Oracle® Revenue Management and Billing

Version 2.4.0.0.0

Release Notes

Revision 1.5

E60252-01

March, 2015

ORACLE

Oracle Revenue Management and Billing Version 2.4.0.0.0 Release Notes

E60252-01

create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Third Party Content, Products, and Services Disclaimer

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products, and services. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products, or services.

About this Document

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

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	Lists and describes various banking features in Oracle Revenue Management and Billing. It also describes all screens related to these features and explains how to perform various tasks in the application.
Oracle Revenue Management and Billing Insurance User Guide	Lists and describes various insurance features in Oracle Revenue Management and Billing. It also describes all screens related to these features and explains how to perform various tasks in the application.
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 Database Administrator's Guide	Provides detailed information on how to install the database for the Oracle Revenue Management and Billing application.
ORMB-Documaker Integration Guide for Banking	Provides detailed information on how to integrate Oracle Documaker with Oracle Revenue Management and Billing so that you can use Oracle Documaker for the Banking module.
ORMB-Documaker Integration Guide for Insurance	Provides detailed information on how to integrate Oracle Documaker with Oracle Revenue Management and Billing so that you can use Oracle Documaker for the Insurance module.
ORMB - Transaction Feed Management - Batch Execution Guide	Describes the sequence in which the batches must be executed while performing various tasks in the Transaction Feed Management module.
Oracle Revenue Management and Billing Batch Guide	Lists and describes various ORMB batches.

Document	Description
Oracle Revenue Management and Billing Server Administration Guide	Describes the Oracle Revenue Management and Billing architecture. It also explains how to configure, deploy, and monitor web and business application servers.
Oracle Revenue Management and Billing Batch Server Administration Guide	Provides detailed information on how to configure and work with the batch component in Oracle Revenue Management and Billing.
Oracle Revenue Management and Billing Security Guide	Describes how to configure security for the Oracle Revenue Management and Billing application using the default security features.
Oracle Revenue Management and Billing Upgrade Guide	Explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.
Oracle Revenue Management and Billing Upgrade Path Guide	Explains the path and pre-requisites for upgrading Oracle Revenue Management and Billing from one version to another.
Oracle Revenue Management and Billing Self Service Guide	Explains the sample pages available in the Self Service application and how to customize these pages as per the customer's requirements.
Oracle Revenue Management and Billing Self Service Installation and Configuration Guide	Explains how to install and configure the Self Service application.
Oracle Revenue Management and Billing Reports Installation Guide	Explains how to install reports in Oracle BI Publisher and ORMB. It also explains how to create new reports from scratch or using the sample report as a starting point.
Oracle Revenue Management and Billing ODI Integration Guide for TFM	Explains how to install the ODI artifacts for TFM. It also explains how to upload and import the transaction data from a flat file to various tables in the target database.

Change Log

Revision	Last Update	Updated Section	Comments
1.1	13-May-2015	Bug Fixes	Added Bugs
1.2	13-June-2015	Known Issues	Added Known Issues
1.3	17-June-2015	Known Issues	Added Known Issues
1.4	15-Dec-2015	Currency Conversion	Updated Information
1.5	29-April-2016	Prerequisites	Updated Information

Contents

Prerequisites

If a customer is already using the Transaction Feed Management feature and wants to upgrade to Oracle Revenue Management and Billing Version 2.4.0.0.0, then the customer needs to ensure the following (before upgrading):

- All bills generated in the system are in the **Complete** status. In other words, there should not be any bills in the **Pending** status. If there are any bills in the **Pending** status or if any billable charge (generated through TFM) is not yet billed, disaggregation and cancellation of transactions which are uploaded using 2.3.0.2.0 will not happen successfully.
- Transactions which are uploaded using 2.3.0.2.0 must not be in the **Initial Product Determined (INPD)** status. They can be in the **Uploaded (UPLD)**, **Invalid (INVL)**, **Error (EROR)**, **Completed (COMP)**, or **Cancelled (CNCL)** status.
- Equal to (=) or tilde (~) symbol is not used in any existing product parameter code or value. Otherwise, erroneous results might occur.

If you are already using the On Demand Billing feature and want to upgrade to Oracle Revenue Management and Billing Version 2.4.0.0.0, then you need to ensure the following (before upgrading):

- The billable charges and adhoc bills are generated and completed for the usage data files where billing method is set to **Adhoc Billing**.
- The file types created in 2.3.0.2.0 must no longer be used in 2.4.0.0.0. You should create new file types in 2.4.0.0.0.

New Features

This section describes the following new features which are added in this release:

- Construct Based Billing
- Upload Validated Payment Data
- Freeze Payments on Notification
- Trial Billing
- GL Account Validation
- Bill Tolerance

Construct Based Billing

Oracle Revenue Management and Billing provides you with a flexible way to define the billing hierarchy using the construct based billing feature. In a construct, you can include:

- **Usage Accounts** - A set of usage accounts of different customers for which the bill must be generated on an invoice account. These customers need not belong to the same customer hierarchy. The system allows you to select a set of usage accounts based on the criteria using the account selection template.
- **Billable Charges** - A set of billable charges that you want to bill through an invoice account. The system will only consider billable charges of those usage accounts for which the construct is defined. The system allows you to select a set of billable charges based on the criteria using the billable charge selection template.
- **Adjustments** - A set of adjustments that you want to bill through an invoice account. The system will only consider adjustments of those usage accounts for which the construct is defined. The system allows you to select a set of adjustments based on the criteria using the adjustment selection template.

You can bill the billable charges of a set of usage accounts on one invoice account and the adjustments on another invoice account. Or, you can bill the billable charges and adjustments of a set of usage accounts on the same invoice account. You can define different types of constructs. At present, the system supports only invoice and settlement construct. Here, settlement includes receivables and payables.

One usage account can belong to only one active construct and not to multiple active constructs at the same time. The system also allows you to exclude some usage accounts when you do not want to include all usage accounts that satisfy the criteria in the construct. While defining a construct, you can use an existing invoice account, or you can create a new invoice account with or without using the profile. A profile helps you to quickly create an entity, such as account. You can define the default values for fields related to an account in the profile. While defining a construct, the default values appear when

you create an invoice and settlement account using the profile. You can edit these values, if required. You can also associate account creation and contract creation algorithms while defining a profile for an account. If the algorithms are associated with the profile, the system creates an invoice and settlement account and contracts for the account using these algorithms. However, if you create an invoice account without using any profile, the system uses the default algorithms to create an invoice and settlement account and contracts for the account.

The invoice and settlement account and contracts for the account are created only when you activate the construct. One contract is created for every target contract type set on usage accounts' contracts' contract type.

You can use a construct for construct based billing only when the construct is in the **Active** status. The following batches are designed to support construct based billing:

- **Construct Based - Pending Bill Generation (BILLOPEN)** – This batch is used to generate pending bills for accounts that meet the criteria.
- **Construct Based - Bill Segment Generation (BSGENREG)** – This batch is used to generate the bill segments on the pending bills.
- **Construct Based - Bill Completion (POSTPROC)** – This batch is used to generate post processing bill segments during the bill completion process. It changes the status of the bill to **Complete**.

