

**Oracle Utilities Customer Cloud Service  
Integration to Oracle ERP Financial Cloud  
for General Ledger and Accounts Payable**

Release Notes

Release 22C

**F73284-02**

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Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable Release Notes

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# Preface

Welcome to the Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable Release Notes.

The preface includes the following:

- [Audience](#)
- [Documentation and Resources](#)
- [Updates to Documentation](#)
- [Documentation Accessibility](#)
- [Conventions](#)
- [Acronyms](#)

## Audience

This document is intended for anyone implementing the integration of the following products with Oracle Application Cloud - ERP Financial Cloud (General Ledger and Account Payable).

- Oracle Utilities Customer Cloud Service
- Oracle Utilities Customer Care and Billing
- Oracle ERP Financial Cloud

## Documentation and Resources

For more information regarding this integration, foundation technology and the edge applications, refer to the following documents:

### Product Documentation

Topic	Location
Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable documentation	<a href="https://docs.oracle.com/en/industries/energy-water/integrations-index.html">https://docs.oracle.com/en/industries/energy-water/integrations-index.html</a>
Oracle Utilities Customer Cloud Service documentation	<a href="https://docs.oracle.com/en/industries/energy-water/customer-cloud-service/index.html">https://docs.oracle.com/en/industries/energy-water/customer-cloud-service/index.html</a>
Oracle Utilities Customer Care and Billing documentation	<a href="https://docs.oracle.com/en/industries/energy-water/ccb/">https://docs.oracle.com/en/industries/energy-water/ccb/</a>
Oracle ERP Financial Cloud documentation	<a href="https://docs.oracle.com/en/cloud/saas/financials/22d/facsf/index.html#FACSF3097251">https://docs.oracle.com/en/cloud/saas/financials/22d/facsf/index.html#FACSF3097251</a>

### Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: <a href="https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html">https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html</a>
Oracle Support	<p>Visit My Oracle Support at <a href="https://support.oracle.com">https://support.oracle.com</a> regularly to stay informed about updates and patches.</p> <p>Refer to the <i>Certification Matrix for Oracle Utilities Products (Doc ID 1454143.1)</i> on My Oracle Support to determine if support for newer versions of the listed products is included.</p> <p>For more information, refer to the Oracle Utilities Integrations page at <a href="http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm">http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</a></p>

Resource	Location
Oracle Technology Network (OTN) latest versions of documents	<a href="http://www.oracle.com/technetwork/index.html">http://www.oracle.com/technetwork/index.html</a>
Oracle University for training opportunities	<a href="http://education.oracle.com/">http://education.oracle.com/</a>

## Updates to Documentation

The complete Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable documentation set is available from Oracle Help Center at <https://docs.oracle.com/en/industries/energy-water/index.html>.

Visit [My Oracle Support](#) for additional and updated information about the product.

## Documentation Accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

### Access to Oracle Support

Oracle customers have access to electronic support for the hearing impaired. Visit: <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=info> or <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs>

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

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# Acronyms

The following terms are used in this document:

<b>Term</b>	<b>Expanded Form</b>
ERP	Oracle Application Cloud
FIN	Financial
UCM	Universal Content Management
AP Data	Account Payable Data
CCS	Oracle Utilities Customer Cloud Service
CCB	Oracle Utilities Customer Care and Billing
GL	General Ledger

# Chapter 1

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## Release Notes

This release notes outlines the information about new and improved functionality in integrating Oracle Utilities Customer Cloud Service/Oracle Utilities Customer Care and Billing with Oracle ERP Financial Cloud (Release 22C). Each section includes a brief description of the feature, the steps to enable or start using the feature, and any tips or considerations to consider.

The release notes focuses on the following:

- [Overview](#)
- [Supported Applications](#)
- [New Features Summary](#)
- [Known Issues](#)



