

**Oracle Utilities Customer Care and Billing
Release 2.4.0**

Utility Reference Model

4.1.1.3c CCB.v2.4-EBS.Manage AP Procedures

December 2015

Oracle Utilities Customer Care and Billing Utility Reference Model 4.1.1.3c, Release 2.4.0

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4.1.1.3c CCB.v2.4-EBS.Manage AP Procedures

This section provides a description of the “CCB.v2.4-EBS.Manage AP Procedures” business process, including:

- ♦ [Brief DescriptionRelated Training](#)
 - ♦ [Actors/Roles](#)
- ♦ [Business Process Diagrams](#)
 - ♦ [CC&B-EBS.Manage AP Procedures Process Model - Page 1](#)
 - ♦ [CC&B-EBS.Manage AP Procedures Process Model - Page 2](#)
 - ♦ [CC&B-EBS.Manage AP Procedures Process Model - Page 3](#)
 - ♦ [CC&B-EBS.Manage AP Procedures Process Model - Page 4](#)
- ♦ [CCB.v2.4-EBS.Manage AP Procedures Detailed Process Model Description](#)
- ♦ [AP Request and AP Data Integration Configuration](#)
- ♦ [Related Training](#)

Brief Description

Business Process: 4.1.1.3c CC&B-EBS.Manage AP Procedures

Process Type: Sub-Process

Parent Process: 4.1.1 CC&B Develop Financial Procedures

Sibling Processes:

- 3.3.3.1 CC&B Refund Deposit
- 4.3.3.1 CC&B Manage Payments

This document describes the process that takes place when refunds are processed in CC&B and are required to be processed and paid to the Customer through the Oracle E-Business Suite Revenue Accounting Accounts Payable System.

