

**Oracle Utilities Customer Care and  
Billing Integration to Oracle E-  
Business Suite Financials for General  
Ledger and Accounts Payable**

Release Notes

Oracle E-Business Suite Revenue Accounting  
General Ledger and Accounts Payable v12.1.1  
or v11.5.10

Oracle Utilities Customer Care and Billing v2.2.0  
and v2.3.1

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## Overview

This section provides an overview of Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable, Release 3.1.

This productized integration represents significant business value for utilities that must summarize financial transactions for accounts receivable and accounts payable data within the master financial books of record.

Many utilities choose Oracle E-Business Suite Financials for General Ledger and Accounts Payable as the foundation for corporate financial accounting. Many also choose Oracle Utilities Customer Care and Billing to address changing regulatory and market conditions and to meet the complex needs of residential, commercial, and industrial customers.

The prepackaged integration between these leading applications ensures seamless automated flow of financial transactions. The integration also makes relevant financial information visible from a single application. Key business processes that are automated by the integration include processing of customer refunds to Accounts Payable and providing updated and accurate Accounts Receivable records to the General Ledger.

By leveraging this integration, project implementation costs, duration and risk can be lowered, reducing the need to define requirements, construct designs, and then build and test custom code. Further, productized integration ensures ongoing vendor responsibility for the update of integration, resulting in lower total cost of ownership.

Using Oracle Application Integration Architecture (AIA), this integration provides what utilities need to implement sustainable, Services Oriented Architecture-based integrations between the participating applications. By utilizing best practices and best-in-class Oracle Fusion Middleware, Oracle delivers an adaptable end-to-end solution that improves enterprise control and visibility of financial transactions.

This document describes new or enhanced functionality in the 3.1 release of the Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable. Existing functionality from the prior release is not described. For more information on product functionality, refer the Implementation Guide.

Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable 3.1 focuses on the following key areas:

- Upgrading Technology to Oracle SOA Suite 11g
- Improving Customization/ Extension Capability

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## Upgrading Technology to Oracle SOA Suite 11g

The 3.1 release of Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable includes a technology upgrade from Oracle SOA Suite 10g to Oracle SOA Suite 11g.

Oracle SOA Suite is the foundational technology for all AIA products such as Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable. SOA Suite is a member of the Oracle Fusion Middleware family of products, offering a one-stop solution for building, deploying, and managing Services-Oriented Architectures. Oracle SOA Suite's components are hot-pluggable and can run in a variety of environments, allowing organizations to extend and evolve their existing environments instead of replacing them.

Oracle SOA Suite 11g was a landmark release for Oracle. Oracle has taken radical steps to simplify SOA, without losing sight of the core principles of SOA or compromising on capabilities. Oracle SOA Suite 11g is the industry's first complete Service Infrastructure. This Service Infrastructure offers a simple development experience and delivers extreme performance and scalability that reconciles eventing and services, along with a unified management and monitoring console. This Service Infrastructure provides the foundation for Business Process Management spanning across systems, people, and documents. Existing Oracle SOA Suite 10g customers can uptake this new platform through a fully automated upgrade path.

The upgrade of SOA Suite from 10g to 11g was the culmination of many years of design efforts and represents hundreds of enhancements that can help our customers to lower costs, improve efficiency, and increase visibility.

For more detailed information about the entire range of Oracle SOA Suite functionality, please refer to the product documentation and Oracle University courses for Oracle SOA Suite 11g.

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## Improving Customization/ Extension Capability

Limited configuration options were available prior to this release of the integration. Any other changes, including custom data mapping, were considered customizations and fell outside of normal Oracle support for the product.

The 3.1 release of Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable provides customers with more robust customization and extension capabilities.

The integration now allows extensibility of transaction messages using the following methods:

- Pre Transformation Extension Point
- Post Transformation Extension Point
- Custom Transformations

### **Pre Transformation Extension Point**

The pre-transformation extension point is invoked before the main transformation is executed. This transformation helps in transforming the source XML coming as an input to the integration process.

The integration layer defines an external call from the pre-transformation extension point which accepts the source XML as input and gives the source XML as output. The integration layer points to an abstract wsdl and can be plugged in as a concrete wsdl by the implementation team.

This helps the implementation to invoke any external Web service and transform the input XML.

### **Post Transformation Extension Point**

The post-transformation extension point is invoked after the main transformation is executed. This transformation helps in transforming the target XML going as an input to the target system.

The integration layer defines an external call from the post-transformation extension point which accepts the target XML as input and gives the target XML as output. The integration layer points to an abstract wsdl and can be plugged in as a concrete wsdl by the implementation team.

This helps the implementation to invoke any external Web service and transform the output XML.

