

Oracle Utilities Customer Care and Billing

Release Notes

Release 2.3.1

E18362-01

September 2010

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Preface

These release notes provide an overview of the enhancements and known issues in Oracle Utilities Customer Care and Billing Version 2.3.1.

This preface contains these topics:

- **Audience**
- **Related Documents**
- **Conventions**

Audience

Oracle Utilities Customer Care and Billing Release Notes is intended for anyone installing or using Oracle Utilities Customer Care and Billing Version 2.3.1.

Related Documents

For more information, see these Oracle documents:

- *Oracle Utilities Customer Care and Billing Quick Install Guide*
- *Oracle Utilities Customer Care and Billing Installation Guide*
- *Oracle Utilities Customer Care and Billing Database Administrator's Guide*
- *Oracle Utilities Customer Care and Billing Third-Party Product Installation Guide*

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.

Convention	Meaning
<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.

Chapter 1

Release Notes

These release notes describe known issues and enhancements for Oracle Utilities Customer Care and Billing Version 2.3.1. It contains the following sections:

- **Known Issues in Version 2.3.1**
- **Fixed Issues in Version 2.3.1**
- **Enhancements in Version 2.3.1**
- **Enhancements in Oracle Utilities Application Framework**
- **Items Planned for Deprecation**
- **Supported Integrations in Version 2.3.1**
- **De-Supported Platforms in Version 2.3.1**

Known Issues in Version 2.3.1

This section describes known issues in Oracle Utilities Customer Care and Billing Version 2.3.1 at the time of release.

MDM Hyperlink Implementation Currently Supports Only a GET, Not a POST

Global Customer Support will assist customers who wish to implement a POST strategy by adding a hyperlink to the MDM application. (Bug number 10039156)

Replacement Reads Functionality Does Not Correctly Process Negative Acknowledgements from MDM

This will be fixed shortly after the release. (Bug number 10028682)

Timing Issue for Bill Determinants Request Can Cause Intermittent Error if Response from MDM Is Received Before the State Transition of Usage Object Is Completed

Design for fix is identified and will be available shortly after release. (Bug number 10035244)

Start/Stop Currently Supports Bill Determinant SAs Using SA Start Option of Previous Day, Not Current Day

This will be fixed shortly after the release. (Bug number 9972997)

CTI Integration Does Not Work with New UI Style: Start Page Will Not Show with This Combination

(Bug number 10039160)

WebSphere Does Not Work with New UI Style: Icons Are Not Displayed Properly with This Combination

(Bug number 10055556)

Fixed Issues in Version 2.3.1

This section lists the bugs that have been fixed in Oracle Utilities Customer Care and Billing Version 2.3.1 at the time of release.

Error Deleting a Meter Read

(Bug number 9892733)

To Do Summary Zone Has No Access Modes

(Bug number 9709302)

DF 1908 Configlab: CI_BF_CHAR - Delete

(Bug number 9701234)

Pay Plan Functionality Allows the Cancellation of Unsaved Entities

(Bug number 9545094)

To Do Extract New Lines Cause OUBI 2.2.1 ETL To Fail

(Bug number 9535516)

CCB CIPCSATN Lacks Functionality From Peoplesoft CIS 8.8

(Bug number 9363736)

Patch 8597286 Failed - Unable To Add a Meter Read Route with Only Service Cycle

(Bug number 9343201)

DB Creation Fails When Using The Character Set WE8ISO8859P15

(Bug number 159250131)

ID Type's ID Number Supports Only 16 Digits

(Bug number 10049772)

A Word and Second Parameter Population Missing for Message (8, 15602)

(Bug number 9584981)

Introduce Option To Turn On Zero-Suppression for %Q Bill Display Field

(Bug number 8707141)

Date/Time Field Can Be Modified When In a Complete Status

(Bug number 8564541)

User ID On Start/Stop Field Activities Not Included

(Bug number 8494419)

Request For Change On: Message Encountered When Saving Appointments.

