

Oracle Revenue Management and Billing Release 2.2.3.0 Contents

This document describes enhanced features and known issues in release 2.2.3.0 of Oracle Revenue Management and Billing.

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New Features

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Multi-Currency Accounts

Oracle Revenue Management and Billing allows you to change the currency in which an account is invoiced. While the charges on a bill must be in a single currency, accounts can now be billed in different currencies over time. For example, when a customer opens an account, it might be billed in US Dollars. However, with the Multi-Currency Accounts feature enabled, the same account can be billed in Euros in the future.

You can use the Multi-Currency Accounts functionality only when:

- You have set the **C1_MLTCURACC** feature configuration by defining the following option types:
 - Allow Multi-Currency Accounts** – Indicates whether the Multi-Currency Accounts feature is switched on or off. To switch on this feature, set the **Allow Multi-Currency Accounts** option type to **Y**. By default, the value is set to **N**.
 - Currency Conversion Algorithm** – Used to specify the name of the algorithm that you want to be used for currency conversion. This algorithm is the same as the one used for currency conversion in billing.
 - Transfer Adjustment Type for Currency Conversion** – Used to specify the adjustment type that you want to be used automatically when financial amount in one currency is converted to another currency.
 - Cancel Reason Code for Currency Conversion Adjustment** – Used to specify the reason code that must be used automatically when the transfer adjustments are cancelled while reopening a bill.

- **Payment Distribution To-Do** – Used to specify the To Do type that you want to be generated when the bill currency does not match the excess credit amount currency.
- The account's customer class is enabled for open item accounting. In other words, the **Open Item Accounting** check box of the account's customer class is selected.
- The account does not have any active or pending loans, payment plans, payment arrangements, or recurring charge contracts.

There are some limitations while using the Multi-Currency Accounts functionality:

- Overdue charges in multiple currencies may not be referred to a collection agency. Such cases would be handled via a manual referral.
- Because the account's customer class must be enabled for open-item accounting, you can only use Overdue Processing to collect overdue bills. The Collections and Severance processes are not supported for open-item accounting.
- Write offs involving multiple currencies must be performed manually.
- Budgets, deposits, pay plans and payment arrangements are not supported.

To enable this functionality, the following screens in the application were enhanced:

- **Account Maintenance:** Allows you to change the invoice currency of an account over time.
- **Payment Event Maintenance:** Allows you to apply payments in the currency which is different from the account's invoice currency.
- **Payment Maintenance:** Allows you to apply payments in the currency which is different from the account's invoice currency.
- **Payment Quick Add:** Allows you to apply payments in the currency which is different from the account's invoice currency.
- **Adjustment Maintenance:** Allows you to create adjustments in the currency which is different from the account's invoice currency.

Refer to the *ORMB Banking User Guide* for detailed information.

Approval Workflow

Oracle Revenue Management and Billing may optionally be configured to use the approval workflow process whenever any addition, modification or deletion is done manually by a user. The approval workflow process routes any changes made to the business objects (such as person, account, contract, division and so on) to a group of people for approval. The approval workflow process allows you to manage and track all the tasks involved in the approval process and provides a record of the process after it is completed.

Approval Workflow allows you to define the rules for requiring an approval step before the data changes are committed to the database. Once you establish the approval workflow rules, the application manages the business process flow for having data changes approved before they are reflected in the database.

The system provides you with a flexible set of options used to determine when approvals are required and how the approval process is to be managed including:

- Turning approval on or off for individual business objects within the application

- Grouping business objects so that approval is required for the group rather than the individual business objects within the group
- Who should approve
- How many levels of approvals are required
- Different approval workflow chains based on different criteria

Once you have turned approval workflow on for an object, or a group of objects, the system will use the approval workflow configuration to manage the entire approval process including:

- Determining whether approval is required based on data changes submitted by a user
- Routing approval workflow requests to one or more qualified approvers
- Managing rejected data changes and sending these back to the submitter for resolution
- Committing the changes once all the required approvals are received

Refer to the *ORMB Banking User Guide* for detailed information.

