

CPQ Cloud-Accounts Receivable Integration

Implementation Overview

Oracle CPQ Cloud Product Management
April 2015

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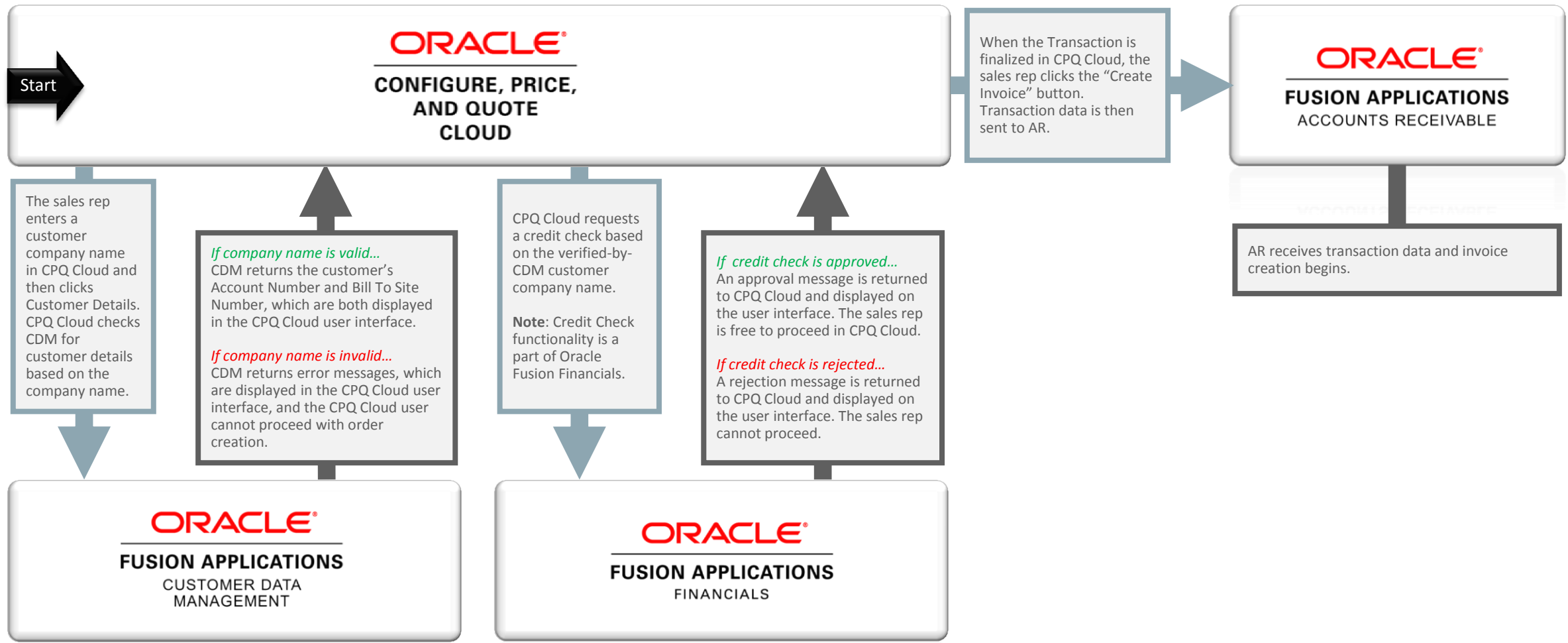
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CPQ Cloud, Customer Data Management, Credit Check, and Accounts Receivable Integration Overview



Preparing CPQ Cloud for Integration

Prerequisites

- CPQ Cloud version 2014 R2 or later
- Base Reference Application is deployed on the environment
 - Customers with QuickStart sites can still perform the integration, but many integration files will need to be manually modified. Contact CPQ Cloud Product Management for more information.

Integration Dependencies

- CDM integration must be implemented in CPQ Cloud to perform Credit Check integration
- CDM and Credit Check integrations must be implemented in CPQ Cloud to perform AR integration

Important Note: This document gives a high-level overview of what must be created in CPQ Cloud to enable integration with CDM, Credit Check, and AR, but it does not include detailed instructions for how to create each component.

Refer to each Integration White Paper (linked to at the end of this document) for detailed administration instructions.

