Oracle® Revenue Management and Billing for Financial Services

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About this Document

This document describes the enhancements made in this service pack. It indicates the changes made to the existing screens in Oracle Revenue Management and Billing. It also highlights the bug fixes and known issues in this service pack.

This document does not describe the functionality of Oracle Revenue Management and Billing or technical know-how on how to install or upgrade Oracle Revenue Management and Billing. For more detailed information, you can refer to the following documents:

Document	Description
Oracle Revenue Management and Billing Banking User Guide	Describes the features available in the Banking module. It also contains procedures on how to execute various tasks related to the Banking module.
Oracle Revenue Management and Billing Insurance User Guide	Describes the features available in the Insurance module. It also contains procedures on how to execute various tasks related to the Insurance module.
Oracle Revenue Management and Billing Collections User Guide	Describes the features available in the Collections module. It also contains procedures on how to execute various tasks related to the Collections module.
Oracle Revenue Management and Billing Installation Guide	Lists the pre-requisites, supported platforms, and hardware and software requirements for installing the Oracle Revenue Management and Billing application. It also explains how to install the Oracle Revenue Management and Billing application.
Oracle Revenue Management and Billing Quick Installation Guide	Provides high-level information on how to install the Oracle Revenue Management and Billing application.
Oracle Revenue Management and Billing Upgrade Guide	Lists the pre-requisites for upgrading the Oracle Revenue Management and Billing application from the current release to the new release or service pack. It also explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.
Oracle Revenue Management and Billing Upgrade Path Guide	Highlights the framework releases and application service packs that needs to be installed while upgrading from one version to another.
Oracle Revenue Management and Billing Database Administrator's Guide	Provides detailed information on how to install the database for the Oracle Revenue Management and Billing application.
Oracle Revenue Management and Billing Reports Installation Guide	Provides detailed information on how to configure the reporting feature in the Oracle Revenue Management and Billing application.
Oracle Revenue Management and Billing Data Migration Guide	Provides detailed information on how to migrate data from one release to another.

Contents

Enhancements

This section lists the enhancements made to the following features:

- Pricing Management

- Currency Conversion

Pricing Management

Now, while exporting effective pricing of an account or a customer in CSV format, the CSV file contains the following new columns:

- Parent Pricelist Level

- Ignore Transaction

- Do Not Aggregate Switch

- Aggregation Schedule

- Tiering Criterion

- Tiering Product

Currency Conversion

Initially, rate engine calculated all bill calc lines in the pricing currency. And, then the bill segment creation algorithm converted the bill calc line amounts from the pricing currency to the invoice currency.

However, there were following two issues while using this method of currency conversion:

1. Rounding rules vary with the currency. For example, amounts in Japanese Yen are rounded down to the nearest yen while other currencies are rounded up or down to the nearest unit. Therefore, the bill calc line amounts are not converted correctly in the invoice currency.

2. In some cases, customers want to first convert and round the rate (derived from the rate engine) to the invoice currency, and then calculate the bill calc line amount (a product of rate and unit).

In order to resolve these issues, Oracle Revenue Management and Billing provides the capability to perform currency conversion on the rate. To enable this feature, you need to set the following parameters (option types) in the **C1_EX_ROUND** feature configuration:

- **Feature Config for Conversion** – Used to indicate whether currency conversion should be done on the rate (derived from the rate engine) or on the bill calc line amount. By default, the value of this option type is set to **N**. If you want currency conversion should be done on the rate, set the **Feature Config for Conversion** option type to **Y**.

- **RC Conversion Characteristic Type** – Used to specify the characteristic type.

- **RC Conversion Characteristic Value** – Used to specify the value for the characteristic type.

  Note: The system checks whether the characteristic type specified in the **RC Conversion Characteristic Type** field is defined on the rate component. If the characteristic type is defined on the rate component and its value matches the value defined in the **RC Conversion Characteristic Value** field, the system does currency conversion on the rate and not on the bill

calc line amount. Else, the currency conversion process on the rate is terminated even if the **Feature Config for Conversion** option type is set to **Y**.