(Bug number 6905431)

Enhancements in Version 2.3.1

This section describes new and enhanced features in Oracle Utilities Customer Care and Billing Version 2.3.1.

Data Synchronization

This enhancement supports the synchronization of customer data from Oracle Utilities Customer Care and Billing to an external system such as Oracle Utilities Meter Data Management or Oracle Utilities Network Management System. A new Sync Request maintenance object (F1-SYNC REQ) was introduced. New sync requests business objects were also introduced. These contain the rules that govern the processing of a sync request. For example, what data elements are synchronized to an external system, how this data is to be communicated to the external system, and so on.

Meter Data Management Integration

The following enhancements support the integration between Oracle Utilities Customer Care and Billing and Oracle Utilities Meter Data Management.

Usage Requests for Billing

This enhancement supports billing for metered service agreements where the meter reads are not available in CCB. During both batch and online billing, bill determinants are requested from an MDM system. New billing algorithms were introduced in this release to cater for this. New usage request business objects were also introduced to orchestrate the MDM request and response.

Master Data Synchronization

See Data Synchronization.

Portal Integration

This enhancement introduces new scripts and a feature option to support navigating to the MDM Web application from CCB. To enable this, new menu entries should be added to the service agreement and service point context menus.

Network Management System Integration

The following enhancements support the integration between Oracle Utilities Customer Care and Billing and Oracle Utilities Network Management System

Master Data Synchronization

See Data Synchronization.

Outage System Queries

This enhancement supports a real time interface that allows CCB users to query outage information in NMS. The following query portals are available:

- Job status and history
- Trouble call history
- Planned outage jobs

Outage Call Integration

This enhancement supports a real time interface that allows CCB users to create and send trouble calls to NMS. This enhancement includes support for creating “fuzzy” trouble calls as well, that is, a trouble call that does not identify a specific service point.

Miscellaneous Customer Care and Billing Enhancements

Standardized Characteristics

The characteristic collections for the following tables have been standardized to include ad hoc and foreign key values:

- Item Type
- Meter Type
- Device Test Type
- Device Test
- SP Type
- SA Type
- Distribution Code
- Billable Charge

You can use these characteristics to store additional data to support information specific to your implementation.

Increased Database Field Sizes

The sizes of the following database fields have been increased to accommodate larger input:

- Field Activity Instructions (increased from 254 to 4000)
- SP Meter Location Details (increased from 254 to 4000)
- Account Alert Information (increased from 254 to 4000)
- Alert Type Alert Days (increased from N3 to N4)
- SA Contract Quantity (increased from N11.2 to N11.6)

SEPA Localization

This enhancement supports the validation of an International Bank Account Number (IBAN) when it is used to set up auto pay on an account. The new algorithm type Validate International Bank Account Number (C1-VALIBAN) has been added for validating the number.

Tax on Bill Amounts: Include Adjustments

The billing functionality was enhanced in CCB 2.3.0 to support tax thresholds at the account level where a tax may be calculated, but only applied to a bill if the tax amount at the bill level is above a threshold amount. In this release, this functionality has been expanded to include tax amounts calculated on adjustments.

Document Numbering

The billing functionality was enhanced in CCB 2.3.0 to support the allocation of unique sets of numbers for each document type issued to customers for charges (such as normal bills, credit notes, and debit notes) and payment receipts. This release introduces new algorithms for assigning these document numbers to bills.

In addition, the base product off cycle bill generator BO schema has been enhanced to include an external ID. This will support implementations where off cycle bills are related to bills that are identified by document numbers.

Allow Multiple FA Completion Algorithms

In this release, multiple FA completion algorithms can be linked to an FA Type.

Enhance Case Timeline Algorithm for Transition Errors

A new parameter has been added to the case timeline algorithm (C1-TL-CS-EVT) to highlight cases with transition errors. You may specify a background color to highlight these cases. The text color will be taken from the existing parameter Open Case Format - Text Color.