Reporting

Oracle Revenue Management and Billing may optionally be configured to use the reporting feature where Oracle Business Intelligence (BI) Publisher Enterprise is used as a reporting tool. ORMB provides you with 10 sample reports that you can use for reporting or as a starting point for creating a new report.

The following table lists and describes the 10 sample reports provided with ORMB:

Report Code	Report Name	Description
CI_CSEOPN	Open Cases by Type	<p>Allows you to view cases of a given type that are open within a given date range. For each case type, the report shows the following:</p> <ul style="list-style-type: none"> • Number of open cases by age bucket (the last three parameters control the size (in days) of each bucket) • Percentage of open cases by age bucket • Details of the open cases

Report Code	Report Name	Description
CI_CSESGS	Case Statistics for a Given Status	<p>Allows you to view cases of a given case type that transitioned to a given status within a given date range. It also shows the number and percentage of cases grouped by the time it took to reach the status in the graphical format. These statistics are grouped into age buckets whose size is controlled by the following parameters:</p> <ul style="list-style-type: none"> • First Bucket High Limit • Second Bucket High Limit • Third Bucket High Limit <p>In addition, this report shows the minimum, maximum, average and median time taken to reach the status.</p>
CI_CSESTS	Case Statistics by Case Type	<p>Allows you to view the number and percentage of cases that are open or closed within a given date range. It also contains the following information in the graphical format:</p> <ul style="list-style-type: none"> • Number of cases (that are open or closed) for each case type • Percentage of cases (that are open or closed) for each case type
CI_CUSTCN	Customer Contact by Type	<p>Allows you to view all the customer contacts that are created for a given contact class and contact type within a given date range. It displays information both in textual and graphical formats.</p>
CI_GLACSM	GL Accounting Summary	<p>Allows you to view the financial transactions created in ORMB for a given accounting period. The data is grouped based on the GL account types, divisions and GL divisions.</p>
CI_LTRGN_ENG	Letter Print - Sample Welcome Letter	<p>Allows you to produce a sample welcome letter for a new customer. The letter contains the name and address of the company which is extracted from the installation options. The text for the letter is defined in the report layout and not provided with ORMB. The report is printed according to the customer's language definition and not based on the user's language definition.</p>
CI_PMTBAL	Payments Balance	<p>Allows you to view all the payments received and cancelled within a given date range. The data is grouped based on the tender source and the type of payment. This report is used for financial control and audit purposes.</p>

Report Code	Report Name	Description
CI_RCVAGA	Receivables Aging	Lists all accounts and their arrears information as of the input cutoff date using the balance forward accounting method. Outstanding debt is placed into the buckets provided as input using the age of the debt as of the cutoff date. For each account, charges that are not yet billed are displayed in the Unbilled A/R (\$) column.
CI_TDENTR	To Do Entries	Allows you to view the total number of TO DO entries that are open or being worked on for each To Do Type. It displays information both in textual and graphical formats.
CI_TXPYBL	Tax Payables Analysis	<p>Allows you to view the tax amounts that were levied by the company to customers within a given date range. It also shows the tax exempted during that period.</p> <p>This report considers tax amounts of only those financial transactions which satisfy the following criteria:</p> <ul style="list-style-type: none"> • The financial transaction is frozen. • The accounting date of the financial transaction is within a given date range. • The distribution code associated with the financial transaction has a characteristic type and value that matches the one specified as the input parameters. <p>The report also provides tax exemption information for bill segments whose financial transactions satisfy the above criteria. The tax exemption information is retrieved by looking at the bill calculation lines associated with the financial transaction's bill segment.</p>

Precision

The billing and rating components were enhanced to enable inputs and intermediate calculations with a higher level of precision up to 18 digits before the decimal and 18 digits after the decimal (18,18). This supports high precision entry and handling of input for price assignments, rate components, exchange rates, billable charge SQ, bill factor values and contract terms.

