

# **Oracle Utilities Customer Care and Billing**

Release 2.5.0

Utility Reference Model

4.1.1.2c CC&B-EBS Manage GL Procedures

August 2016

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## 4.1.1.2c CC&B-EBS Manage GL Procedures

This section provides a description of the “CC&B-EBS Manage GL Procedures” business process, including:

- ♦ [Brief Description](#)
  - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
  - ♦ [CC&B-EBS Manage GL Procedures Process Model - Page 1](#)
  - ♦ [CC&B-EBS Manage GL Procedures Process Model - Page 2](#)
- ♦ [CC&B-EBS Manage GL Procedures Detailed Process Model Description](#)
- ♦ [GL Integration Configuration](#)
- ♦ [Related Training](#)

## Brief Description

**Business Process:** 4.1.1.2c CC&B v2.5 CC&B-EBS 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 E-Business Suite Revenue Accounting.

## Actors/Roles

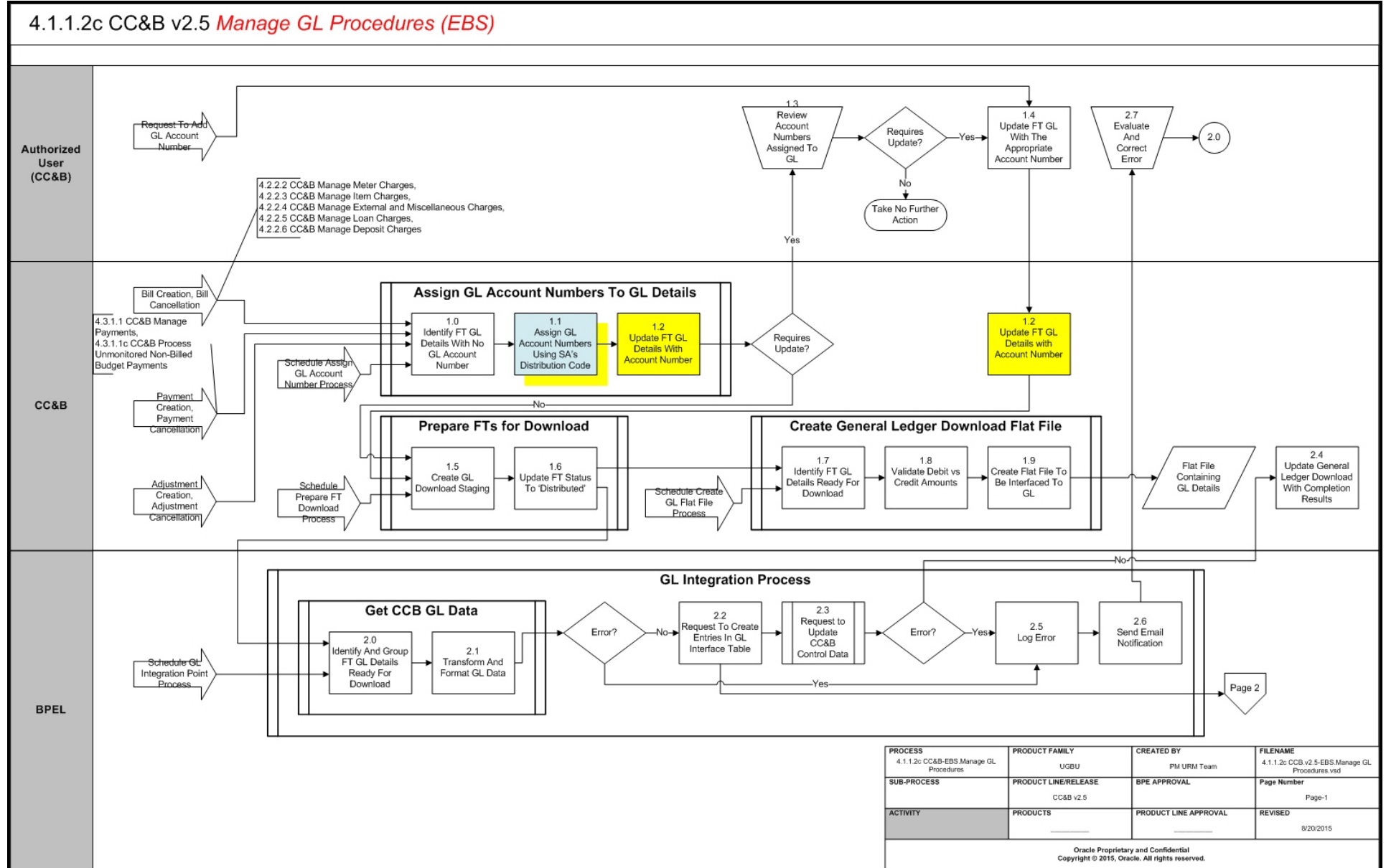
The CC&B-EBS Manage GL Procedures business process involves the following actors and roles:

