGLBPELProcess

2.3 Request CC&B Update

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- CCBToPSGLBPELProcess

Note: This process is invoked from CCBToPSGLBPELProcess.

2.4 Update General Ledger Download with Completion Results

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- CCBToPSGLBPELProcess

2.6 Send Email

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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.

Process Names
- CCBToPSGLBPELProcess

2.7 Evaluate and Correct Error

Reference: CC&B - PS Manage GL Procedures Process Model - Page 1 on page 3 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

Reference: CC&B - PS Manage GL Procedures Process Model - Page 2 on page 4 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

Reference: CC&B - PS Manage GL Procedures Process Model - Page 2 on page 4 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.

Process Names
- Journal Generator Process

3.0 Update GL Distribution Status

Reference: CC&B - PS Manage GL Procedures Process Model - Page 2 on page 4 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.

Process Names
- Journal Generator Process

3.1 Correct the Account Ledger Entry

Reference: CC&B - PS Manage GL Procedures Process Model - Page 2 on page 4 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.

GL 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 each integration point.

Oracle PeopleSoft Enterprise Management Configuration

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

GL Integration Point

As long as your chart of accounts and other GL definitions and settings are configured in Oracle PeopleSoft Enterprise Management , there are no new settings required in Oracle PeopleSoft Enterprise Management for the GL integration point. If you plan to send Oracle Utilities Customer Care and Billing data to an existing GL business unit, your existing Oracle PeopleSoft Enterprise Management configuration will suffice. If you need to segregate Oracle Utilities Customer Care and Billing data by GL business unit from other financial data within Oracle PeopleSoft Enterprise Management , create a new GL Business Unit definition in the GL Definition.

Take note of the GL Business Unit being used and document it in the implementation checklist, as you will need this in subsequent steps. If you already have an Accounting Entry Definition defined to specify the staging table from which the Journal Generator should get the accounting data sent in by the GL Integration Point then you do not need to setup a new one. You should however document in the implementation checklist the name of this Accounting Entry Definition.

Oracle Utilities Customer Care and Billing Configuration

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 PeopleSoft Enterprise Management GL Business Unit. To do this you should first find out what GL Business Units 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 PeopleSoft Enterprise Management GL. First configure the distribution codes and then assign them to various entities within the Oracle Utilities Customer Care and Billing applications.

Oracle PeopleSoft Enterprise Management GL accounts are structured using account segments.

These are set up in your existing Oracle PeopleSoft Enterprise Management configuration according to your business practices. Oracle Utilities Customer Care and Billing distribution codes must be configured to mirror the segments in Oracle PeopleSoft Enterprise Management. The segment positions in Oracle Utilities Customer Care and Billing are dot '.' separated so that the

first segment is Account, the second segment is Department ID, and so on, as shown in the following table.

Oracle PeopleSoft Enterprise Management Account Column Name	Oracle Utilities Customer Care and Billing Distribution (GL_ACCT) segment position
ACCOUNT	Position1
DEPTID	Position2
OPERATING_UNIT	Position3
PRODUCT	Position4
CLASS_FLD	Position5
PROGRAM_CODE	Position6
ALTACCT	Position7
PROJECT_ID	Position8
AFFILIATE	Position9
AFFILIATE_INTRA1	Position10
AFFILIATE_INTRA2	Position11
BUDGET_REF	Position12
CHARTFIELD1	Position13
CHARTFIELD2	Position14
CHARTFIELD3	Position15

* Use a dot (.) as the delimiter to indicate a break between positions. Use 2 dots (..) to indicate skipping a position and giving that position a null value.

A sample GL Account string is 400000.10000.NEWYORK.ALLPRD…211004

When interpreted by the standard mapping in the product this GL Account String in the sub ledger equates to the following in the Oracle PeopleSoft Enterprise Management GL:

- Account 400000
- Department ID 10000
- Operating Unit NEWYORK
- Product ALLPRD
- Alternate account 211004

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

Field Label	Value	Comments
Distribution Code	Example: R - ELERES	The distribution code to be used for financial transactions of a certain type.
Description	Example: Revenue - Electric - Residential	A description of how the distribution code is used.
GL Account Algorithm	C1-GLCNSTR-D	The standard product or customer modified algorithm you use for determining the GL Account String from the distribution code.

Field Label	Value	Comments
GL Account Details	1 of 1	Create at least one set of account details as needed by your chosen algorithm above. Only one will be used based on status and effective date.
Effective Date	01-01-1900	The date you wish the following GL Account string to become active and used by the system, and therefore the integration software.
Status	Active	Only active status accounts will be used by the product and therefore the integration.
GL Account	400000.10000.NEWYORK. ALLPRD…211004	Input the GL Account String as explained above.

Note: If you are using fund accounting you will also need to configure the appropriate fund codes. Please ensure that the length of the FUND_CD is not greater than five (5) characters as this is the maximum number of characters supported by the PeopleSoft fund code.

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
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data