# Overview

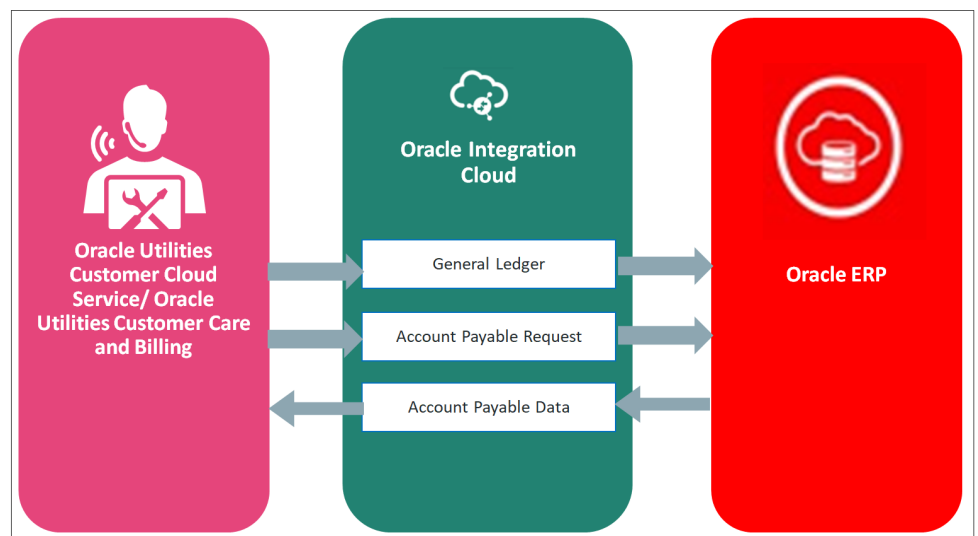
Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable helps to facilitate the transfer of refund and ledger information between the two applications.

For more information about the functionality, refer to the Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable 22C documentation at: <https://docs.oracle.com/en/industries/energy-water/integrations-index.html>

The integration supports the following flows:

- General Ledger Sync (Oracle Utilities Customer Cloud Service or Oracle Utilities Customer Care and Billing initiated)
- Account Payable - Refund Request for Adjustment (Oracle Utilities Customer Cloud Service or Oracle Customer Care and Billing initiated)
- Payment information for Refund Request of Adjustment (Oracle ERP Financial Cloud initiated)

The following diagram illustrates the business processes supported in this integration.



## Supported Applications

The supported application versions in this integration are:

Application	Version
Oracle Utilities Customer Cloud Service	21B or higher
Oracle Customer Care and Billing	V2.7.0.3.0 or higher
Oracle Integration Cloud	V21.2.2.0.0 or higher
Oracle ERP Financial Cloud	21B or higher

## New Features Summary

The following enhancements are included in this integration release:

- [General Ledger \(GL\) Integration](#)
- [Account Payable Payment Request for Refund](#)
- [Integrations using Oracle Utilities REST CCS for CCS-ERPFIN Connection](#)

### General Ledger (GL) Integration

The objective of GL interface is to integrate the GL transactions originating in Oracle Utilities Customer Care and Billing with Oracle Financial Cloud - General Ledger. As Oracle Utilities Customer Care and Billing users take actions within Oracle Utilities Customer Care and Billing that necessitates sending the accounting entries to Oracle ERP Financial Cloud, this interface extracts the GL transaction data from Oracle Utilities Customer Care and Billing, translate it and move it to cloud as Journal voucher transactions in the GL.

This integration includes:

- Extracting the appropriate GL transactions from Oracle Utilities Customer Care and Billing and storing the file in the On-Premise location.
- Inserting information into an Oracle ERP Financial Cloud interface table and invoking a journal import data into Oracle ERP Financial Cloud application.
- Data imported into Oracle ERP Financial Cloud is posted by submitting the Posting Journal Program as per the business process.

### Account Payable Payment Request for Refund

- Oracle ERP Financial Account Payable receives requests from Oracle Utilities Customer Care and Billing to disburse funds to payees that are not defined as suppliers. Payables records these requests as payment requests.
- Objective of the payees, parties, and bank accounts are created automatically when transactions are imported into the application. The transactions are validated automatically after they are imported. This eliminates the need for manual intervention.

- Refunds to customers from an external billing system which is integrated with Oracle through Accounting Hub or General Ledger, and not through Oracle Receivables.

This integration includes:

- Extracting the appropriate Adjustment transaction requests for refund from Oracle Utilities Customer Care and Billing and storing the file in On-Premise location.
- Inserting information into an Oracle ERP Financial Cloud interface table and invoking a journal import data into the Oracle ERP Financial Cloud application.
- Verifying data can be done in Oracle ERP Financial Cloud before making the payment.

## Integrations using Oracle Utilities REST CCS for CCS-ERPFIN Connection

A technical update is provided to work with OpenAPI 3.0 and to prevent possible issues with the Oracle Utilities REST CCS for CCS-ERPFIN Connection when it is edited, endpoints are regenerated, or metadata is refreshed. The update is applicable for Oracle Utilities Customer Cloud Service 22C and higher on the following integrations:

- Oracle Utilities ERPFIN CSS AP VoidPay Info Update
- Oracle Utilities ERPFIN CCS AP Payment Info Update

## Known Issues

There are no known issues at the time of this integration release.