

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

Release Notes

Release 24B

G17265-01

October 2024

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 24B.

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	https://docs.oracle.com/en/industries/energy-water/integrations-index.html
Oracle Utilities Customer Cloud Service documentation	https://docs.oracle.com/en/industries/energy-water/customer-cloud-service/index.html
Oracle Utilities Customer Care and Billing documentation	https://docs.oracle.com/en/industries/energy-water/ccb/
Oracle ERP Financial Cloud documentation	https://docs.oracle.com/en/cloud/saas/financials/24d/index.html

Additional Documentation

Resource	Location
Oracle Integration Cloud Service documentation	Refer to the OIC documentation at: https://docs.oracle.com/en/cloud/paas/integration-cloud/index.html
Oracle Support	<p>Visit My Oracle Support at https://support.oracle.com 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 http://my.oracle.com/site/tugbu/productsindustry/productinfo/utilities/integration/index.htm</p>
Oracle Technology Network (OTN) latest versions of documents	http://www.oracle.com/technetwork/index.html
Oracle University for training opportunities	http://education.oracle.com/

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
boldface	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.

Acronyms

The following terms are used in this document:

Term	Expanded Form
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
OU	Oracle Utilities

Chapter 1

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 24B. 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 of the Integration](#)
- [About Oracle Utilities Customer Cloud Service \(CCS\)](#)
- [About Oracle ERP Financial Cloud \(ERP FIN\)](#)
- [About Oracle Integration Cloud \(OIC\)](#)
- [Supported Applications](#)
- [New Features Summary](#)
- [Known Issues](#)

Overview of the Integration

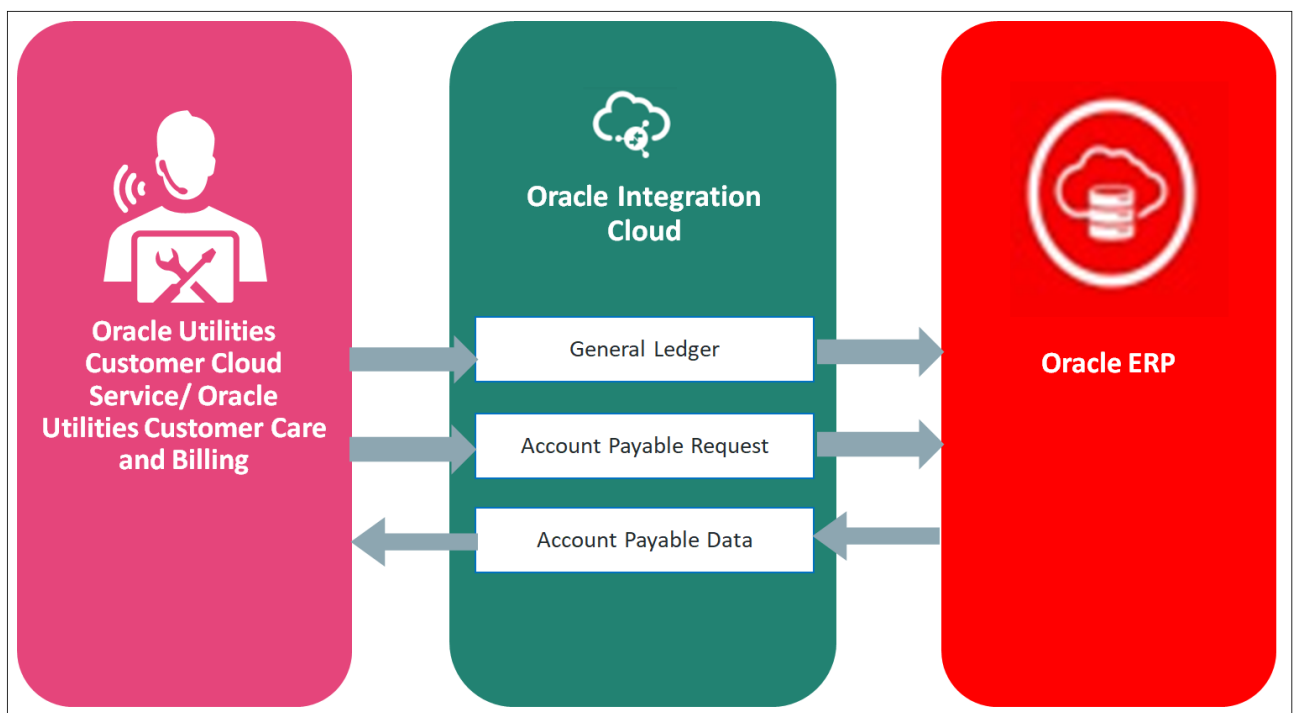
Oracle Utilities Customer Cloud Service Integration to Oracle ERP Financial Cloud for General Ledger and Accounts Payable helps to facilitate the transfer of refund and ledger information between the two applications.