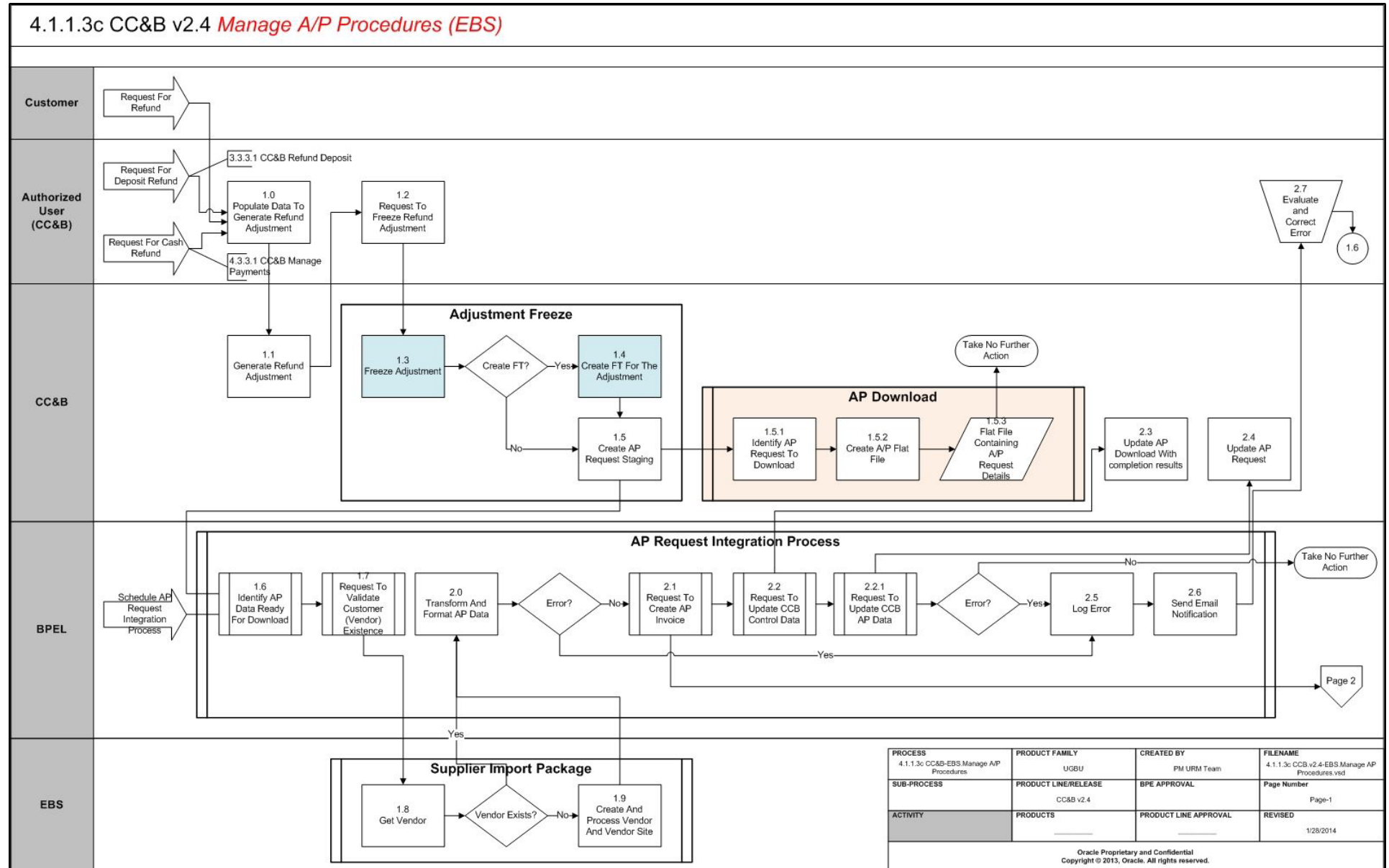
Actors/Roles

The CC&B-EBS.Manage AP Procedures business process involves the following actors and roles:

- **CC&B:** The Customer Care and Billing application. Steps performed by this actor/role are performed automatically by the application, without the need for user initiation or intervention.
- **Authorized User (CCB):** CSR or Authorized User of the Customer Care and Billing application.
- **Authorized User (EBS):** CSR or Authorized User of Oracle E-Business Suite for General Ledger and Accounts Payable
- **BPEL:** Oracle Fusion middleware product, that manages cross-application business processes and coordinates the data flow and data mapping of the integration.