During the bill generation process, all the accounts that meet the criteria are considered for billing. These accounts may be usage or invoice accounts. All billable charges (with the **Adhoc** flag set to **No**) whose start date is earlier than or equal to the batch business date are considered during bill segment generation. If a billable charge satisfies any rule defined on any active construct, the bill segment is generated on the respective invoice account. And, if a billable charge does not satisfy any rule defined on any active construct, the bill segment is generated on the usage account. The post-processing bill segments, if any, are generated on the invoice or usage account depending on the type of price assignment.

Note: The construct based billing batches are currently not designed to consider billable charges whose end date is earlier than or equal to the batch business date.

Upload Validated Payment Data

Oracle Revenue Management and Billing until now provided you with an ability to interface payments from an external source, such as remittance processor. The system supported two mechanisms to upload payment data — one using which you can populate payment upload staging records and another using which you can populate payment event upload staging records. The system now enables you to validate the payment records before you move them to the staging area. The system provides the pre-staging area where you can upload and validate the payment records. The system provides a user interface which helps you to upload a payment data file in the pre-staging area. It also helps you to perform various tasks, such as:

- Track the status of the payment records and the payment data file

- Move the payment records to the staging area
- Cancel a payment data file
- Create payments for a payment data file
- View a list of payment events and payments created for a payment data file

You can upload a payment data file in the CSV format. You need to ensure that the CSV file is in the required format; otherwise the file will not be uploaded in the system. At present, the system supports only the CSV file format. This is because the payment data mapping algorithm type shipped with the product is designed to support the CSV format. If you want to use any other file format, you need to define custom mapping algorithm type that supports the required file format.

The file type using which you upload a file indicates the mapping and validation algorithms that you want to use for the payment data file. On uploading a payment data file, the mapping algorithm parses the CSV file and uploads the payments records in the pre-staging area. The validation process starts immediately after the file is uploaded in the system. During the validation process, the system and custom validations (if any) are executed. Once the validation process is complete, you can move the payment records from the pre-staging to staging area and then create payment events, tenders, payments and payment segments.

Freeze Payments on Notification

Oracle Revenue Management and Billing until now enabled you to create and freeze automatic payments on either bill completion or extract date. Now, the system facilitates you to send automatic payments to the auto clearing house before you freeze them.

The Freeze Payments on Notification process includes the following sub-processes:

1. **Creating Automatic Payments** – If you have configured the automatic payment facility on an account, the system calculates the automatic payment amount and extracts date during the bill completion and stamps these details on the bill. You can then create automatic payments for such bills through the **Automatic Payment Creation (APAYCRET)** batch. This batch also creates a clearing record for each automatic payment in the CI_APAY_CLR_STG table.
2. **Generating a Flat File** - Unless you activate a clearing record, you cannot extract the clearing record in a flat file. You can activate a clearing record through the **Activate Automatic Payments (ACTVTAPY)** batch. This batch stamps the APAYACH batch control and incremental batch run number on the clearing record. Once the clearing records are activated, you can extract the clearing records in a flat file through the **Extract Automatic Payments (APAYACH)** batch. This batch extracts the clearing records with the latest batch run number. The flat file is then sent to the auto clearing house for review.
3. **Freezing or Canceling Automatic Payments** - Once the review comments are received in the form of reason and sub reason codes for a clearing record, you need to freeze or cancel the automatic payment based on the reason code. You can freeze or cancel automatic payments through the **Freeze or Cancel Automatic Payments (APAYRA)** batch.

   These review comments are stored in the staging area. Each clearing record will have its corresponding clearing staging record in the staging area. Along with the review comments, the

payment freeze date must be specified in the clearing record. The implementation team will have to upload data in the following staging tables:

- **CI_APAY_STAGE_UP** – Used to store the clearing staging record for a clearing record. The status of the clearing staging record must be set to **Pending**.
- **CI_APAY_STAGE_UP_REM** – Used to store the reason and sub reason codes of each clearing staging record.
- **CI_APAY_STGUP_CHAR** – Used to store additional information about the clearing staging record in the form of characteristics. Note that, at present, these characteristics are not mapped with any object in the system.

In addition, the implementation team needs to update the APAY_DIST_FRZ_DT column in the CI_APAY_CLR_STG table for each clearing record whose clearing staging record is added in the database.

The reason code can be either of the following types:

- **Cancel** – This type of reason code indicates that you must cancel the automatic payment in the system. In this case, the sub reason code indicates the reason why the automatic payment must be cancelled.
- **Success** – This type of reason code indicates that you must freeze the automatic payment on the payment freeze date. If the sub reason code is specified along with the reason code, it indicates that you must freeze the automatic payment, and at the same time notify user that the automatic payment is accepted with a Notice to Change (NOC) notification. The NOC reason is stored as payment tender characteristic in the system. You can specify more than one sub reason code (i.e. NOC reasons) with this type of reason code. On freezing an automatic payment, the user is notified about these NOC reasons through a To Do entry. The system creates one To Do entry using the C1-ACH To Do type for all NOC reasons specified in the clearing staging record.

On executing the **Freeze or Cancel Automatic Payments (APAYRA)** batch, it checks whether the reason code (i.e. upload reason) and sub reason code (i.e. payment cancellation reason or NOC reason) specified in the clearing staging record exist in the system. This batch considers only those clearing staging records which are in the **Pending** status and for which payment freeze date is specified in the clearing record. If the reason code and sub reason code exist in the system, the system executes the algorithms attached to the reason code in the specified sequence. If the type of reason code is **Cancel**, the attached algorithm cancels the automatic payment and payment event. If the type of reason code is **Success**, the attached algorithm freezes the automatic payment on the payment freeze date. In addition, the status of the clearing staging record is changed to **Complete**. However, if the type of reason code is **Success** and the sub reason code is specified along with the reason code, the attached algorithm freezes the automatic payment on the payment freeze date, stores sub reason codes (i.e. NOC reasons) as payment tender characteristics and then creates a To Do entry to notify user about these NOC reasons. In addition, the status of the clearing staging record is changed to **Complete**.

If the reason code and/or sub reason code (i.e. upload reason, payment cancellation reason, or NOC reason) specified in the clearing staging record does not exist in the system, the status of the clearing staging record is changed to **Error**. An exception is logged in the CI_APAY_STGUP_EXC table.