CPQ Cloud-Customer Data Management Integration

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Preparing for Integration

CDM Requirements

- Fusion Sales Cloud Release 9 or later
- Fusion CDM web services that must be running:
 - “OrganizationService” operation “findOrganization”
 - “CustomerAccountService” operation “findCustomerAccount”

CPQ Cloud Components to Create for CDM Integration

- 4 Attributes
- 1 Action
- 1 Validation Rule
- 4 Library Functions
- 1 Step Transition (Document View)
- 2 Data Tables

Preparing CPQ Cloud for Integration

Attributes

Five new attributes must be created in CPQ Cloud to enable integration with CDM:

| Attribute | Description | Visible on the CPQ Cloud Layout |
|------------------------------|--|---------------------------------|
| Customer Company Name | Populated by the sales user, and used to check for customer data in CDM. | Yes |
| Account Number | Populated by CDM based on the Customer Company Name. | Yes |
| Bill To Site Number | Populated by CDM based on the Customer Company Name. | Yes |
| Party ID | Populated by CDM based on the Customer Company Name. | No |

Preparing CPQ Cloud for Integration

Actions

One new action must be created to accomplish integration with CDM:

| Action | Description | Visible on the CPQ Cloud Layout |
|-------------------------|---|---------------------------------|
| Customer Details | Invoked by the CPQ Cloud user. This action begins the process of retrieving customer details from CDM based on the customer company name by triggering the necessary library functions. | Yes |

Preparing CPQ Cloud for Integration

Validation Rule

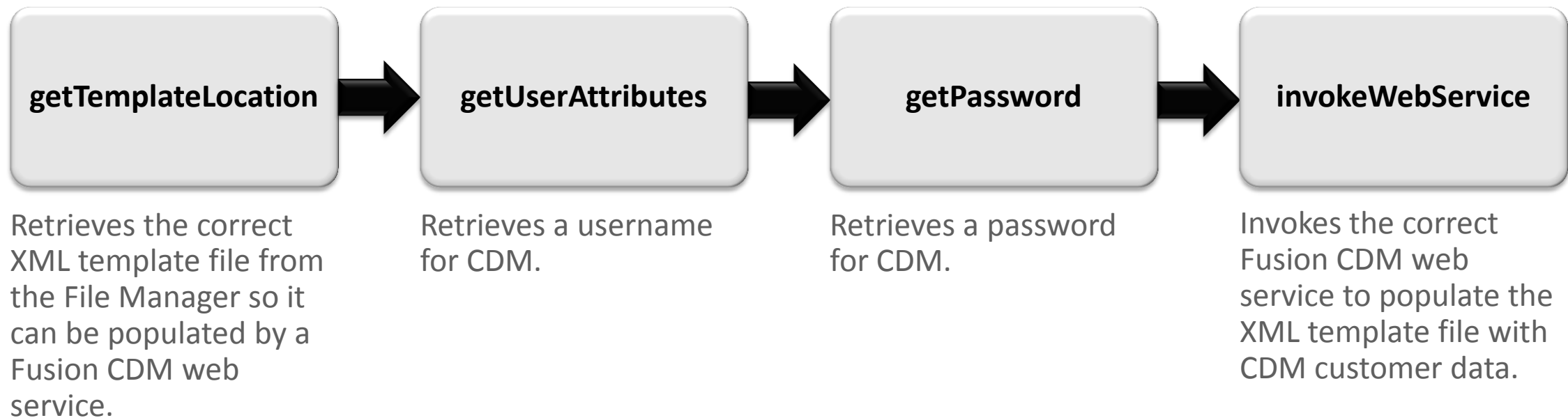
One Validation rule must be created in the Oracle Quote to Order Commerce Process:

| Validation Rule Name | Action Constrained | Condition | Description |
|----------------------|--------------------|--|---|
| CustomerDetails | Submit | Account Number and Bill To Site Number are both blank. | The CPQ Cloud user will not be able to click Submit when the Account Number and Bill To Site Number attributes are both blank. A message will be displayed to instruct the CPQ Cloud user to click Customer Details to retrieve the data for these attributes from CDM. |

Preparing CPQ Cloud for Integration

Library Functions

Four new Library Functions must be created and will run when the **CustomerDetails** action is fired.



Preparing CPQ Cloud for Integration

Step Transition (Document View)

Add the new Document View to the "Sales Rep" or "Default" Participant Profile unless advised otherwise. This view will hide the new Customer Details action based on the current step.