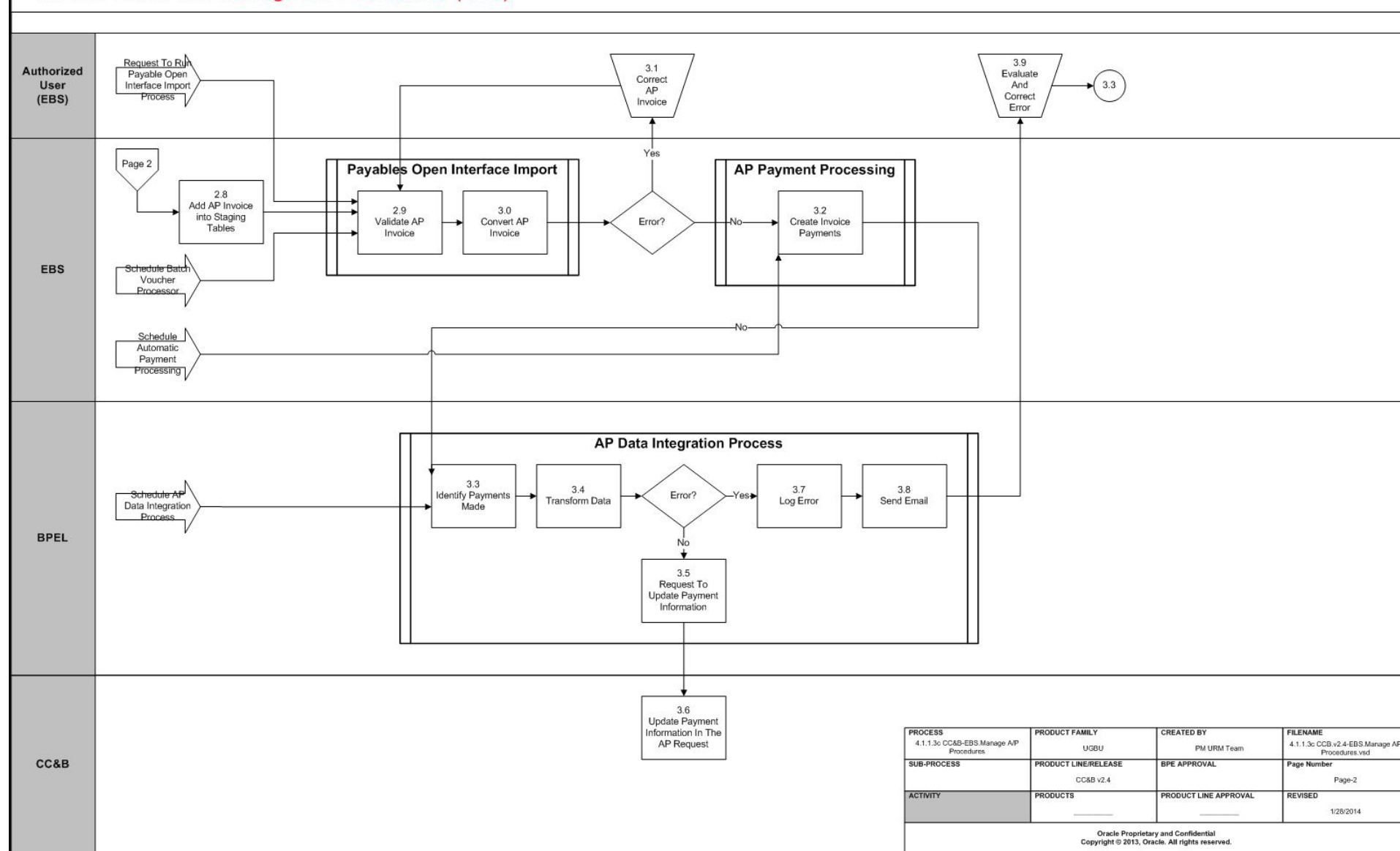
Business Process Diagrams

CC&B-EBS.Manage AP Procedures Process Model - Page 1



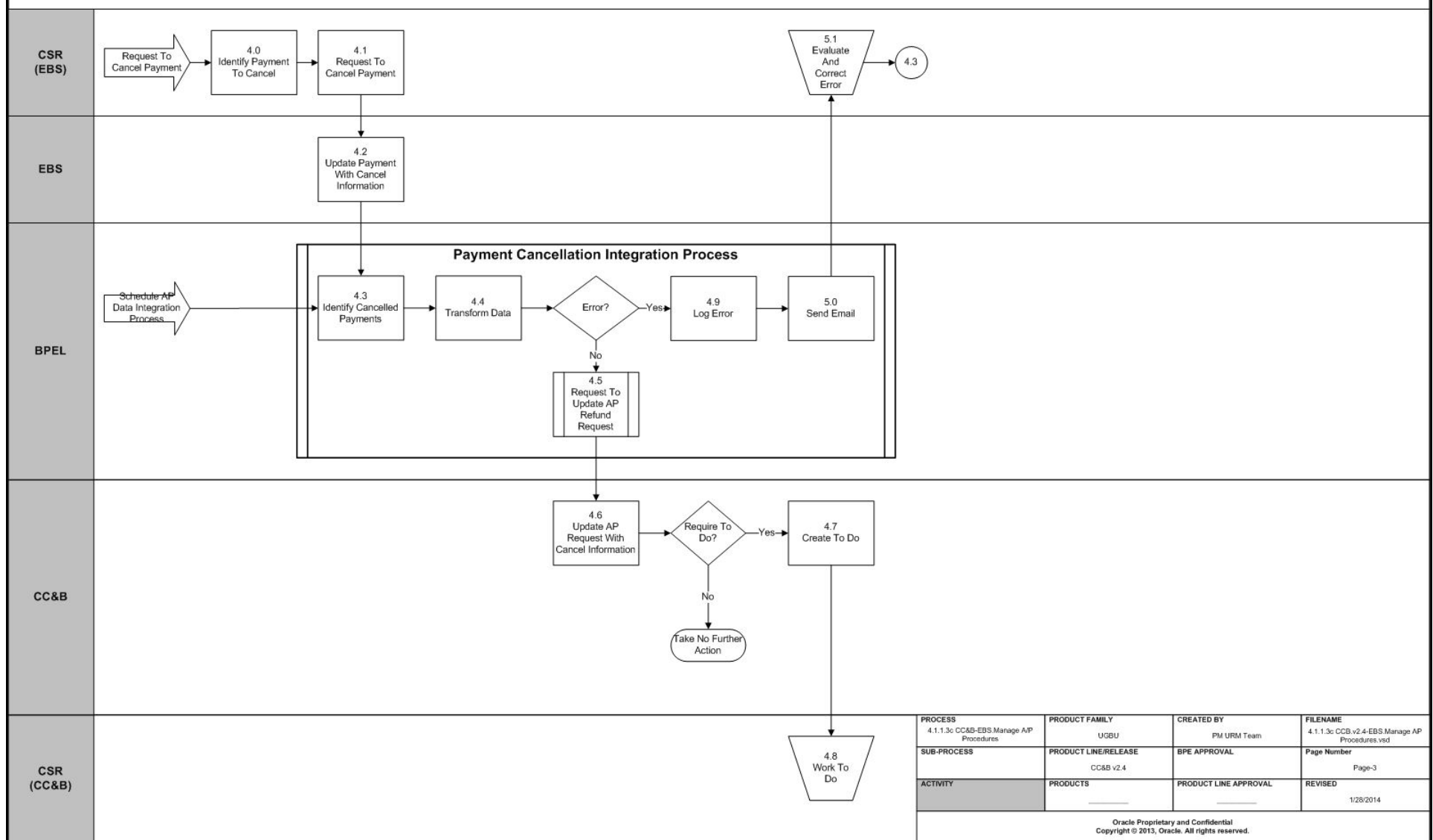
CC&B-EBS.Manage AP Procedures Process Model - Page 2