4. **Generating To Do Entries** – If an exception occurs while executing the **Freeze or Cancel Automatic Payments (APAYRA)** batch, you can notify the user about such exception. You can generate a To Do entry using the APAYUPTD To Do type through the **To Do Creation for Automatic Payment Exception Records (APAYUPTD)** batch. The system creates one To Do entry for all exceptions that have occurred for each clearing staging record.
5. **Creating Tender Controls** - Once you freeze the automatic payments, you need to create tender and deposit controls through the **Create Tender Controls for Automatic Payments (BALAPY)** batch control. On executing this batch, the system creates tender and deposit controls for each automatic payment which is frozen, but not yet linked to any tender control. One tender control is created for the APAYACH batch control and batch run number combination. The payment tenders of these automatic payments are then linked to the tender control. This batch also balances the open tender control records and changes the status of the tender and deposit controls, accordingly.

During the Freeze Payments on Notification process, the clearing staging record goes through various statuses until the automatic payment is frozen or cancelled.

The system allows you to define upload reasons, payment cancellation reasons, and NOC reasons. The system also allows you to edit and delete a clearing staging record through the user interface. However, you can edit a clearing staging record only when it is in the **Pending** or **Error** status, and you can delete a clearing staging record only when it is in the **Pending** status.

Trial Billing

Oracle Revenue Management and Billing facilitates you to generate trial bills before actual bill is generated for an account. This helps to review the trial bill and make the required corrections before the actual bill is generated. The Trial Billing feature is currently designed and developed for open item accounting and not for balance forward accounting.

The process of trial and actual billing is identical. The only difference is that you cannot freeze and complete trial bills. Also, during trial billing, the account balance is not updated. It is updated only when the actual bill is generated. You can generate trial bill only in case of regular billing, and not in case of adhoc billing. The trial bills can be generated only through the batch process.

Earlier, the following batches were designed to generate the actual (regular) bills. Now, these batches are redesigned to generate the trial and actual (regular) bills:

1. **Pending Bill Generation (C1-PNDBL)** – This batch is used to generate pending trial or actual bills for accounts that meet the criteria.
2. **Bill Segment Generation (C1-BLGEN)** – This batch is used to generate bill segments for pending trial or actual bills.
3. **Bill Completion (C1-BLPPR)** – This batch is used to generate post processing bill segments for pending trial or actual bills. The adjustments, if any, created on the account are swept onto the

pending trial or actual bill. In addition, the bill routing information and bill messages are stamped on the pending trial or actual bill. If the adjustment currency is different from the account's invoice currency, the transfer adjustment is created on the pending actual bill. The transfer adjustment is not created on the pending trial bills. This is because, at present, the currency conversion for adjustments is not supported while generating trial bills. Finally, the status of the actual bill is set to **Complete** and the status of the trial bill remains as **Pending**.

Note: The adjustments which are in the **Freezable** status are not swept onto the trial bills. Only adjustments which are in the **Frozen** status are swept onto the trial bills.

The **Trial Bill** check box is added in the **Main** tab of the **Account** screen. If you leave the **Process All or Selected Accounts** parameter blank while executing the above batches, all accounts (that meet the criteria) irrespective of whether the **Trial Bill** check box is selected or not are considered for generating the trial bills. However, if the **Process All or Selected Accounts** parameter is set to **Y**, then only those accounts that meet the criteria and where the **Trial Bill** check box is selected are considered for generating the trial bills.

You can create an actual bill using a trial bill. While creating actual bills using trial bills, you need to specify the trial billing batch run number whose trial bills you want to convert to the actual bills. To create actual bills using trial bills, you need to execute the following batches in the specified order:

1. **Pending Bill Generation (C1-PNDBL)** - This batch generates pending actual bill for accounts that meet the criteria.
2. **Bill Segment Generation (C1-BLGEN)** – This batch copies regular bill segments which are generated for the trial bill and stamps them onto the pending actual bill. It also copies the corresponding financial transactions (FTs).
3. **Bill Completion (C1-BLPPR)** – This batch copies post processing bill segments which are generated for the trial bill and stamp them onto the pending actual bill. The bill routing information and bill messages are copied from the trial bill to the pending actual bill. The adjustment, if any, created on the account are swept onto the pending actual bill. They are not copied from the respective trial bill. If the adjustment currency is different from the account's invoice currency, the transfer adjustment is created on the pending actual bill. Finally, the status of the actual bill is set to **Complete**.

The actual bill ID, bill segment ID and FT ID are different from the trial bill ID, bill segment ID and FT ID, respectively. If an actual bill is created using a trial bill, the system will stamp the trial bill ID on the actual bill. This helps you to track the trial bill of an actual bill.

The system allows you to view a trial bill through a user interface. It also allows you to print the trial bill in the PDF format. You can print a trial bill only when Oracle Documaker is integrated with Oracle Revenue Management and Billing.

GL Account Validation

Oracle Revenue Management and Billing allows you to validate the GL account while creating or editing a distribution code. If you want to validate the GL account, you need to select the **Validate GL Account** check box in the **Distribution Code** screen. If the GL account is valid, the following string appears below the check box while saving the distribution code:

"GL Account is validated on YYYY-MM-DD"

And, if the GL account is invalid, the following string appears below the check box while saving the distribution code:

"GL Account is invalid"

If you want to enable static GL account validation feature on the **Distribution Code** screen, you need to define an algorithm of the **C1-GLVAL** or **C1-GLVAL-COB** algorithm type and attach the algorithm to the **GL Account Validation** system event in the **Algorithms** tab of the **Installation Options – Framework** screen. Both these algorithm types have one parameter named **GL Account Length**. You need to set the value of this parameter while creating the algorithm using the **C1-GLVAL** or **C1-GLVAL-COB** algorithm type. If you attach an algorithm of the **C1-GLVAL** algorithm type, the system checks whether the length of GL account is greater than or equal to the value defined in the **GL Account Length** parameter. If the length is greater than or equal to the specified length, the GL account is considered as valid. And, if the length is less than the specified length, the GL account is considered as invalid.

And, if you attach an algorithm of the **C1-GLVAL-COB** algorithm type, the system checks whether the length of GL account is equal to the value defined in the **GL Account Length** parameter. If the length is equal to the specified length, the GL account is considered as valid. And, if the length is less than or greater than the specified length, the GL account is considered as invalid.

You can also dynamically validate GL account while assigning GL account to trial and actual financial transactions through the batch process. The GL account validation is done only when the **Validate GL Account** parameter is set to **Y**. If the GL account is valid, the date when the GL account is validated is added in the GLA_VAL_DT column of the CI_TRL_FT_GL or CI_FT_GL table, respectively, depending on whether the GL account is assigned to a trial or actual financial transaction.

If you want to enable dynamic GL account validation feature in the C1-GLASN or GLASSGN2 batch, you need to define an algorithm of the **C1-GLVAL** or **C1-GLVAL-COB** algorithm type and attach the algorithm to either of the following:

- The **GL Account Validation** algorithm entity in the **Algorithms** tab of the **Division** screen
- The **GL Account Validation** system event in the **Algorithms** tab of the **Installation Options – Framework** screen

If the GL account validation algorithm is defined at both these algorithm spots, the algorithm defined at the division level always takes precedence over the algorithm defined in the installation options during dynamic GL account validation.