This enhancement does not impact output amounts, such as bill segment amounts, bill amounts, adjustment amounts, payment amounts, financial transaction amounts because they continue to support precision only up to 13 digits before the decimal and 2 digits after the decimal (13, 2). The calculated amount for non-FCPO rate components also continues to support precision only up to 13, 2. However, in case of FCPO rate components, the calculated amount on bill segment calc lines was expanded so that it can store calculated values with a high precision.

Refer to the *ORMB Banking User Guide* for detailed information.

Note: For this enhancement, a number of fields in ORMB were expanded. This may have impact on custom external interfaces developed by customers. For example, changes to billable charge SQ may impact any interface developed by customers to import billable charges. Similarly, increased precision of calculated amount on bill calculated lines would impact the format of the bill data extracted from ORMB.

Banking Enhancements

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- [Enhancement for Division Specific Exchange Rates](#)
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New Feature Configuration for Effective Pricing

Agreed prices are effective for a particular duration and do not expire until you specify the end date manually. ORMB now provides the capability of automatically expiring the agreed pricing when the agreed pricing of a customer or an account with no end date is overridden. To enable this functionality, you need to set the **Expire Override Switch** option type of the **C1_EXP_OVRD** feature configuration to **Y**. In case you do not want the agreed pricing to automatically expire when it is overridden, you must set the **Expire Override Switch** option type of the **C1_EXP_OVRD** feature configuration to **N**.

You can also control the number of records that appear in the search results in the Pricing (Account) and Pricing (Customer) screens. To enable this functionality, you need to set the **Effective Pricing RecordSet Limit** option type of the **C1_PR_REC** feature configuration to **Y**. If you do not specify the value for the **Effective Pricing RecordSet Limit** option type, then no records will be retrieved in these screens. Also, if you enter the value as 0, no records will be retrieved in these screens.

Refer to the *ORMB Banking User Guide* for detailed information.

Enhancement in the C1_ACCTINFO Feature Configuration

ORMB now allows you to validate whether the specified account number is unique for a division while defining an account. To enable this functionality, you need to set the **Validate External Account Char** option type of the **C1_ACCTINFO** feature configuration to **Y**. By default, the value is set to **N**.

Enhancement for Division Specific Exchange Rates

Oracle Revenue Management and Billing now allows you to define global as well as division-specific exchange rates. The currency conversion algorithm is changed for taking division specific exchange rates into consideration during currency conversion.

For division-specific exchange rates, the end date is optional. If you want the end date to be mandatory, you must set the **End Date Required for Division Override** option type of the **C1_EXCHRATE** feature configuration to **Y**.

Refer to the *ORMB Banking User Guide* for detailed information.

Banking Screens Changes

The following table lists changes made to the following screens:

Screen	Changes
Banking Control Central	<p>The following changes were made to this screen:</p> <ul style="list-style-type: none"> Now, if you specify division as a search criterion, you have to specify at least one more criterion for searching accounts. The Account Relationship Type column was added in the Search Results section.
Manage Price Lists	<p>Characteristics can be associated with a price list. For more details on how to associate characteristics with a price list, refer to the <i>ORMB Banking User Guide</i>.</p>
Add Product Pricing, Override Product Pricing, Edit Assigned Pricing	<p>Characteristics can be associated with a price assignment. For more details on how to associate characteristics with a price assignment, refer to the <i>ORMB Banking User Guide</i>.</p>
Pricing (Account) and Pricing (Customer)	<p>The following changes were made to these screens:</p> <ul style="list-style-type: none"> Now, these screens do not show duplicate or historical prices. The Rate column only shows the actual price and not the historical price. Now, these screens also display grandfathered pricing if available for an account or a customer. When the actual price is a grandfathered pricing, an asterisk (*) symbol appears next to the value in the Rate column. The Assignment Level field enables the user to filter the data using wildcards. The More and List Price columns were removed. The Export to Excel With GF link was removed. Now, you can also export grandfathered price assignments by clicking the Export to Excel link. You can also view effective pricing for global customers (i.e. the customers that are not associated to any division) in the Pricing (Customer) screen. The pricing for all the products assigned to the global customer either directly or through a price list is displayed in this screen.
Manage Exchange Rates	<p>The following changes were made to this screen:</p> <ul style="list-style-type: none"> The Division field was added in the Search Exchange Rate, Edit Exchange Rate and Create Exchange Rate zones. The Effective Date field was renamed to Start Date. The End Date and Spread fields were added in the Edit Exchange Rate and Create Exchange Rate zones.