4.1.1.3c CC&B v2.4 *Manage A/P Procedures (EBS)*



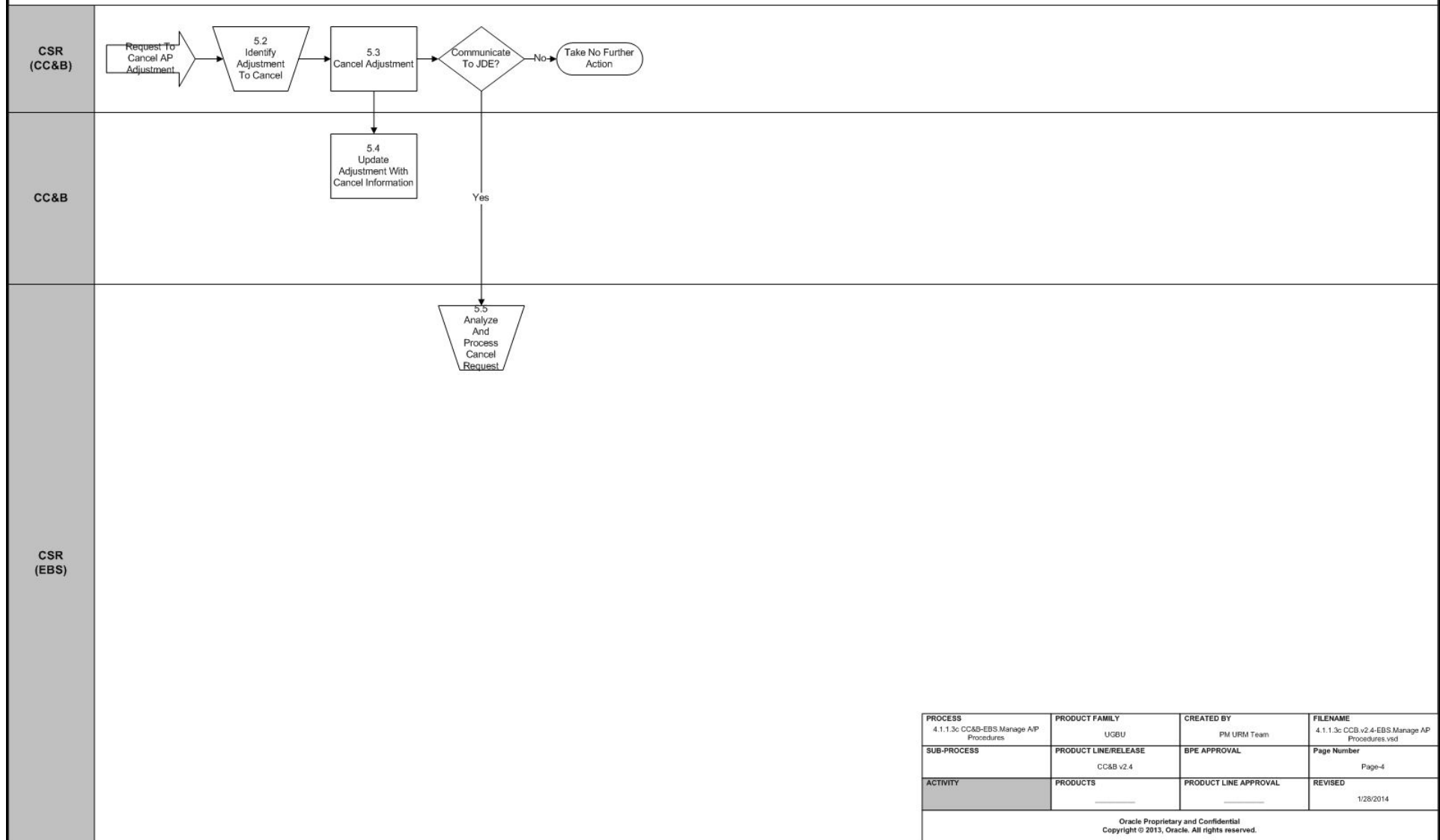
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4.1.1.3c CC&B v2.4 *Manage A/P Procedures (EBS)*



CC&B-EBS.Manage AP Procedures Process Model - Page 4

4.1.1.3c CC&B v2.4 *Manage A/P Procedures (EBS)*



CCB.v2.4-EBS.Manage AP Procedures Detailed Process Model Description

This section provides a detailed description of the “CCB.v2.4-EBS.Manage AP Procedures” business process, including:

- ♦ 1.0 Populate Data to Generate Refund Adjustment
- ♦ 1.1 Generate Refund Adjustment
- ♦ 1.2 Request to Freeze Refund Adjustment
- ♦ 1.3 Freeze Adjustment
- ♦ 1.4 Create FT for the Adjustment
- ♦ 1.5 Create AP Request Staging
- ♦ 1.5.1 Identify AP Request to Download
- ♦ 1.5.2 Create AP Flat File
- ♦ 1.5.3 Flat File Containing AP Request Details
- ♦ 1.6 Identify AP Data Ready for Download
- ♦ 1.7 Request to Validate Customer (Vendor) Existence
- ♦ 1.8 Get Vendor
- ♦ 1.9 Create and Process Vendor and Vendor Site
- ♦ 2.0 Transform and Format AP Data
- ♦ 2.1 Request to Create AP Vouchers
- ♦ 2.2 Request to Update CC&B Control Data
- ♦ 2.3 Update AP Download with Completion Results
- ♦ 2.4 Update AP Request
- ♦ 2.5 Log Error
- ♦ 2.6 Send Email
- ♦ 2.7 Evaluate and Correct Error
- ♦ 2.8 Add AP Invoice
- ♦ 2.9 Validate AP Invoice
- ♦ 3.0 Convert AP Invoice
- ♦ 3.1 Correct AP Voucher
- ♦ 3.2 Create Invoice Payments
- ♦ 3.3 Identify Payments Made
- ♦ 3.4 Transform Data
- ♦ 3.5 Request to Update Payment Information
- ♦ 3.6 Update Payment Information in the AP Request
- ♦ 3.7 Log Error
- ♦ 3.8 Send Email
- ♦ 3.9 Evaluate and Correct Error
- ♦ 4.0 Identify Payment to Void
- ♦ 4.1 Request to Void Payment
- ♦ 4.2 Update Payment with Void Information
- ♦ 4.3 Identify Voided Payments
- ♦ 4.4 Transform Data
- ♦ 4.5 Request to Cancel Payment Information
- ♦ 4.6 Update AP Request with Cancel Information
- ♦ 4.7 Create To Do
- ♦ 4.8 Work To Do
- ♦ 4.9 Log Error
- ♦ 5.0 Send Email
- ♦ 5.1 Evaluate and Correct Error

- ♦ 5.2 Identify Adjustment to Cancel
- ♦ 5.3 Cancel Adjustment
- ♦ 5.4 Update Adjustment with Cancel Information
- ♦ 5.5 Analyze and Process Cancel Request

1.0 Populate Data to Generate Refund Adjustment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User

Description: Authorized User initiates Refund Adjustment creation upon request from the Customer, Deposit being refunded, or a Cash refund being processed in CC&B.

1.1 Generate Refund Adjustment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: An adjustment is created in CC&B to refund money to the customer via an AP check request.

Entities to Configure

- Adjustment Type
- Installation Options - Framework

Note: Adjustment type for the created adjustment must reference an AP Request Type.

Business Objects

- C1-Adjustment - Adjustment - Read Main Details
- C1-AdjustmentType - Adjustment Type - Main Details

Available Algorithms

- CI_ADJ-RT-TX - Adjustment generation - apply rate
- CI_VALXFRADJ - Validate Transfer Adjustment
- REFUNDINT - Calc interest (avg daily bal) and hold on deposit
- CI_ADI-STD - Common Adjustment Information

1.2 Request to Freeze Refund Adjustment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User

Description: Authorized User uses the Adjustment Page in CC&B to freeze the refund adjustment created in CC&B.

1.3 Freeze Adjustment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: Adjustment is frozen in CC&B.

Note: Adjustment must be frozen in order for it to be interfaced to the Accounts Payable system.

Available Algorithms

- CI_ADFR-CRTD - Adjustment Freeze - Create To Do Entry

1.4 Create FT for the Adjustment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: CC&B creates the financial transaction for the frozen adjustment, if applicable.

Available Algorithms

- ADJT-AC - CASH ACCTING! Payoff = Current = Adj Amount,
- ADJT-AD - CASH ACCTING! Payoff = Current = Adj Amount
- ADJT-CA - Payoff Amt = 0 / Current Amt = Adj Amount (no GL)
- ADJT-GL - FIX GL ONLY! Payoff = Current = 0 (GL only)
- ADJT-NM - Payoff Amt = Adj / Current Amt = Adj
- ADJT-RA - CONV ONLY! Payoff = Adj Amt / Cur Amt = 0 (no GL)
- ADJT-TA - Payoff Amt = Adj / Current Amt = 0
- ADJT-TC - CASH ACCTING! Payoff Amt = Adj / Current Amt = 0
- CI_FTGL-AD - Deferred Accrual Write Down Payoff = Current = Adj
- CI_ADJT-ADAC - Deferred Accrual Payoff = Current = Adj Amount
- CI_FTGL-ADTC - Deferred Accrual Payoff = Adj / Current = 0
- CI_ADJT-ST - FT GL Creation for Settlement Adjustments

1.5 Create AP Request Staging

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: Adjustment Freeze

Actor/Role: CC&B

Description: CC&B generates AP Request Data.

1.5.1 Identify AP Request to Download

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Download

Actor/Role: CC&B

Description: The custom process selects all AP Request data ready for download to the interfacing system.

Entities to Configure

- Installation Options - Financial

Process

APDL - Accounts payable download

Note: The base package is supplied with a skeletal background process (referred to by the process ID of APDL) that must be populated with logic to format the records in the format compatible with your accounts payable system.

1.5.2 Create AP Flat File

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Download

Actor/Role: CC&B

Description: The custom process creates a flat file containing check requests.

Entities to Configure

- Installation Options - Financial

Process Names

- APDL - Accounts payable download

1.5.3 Flat File Containing AP Request Details

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Download

Actor/Role: CC&B

Description: The created flat file is interfaced to the Accounts Payable System.