Bill Tolerance

Oracle Revenue Management and Billing allows you to define tolerance limit for the bill amount. If the difference between the previous and current bill amount exceeds either positive or negative tolerance limit, a To Do entry is generated when you initiate the bill completion process. In addition, a To Do entry is generated for the first bill of an account during the bill completion process. Until you review and close the To Do entry, you cannot complete the bill. After you close the To Do entry, you need to initiate the

bill completion process once again to freeze and complete the bill. Note that the To Do entries are generated only for regular bills and not for adhoc bills.

To enable this feature, you need to define an algorithm of the C1-BILL_TOLR algorithm type and attach it to the **Pre-Bill Completion Review** system event on the respective customer class. This algorithm type has the following parameters:

- **Positive Tolerance Percentage** – Used to specify the positive tolerance limit in percentage.
- **Negative Tolerance Percentage** – Used to specify the negative tolerance limit in percentage.
- **Positive Tolerance Amount** - Used to specify the positive tolerance limit in amount.
- **Negative Tolerance Amount** - Used to specify the negative tolerance limit in amount.
- **Tolerance To Do Type** – Used to indicate that To Do entry of the specified To Do type must be created when the bill amount difference exceeds either positive or negative tolerance limit. This parameter is mandatory.
- **First Bill To Do Type** – Used to indicate that To Do entry of the specified To Do type must be created when first bill is generated for an account. This parameter is mandatory.
- **Tolerance To Do Role** - Used to indicate that users with the specified To Do role can only view the "%1 Bill Tolerance Limit Exceeded" To Do entry. This parameter is mandatory.
- **First Bill To Do Role** - Used to indicate that users with the specified To Do role can only view the "%1 To-do generated for First Bill" To Do entry. This parameter is mandatory.

For example, if you set the **Positive Tolerance Percentage** parameter to 10 and the **Negative Tolerance Percentage** parameter to 15 in the algorithm, then in the following scenarios:

Current Bill Amount (USD)	Previous Bill Amount (USD)	Tolerance Amount Calculation	To Do Entry Generated (Yes, No)	Reason
120	100	100+(100*10)/100=110	Yes	Current Bill Amount is above Positive Tolerance Limit
115	105	105+(105*10)/100=115.5	No	Current Bill Amount is within Positive Tolerance Limit
80	100	100-(100*15)/100=85	Yes	Current Bill Amount is below Negative Tolerance Limit
95	110	110-(110*15)/100=93.5	No	Current Bill Amount is within Negative Tolerance Limit

If the tolerance limit is specified in both percentage and amount, the system calculates the tolerance amount using percentage and amount, considers the minimum value, and then creates the To Do entry accordingly. For example, if you set the **Positive Tolerance Percentage** parameter to 10, the **Positive Tolerance Amount** parameter to 15, the **Negative Tolerance Percentage** parameter to 5, and the **Negative Tolerance Amount** parameter to 25 in the algorithm, then in the following scenarios:

Current Bill Amount (USD)	Previous Bill Amount (USD)	Tolerance Amount Calculation	To Do Entry Generated (Yes, No)	Reason
120	100	100+(100*10)/100=110 (Derived using positive tolerance percentage) 100+15=115 (Derived using positive tolerance amount) Minimum Value is 110 in Positive Scenario	Yes	Current Bill Amount is above Positive Tolerance Limit
180	200	200-(200*5)/100=190 (Derived using negative tolerance percentage) 200-25=175 (Derived using negative tolerance amount) Minimum Value is 190 in Negative Scenario	Yes	Current Bill Amount is below Negative Tolerance Limit

During the tolerance amount calculation, the system checks whether the **Multi-Currency Accounts** feature is enabled or disabled. If the **Multi-Currency Accounts** feature is enabled, the system converts the previous and current bill amount in the division's base currency when the invoice currency is different from the division's base currency. Once the currency conversion is done, the tolerance amount is calculated and To Do entry is generated accordingly.

You need to define the Tolerance and First Bill To Do types using the following information:

- **Navigation Option** - billMaint
- **Priority** – Priority 10 – Highest
- **Message Category** - 11105
- **Message Number** – 11009

- **Sort Keys** – Define the following sort keys for the To Do type:

Sort Key	Use as Default	Sort Order
Bill ID	Yes	Ascending

- **Drill Keys** - Define the following drill keys for the To Do type:

Table Name	Field Name
CI_BILL	BILL_ID

Note: The **Bill Tolerance** feature will not work when bills are generated through the construct based billing batches.

Enhancements

This section lists the enhancements made to the following features:

- Currency Conversion
- Rounding and Precision
- Division
- On Demand Billing
- Payments
- Transaction Feed Management
- Billing
- Pricing Management
- Audit
- Policy
- Customer Information

Currency Conversion

Earlier, the currency conversion algorithms used during bill segment generation, adjustment creation, and FT GL creation were stipulated in different algorithms and feature configurations. The information was completely scattered and difficult to manage. To enforce consistency and simplicity, the currency conversion feature is redesigned and thus, resulted into the following changes:

- The **C1_CURALG** algorithm type will be no longer used from this release onwards. Instead, the following algorithm types are newly added in the system:

Algorithm Type	Description
C1_CURALGBS	Facilitates currency conversion during bill segment generation and FT GL creation for bill segments.
C1_CURALGAD	Facilitates currency conversion during adjustment creation and FT GL creation for adjustments.
C1_CURALGPY	Facilitates currency conversion during payment and tender creation and during FT GL creation for payments.
C1_CURALGTFM	Facilitates currency conversion during the transaction aggregation process.

You need to create algorithms of these algorithm types and attach them to each division for which you want to enable the currency conversion feature.

- Earlier, if you wanted to enable the currency conversion feature for rate based billable charges, you use to do the following:
    - Set the **Feature Config for Conversion** option type of the **C1_EX_ROUND** feature configuration to **Y**
    - Specify a characteristic type in the **RC Conversion Characteristic Type** option type of the **C1_EX_ROUND** feature configuration
    - Specify a characteristic value in the **RC Conversion Characteristic Value** option type of the **C1_EX_ROUND** feature configuration
    - Attach an algorithm of the **C1_CURALG** algorithm type to the **RC Currency Conversion Algorithm** option type of the **C1_EX_ROUND** feature configuration
    - Specify a characteristic type in the **RC Currency Rounding Characteristic Type** option type of the **C1_EX_ROUND** feature configuration
    - Specify a characteristic value in the **RC Currency Rounding Characteristic Value** option type of the **C1_EX_ROUND** feature configuration

  The system used to check whether the characteristic types specified in the **RC Conversion Characteristic Type** and **RC Currency Rounding Characteristic Type** option types were defined on the rate component. If the characteristic types were defined on the rate component and their values matched the value defined in the **RC Conversion Characteristic Value** and **RC Currency Rounding Characteristic Value** option types, respectively, the currency conversion was done for rate based billable charges (when the pricing currency was different from the account's invoice currency). Else, the currency conversion process was terminated even if the **Feature Config for Conversion** option type was set to **Y**.