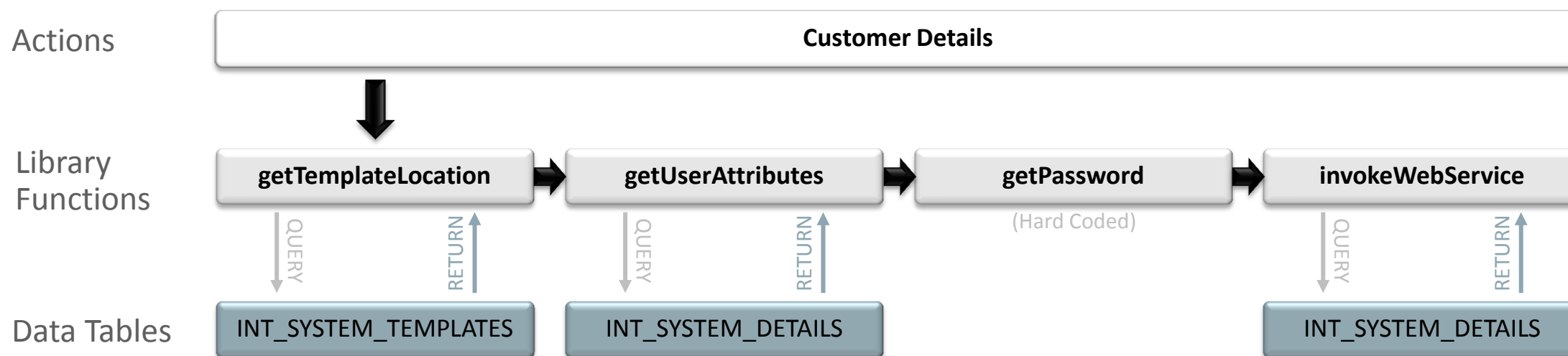
| Action | Steps Action is Shown | Description |
|------------------|-----------------------|---|
| Customer Details | Start, In Progress | The Customer Details action will be available for the CPQ Cloud sales user to invoke until the Transaction reaches the Approved step. |

Preparing CPQ Cloud for Integration

Data Tables

A new **INT_SYSTEM_TEMPLATES** data table will contain links to the TCA-OrgService and TCA-AccService XML template files in the File Manager. This data table will be queried by the new getTemplateLocation Library Function to retrieve the template files so they can be populated with CDM customer data.

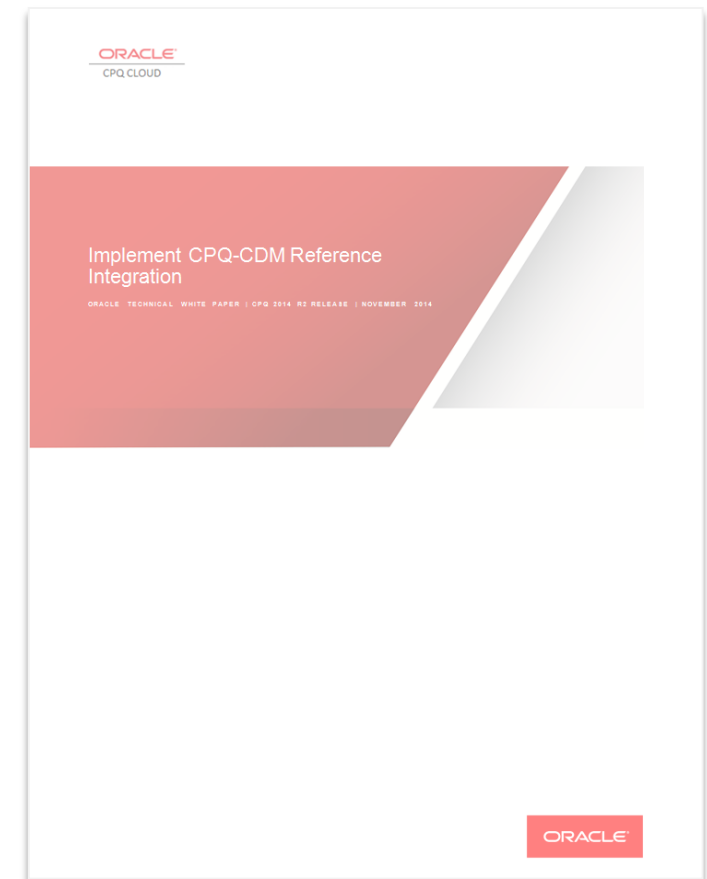
A new **INT_SYSTEM_DETAILS** data table will contain Fusion CDM web service names, usernames, and end points. This data table will be queried by the new CPQ Cloud Library Functions getUserAttributes and invokeWebService to populate the XML template files using table data and Fusion CDM web services.