- **RC Currency Conversion Algorithm** – Used to specify the name of the algorithm that you want to use for currency conversion.

- **RC Currency Rounding Characteristic Type** – Used to specify the characteristic type.

- **RC Currency Rounding Characteristic Value** – Used to specify the value for the characteristic type.

  Note: The system checks whether the characteristic type specified in the **RC Currency Rounding Characteristic Type** field is defined on the rate component. If the characteristic type is defined on the rate component and its value matches the value defined in the **RC Currency Rounding Characteristic Value** field, the system does rounding to the nearest unit based on the decimal positions specified for the currency in the **Currency** screen. However, if the characteristic type is not defined on the rate component or its value does not match the value defined in the **RC Currency Rounding Characteristic Value** field, the system does rounding based on the rounding type and precision defined on the rate component.

- **Round Down Currency** – Used to specify the currency code whose value should be rounded down on currency conversion. If you want to round down the value of more than one currency code, you need to define this option type for each such currency code. For example, you need to round down Japanese Yen and USD. In such case, you need to define this option type twice – once with the value as Yen and another with the value as USD.

User Interface (UI) Level Changes

The following table lists changes made to the existing screens in Oracle Revenue Management and Billing:

Screen	Changes
Division	The following changes are made to this screen: • The **Transaction Source Codes** tab is removed. • The **ID Types** tab is renamed to **Customer Identifier Types**.
Identifier Type	The following changes are made to this screen: • The **Identifier Type** screen is renamed to **Customer Identifier Type**.
Transaction Details	The following changes are made to this screen: • The **Do Not Aggregate Switch** field is removed from this screen.

Discontinued Features

Since the transaction source used for Transaction Feed Management is not division-specific, the **Transaction Source Codes** tab is removed from the **Division** screen. In case if an existing customer is using the **Transaction Source Codes** tab for maintaining division-specific transaction source codes, they will now have to create a customized screen to serve the purpose.

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.2.4.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

- Upgrade and Install

- Banking

- Insurance

- Collections

- Documentation

Upgrade and Install

9299899	HIBERNATE UPGRADE FROM 3.2.5 TO 3.2.7 IS MANDATORY
Issue	The current framework version (FW 2.2.0 and SP8 onwards) only supports Hibernate 3.2.7. Ensure that you have upgraded to Hibernate 3.2.7 before installing the application.
Workaround	None

Banking

10008523	SEARCH RESULT FOR EXCHANGE RATE NOT DISPLAYED CORRECTLY
Issue	Searching for the lowest precision rate (0.000000000000000001 /0.000000000000000011/ 0.000000000000000023) from the **Search Exchange Rate** zone results in displaying the rate in exponential format "IE -18".
Workaround	None

9680627	SYSTEM GENERATES BILL FOR THE FIRST EFFECTIVE DATE IF THE PERSON HAS TWO ACCOUNTS WITH DIFFERENT EFFECTIVE DATES
Issue	For a person having two accounts and two contracts with different effective dates, the system generates bill for the account that has earlier effective date. It does not generate bill for the second account with a later effective date.
Workaround	None

10301512	VALIDATION RULES FOR ADHOC CHARACTERISTIC TYPES ARE NOT TRIGGERED IN THE MANAGE PRODUCTS, MANAGE PRICE LISTS, ADD PRODUCT PRICING, OVERRIDE PRODUCT PRICING, AND EDIT ASSIGNED PRICING SCREENS
Issue	When you associate adhoc characteristic types with a product, price list, and a price assignment, validations defined for adhoc characteristic types are not triggered in the **Manage Products**, **Manage Price Lists**, **Add Product Pricing**, **Override Product Pricing**, and the **Edit Assigned Pricing** screens.
Workaround	None

10362250	UNABLE TO CHANGE THE DIVISION STATUS FROM ACTIVE TO RETIRED
Issue	When the approval workflow functionality is enabled, the status of a division will not get changed from **Active** to **Retired**.
Workaround	None

10377174	LOCALIZATION ISSUE WHEN MAKER AND CHECKER CHOOSE DIFFERENT LANGUAGES
Issue	When a maker and checker operate in different languages, a maker cannot see the approved transactions.
Workaround	Maker should login with a language that checker is using to see the approved transactions.