  Now, if you want to enable the currency conversion feature for rate based billable charges, you need to do the following:
    - Set the **Allow Currency Conversion** field in the **Rate Component** screen to **Yes**
    - Create an algorithm of the **C1_CURALGBS** algorithm type and attach it to the **Currency Conversion For Bill Segments** algorithm spot of the division for which you want to enable the currency conversion feature
- Earlier, if you wanted to enable the currency conversion feature for pass through billable charges, you use to do the following:
    - Create an algorithm of the **C1_CURALG** algorithm type and attach it to the **Currency Conversion Algorithm** parameter in the algorithm which is defined using the **BS-CRE-PRICE** or **BS-CRE-INVCN** algorithm type depending on whether you are using regular or IGA billing

  Now, if you want to enable the currency conversion feature for pass through billable charges, you need to do the following:

  - Create an algorithm of the **C1_CURALGBS** algorithm type and attach it to the **Currency Conversion For Bill Segments** algorithm spot of the division for which you want to enable the currency conversion feature

- Earlier, if you wanted to enable the currency conversion feature for post processing bill segments, you use to do the following:

  - Create an algorithm of the **C1_CURALG** algorithm type and attach it to the **Currency Conversion Algorithm** parameter in the algorithm which is defined using the **C1-GENBSEGPA** algorithm type

  Now, if you want to enable the currency conversion feature for post processing bill segments, you need to do the following:

  - Create an algorithm of the **C1_CURALGBS** algorithm type and attach it to the **Currency Conversion For Bill Segments** algorithm spot of the division for which you want to enable the currency conversion feature

- The **Currency Conversion Algorithm** parameter is removed from the following algorithm types:

  - BS-CRE-PRICE
  - BS-CRE-INVCN
  - C1-GENBSEGPA

  Therefore, you need to delete the existing algorithms and create new algorithms using these algorithm types. Otherwise, the changes made in these algorithm types will not be reflected.

- The **FTFREZBSEG** and **FTFREZFTGLEX** algorithm types will be no longer used from this release onwards. Instead, the **FTFREZGLEXTN** algorithm type is newly added in the system. You need to now attach an algorithm of the **FTFREZGLEXTN** algorithm type on the **FT Freeze** system event of the customer class. The system will then create FT GL extension for the following financial transaction (FT) types when the account's invoice currency is different from the division's base currency:

  - Adjustment
  - Adjustment Cancellation
  - Bill Segment
  - Bill Cancellation
  - Pay Segment
  - Pay Cancellation

- Earlier, to create FT GL extension for bill segments, an algorithm of the **C1_CURALG** algorithm type was attached to the **Exchange Rate Algorithm** parameter in the algorithm which is defined using the **FTFREZBSEG** algorithm type. Now, you need to create an algorithm of the **C1_CURALGBS** algorithm type and attach it to the **Currency Conversion For Bill Segments** algorithm spot of the division for which you want to enable the currency conversion feature.

- Earlier, to create FT GL extension for payments, an algorithm of the **C1_CURALG** algorithm type was attached to the **Exchange Rate Algorithm** parameter in the algorithm which is defined using the **FTFREZFTGLEX** algorithm type. Now, you need to create an algorithm of the **C1_CURALGPY** algorithm type and attach it to the **Currency Conversion For Payments** algorithm spot of the division for which you want to enable the currency conversion feature.
- Earlier, to create FT GL extension for adjustments, an algorithm of the **C1_CURALG** algorithm type was attached to the **Exchange Rate Algorithm** parameter in the algorithm which is defined using the **FTFREZFTGLEX** algorithm type. Now, you need to create an algorithm of the **C1_CURALGAD** algorithm type and attach it to the **Currency Conversion For Adjustments** algorithm spot of the division for which you want to enable the currency conversion feature.
- Earlier, if you wanted to enable the currency conversion feature for adjustments, you use to create an algorithm of the **C1_CURALG** algorithm type and attach it to the **Currency Conversion Algorithm** option type of the **C1_MLTCURACC** feature configuration. Now, you need to create an algorithm of the **C1_CURALGAD** algorithm type and attach it to the **Currency Conversion For Adjustments** algorithm spot of the division for which you want to enable the currency conversion feature.
- Earlier, the currency conversion feature was not supported for payments. But, now, you can specify a payment currency which is different from the account's invoice currency while adding a payment event. The system will do the currency conversion and create payment and tenders in the account's invoice currency. The currency conversion is done only when you have an algorithm of the **C1_CURALGPY** algorithm type attached on the **Currency Conversion For Payments** algorithm spot of the division.

Note:

The currency conversion feature is available only when the payment currency (i.e. tender currency) is different from the payor account's invoice currency and not when the payor account's invoice currency is different from the payee account's invoice currency.

The currency conversion features for payments are currently not supported from the **Payment Portal** screen and while uploading payment data from an external source.

- Earlier, since the currency conversion was not supported for payments, a To Do was created when the user added a payment event with a payment currency which is different from the account's invoice currency. The To Do Type using which the To Do entry must be created was defined in the **Payment Distribution To-Do** option type of the **C1_MLTCURACC** feature configuration. Now, this functionality is no longer used and supported from this release onwards.
- The following option types of the **C1_MLTCURACC** feature configuration will be longer used during currency conversion:
    - Currency Conversion Algorithm
    - Payment Distribution To-Do

- The **C1_EX_ROUND** feature configuration will be no longer used and supported from this release onwards.

Rounding and Precision

The currency rounding and precision feature is redesigned in this release to ensure consistency across the system. This resulted into the following changes:

- Earlier, if you wanted to round down the USD amount, you use to set the **Round Down Currency** option type of the **C1_EX_ROUND** feature configuration to the currency code (i.e. USD). You use to define this option type for each currency code for which you want to round down the amount. For rest of the currency codes, the system use to round the amount to the nearest value. Now, you need to define the rounding type for each currency at the division level.
- Earlier, only two rounding types (i.e. Down and Nearest) were supported. Now, the system supports the following rounding types:
    - Down
    - Up
    - Nearest

  Rounding precision will be based on decimal positions specified for the currency in the **Currency** screen. Note that you can define precision for currency only up to 2 decimal places.
- While converting the amount from the source currency to the target currency (i.e. FROM CCY to TO CCY), the system uses the precision (i.e. decimal positions) of the target currency (i.e. TO CCY).
- Earlier, if you wanted to do rounding on the rate component, you use to do the following:
    - Define a characteristic type in the **RC Currency Rounding Characteristic Type** option type of the **C1_EX_ROUND** feature configuration
    - Define a characteristic value in the **RC Currency Rounding Characteristic Value** option type of the **C1_EX_ROUND** feature configuration

  The system used to check whether the characteristic type specified in the **RC Currency Rounding Characteristic Type** option type was defined on the rate component. If the characteristic type was defined on the rate component and its value matched the value defined in the **RC Currency Rounding Characteristic Value** option type, the system rounded the amount to the nearest unit based on the decimal positions specified for the currency in the **Currency** screen. However, if the characteristic type was not defined on the rate component or its value did not match the value defined in the **RC Currency Rounding Characteristic Value** option type, the system rounded the amount based on the rounding type and precision defined on the rate component.