Next Steps

Implement CPQ-CDM Reference Integration

For detailed instructions on creating the components in CPQ Cloud necessary to enable integration with Fusion CDM, as well as access to additional sample files and resources, see the Implement CPQ-CDM Reference Integration white paper.



CPQ Cloud-Financials Credit Check Integration

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Preparing CPQ Cloud for Integration

CPQ Cloud Components to Create for Credit Check Integration

- 1 Attribute
- 1 Action
- 1 Validation Rule
- 6 Formulas
- 4 Library Functions
- 1 Step Transition (Document View)
- 2 Data Tables

Preparing CPQ Cloud for Integration

Attributes

One new attribute must be created in CPQ Cloud to enable integration with Credit Check:

| Attribute | Description | Visible on the CPQ Cloud Layout |
|------------------------------|---|---------------------------------|
| Credit Approval State | Displays the Credit Approval status as being either accepted or rejected. | Yes |



Preparing CPQ Cloud for Integration

Actions

One new action must be created to accomplish integration with Credit Check:

| Action | Description | Visible on the CPQ Cloud Layout |
|--------------|--|---------------------------------|
| Credit Check | Invoked by the CPQ Cloud user. This action begins the process of checking the customer company name's credit in Financials Credit Check by triggering the necessary library functions. | Yes |

Preparing CPQ Cloud for Integration

Validation Rule

One Validation rule must be created in the Oracle Quote to Order Commerce Process:

| Validation Rule Name | Action Constrained | Condition | Description |
|--------------------------------|--------------------|--|---|
| Credit Check Validation | Create Invoice | Credit Approval State equals "Credit check request is rejected" or is blank. | The CPQ Cloud user will not be able to click Create Invoice when a credit check has not been performed or when a request for a credit check came back as rejected. A message will display to tell the user to request a credit check, or that an invoice cannot be created because the credit check was rejected. |

Preparing CPQ Cloud for Integration

Formulas

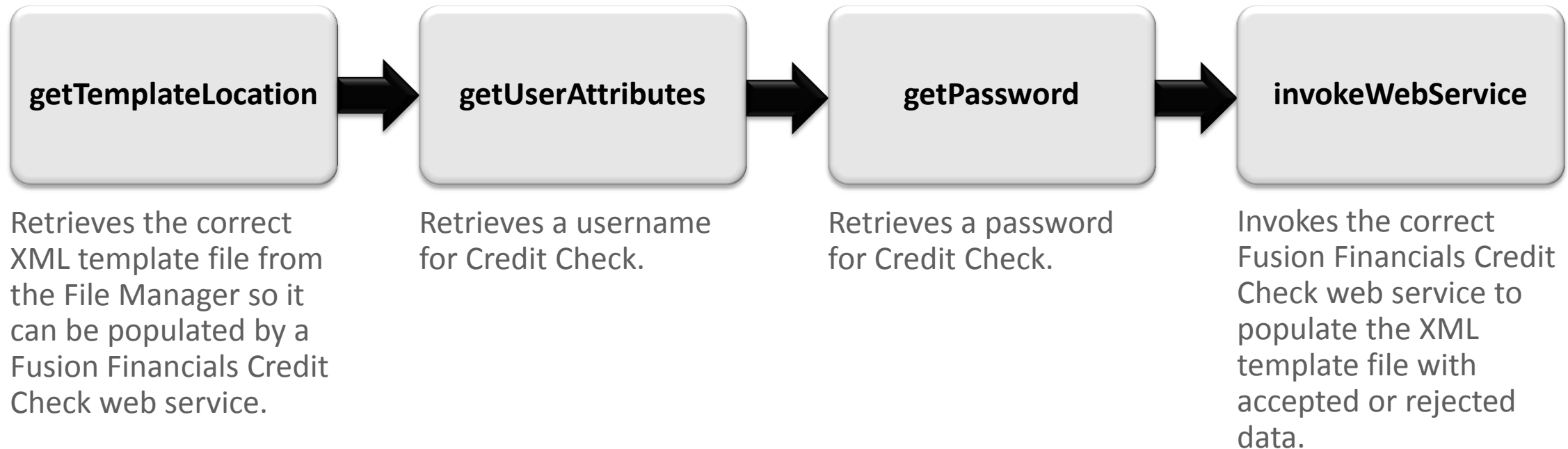
Six formulas must be created in Formula Management to correctly formulate the Total Contract Value, which will be used in the Credit Check:

| Attribute | Formula |
|-------------------------------|--|
| listPrice_l | _price_item_price_each |
| customDiscountAmount_l | if((customDiscountType_l = "Amount Off"), customDiscountValue_l, if((customDiscountType_l = "Percent Off"), (listPrice_l * (customDiscountValue_l / 100)), if((customDiscountType_l = "Price Override"), (listPrice_l - customDiscountValue_l), 0))) |
| netPrice_l | if((customDiscountType_l = "Price Override"), customDiscountValue_l, (listPrice_l - customDiscountAmount_l)) |
| netAmount_l | netPrice_l * requestedQuantity_l |
| contractValue_l | if((priceType_l = "One Time"), netAmount_l, if((priceType_l = "Recurring"), (netAmount_l * contractedPeriods_l), 0)) |
| totalContractValue_t | sum(contractValue_l) |

Preparing CPQ Cloud for Integration

Library Functions

Four new Library Functions must be created and will run when the **Credit Check** action is fired.





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Step Transition (Document View)

Add the new Document View to the "Sales Rep" or "Default" Participant Profile unless advised otherwise. This view will hide the new Credit Check action based on the current step.

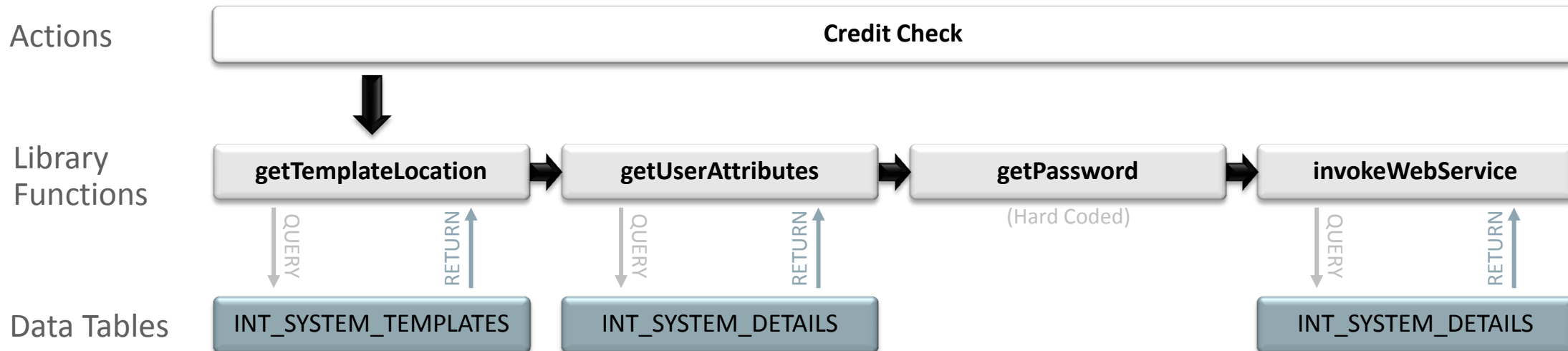
| Action | Step Action is Shown | Description |
|--------------|----------------------|--|
| Credit Check | Approved | The Credit Check action will be only be available for the CPQ Cloud sales user to invoke when the Transaction has been approved. |

Preparing CPQ Cloud for Integration

Data Tables

A new **INT_SYSTEM_TEMPLATES** data table will contain a links to the CreditCheck XML template file in the File Manager. This data table will be queried by the new getTemplateLocation Library Function to retrieve the template file so it can be populated with accepted or rejected data.