10635413	ADD TXN APPR CREATED FOR IG IF IG ADD INACTIVE BUT IG EDIT ACTIVE
Issue	If you want to deactivate the approval workflow process for invoicing group, you have to set the **Active** flag for both the groups (that is, **C1IGADD** and **C1IGUPD**) to **N**. If the **Active** flag for either of the groups is set to **Y**, the approval workflow process will be initiated while adding or updating an invoicing group.
Workaround	None

10623776	PRE-VALIDATION ERROR MSG FOR INVOICING GROUP EVEN IF PRE-VALIDATION IS OFF
Issue	If you set the **Pre-validation** flag for both the groups (that is, **C1IGADD** and **C1IGUPD**) to **N**, the validation will still be triggered before the approval workflow request is created.
Workaround	None

13052225	ACCOUNT IDENTIFIER MANDATARY SWITCH NOT WORKING
Issue	If the **Account Identifier Required** option type of the **C1_ACCTINFO** feature configuration is set to **Y**, you will not be able to use the **Add Account and Start Service** feature available in the **Person** screen.
Workaround	None

13084901	BILLABLE CHARGE – PRICING INFO TAB, PRODUCT AND SUB-UOM DESCRIPTION IS NOT SHOWN
Issue	When you specify the product and TOU (issue currency) code in the **Pricing Information** tab of the **Billable Charge** screen, the description of the product and TOU does not appear corresponding to the respective fields.
Workaround	None

13389268	ISSUES IN DIVISION SPECIFIC PRODUCT CHAR TYPES
Issue	The UI maps do not support **Foreign Key** and **Location** characteristic types.
Workaround	None

13783604	CHARS GENERATED ON BILL SEGMENTS EVEN IF C1_EX_ROUND FEATURE CONFIG IS SET TO NO
Issue	The **Exchange Rate** characteristic type appears in the **Bill Segment Calc Line Characteristics** screen even if the **Feature Config for Conversion** option type of the **C1_EX_ROUND** feature configuration is set to **N**. This happens only when the bill segment creation algorithms are created using the **BS-CRE-PRICE** and **C1-GENBSEGPA** algorithm types.
Workaround	None

Insurance

13430671	**HANDLING TERMINATION AND UPDATION REASON CODES CORRECTLY FOR LEAD DAY ACCOUNTS**
Issue	When you bill a customer in advance (i.e. use lead days) and specify the Update reason code during list bill reconciliation, bill segments created from billable charges having the recurring flag set to Frequency are not re-billed. In addition, when you bill a customer in advance (i.e. use lead days) and specify the Terminate reason code during list bill reconciliation, bill segments created from billable charges using SQI are not prorated during rebilling.
Workaround	None

13076957	**INCLUDE BILL CORRECTIONS IN PAYMENT TRANSFER POST RECONCILIATION**
Issue	During payment transfer via fiduciary contract, the bill correction (if any) is added to the fiduciary payment amount, but is not actually distributed to settle the receivable contract balance.
Workaround	None

13373245	**CREATION OF TO-DO ENTRIES IN ABSENCE OF FIDUCIARY CONTRACT AND INSUFFICIENT PAYMENT AMOUNT**
Issue	Once the status of the reconciliation object is changed to **Ready To Pay**, the system checks whether the group customer has a fiduciary contract associated with the account and whether there is sufficient balance in the fiduciary contract. In case, either of the validation fails, a To Do should be created to inform the user about the same. However, at present, a To Do is not created to handle the scenario.
Workaround	None