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 24B 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:



About Oracle Utilities Customer Cloud Service (CCS)

Oracle Utilities Customer Cloud Service is a customer care, service order, metering and billing solution for traditional scalar devices and billing processes. The solution is designed to cater for utilities of all sizes, supports one to many utility service types, and handles the complexities associated with a utility's processes.

Oracle Utilities Customer Cloud Service includes:

- Customer information and customer lifecycle processing including:
 - Sales and marketing management
 - Customer information management for various types of customers, starting and stopping service, and supporting inbound and outbound customer care interactions.
 - Financial management including rating, billing, payment, and collections activities.
- Meter data management functionality, including:
 - Device and measurement data management including validating, editing, and estimating incoming data for traditional scalar devices.
 - Usage management for calculating billable usage or billing determinants to support traditional scalar billing processes.
- Service order management for orchestrating service order activities for traditional scalar device.
- Operational device management functionality, including:
 - Asset management, including location management and tracking of individual devices throughout their lifecycle, capturing device configurations and settings, and managing configuration between devices and components.
 - Oracle Utilities Cloud Service Foundation: Tools used to orchestrate and automate infrastructure related processes and migrate data from legacy applications into the cloud service.
 - Oracle Utilities Analytics Visualization: A suite of analytics applications that provides access to real-time data for self-service exploration, discovery, visualization, and analysis. It includes rich pre-built analytical data models, metrics, and key performance indicators that allow you to derive strategic insights from your data.

About Oracle ERP Financial Cloud (ERP FIN)

The most comprehensive, integrated, and scalable financial management solution available, Oracle ERP Financial Cloud offers extensive support for global companies in a wide variety of industries. Whether challenge is streamlining accounting and general ledgers, complying with new revenue recognition guidelines, automating expense processing, or reporting on new KPIs, Oracle ERP Financial Cloud module can handle these requirements.

Used by businesses of all sizes, Oracle ERP Financial Cloud offers comprehensive modern financial management applications and tools that easily integrate and scale as your business grows. Designed for collaboration and real-time access to the latest data, Oracle ERP Financial Cloud gives companies insights faster to help minimize costs and increase productivity.

An important benefit of Oracle ERP Financial Cloud is the delivery of a deep and versatile internal control system, highlighting critical information and messages for prioritization. Built on open standards, Oracle ERP Financial Cloud readily extends into

legacy systems, third-party applications, and Oracle Cloud Marketplace partner offerings to deliver custom integrated solutions for business.

- General Ledger and Accounting
 - Multi-Dimensional Reporting Platform: Analyze account balances by any dimension in real time.
 - Self-Service Reporting: Monitor and address your top concerns with mobile capabilities.
 - Collaborative Close: Improve visibility with a collaborative close process.
 - Visualization Capabilities: Interact with account balances and view them from different perspectives.
 - Agile Accounting: Create accounting for disparate source systems and easily adapt rules as accounting policies change.
 - Control: Centralize accounting rules for your subledgers to ensure accounting policies are consistently applied.
 - Analysis Across the Enterprise: Expand business insight by using supporting references to analyze results by multiple dimensions.
 - Audit and Reconciliation: Utilize real-time, multi-dimensional reporting with drill down to subledger details for quick access to supporting information.
- Payable and Asset
 - Invoices and Payments: Control supplier balances, invoices, and payments.
 - Integrated Imaging: Automate imaging with optical character recognition (OCR) and reduce errors.
 - Assets: Track and account fixed assets.
 - Cash Management: Manage bank accounts, cash positions, and cash forecasts.

About Oracle Integration Cloud (OIC)

Oracle Integration Cloud is a unified platform to integrate the applications, automate processes, and create applications.

Using the Process Builder the business processes can be rapidly designed, automated, and managed in the cloud. Using integrations connect the applications into a continuous business flow. The integrations can be quickly developed and activated between both the applications that live in the cloud; and the applications still live on premises. The lookups help to match application specific codes between the two applications.

Integration Insights and Stream Analytics helps to simplify and extract business metrics and create custom dashboards.

Supported Applications

The supported application versions in this integration are:

Application	Version
Oracle Utilities Customer Cloud Service	24B or higher
Oracle Customer Care and Billing	V2.9.0.0.1 and higher (on-premises)
	Note that the integration works, but the functionality will be limited.
Oracle Integration Cloud	24.06.0.0.0 and higher
Oracle ERP Financial Cloud	24D 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](#)
- [OU BI ERP FIN for CCS-ERPFIN Connection](#)
- [OU 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.

OU 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.

- OU ERPFIN CCS Data Extractor

OU 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.

- OU ERPFIN CCS Data Extractor

Known Issues

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