Entities to Configure

- Installation Options - Financial

Process Names

- APDL - Accounts payable download

1.6 Identify AP Data Ready for Download

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: Get CC&B AP Data

Actor/Role: BPEL

Description: The first task in the AP Request Integration is to extract all AP Request Data generated by CC&B. These are data stored in the Adjustment - AP Request Staging created when an adjustment is created using an adjustment type that references an AP Request Type.

Process Names

- GetCCBAPData

1.7 Request to Validate Customer (Vendor) Existence

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: If no exceptions occur during data translation, BPEL invokes EBS Supplier Import Package to check if Customer in CC&B exists as a Vendor in EBS.

Process Names

- CCBToEBSAPBPELProcess

1.8 Get Vendor

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: Supplier Import Package

Actor/Role: BPEL

Description: The process checks if, given the customer information from CC&B, the vendor exists in EBS.

Process Names

- CCB_EBS_SUPPLIERS_IMPORT_PKG

1.9 Create and Process Vendor and Vendor Site

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: Supplier Import Package

Actor/Role: BPEL

Description: If vendor and vendor site do not exist, they are added in the system using the customer details from CC&B.

Process Names

- CCB_EBS_SUPPLIERS_IMPORT_PKG

2.0 Transform and Format AP Data

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: The extracted AP Request data are consolidated and transformed into AP Voucher Data format based on the mapping XSLT.

Process Names

- CCBToEBSAPBPELProcess

Note: It is important for both CC&B and JD Edwards EnterpriseOne Financial Management to have been initially configured for the integration to be successful. See [AP Request and AP Data Integration Configuration](#) for information on required configuration.

2.1 Request to Create AP Vouchers

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: If no exceptions occur during data translation, BPEL loads the formatted AP Voucher data into the E-Business Suite Invoice Interface Tables.

Process Names

- CCBToEBSAPBPELProcess

2.2 Request to Update CC&B Control Data

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: BPEL updates the CC&B Batch Run Number to indicate that the AP Request Data have been extracted and loaded to E-Business Suite successfully.

Process Names

- CCBToEBSAPBPELProcess

2.3 Update AP Download with Completion Results

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Batch Run Number is and will be stamped on the next set of AP Request Data to be downloaded.

2.4 Update AP Request

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The process updates the Payment Selection Status in the CC&B AP Adjustment Request Table for the provided AP Request ID.

Entities to Configure

- A/P Request Type

2.5 Log Error

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: If errors occur during extraction of the AP Request Data from Oracle Utilities Customer Care and Billing tables or during loading these transactions into Oracle E-Business Suite Invoice Interface tables, BPEL inserts the error into an error log table.

Process Names

- CCBToEBSAPBPELProcess

2.6 Send Email

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Group: AP Request Integration

Actor/Role: BPEL

Description: Error notification process, if configured, will notify user by email of an error and the details associated with that error condition.

Note: No user interface is currently provided for the Error Log Table.

Process Names

- CCBToEBSAPBPPELProcess

2.7 Evaluate and Correct Error

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 1 on page 3](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: The recipient of the email looks through the information sent in the email detailing the records with error. Error correction is done manually. After error is corrected, AP Request Integration Process is invoked.

2.8 Add AP Invoice

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: EBS

Description: Transformed AP Request Data is added into the two Invoice Interface Tables - AP Invoice Interface and AP Invoice Interface Lines.

2.9 Validate AP Invoice

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: Payables Open Interface Import

Actor/Role: EBS

Description: The process validates the AP Invoices entered into the system.

Process Names

- APXIIMPT

3.0 Convert AP Invoice

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: Batch Voucher Processor

Actor/Role: EBS

Description: The process converts the data into AP Invoices within the application.

Process Names

- APXIIMPT

3.1 Correct AP Voucher

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (EBS)

Description: In cases of exceptions, authorized user manually corrects the entries in the Open Interface Invoices Form and reruns the Batch Voucher Processor.

3.2 Create Invoice Payments

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: Automatic Payment Processing

Actor/Role: EBS

Description: The process creates payments for the customer.

Process Names

- AP Payment Processing

Note: Additional information regarding the Automatic Payment Processing will be provided later on.

3.3 Identify Payments Made

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process extracts all payments created during the pay cycle process.

Process Names

- EBSToCCBAPDataBPELProcess

3.4 Transform Data

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process transforms the extracted payment information using standard XSLT shipped with the product.

Process Names

- EBSToCCBAPDataBPELProcess

3.5 Request to Update Payment Information

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process sends the payment information to be updated in CC&B.

Process Names

- EBSToCCBAPDataBPELProcess

3.6 Update Payment Information in the AP Request

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Adjustment that initiated the AP Request is updated with the payment information from EBS.