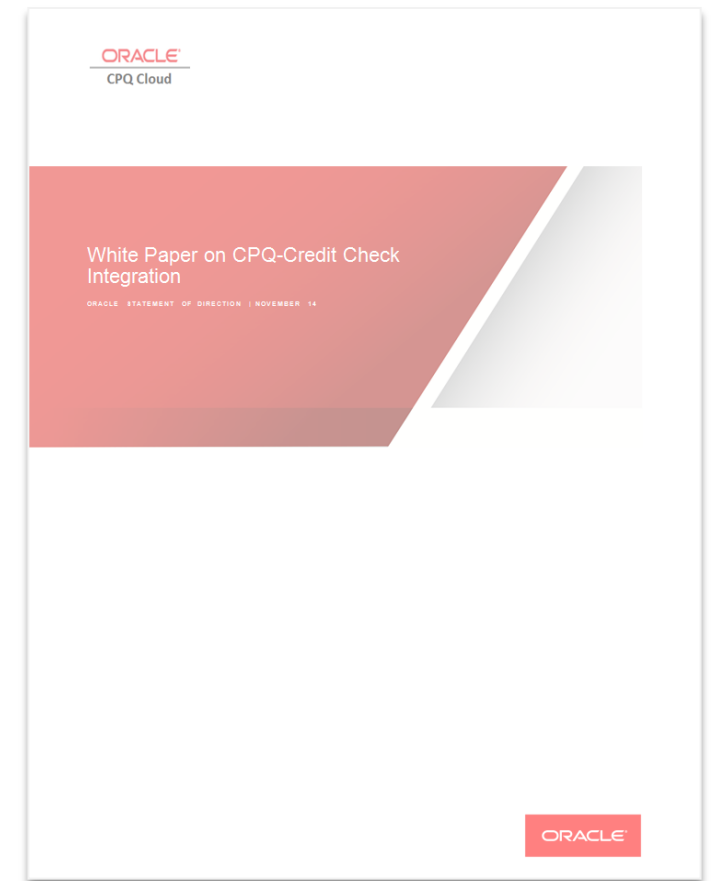
A new **INT_SYSTEM_DETAILS** data table will contain the Fusion Financials Credit Check web service name, username, and end point. This data table will be queried by the new CPQ Cloud Library Functions getUserAttributes and invokeWebService to populate the XML template files using table data and Fusion Financials Credit Check web service.



Next Steps

White Paper on CPQ-Credit Check Integration

For detailed instructions on creating the components in CPQ Cloud necessary to enable integration with Fusion Financials Credit Check, as well as access to additional sample files and resources, see the White Paper on CPQ-Credit Check Integration.



CPQ Cloud-Accounts Receivable Integration

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Preparing for Integration

CDM Requirements

- Fusion Sales Cloud Release 9 or later
- Fusion AR web service that must be running:
 - “InvoiceService” operation
 - “processInterfaceLine”

CPQ Cloud Components to Create for AR Integration

- 36 Attributes
- 3 Actions
- 1 Validation Rule
- 6 Library Functions
- 3 Step Transitions (Document Views)
- 2 Data Tables

Preparing CPQ Cloud for Integration

Attributes

In order for CPQ Cloud to give all necessary Transaction data to Fusion AR for order creation, 36 new attributes must be created in the Oracle Quote to Order Commerce Process:

- 2 customer company attributes populated by CDM
- 6 line-item/order attributes
- 17 contract and billing attributes
- 8 general transaction attributes
- 3 additional attributes populated by AR
 - Invoice Date
 - Invoice Number
 - AR Line GUID

Preparing CPQ Cloud for Integration Actions

Three new actions must be created to accomplish integration with Fusion AR:

| Action | Description | Visible on the CPQ Cloud Layout |
|----------------|---|---------------------------------|
| Create Invoice | Invoked by the CPQ Cloud user. This action sends Transaction data to Fusion AR by triggering the necessary library functions to begin the process of creating an invoice. | Yes |
| Cancel Invoice | Invoked by the CPQ Cloud user. This action sends a request to cancel an in-flight order to Fusion AR. | Yes |
| Cancel Line | Invoked by the CPQ Cloud user. This action sends a request to cancel a line item off of an in-flight order to Fusion AR. | Yes (line-level) |