- **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.
- **Authorized User (CCB):** CSR or Authorized User of the Customer Care and Billing application.
- **Authorized User (EBS):** CSR or Authorized User of Oracle E-Business Suite 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.
- **EBS:** Oracle E-Business Suite for General Ledger and Accounts Payable.

# Business Process Diagrams

## CC&B-EBS Manage GL Procedures Process Model - Page 1

### 4.1.1.2c CC&B v2.5 *Manage GL Procedures (EBS)*

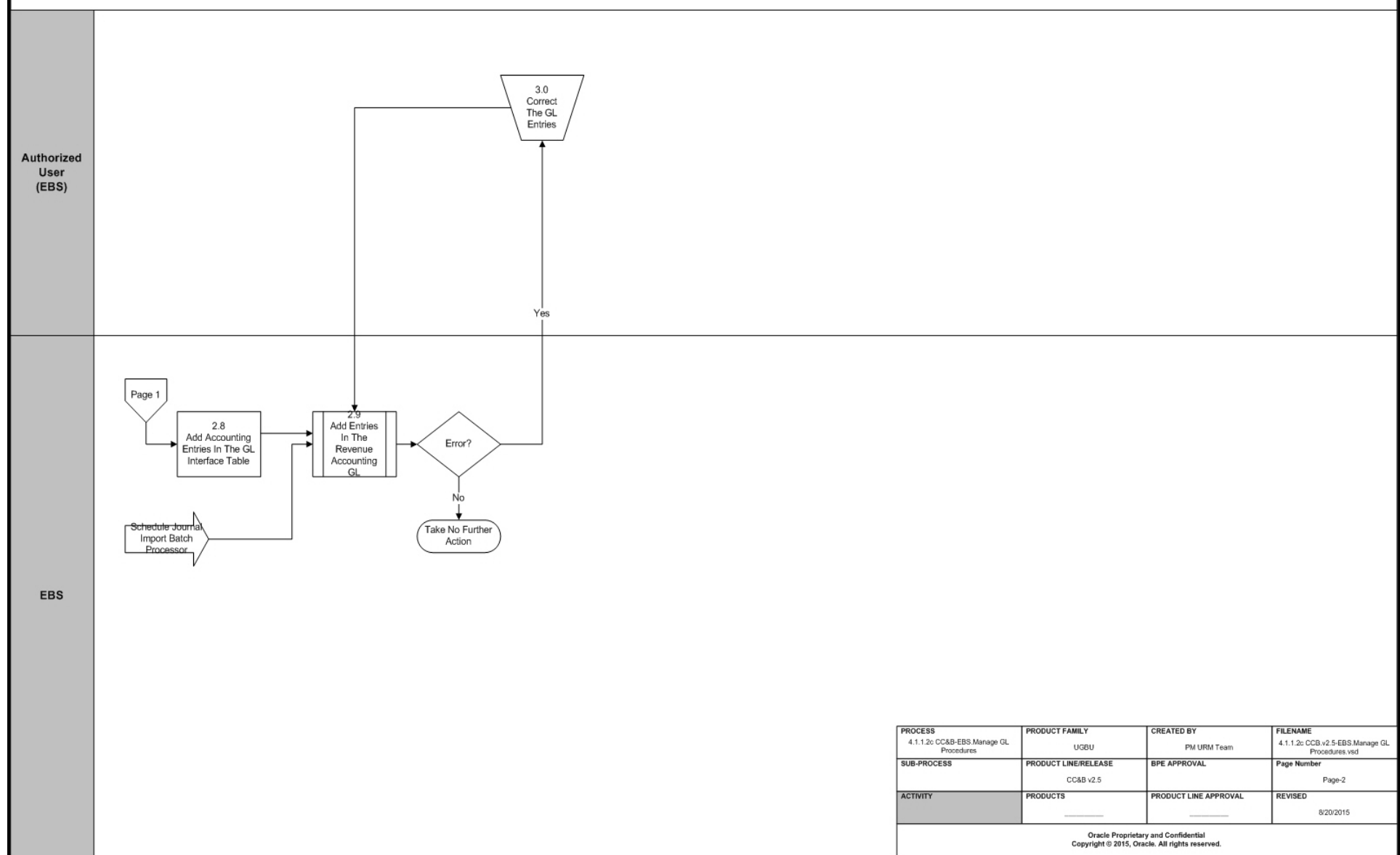


|  |                      |                       |   |
|--|----------------------|-----------------------|---|
| PROCESS                                | PRODUCT FAMILY       | CREATED BY            | FILENAME  |
| 4.1.1.2c CC&B-EBS Manage GL Procedures | UGBU                 | PM URM Team           | 4.1.1.2c-CC&B-v2.5-EBS Manage GL Procedures.vsd |
| SUB-PROCESS                            | PRODUCT LINE/RELEASE | BPE APPROVAL          | Page Number                                     |
|  | CC&B v2.5            |                       | Page-1  |
| ACTIVITY                               | PRODUCTS             | PRODUCT LINE APPROVAL | REVISED   |
|  |                      |                       | 8/20/2015                                       |

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# CC&B-EBS Manage GL Procedures Process Model - Page 2

## 4.1.1.2c CC&B v2.5 *Manage GL Procedures (EBS)*



|  |  |                                  |  |
|--|--|----------------------------------|--|
| <b>PROCESS</b><br>4.1.1.2c CC&B-EBS Manage GL Procedures | <b>PRODUCT FAMILY</b><br>UGBU            | <b>CREATED BY</b><br>PM URM Team | <b>FILENAME</b><br>4.1.1.2c CC&B.v2.5-EBS.Manage GL Procedures.vsd |
| <b>SUB-PROCESS</b>                                       | <b>PRODUCT LINE/RELEASE</b><br>CC&B v2.5 | <b>BPE APPROVAL</b>              | <b>Page Number</b><br>Page-2                                       |
| <b>ACTIVITY</b>  | <b>PRODUCTS</b>                          | <b>PRODUCT LINE APPROVAL</b>     | <b>REVISED</b><br>8/20/2015  |

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## CC&B-EBS Manage GL Procedures Detailed Process Model Description

This section provides a detailed description of the “CC&B-EBS 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
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- ♦ 2.0 Identify and Group FT GL Details Ready for Download
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- ♦ 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 GL Interface Table
- ♦ 2.9 Add Accounting Entries in the Revenue Accounting GL
- ♦ 3.0 Correct the Account Ledger Entry



## 1.0 Identify FT GL Details with No Account Number

**Reference:** [CC&B-EBS 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 [Brief Description](#) 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-EBS 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:** 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-EBS 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-EBS Manage GL Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**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-EBS Manage GL Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

**Actor/Role:** CSR

**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-EBS 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: 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.

### Entities to Configure

- Installation Options - Financial

### Process Names

- GLS - Create GL download staging

## 1.6 Update FT Status to 'Distributed'

**Reference:** [CC&B-EBS 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-EBS 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-EBS 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-EBS 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-EBS 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.

### Process Names

- GetCCBGLData

## 2.1 Transform and Format GL Data

**Reference:** [CC&B-EBS 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 E-Business Suite Revenue Accounting to have been initially configured for the integration to be successful. Refer to [CC&B-EBS Manage GL Procedures Process Model - Page 1 on page 3](#) for details on required configuration.

