

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

Release Notes

Release 23C

**F90414-02**

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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 for release 23C.

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/23d/facsf/index.html">https://docs.oracle.com/en/cloud/saas/financials/23d/facsf/index.html</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 for release 23C. 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

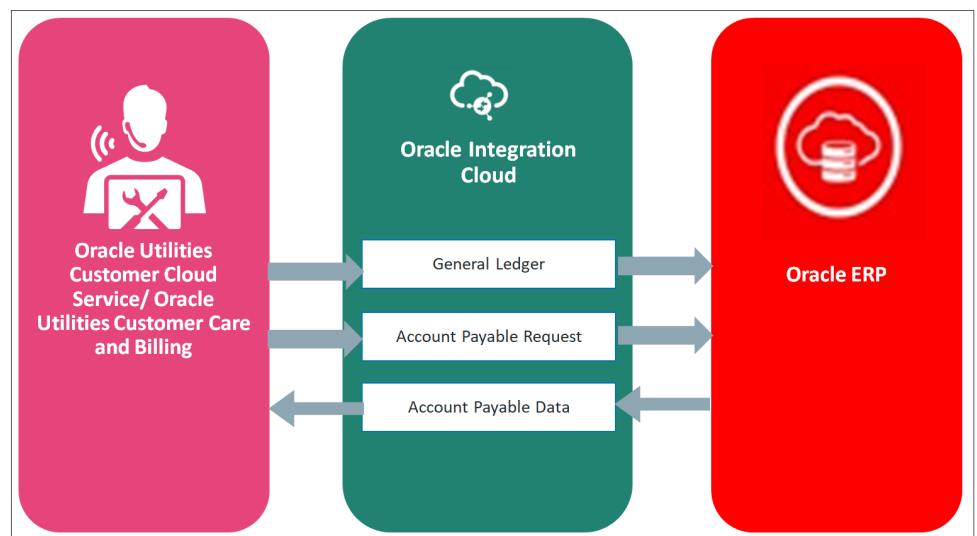
Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable helps to facilitate the transfer of refund and ledger information between the two applications.

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 23C 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	V23.4.3.0.0 or higher
Oracle ERP Financial Cloud	23D or higher

## New Features Summary

The following enhancements are included in this integration release:

- [Batch Payments Integration](#)
- [Batch Void Payments Integration](#)
- [Batch Data Extractor OIC Flow](#)
- [Oracle Utilities BI ERP FIN for CCS-ERPFIN Connection](#)
- [Oracle Utilities REST Trigger for CCS-ERPFIN Connection](#)

## Batch Payments Integration

This integration process is used to send Batch of AP Refund Request Payments information from Oracle ERP Financial Cloud to Oracle Utilities Customer Cloud Service.

The Batch of Payments information for system-generated checks to customers is generated when the submit payment process request is processed in Oracle ERP Financial Cloud and then sent to Oracle Utilities Customer Cloud Service. Only payments information that corresponds to the AP refund requests originally generated in Oracle Utilities Customer Cloud Service are sent back. The integration process updates the original AP Request in Oracle Utilities Customer Cloud Service with the details of the payment including the payment status, check number and date.

This integration includes:

- Subscribe to Payables Payment File Created Event. Oracle ERP Financial Cloud sends a signal, along with the Account Payable (AP) payment information when Submit Payment Process Request is created in the application. The integration process will only accept payments with *Payment Method* = 'CHECK\_CCB'. This criteria is used to identify payments made to Oracle Utilities Customer Cloud Service specific payables.

**Note:** This payment method must exist in Oracle ERP Financial Cloud. When sending AP Request from Oracle Utilities Customer Cloud Service, payment method of the Payables record must be 'CHECK\_CCB'.

- The Payment File Reference Number received from the business event does not return the Paid Invoice Number. Invoke the Oracle ERP Financial Cloud BI Report to get the all the paid invoices details.
- For each Invoice Payment:
  - Transform the payment information payload from Oracle ERP Financial Cloud format to the Oracle Utilities Customer Cloud Service format.
  - Invoke the Oracle Utilities Customer Cloud Service REST API - AP Check Request to pass the payment information to Oracle Utilities Customer Cloud Service.

## Batch Void Payments Integration

- This integration process is used to update the Oracle Utilities Customer Cloud Service AP Refund Request Payment status to 'canceled' status when a batch of payments are voided in Oracle ERP Financial Cloud using Manage Payment Files.
- Only voided payments that correspond to the AP refund requests originally generated in Oracle Utilities Customer Cloud Service are sent back. The integration process updates the original AP Request in Oracle Utilities Customer Cloud Service with the canceled status.
- This integration includes:
  - Payables payments are voided in Oracle ERP Financial Cloud with the Account Payable Manage Payment File. The integration process will only accept void payments with *Payment Method* = 'CHECK\_CCB'. This criteria is used to identify payments made to Oracle Utilities Customer Cloud Service specific payables.
 

**Note:** This payment method must exist in Oracle ERP Financial Cloud. When sending AP Request from Oracle Utilities Customer Cloud Service, the payment method of the Payables record must be 'CHECK\_CCB'.
  - The integration runs on schedule basis which will invoke the BI Report with the LastRunDateTime.
  - BI Reports returns all the voided invoice details with the UpdatedDateTime > LastRunDateTime.
  - For each Invoice Payment:
    - Transform the Payment Data from Oracle ERP Financial Cloud to the Oracle Utilities Customer Cloud Service format.
    - Invoke the Oracle Utilities Customer Cloud Service REST API - AP Check Request to change the status of the AP request to 'canceled' status in Oracle Utilities Customer Cloud Service.

## Batch Data Extractor OIC Flow

This integration process is used in Account Payable Batch Payment Process and Account Payables Batch Void Payment Process. It is used as an abstract process to invoke ERP Financials BI Reports.

This integration includes:

- Payables Payments Paid or Voided in Oracle ERP Financial Cloud. The integration process will only accept payments/void payments with *Payment Method* = 'CHECK\_CCB'. This criteria is used to identify payments made to Oracle Utilities Customer Cloud Service specific payables.
- **Note:** This payment method must exist in ERP. When sending AP Request from Oracle Utilities Customer Cloud Service, the payment method of the Payables record must be 'CHECK\_CCB'.
- The integration is invoked from AP Data Batch Payment/AP Data Batch Void Payment integrations.
- It will invoke the Payment or Void Payment BI Reports based on the ReportType Parameter.
  - If the Input ReportType value is "Payment", it will invoke the Payment Report.
  - If the Input ReportType value is "VoidPayment", it will invoke the Void Payment Report.
- Process the BI Report data and send back to the corresponding called integration.

## Oracle Utilities BI ERP FIN for CCS-ERPFIN Connection

This connection is used to communicate with Oracle ERP Financial Cloud External BI Report using the SOAP adapter and this connection is used in following integration.

- Oracle Utilities ERPFIN CCS Data Extractor

## Oracle Utilities REST Trigger for CCS-ERPFIN Connection

This connection is used to communicate with Oracle Integration Cloud local Integrations. Configure the Oracle Utilities REST Trigger for CCS- ERPFIN connection and this integration is used in following integration.

- Oracle Utilities ERPFIN CCS Data Extractor

## Known Issues

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