Bill Segment Information May Now Be Formatted by a Plug-In

We use the term “Bill Segment Information” to describe the summary information about a bill segment that appears throughout the system. In prior releases, this information was formatted by base-package logic and could not be changed by implementations. In this release, the base-package format may be overridden by a plug-in on the Bill Segment Type or on the installation record. This means you can now develop your own bill segment information formatting logic if desired. Note, these plug-ins are optional and if not provided the base-package format is used.

AutoStop Non-premise SAs

A Stop Option Flag was introduced on SA Type. This can be used to automatically stop a service agreement when all other service point related service agreements of an account are stopped. This is useful, for example, with charitable contribution service agreements where the charity SA should be stopped when all utility related services are stopped.

Service Task

This enhancement supports the addition of two maintenance objects, Service Task Type (F1-STASKTYPE) and Service Task (F1-SVCTASK). These MOs allow implementations to abstract various CCB functions such as start service and stop service.

Generic To Do Creation and Completion

Two new BO life cycle state algorithms have been provided. An enter algorithm creates a to do entry (F1-TDCREATE) and an exit algorithm completes the to do entry (F1-TODOCOMPL). These algorithms are generic and can be used on any life cycle state. Usually you would plug this into an exception state in your life cycle. For details on how to configure the algorithms, please see the algorithm descriptions.

User Interface Redesign

This enhancement supports the redesign of the user interface. Users have the option of applying the new design so that the UI is similar to other Oracle ADF and Fusion products.

- A new dashboard zone is available in the demo database to replace the BPA Scripts icon (the wizard's hat). See export bundle CI_FavoriteScripts.
- A new main menu entry has been added for Control Central. Users may also add Control Central to their Favorite Scripts.
- A context menu item has been added to the account context menu for Control Central - Account Information. Users may also add this to their Favorite Scripts.

New Application Services

The following table lists the new application services made available in this release. You must link these services to your user groups if you want the users in these groups to have access to these pages/zones.

Application Service ID	Description of Service	Permissible Actions
C1-OUTAGECALLBOAS	Outage Call BO	Add, Change, Pending, Cancel, Complete, Delete, Inquire, Send Request
C1-OUTGECALLTYPEBOAS	Outage Call Type BO	Add, Change, Delete, Inquire
C1OCALLQ	Outage Call Query	Inquire
C1OCLLTY	Outage Call Type	Inquire
C1OUTCLL	Outage Call	Inquire
C1OUTMGT	Outage Management Information Portal	Inquire
C1USGQRY	Usage Query Portal	Inquire
C1-USGRBOAS	Usage BO	Add, Awaiting Bill Determinants, Awaiting Data Sync, Bill Determinants Processed, Bill Determinants Received, Change, Pending, Cancelled, Delete, Error, Inquire, Send Request, Timed Out
C1USGRM	Usage Portal	Inquire
F1-STASKTYPE	Service Task Type MO	Add, Change, Delete, Inquire
F1-SVCTASK	Service Task MO	Add, Change, Delete, Inquire
F1-SYNCREQ	Sync Request MO	Add, Change, Delete, Inquire
F1-SYNCREQUESTBOAS	Sync Request BO	Add, Change, Pending, Cancel, Delete, Error, Awaiting Acknowledgement, Discarded, Determine If Sync Needed, Synchronized, Inquire, Send Request
F1SYNCRM	Sync Request Portal	Inquire
F1SYNCRQ	Sync Request Query Portal	Inquire

Changed Application Services

The following table contains application services that were changed in this release. You must change the access mode list for these services on your user groups in order for these new actions to be used by users in your user groups.

Application Service ID	Description of Service	Description of Change
CILOFSUP	FA Upload Staging	The Complete action was added.

Enhancements in Oracle Utilities Application Framework

Oracle Utilities Customer Care and Billing V2.3.1 is built on Oracle Utilities Application Framework V2.2.0. This is the same version of the framework as Customer Care and Billing V2.3.0.

Items Planned for Deprecation

The following items will be deprecated in a future release of Oracle Utilities Customer Care and Billing.