### Process Names

- GetCCBGLData

## 2.2 Request to Create Accounting Entries in the GL Interface Table

**Reference:** [CC&B-EBS 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 E-Business Suite GL Interface Table.

### Process Names

- CCBToEBSGLBPELProcess

## 2.3 Request CC&B Update

**Reference:** [CC&B-EBS 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 E-Business Suite successfully.

### Process Names

- CCBToEBSGLBPELProcess

## 2.4 Update General Ledger Download with Completion Results

**Reference:** [CC&B-EBS 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-EBS 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 entries into Oracle E-Business Suite GL Interface table, BPEL inserts the error into an error log table.

### Process Names

- CCBToEBSGLBPELProcess

## 2.6 Send Email

**Reference:** [CC&B-EBS 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 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.

### Process Names

- CCBToEBSGLBPELProcess

## 2.7 Evaluate and Correct Error

**Reference:** [CC&B-EBS 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 GL Interface Table

**Reference:** [CC&B-EBS Manage GL Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Actor/Role:** EBS

**Description:** Data processed by BPEL is added in the GL Interface Table. This is the table that holds all accounting data imported from other systems into E-Business Suite Revenue Accounting GL.

## 2.9 Add Accounting Entries in the Revenue Accounting GL

**Reference:** [CC&B-EBS Manage GL Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

**Group:** Journal Import Processor

**Actor/Role:** EBS

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

**Note:** This process may be invoked manually or by using the E-Business Suite process scheduler.

**Process Names**

- Journal Import Processor

### 3.0 Correct the Account Ledger Entry

**Reference:** [CC&B-EBS 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

**Description:** CSR or Authorized user manually corrects the entries not successfully loaded in the Revenue GL table and reruns the Journal Import Processor.

## GL Integration Configuration

The integration between Oracle Utilities Customer Care and Billing and Oracle E-Business Suite Revenue Accounting 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 E-Business Suite Revenue Accounting Configuration](#)
- [Oracle Utilities Customer Care and Billing Configuration](#)

### Oracle E-Business Suite Revenue Accounting Configuration

Configure GL accounts (Accounting Flexfield), and other information in Oracle E-Business Suite.

#### GL Integration Configuration

As long as the Accounting Flexfield and respective segments and other GL definitions and settings (Ledger) are configured in Oracle E-Business Suite, there are no new settings required for the GL integration point.

### 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.

#### Configuring GL Division

If you decide to integrate the financial transactions for a specific GL Division in Oracle Utilities Customer Care and Billing to E-Business Suite, identify the GL Division.

#### Configuring Distribution Codes

You must map your distribution codes in Oracle Utilities Customer Care and Billing with the appropriate GL Accounts in the Oracle E-Business Suite Revenue Accounting GL. First configure the distribution codes and then assign them to various entities within the Oracle Utilities Customer Care and Billing applications.

Oracle Applications GL accounts are structured using account segments. These are set up in your existing Oracle E-Business Suite Revenue Accounting system according to your business practices. Oracle Utilities Customer Care and Billing distribution codes must be configured to mirror the segments & Values in Oracle E-Business Suite Revenue Accounting. The segment positions are fixed in Customer Care and Billing so that the first segment is Account, the second segment is Department ID, and so on, as shown in the following table.

| Oracle E-Business Suite Revenue Accounting Account Column name | Oracle Utilities Customer Care and Billing Distribution (GL_ACCT) segment position |
|--|--|
| Company  | Position1  |
| Department   | Position2  |
| Account  | Position3  |
| Sub-Account  | Position4  |
| Product  | Position5  |

A sample GL Account string is 01-520-5250-0000-000.

When interpreted by the standard mapping in the product this GL Account String in the sub ledger equates to the following in the Oracle Applications GL.

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:

- Company - 01
- Department - 520
- Account -5250
- Sub-Account - 0000
- Product -000

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

| Field Label          | Value  | Comment  |
|----------------------|--|--|
| Distribution Code    | Example: R - ELERES                          | The distribution code to be used for financial transactions of a certain type.   |
| Description          | Example:<br>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.                  |
| 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           | 01-520-5250-0000-000                         | Input the GL Account String as explained above.  |

### Configuring 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.



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## 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