Process Names

- EBSToCCBAPDataBPELProcess

3.7 Log Error

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: If errors occur during extraction of the payment information from EBS, BPEL inserts the error into an error log table.

Process Names

- EBSToCCBAPDataBPELProcess

3.8 Send Email

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: Error notification process, if configured, will notify user by email of an error and the details associated with that error condition.

Note: No user interface is currently provided for the Error Log Table.

Process Names

- EBSToCCBAPDataBPELProcess

3.9 Evaluate and Correct Error

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 2 on page 4](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (EBS)

Description: The recipient of the email looks through the information sent in the email detailing the records with error. Error correction is done manually. After error is corrected, AP Data Integration Process is invoked.

4.0 Identify Payment to Void

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (EBS)

Description: Authorized User selects payment intended to be cancelled.

4.1 Request to Void Payment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (EBS)

Description: Authorized User goes to the Payables Actions Page to populate void details and initiate the void request.

4.2 Update Payment with Void Information

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: EBS

Description: The system cancels the payment with the information provided by the Authorized User.

4.3 Identify Voided Payments

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process extracts all payments canceled after the last successful integration run.

Note: No user interface is currently provided for the Error Log Table.

Process Names

- EBSToCCBAPDataBPELProcess

4.4 Transform Data

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The process transforms the extracted cancelled payment information using standard XSLT shipped with the product.

Process Names

- EBSToCCBAPDataBPELProcess

4.5 Request to Cancel Payment Information

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: The integration process calls the BPEL wrapper to call the Adjustment Maintenance web service in CC&B to initiate cancel of the Adjustment with ID corresponding to the AP Request ID for the given payment.

Process Names

- CCBCancellationWebService

4.6 Update AP Request with Cancel Information

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: The Adjustment that initiated the AP Request is updated with the cancel information from EBS and the refund adjustment is cancelled.

4.7 Create To Do

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: If applicable, a To Do is created upon cancellation of the adjustment.

Available Algorithms

- CI_ADCA-CRTD - Adjustment Cancellation - Create To Do Entry

4.8 Work To Do

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: Authorized user works the assigned to do for the cancelled adjustment.

4.9 Log Error

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: If errors occur during extraction of the payment information from JDE, BPEL inserts the error into an error log table.

Process Names

- EBSToCCBAPDataBPELProcess

5.0 Send Email

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Group: AP Data Integration

Actor/Role: BPEL

Description: Error notification process, if configured, will notify user by email of an error and the details associated with that error condition.

Note: No user interface is currently provided for the Error Log Table.

Process Names

- EBSToCCBAPDataBPELProcess

5.1 Evaluate and Correct Error

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (EBS)

Description: The recipient of the email looks through the information sent in the email detailing the records with error. Error correction is done manually. After error is corrected, AP Data Integration Process is invoked.

5.2 Identify Adjustment to Cancel

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: Authorized User, upon request, selects the AP Adjustment to cancel.

5.3 Cancel Adjustment

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (CC&B)

Description: Authorized User cancels the selected adjustment and populates required information.

5.4 Update Adjustment with Cancel Information

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 4 on page 6](#) for the business process diagram associated with this activity.

Actor/Role: CC&B

Description: Process cancels the adjustment and updates it with the cancel information.

Note: No user interface is currently provided for the Error Log Table.

Entities to Configure

- Installation Options-Framework,
- Installation Options-Framework
- Algorithms
- System Event: Control Central Alert Zones

Available Algorithms

- CI_ADCA-CRTD - Adjustment Cancellation - Create To Do Entry
- C1-CANSUSADJ - Cancel Suspense Adjustment

5.5 Analyze and Process Cancel Request

Reference: [CC&B-EBS.Manage AP Procedures Process Model - Page 3 on page 5](#) for the business process diagram associated with this activity.

Actor/Role: Authorized User (EBS)

Description: Authorized User checks on the cancel request and works on it manually.

Note: Integration at this point has no automatic process to deal with cancellation of AP Adjustment in CC&B once the payment has been made in EBS.

AP Request and AP Data Integration Configuration

The integration between Oracle Utilities Customer Care and Billing and Oracle E-Business Suite Revenue Accounting Financials incorporates three integration points to facilitate transfer of information between the two applications. Configuration must be completed for all involved products to prepare the integration product for use. The following sections describe how to configure each area for the two integration points.

Oracle E-Business Suite Revenue Accounting Configuration

Configure GL accounts (Accounting Flexfield), and other information in Oracle E-Business Suite.

AP Request Integration Point

Configure the Payment Terms in Oracle Applications Account Payables

To Configure the Payment Terms in Oracle Applications follow these steps:

1. Open Oracle Applications and Navigate to Payables Vision Operations (USA) Responsibility.
Go to Set Up > Invoice > Payment
2. Define the payment terms as per the table below:

Field Label	Value	Comments
Name	Net07	
Description	Payment Due after 7 days	
Effective Date from	01-Jan-1990	
&%Due	100	
Days	7	

AP Data Integration Point

No configuration is required in Oracle E-Business Suite Revenue Accounting for this integration point. Product delivered application tables are used for selecting data from Oracle E-Business Suite Revenue Accounting to export payment information to Oracle Utilities Customer Care and Billing.