Screen	Changes
	<ul style="list-style-type: none"> The system provides you with the facility to specify the exchange rate value with a scale of up to 0.000000000000000001 (18 decimal places).

Insurance Enhancements

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Insurance Screens Changes

The following table lists changes made to the following screens:

Screen	Changes
External Statement Details	<p>The following changes were made to this screen:</p> <ul style="list-style-type: none"> The Automatic Reconcile button was renamed to Reconcile and the Manual Reconcile button was renamed to Go To Account Current. The Go To Account Current button now opens the Account Current screen. You cannot edit the items when the status of an external statement is either 'Closed' or 'Cancelled'.
Account Current	You cannot edit the details of the account current object with the status as 'Not Booked'.
Account Current Item, Account Current Quick Edit	<p>The following changes were made to these screens:</p> <ul style="list-style-type: none"> The Save button was renamed to Update. The order of Update, Reconcile, Defer and Cancel buttons was changed. The Net Amount field was added in the Policy Details (billed) and External Statement Item sections of the Account Current Item screen.

Upgrade Enhancements

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[ORMB Data Migration Utility](#)

ORMB Data Migration Utility

Oracle Revenue Management and Billing now supports clients with V2.2.1 version to upgrade to V2.2.3 to enable V2.2.3 features. This utility migrates current database schema to new schema changes to enable multi-branching and V2.2.3 features. Upgrade should be run after applying the schema blueprints during the upgrade process. If you have already run an upgrade from V2.2.1 to V2.2.2, then the data migration is not required.

To complete the Data Migration process, refer to *ORMB Upgrade Guide* and *ORMB Upgrade Path Guide*.

Note: Considering the technical complexity, this utility is not available on <http://edelivery.oracle.com>. You need to contact Oracle Support for the same. To run the data migration process successfully, you need RMB technical knowledge and therefore, ensure that you consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.

ORMB Release Notes Known Issues

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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	No impact on application functionality

Banking

10008523	Search result for exchange rate not displayed correctly
Issue	Searching for the lowest precision rate (0.000000000000000001 /0.0000000000000000011/ 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
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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 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 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.

10391754	Customer Price Assignment Issue Post Rejection and Cancellation
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Issue	When there are multiple product and price assignment records for a customer and you reject or cancel any of the record, the remaining records will no longer be available in the List of Price Assignments zone for rejection or cancellation.
Workaround	None

10636324	Incorrect Dates on Effective Pricing UI
Issue	When you assign price list to a customer or an account, the effective start date displayed in the Effective Pricing screen is incorrect. Currently, it shows the price assignment date. Instead it should compare the price assignment date and the price list assignment date and show the date which is later, but less than or equal to the current date.
Workaround	None

10369542	With High Precision Billable Charge Incorrect Currency Symbol in Bill Screen
Issue	When you specify the billable charge with a high precision in the Bill screen, the currency symbol displayed in the bill is incorrect. For example, when you specify the billable charge as 9876543210123456.9876543210987, the currency symbol displayed in the bill is incorrect.
Workaround	None

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 invoice 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 invoice groups.
Workaround	None

10623776	PRE-VALIDATION ERROR MSG FOR INVOICE GROUP EVEN IF PRE-VALID IS OFF
Issue	If you set the pre-validation flag for both the groups (that is, C1IGADD and C1IGUPD) to No, the validation will still be triggered before the approval workflow request is created.
Workaround	None