  Now, if the rate component is an FCPO rate component, the system uses the rounding type and precision defined on the rate component. And, if the rate component is a non-FCPO rate

component, the system uses decimal positions specified for the currency (in the **Currency** screen) and rounding type defined for the currency (in the **Division** screen).

Division

The following changes are made to the division feature:

- The following algorithm entities are added in the **Algorithms** tab:
    - Currency Conversion For Bill Segments
    - Currency Conversion For Adjustments
    - Currency Conversion For Payments
    - Currency Conversion For Transaction Feed Management
    - GL Account Validation
    - Transaction Feed Management Cancellation Preprocessing
    - Transaction Feed Management Disaggregation Preprocessing
    - Transaction Feed Management Rollback Preprocessing
    - Transaction Feed Management Contract Derivation
    - Usage Account Construct Mapping
- While associating invoice currencies with a division, you need to define rounding type for the currency. By default, the rounding type is set to **Nearest**.

On Demand Billing

The following changes are made to the on demand billing feature:

- Earlier, you were able to generate an adhoc bill for a usage data file and account combination using the On Demand Billing feature. Now, you can group a set of usage data files and then create an adhoc bill for a file group and account combination. This ensures that only one adhoc bill is generated for all usage records of an account which are uploaded through various files in a group.
- Earlier, there was only one screen named **On Demand Billing** which was used to upload and process a usage data file. Now, there are two screens – **Usage Data Processing** and **On Demand Billing**. The **Usage Data Processing** screen allows you to:
    - Upload a usage data file
    - Cancel a usage data file
    - View all records uploaded through a usage data file
    - View the valid, invalid, and cancelled records of a usage data file
    - View the valid records of a usage data file which are submitted for approval

- View the valid records of a usage data file for which billable charges are already created
- View the rejected, billed and unbilled records of a usage data file
- Submit the valid records of a usage data file and create billable charges for them
- Approve or reject one or more valid records of a usage data file
- Revalidate the valid and invalid records of a usage data file
- Edit the valid, invalid and rejected records of a usage data file

And, the **On Demand Billing** screen allows you to:

- Define, edit, delete, and close a file group
- Generate adhoc bills for a file group
- Freeze and complete adhoc bills of a file group
- View all bills generated for a file group
- View the usage data files of a file group
- Cancel a usage data file

- Earlier, you were able to upload and process a usage data file only for the Banking module. Now, you can upload and process a usage data file for both Banking and Insurance modules.
- You can define business label for usage data fields in each file type. The business label appears when you view, approve, and edit records of a usage data file in the **Usage Data** screen. In addition, while uploading a file using a file type where business labels are defined for usage data fields, the CSV file should contain the business label in the respective column. Otherwise, the usage data file will not be uploaded in the system.
- You can now upload the same file once again in the system provided the billable charges are not yet generated for the usage data file.
- Earlier, you were able to edit the valid, invalid, and rejected records only through the user interface. Now, you can also extract the usage records of a usage data file in the Excel format using the **Export to Excel** functionality. Once the required corrections are done, you can upload the same file once again in the system. The **Export to Excel** link is available only when the extract algorithm is specified in the respective file type.
- Earlier, there was only one feed type named **Usage Data**. Now, you can define file types using the following feed types:
  - Banking Usage Data
  - Insurance Usage Data
  - Payment Data
- The following parameters are added in the **Upload and Validate Usage Data File (C1-ODFU)** batch:

  - File Group
  - Access Group
- The **Header ID** parameter is added in the **Billable Charge Creation (C1-ODBCH)** batch.
- The **File Name** parameter is removed and the following parameters are added in the **Adhoc Billing (C1-FABL)** batch:
  - File Group
  - Cutoff Date
  - Accounting Date
- The **File Name** parameter is removed and the following parameters are added in the **Freeze and Complete Adhoc Bills (C1-FCADH)** batch:
  - File Group
  - Accounting Date

Payments

The following changes are made to the payments feature:

- A new screen named **Remittance Summary** is added in the **Financial Query** menu. It allows you to view a list of payments remitted by a bank using a tender source. It also displays consolidated remittance report for each bank and tender source combination. If required, you can extract the consolidated remittance report and a list of payments remitted by a bank using the Export to Excel functionality.
- A new screen named **Account Payment Summary** is added which is accessible through the account's context menu in the Banking Control Central screen. It allows you to search for payments that have been distributed to the account's contracts. If required, you can extract a list of payments made for the account using the Export to Excel functionality.
- The **Division** parameter is added in the following batches:
  - APAYCRET
  - ACTVTAPY
  - APAYACH
- Earlier, you were able to distribute payments using the Bill ID and Contract ID match types. Now, you can also distribute payments using the following match types:
  - **Bill Regular** – This match type is designed to work at the account level. This match type allows you to distribute payments against the bills of an account. The payment is applied to the bill segments of a bill based on the priority defined on the contract's contract type for which the bill segment is created.

- **Bill Segment** - This match type is designed to work at the account level. This match type allows you to distribute payments against the bill segments of an account. The payment is applied to the selected bill segments of an account.
- **Bill Weighted** - This match type is designed to work at the account level. This match type allows you to distribute payments against the bills of an account. The payment is applied to the bill segments of a bill based on the weighted average of the bill segment amount.
- **Suspense Contract** – This match type is designed to work at the account level. This match type allows you to distribute payments to contracts which are created using a contract type where the **Special Role** flag is set to **Suspense** and **Eligible for Billing** flag is set to **No**.