Oracle Utilities Customer Care and Billing Configuration

AP Request Integration Point

Configure the AP Business Unit Characteristic Type

For each CIS Division used, in Oracle Utilities Customer Care and Billing, the AP Business Unit to be used in Oracle E-Business Suite Revenue Accounting GL must be configured.

Complete the following configuration in Customer Care and Billing to reference the AP Business Unit corresponding to the CIS Division as follows:

1. Create a Characteristic Type

Admin Menu > C > Characteristic Type

The value for this characteristic type stores the value of the Oracle E-Business Suite Revenue Accounting Org id. In this example it is CCBTMPLT. You will use the name of the template you have established for this purpose in Oracle E-Business Suite Revenue Accounting.

2. Set up the details on the Characteristic Type as follows:

Field	Value	Comments
Characteristic Type	EBSORGID	The code associated with your characteristic type. This will be used in future steps.
Description	EBS Org Id	A description of the user for this characteristic type.
Type of Char Value	Predefined Value	No freeform text is allowed, only a predefined set of values.
Allow Search by Char Val	Allowed	Allow Searches
Characteristic Value	204	The name of the Oracle E-Business Suite Revenue Accounting Org Id to be used.
Description	Oracle E-Business Suite Revenue Accounting Operating Unit	

3. Select the Characteristic Entities tab to allow the Characteristic Type to be associated with the Distribution Code:

Field	Value	Comments
Characteristic Entity	CIS Division	This characteristic type can be inserted on a CIS Division.

4. Attach the Characteristic Type, created above, to any CIS Divisions that will be used for AP Request Adjustments. In sample data an example is provided as the CA CIS Division.
Admin Menu > C > CIS Division

Field	Value	Comments
CIS Division	Example: CA	The CIS Division to be used.
Description	Example: California	A description of how the CIS Division is used.
Characteristic Tab		
Effective Date	Example: 01-01-1900	The date you wish the characteristic type and value to become active and used by the system, and therefore, the integration software.
Characteristic Type	Oracle E-Business Suite Revenue Accounting Org ID	The characteristic type you created above
Characteristic Value	Example: 204	The value you gave to the characteristic type created above

Note: Only fields relevant to the integration are included in this table.

AP Data Integration Point

No Oracle Customer Care and Billing configuration is required to enable this integration point.

AP payment data is extracted from Oracle Applications when an AP Request invoice is paid. This data is then translated by the BPEL service and inserted into the Customer Care and Billing AP Request that initiated the invoice in the first place. Oracle BPEL Process Manager invokes the Customer Care and Billing service, named C1AdjustmentMaintenance, when a payment is canceled and the Invoice is cancelled Oracle Applications. The service will use the cancel reason contained in its configuration when canceling the adjustment associated with an AP Request. The sample data cancel reason comes pre-configured as "APVC" (Accounts Payable Void Check) in Oracle Utilities Customer Care and Billing version 2.2 and later.

You should verify that the cancel service C1AdjustmentMaintenance is configured and that the Cancel Reason to which it refers is also configured correctly.

Admin Menu > X > XAI Inbound Service

Admin Menu > X > XAI Inbound Service Field Label	Value	Comments
XAI In Service Name	AdjustmentMaintenance	This service is used to change data associated with adjustment transactions
Description	Adjustment Maintenance for AP Cancel	
Long Description	Adjustment Maintenance for AP Cancel	
Active	Checked	Active check box checked
Request Schema	C1AdjustmentMaintenance.xsd	Used by BPEL to call this service
Response Schema	C1AdjustmentMaintenance.xsd	Used by BPEL to receive the response from this service
Transaction Type	Update	Service used to update an existing adjustment transaction

You may wish to test this service using XAI Dynamic Submission as follows:

Admin Menu > X > XAI Dynamic Submission

Field Label	Value	Comments
XAI In Service Name	AdjustmentMaintenance	This service is used to change data associated with adjustment transactions
Transaction Type	Update	
Cancel	Checked	Cancel check box checked
Adjustment ID	Example: 078644601179	The key value of the adjustment for which you wish to test the cancel service
Cancel Reason	Example: APVC	AP Void Check cancel reason. This must be a configured cancel reason

Click the **Submit** button and review the results.

Related Training

The following User Productivity Kit (UPK) modules provide training related to this business process:

- Oracle Utilities UPK for Customer Care and Billing, Administrative Setup
- Oracle Utilities UPK for Customer Care and Billing, User Tasks
- Oracle Utilities UPK for Customer Care and Billing, Credit and Collections
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing
- Oracle Utilities UPK for Customer Care and Billing, Rating and Billing for Interval Data