### **Custom Transformations**

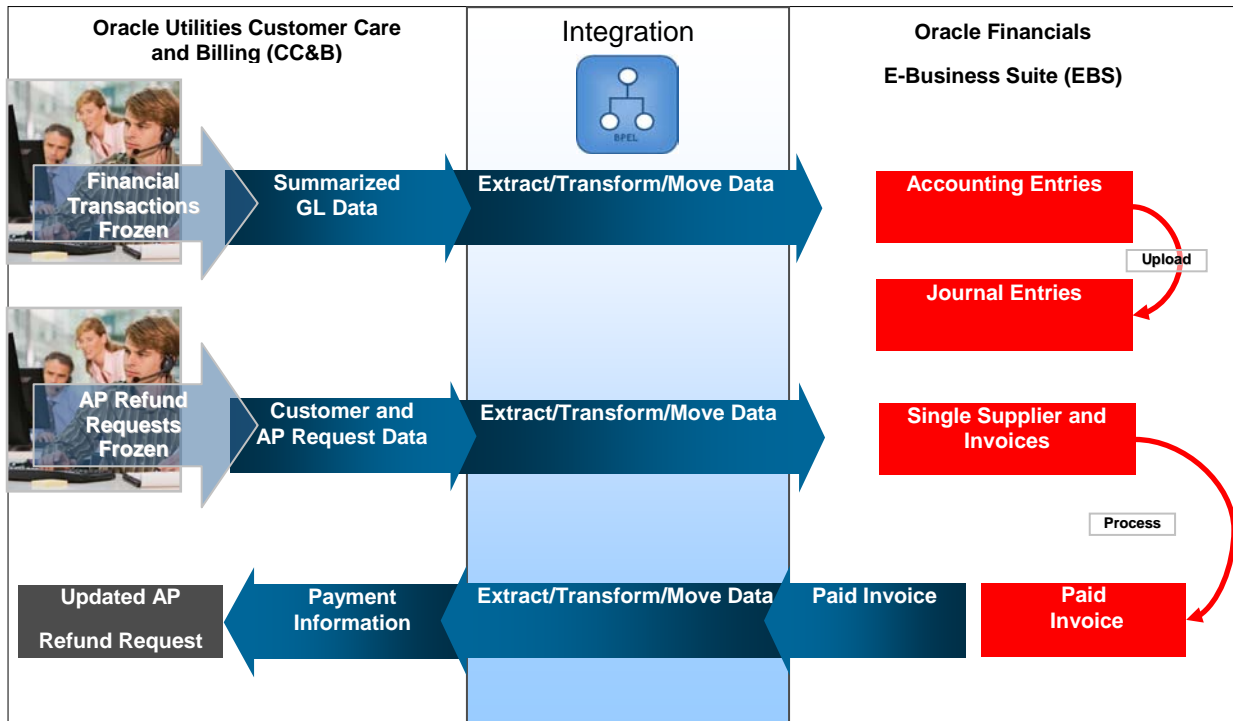
The integration has placeholders for custom elements in the incoming schema and outgoing schema at the record level. When querying data into incoming schema, the custom elements will be empty. This can be populated through the enhanced extension points.

The custom transformations have a standard template to map elements to existing fields that are still unmapped and a custom template to map custom elements. The main transformation invokes custom transformation. Empty custom transformations are shipped with the product.

The custom elements in the target variable are not passed to the Database Adapter but they are passed to Post Collection Extension point.

## Key Features of the Integration

- This is an AIA Direct Integration using Oracle SOA Suite. It does not require AIA Foundation Pack to be installed. The integration product includes Restricted Use Licenses for the required middleware components.
- Oracle BPEL Process Manager, an Oracle Fusion middleware product, is used to coordinate the data flow and data mapping of the integration. Oracle BPEL Process Manager provides a comprehensive solution for creating, deploying, and managing cross-application business processes with both automated and manual workflow steps.
- This is a bi-directional integration. Data is sent from Oracle Utilities Customer Care and Billing to Oracle E-Business Suite for General Ledger and Accounts Payable and vice versa to support both Customer Refund and General Ledger Consolidation business processes.



Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Financials for General Ledger and Accounts Payable Overall Process Flow

## Additional Resources

There are additional resources that can help your organization learn more about this release.

| Resource                               | Navigation  |
|--|---|
| Installation and Implementation Guides | <a href="http://edelivery.oracle.com/">http://edelivery.oracle.com/</a> <ol style="list-style-type: none"><li>1. Select Oracle Utilities Applications.</li><li>2. Select the platform.</li><li>3. Select Oracle Utilities Customer Care and Billing Integration to Oracle E-Business Suite Release 3.1.0 Media Pack.</li><li>4. Download the documentation files.</li></ol> |
| Managing BPEL                          | <a href="http://www.oracle.com/technology/documentation/index.html">http://www.oracle.com/technology/documentation/index.html</a>   |

Visit [My Oracle Support](#) frequently to keep apprised of ongoing changes.

For other sources of documentation, visit [Oracle Technology Network: Oracle Documentation](#).

For training opportunities, visit [Oracle University](#).