Note that the supporting algorithm types are shipped with the product. You need to define these match types in the system using the following algorithm types:

Match Type	Payment Distribution Override Algorithm Type	Manual Distribution Algorithm Type
Bill Regular	C1-PDOV-PYBL	C1-MDOV-BILL
Bill Segment	C1-PDOV-PYBS	C1-MDOV-BSEG
Bill Weighted	C1-PDOV-WTBS	C1-MDOV-BILL
Suspense Contract	C1-PDOV-SATY	C1-MDOV-ONSA

- A new screen named **Payment Portal** is added in the **Financial** menu. This screen allows you to:
  - Searching for a Payment Event
  - Viewing Payments Created through a Payment Event
  - Viewing Payment Segments of a Payment
  - Creating a Payment Event
  - Editing a Payment Event
  - Distributing Tender and/or Payment Amount
  - Transferring All Payments of a Payment Event
  - Cancelling a Payment Event
  - Freezing Payments of a Payment Event
  - Deleting a Payment Event

Transaction Feed Management

The following changes are made to the transaction feed management process:

- Earlier, you were able to add the UDF_CHAR_1 to UDF_CHAR_25 columns in the CSV file while uploading the transaction data using the sample interface. But, now, you can add the UDF_CHAR_1 to UDF_CHAR_50 columns in the CSV file.
- The CSV file format required for uploading transactions using the sample interface (i.e. ODI) has changed. Refer to the *Oracle Revenue Management and Billing Banking User Guide* for more details.
- Earlier, the system did not provide you with a facility to undertake some preprocessing activities (such as cleaning data in any custom tables) during the rollback, cancellation, and disaggregation processes. Now,

If you want to do some preprocessing during….	**Then…**
Rollback	You need to attach an algorithm of the C1_ROBK_PRPC algorithm type on the **Transaction Feed Management Rollback Preprocessing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the C1-TXNRB batch. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.
Disaggregation	You need to attach an algorithm of the C1_DSAG_PRPC algorithm type on the **Transaction Feed Management Disaggregation Preprocessing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the C1-PDTXN batch. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.
Cancellation	You need to attach an algorithm of the C1_CNCL_PRPC algorithm type on the **Transaction Feed Management Cancellation Preprocessing** algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the C1-TXCNC batch. Note that the system invokes the algorithm which is attached on the derived account's division and not on the division to which the transaction belongs.

- The status of the transaction is changed to **Error** when:
    - There is no contract available with the specified contract type on the transaction date or when the contract is inactive.
    - There are multiple effective contracts of the same contract type (on the transaction date) in **Active**, **Pending Stop**, or **Stop** status.

  Now, the system provides you with a facility to derive the contract using the custom mechanism. If you want to use any custom logic to derive the contract when it is not found, you need to attach an algorithm of the SA_DERV_POPC algorithm type on the **Transaction Feed**

Management Contract Derivation algorithm entity in the **Algorithms** tab of the **Division** screen. This algorithm is triggered when you execute the C1-TXNVP batch.

Billing

The following changes are made to the billing feature:

- A new screen named **Bill Segment Summary** screen is added in the **Financial** menu. It allows you to search for bill segments using various search criteria. If required, you can extract a list of bill segments using the Export to Excel functionality.
- The **Account ID** parameter is added in the **Billing (BILLING)** batch.
- The following parameters are added in the **Pending Bill Generation (C1-PNDBL)** batch:
    - Bill Generation Type
    - Description for Trial Billing Batch Run
    - Process All or Selected Accounts
    - Account ID
- The following parameters are added in the **Bill Segment Generation (C1-BLGEN)** batch:
    - Bill Generation Type
    - Trial Billing Batch Run Number
    - Process All or Selected Accounts
    - Account ID
- The following parameters are added in the **Bill Completion (C1-BLPPR)** batch:
    - Billing Processing Sequence
    - Bill Generation Type
    - Trial Billing Batch Run Number
    - Process All or Selected Accounts
    - Account ID
- You can now extract both trial and actual financial transactions using the **GL Download Staging (GLS)** and **GL Download Extract (GLDL)** batches so that you can interface them to the GL application.
- The following parameters are added in the **GL Download Staging (GLS)** and **GL Download Extract (GLDL)** batches:
    - Division
    - Bill Generation Type
    - Trial Billing Batch Run Number

  - Thread Pool Name

- You can now assign GL accounts to both trial and actual financial transactions using the **Insert Records in CI_FTTEMP (GLASSGN1)** and **Assign GL Account to Financial Transaction (GLASSGN2)** batches.
- The following parameters are added in the **Insert Records in CI_FTTEMP (GLASSGN1)** batch:
  - Division
  - Bill Generation Type
  - Trial Billing Batch Run Number
- The following parameters are added in the **Assign GL Account to Financial Transaction (GLASSGN2)** batch:
  - Division
  - Bill Generation Type
  - Trial Billing Batch Run Number
  - Validate GL Account
- A new batch named **Assign GL Account to Financial Transaction (C1-GLASN)** is introduced in this release. It is a Java version of the **Assign GL Account to Financial Transaction (GLASSIGN)** batch. We strongly recommend you to start using the new batch for assigning GL account to trial and actual financial transactions.
- The columns listed in the **Bill Segments** grid in the **Main** tab of the **Bill** screen change depending on whether bill is generated for an invoice account. If the bill is generated for an invoice account, the following columns appear in the grid:
  - Summary
  - Total Bill Segments
  - Total Amount
  - Invoice Construct

  However, if the bill is generated for any account other than invoice account, the following columns appear in the grid:
  - Bill Segment
  - Current Amount
  - Status
  - Remarks

Pricing Management

The following changes are made to the pricing management feature:

- A new screen named **Rate Schedule Summary** screen is added in the **Rates** menu. It allows you to search for rate schedules using various search criteria. It also allows you to view rate components defined for each rate schedule and rate version combination. If required, you can extract a list of rate schedules and rate components using the Export to Excel functionality.
- You can inactivate an active and proposed product pricing assigned to a customer or an account. You can also inactivate an active and proposed price list assignment of a customer or an account. Note that you inactivate an active and proposed price list assignment only when the **Price List Inheritance** flag is set to **No** and no bill is generated using the pricing available on the assigned price list.
- You can now define characteristics for a price list assignment of a customer or an account.
- Earlier, you were able to define only two types of price assignments – **Regular** and **Post Processing**. Now, you can define the following types of price assignments:
    - **Regular** — Used to indicate that the pricing must be used to generate regular bill segment.
    - **Post Processing** — Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on usage accounts. In case of a usage account, the post processing bill segment is generated when you generate the bill for the usage account and not when you bill the usage account through an invoice account.
    - **Post Processing — Invoice Based** — Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on an invoice account, and, as a result, the post processing bill segment is generated on the invoice account.
    - **Post Processing — Product Based** — Used to indicate that the pricing must be used to generate post processing bill segment. This type of price assignment can be done on both invoice and usage accounts, but the post processing bill segment is generated only on the invoice account.
- Earlier, while editing or overriding a price assignment, the system did not allow you to add any additional tiering combination even if the total tiering combinations in the product pricing is less than the maximum tiering combinations limit. Now, you can define additional tiering combinations until the maximum tiering combinations limit is not exceeded.
- Earlier, as a prerequisite, you had to set the **Reference Entity (C1_PPARM_REF)** feature configuration to ensure that the base or custom entities are listed in the **Reference Entity** field when you define a parameter with the value type set to **Reference**. Now, the mechanism to specify the reference entity is redesigned. The **Reference Entity (C1_PPARM_REF)** feature

configuration is removed and no longer supported from this release onwards. Instead, the system provides you with a facility to search for the language table while defining reference parameter. By default, the column which is the primary key of the table is set as the reference entity. The parameter value is then validated against the primary column of the table.