Preparing CPQ Cloud for Integration

Validation Rule

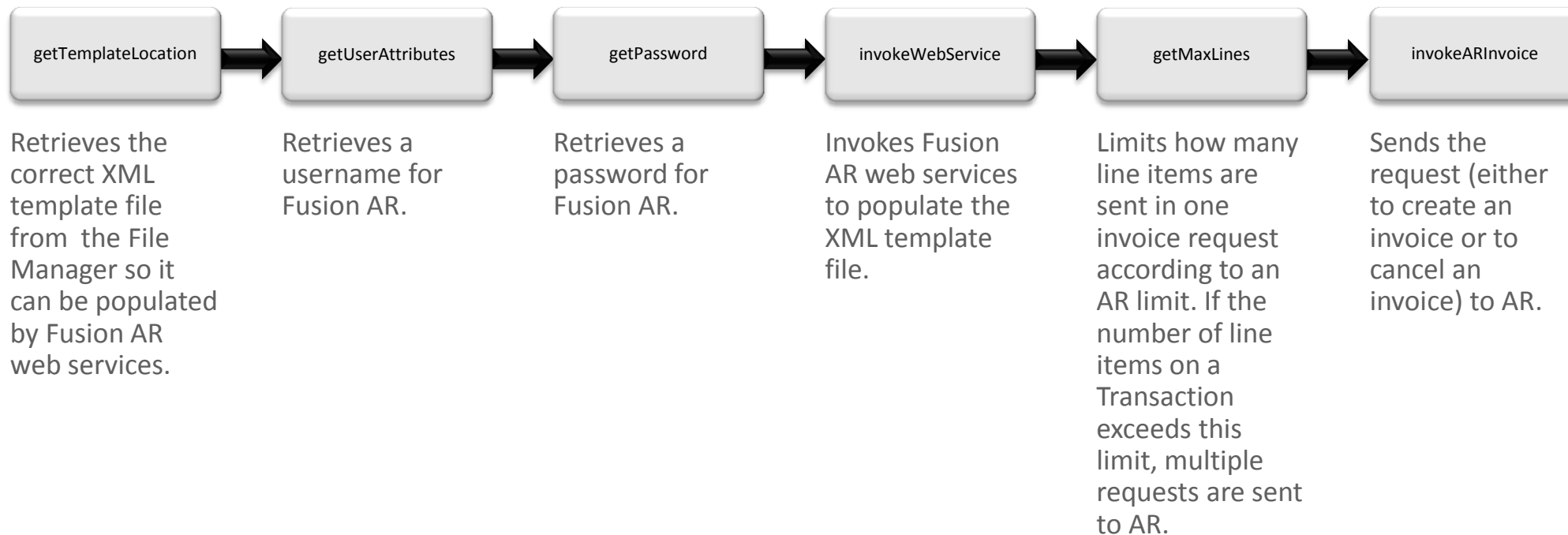
One Validation rule must be created in the Oracle Quote to Order Commerce Process:

| Validation Rule Name | Action Constrained | Condition | Description |
|----------------------|--------------------|--|--|
| No Line Validation | Create Invoice | No line items are present on the Transaction | The CPQ Cloud user will not be able to click Create Invoice on a Transaction that des not have any line items. |

Preparing CPQ Cloud for Integration

Library Functions

Six new Library Functions must be created and will run when either the **Create Invoice**, **Cancel Invoice**, or **Cancel Line** actions are fired.

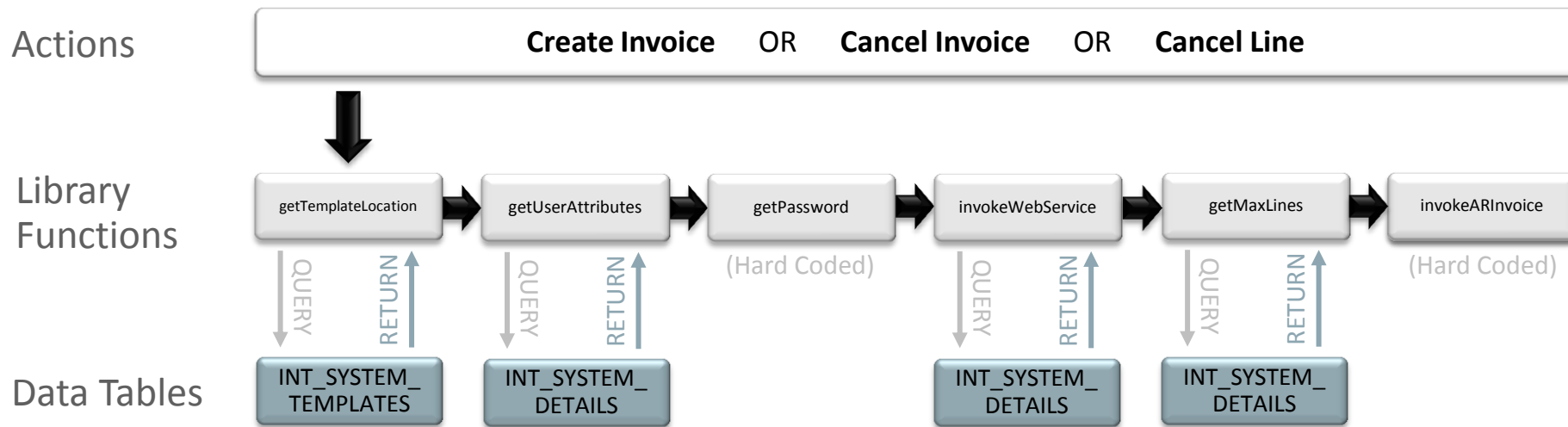


Preparing CPQ Cloud for Integration

Data Tables

A new **INT_SYSTEM_TEMPLATES** data table will contain links to Fusion Financials XML template files in the File Manager. This data table will be queried by the new getTemplateLocation Library Function to retrieve the template files so they can be populated with AR invoice data.