- Archive Engine. Product development is investigating Oracle technology to replace the existing Archive Engine. Oracle Information Lifetime Management is one of the products under review.
- The existing Web Self-Service sample application delivered with Customer Care and Billing will be deprecated once Oracle Utilities releases its new Web Self Service offering built on Oracle WebCenter technology.

Database changes

- The following fields will be dropped from the C1_USAGE_LOG table: BATCH_CD, BATCH_RUN_NBR
- The following field will be dropped from CI_REG_CHAR: SRCH_CHAR_VAL
- Adjustment Generation - Apply Rate Cobol algorithm program CIPAGRTX will be deprecated in the next release

Planned COBOL File Deprecation

The following programs will be deprecated in a future release. These programs have been replaced with equivalent Java functionality:

- CIPBSRTX - Algorithm Type BSBS-RT now references Java class ApplyRateOnBillSegmentAlgComp_Impl
- CIPBSBCX - Algorithm Type BSBS-BC now references Java class CreateBillableChargeBillSegmentAlgComp_Impl
- CIPAFACX - Algorithm Type ADJT-AC now references Java class NormalAdjustmentFTCreationWithCashAccountingAlgComp_Impl
- CIPAFTCX - Algorithm Type ADJT-TC now references Java class NormalAdjustmentFTCreationWithCashAccountingForPayoffOnlyAlgComp_Impl
- CIPAFADX - Algorithm Type ADJT-AD now references Java class NormalAdjustmentFTCreationWithCashAccountingWriteDownAlgComp_Impl
- CIPPFACX - Algorithm Type PSEG-AC now references Java class FtGICreationForCashAccountAlgComp_Impl
- CIPCSATB - Batch Control SAACT now references Java class ServiceAgreementActivation
- CIPBLPCB - Batch Control LATEPYMT now references Java class CreateLatePaymentChargesProcess
- CIPQTDZP - The To Do Summary Zone service is implemented in Oracle Utilities Application Framework
- CIPOOTGP - Outage Information Page is replaced by a new portal

Planned Metadata Deprecation

The following transaction along with all referenced OMS Views will be deprecated in a future release. This is because a new portal called C1OUTMGT - Outage Management Information is available:

- Outage Information Page

The following XAI Inbound Service will be deprecated as system data in a future release because the Outage information is handled in a different way:

- C1-OMSSendOutageCall

The following zone will be deprecated as system data in a future release because a new portal and zones replaces the old transaction:

- C1-OUTAGE

The following scripts will be deprecated as system data in a future release because the action zones in Issuing Center Actions (C1-ISCTRACTN) and Off Cycle Bill Generator (C1-OCBGACTN) will reference the FW F1-GncActnDZ Derivation Service Script instead:

- C1-IsCtZ
- C1-OCBGActDv

Supported Integrations in Version 2.3.1

The following integrations are supported in this version of Oracle Utilities Customer Care and Billing (CC&B):

Oracle Application Integrations

- CC&B 2.3.1 to E-Business Suite (Revenue Accounting) R12
- CC&B 2.3.1 to E-Business Suite (Revenue Accounting) R11.5.10
- CC&B 2.3.1 to PeopleSoft (Financials) 9.0
- CC&B 2.3.1 to JD Edwards (Enterprise One) 8.12

Oracle Utilities Product Integrations

- CC&B 2.3.1 / Oracle Utilities Business Intelligence 2.2.1
- Oracle Integration Pack for Oracle Utilities Field Work 2.5
- CC&B 2.3.1 to Oracle Utilities Meter Data Management 1.6.1
- CC&B 2.3.1 to Oracle Utilities Network Management System 1.10.0

Additional Integrations

- DOC1 (5.5.1)
- Oracle Documaker (11.4 on Unix, 11.5 on Windows)
- BI Publisher (version 10.1.3.4)
- Crystal Reports 2008 (BO Enterprise XI 3.1 – windows)
- UC4