Collections

13395469	**PAYPLAN TYPE: ALL ALGORITHM LINKS NAVIGATE TO THE BROKEN ALGORITHM**
Issue	In the **Promise To Pay Type** screen, when you click the **View** icon corresponding to the **Validation Algorithm**, **Generation Algorithm**, **Active Algorithm**, and the **Kept Algorithm** columns, the **Algorithm** screen appears, but with the details of the broken algorithm.
Workaround	You can view the details of an algorithm by selecting **A** and then clicking **Algorithm** from the **Admin** menu.

13090650	**CASE PORTAL DOESNT SHOW ALL ZONES WHEN A NEW MANUAL CASE IS CREATED**
Issue	When you create a case manually and then navigate to the **Case Portal** tab, all the zones does not appear in the tab.
Workaround	You need to click the **Refresh** link in the **Actions/Navigation** area to view all the zones in the **Case Portal** tab.

13034287	**INCORRECT CURRENCY SYMBOL DISPLAYED IN OVERDUE AMOUNT COLUMN/COLLECTION DETAILS**
Issue	When the account's invoice currency and the currency defined in the **Installation Options – Framework** screen do not match, the currency symbol displayed in the **Overdue Amount** column of the **Collection Control Central** screen is incorrect.
Workaround	None

13374693	**CHARACTERISTICS DATA RESET WHEN VALIDATION ERROR IS THROWN IN ACTION RESULT**
Issue	While defining characteristics for an action result, when a validation error occurs, the values of all the characteristics (including the ones with valid values) are reset.
Workaround	None

Documentation

13446872	INDEX IN THE ONLINE HELP IS NOT WORKING
Issue	At present, you are not able to search for the content using the index entries in the online help.
Workaround	None

Bug Fixes

The following table lists the bugs that are fixed in this service pack:

Bug Number	Description
13681854	PRICING SCREEN: SQL ERROR ON SEARCHING A PRODUCT WITH PRODDESC:% AND BUNDLE: YES
13681777	INVOICE GROUP-ABLE TO REMOVE MEMBER FROM MASTER,EVEN IF BILL IS GENERATED FOR IT
13543845	NO APPLICATION SERVICE DEFINED ON PRODUCT AND PRICELIST BPA SCRIPT
13692296	BILL SEGMENT CALC LINE SHOWS INCORRECT ORIGINAL PRICING AMOUNT AND EXCHANGE RATE
13471604	DATE VALIDATION INCORRECT FOR PRICE ASSIGNMENT IN BUNDLING
13423497	START DATE IN EFFECTIVE PRICING SCREEN IS INCORRECT
13518851	EXPORT TO EXCEL FUNCTIONALITY IS NOT EXPORTING THE PRICING PROPERLY
13456712	EXPORT TO EXCEL FUNCTIONALITY - INTRODUCED NEW COLUMNS
13541315	PRICELIST STATUS FLAG NOT UPDATED FOR SOME PRICELISTS
13518902	ASSIGNMENT LEVEL SEARCH ON EFFECTIVE PRICING UI NOT WORKING
13519045	TRANSACTION SOURCE TAB ON THE DIVISION SCREEN SHOULD BE HIDDEN
13644453	CHARGE TYPE FIELD ON BILLABLE CHARGE NEEDS FILTER BY CONTRACT TYPE AND DIVISION
13503946	REMOVE VALIDATIONS ON POLICY NUMBER TO ALLOW SPECIAL CHARACTERS
13537263	QUOTES GENERATION ALGORITHM TYPE NOT DEFINED IN DEMO DATA
13515193	ACTIVE OWNER INFORMATION SET AS FRAMEWORK IN DEMO DATA

Technical Support

For any technical support, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.