A new **INT_SYSTEM_DETAILS** data table will contain Fusion Financials web service names, usernames, and end points. This data table will be queried by the new CPQ Cloud Library Functions getUserAttributes and invokeWebService to populate the XML template files using table data and Fusion Financials web services.



Next Steps

Implement CPQ-Receivables Integration

For detailed instructions on creating the components in CPQ Cloud necessary to enable integration with Fusion AR, as well as access to additional sample files and resources, see the Implement CPQ-Receivables Integration white paper.



CPQ Cloud-AR Integration White Papers

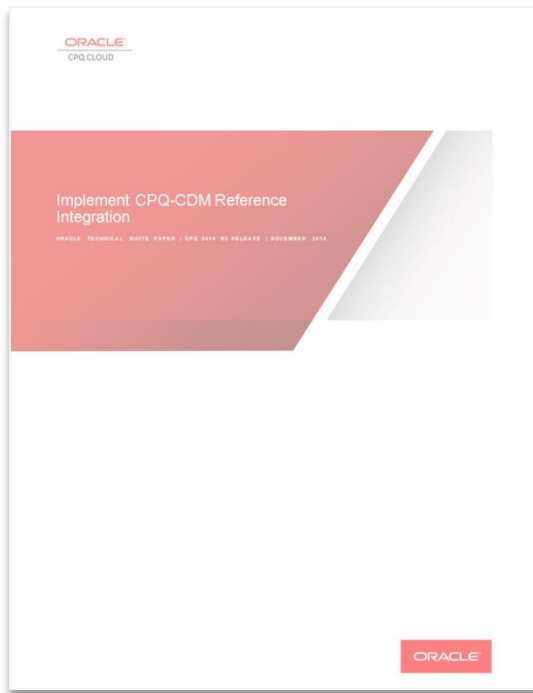
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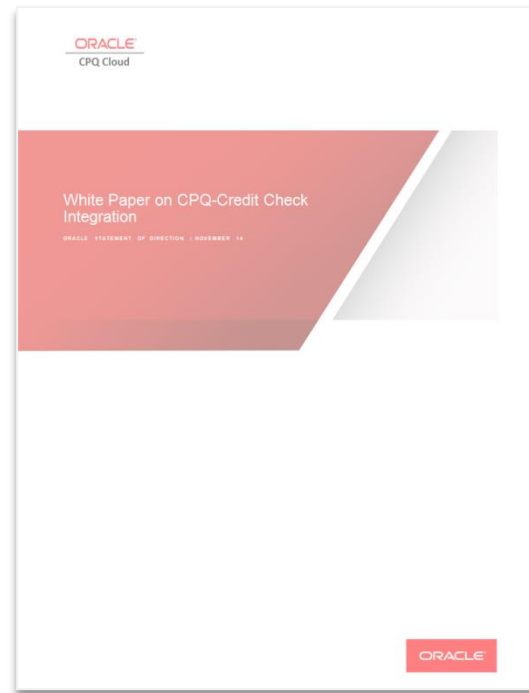
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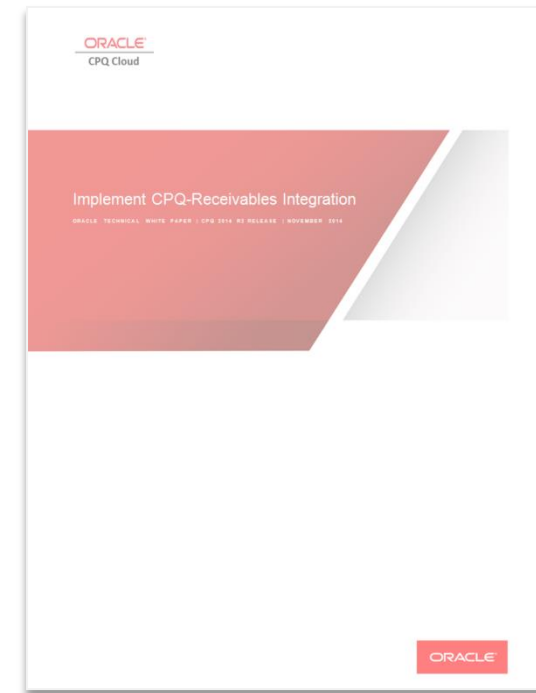
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