Audit

The following changes are made to the audit feature:

- A new screen named **Audit Trail Summary** screen is added in the **Admin** menu. It allows you to view the audit trail information of fields for which audit is enabled on various user actions, such as add, update, and/or delete. If required, you can extract the audit trail information using the Export to Excel functionality.

Policy

The following changes are made to the policy feature:

- The policy data model has completely changed. Now, you can define policy plans within a policy. The memberships are defined for each policy plan and members are added in each membership. The contracts and premium are associated to a membership. The audit trail log is maintained for each policy and membership in the system. You can associate persons with a policy. You can define characteristics for a policy, policy plan and for a person who is added as a member in the membership.
- You can define different types of policy in the system.
- The following new screens are added to implement this policy model:
    - Policy Type
    - Policy
    - Membership
- A new user group named HCADMIN is added in this release. You can use the **Policy** feature (with the new data model) only when you belong to the **HCADMIN** user group.

Customer Information

The following changes are made to the customer information feature:

- Earlier, you were not able to define the multiple auto pay route types for an auto pay source type. But, now, you can define different auto pay route type for an auto pay source type at the account level.
- A new screen named **Account Collection Summary** is added in the **Financial Query** menu. It allows you to view all unpaid bills of an account. These unpaid bills are categorize in various age brackets depending on the number of days past due. It also allows you to view overpayments

which are made against the contract types listed in the **C1_CMO** feature configuration. In addition, it graphically represents the following information:

- Whether customer is contacted using the letter or non-letter format
- Number of unmatched and/or matched bills
- Number of credit notes
- Number of payments in the **Frozen**, **Canceled**, **Freezable**, **Error**, and **Incomplete** statuses

User Interface (UI) Level Changes

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

Screen	Changes
Rate Component	The following changes are made to this screen: • The **Allow Currency Conversion** field is added in the **Main** tab.
Division	The following changes are made to this screen: • The **Rounding Type** field is added in the **Invoice Currencies** tab.
Adjustment	The following changes are made to this screen: • The **Original Amount and Currency**, **Exchange Rate**, and the **Exchange Rate ID** fields are added in the **Main** tab. These fields appear only when the currency conversion is done for the adjustment.
Payment Event	The following changes are made to this screen: • The **Original Tender Amount and Currency**, **Exchange Rate**, and **Exchange Rate ID** fields are added in the **Tenders** tab. These fields appear only when the currency conversion is done during payment and tender creation.
Exchange Rate	The following changes are made to this screen: • The **End Date** field is added in the **Search Exchange Rate** zone.
Transaction Details	The following changes are made to this screen: • The **Additional Data 26**, **Additional Data 27**, …, **Additional Data 50** fields are added in this screen. These fields allow you to specify additional information about the transaction.
Installation Options	The following changes are made to this screen: • The **Freeze Payment on Notification** option is added in the **Autopay Creation Option** list.

Screen	Changes
Account	The following changes are made to this screen: • The **Auto Pay Route Type** field is added in the **Auto Pay** tab. • The **Account Category** field and the **Trial Bill** check box are added in the **Main** tab.
Auto Pay Source Type	The following changes are made to this screen: • The **Auto Pay Route Type** field is removed from the **Main** tab.
Pricing (Account), Pricing (Customer)	The following changes are made to these screens: • The **Inactive** option is added in the **Pricing Status** list. This helps you to view the inactive price assignments that meet the criteria.
Add Product Pricing, Edit Product Pricing, and Override Product Pricing	The following changes are made to these screens: • The **Post Processing – Invoice Based** and **Post Processing – Product Based** options are added in the **Price Assignment Type** list.
Price List Assignment (Account), Price List Assignment (Customer)	The following changes are made to these screens: • The **Assignment Information** column is added in the **Assigned Price Lists** and **Historical Price List Assignments** zones. • The **Inactive Price List Assignments** and **Price List Products** zones are added in these screens.
View Account Financial Transaction History	The following changes are made to this screen: • The **Freeze Date From**, **Freeze Date To**, **Accounting Date From**, and **Accounting Date To** fields are added in the **Search Financial Transactions** zone. • The **Payoff Amount** column is removed and **Financial Transaction ID** column is added in the **Search Financial Transactions** zone.

Screen	Changes
Banking Control Central	The following changes are made to this screen: • The **Bill Cycle**, **Account Currency**, and **Account Category** fields are added in the **Search** zone. They appear when you are searching using the **Additional Account Details** query option. • The **Bill Cycle** and **Account Category** columns are added in the **Search** zone. They appear when you are searching using the **Additional Account Details** query option.
Manage Product Assignments to Price Lists, Copy Price List	The following changes are made to this screen: • The **Pricing Status**, **PA Usage Flag**, and **PA Type Flag** columns are added in the **Price List Products** zone.
Distribution Code	The following changes are made to this screen: • The **Validate GL Account** check box is added in the **Main** tab.
Installation Options – Framework	The following changes are made to this screen: • The **GL Account Validation** system event is added in the **Algorithms** tab.
Customer Class	The following changes are made to this screen: • The **Pre-Bill Completion Review** system event is added in the **Controls** tab.
Bill	The following changes are made to this screen: • The **Trial Bill ID** field is added in the **Main** tab. • The **Construct**, **Usage Account**, **Billable Charge ID**, and **Price Assignment ID** columns are added in the **Bill Segments** tab. • The **Service Quantity** and **UOM** columns are removed from the **Bill Segments** tab.

Supported Platforms

The following table lists the operating system and application server combinations on which Oracle Revenue Management and Billing Version 2.4.0.0.0 is supported:

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database Server
Windows 7 (IE 8.x, 9.x, 10.x, or 11.x)	AIX 6.1 TL5 (64-bit), AIX 7.1 TL1 (64-bit)	POWER 64-bit	WebSphere 8.5 (64-bit)	Oracle 11.2.0.4 Oracle 12.1.0.1
	Oracle Linux 5.8, 6.2, 6.4 and 6.5 (64-bit)	x86_64	WebLogic 10.3.6.0.8 (64-bit)	Oracle 11.2.0.4 Oracle 12.1.0.1
			WebLogic 12.1.2 (64-bit)	
	Red Hat Enterprise Linux 5.8, 6.2, 6.4 and 6.5 (64-bit)	x86_64	WebLogic 10.3.6.0.8 (64-bit)	Oracle 11.2.0.4 Oracle 12.1.0.1
			WebLogic 12.1.2 (64-bit)	
	Windows Server 2008 R2 (64-bit)	x86_64	WebLogic 10.3.6.0.8 (64-bit)	Oracle 11.2.0.4 Oracle 12.1.0.1
			WebLogic 12.1.2 (64-bit)	

Note:

You must enable the **Compatibility View** option for Internet Explorer 9.x, 10.x, and 11.x.

We strongly recommend you to install Oracle Revenue Management and Billing (ORMB) on Windows platform only for non-production activities, such as User Acceptance Testing (UAT), development setup, and so on.

Technical Recommendations

To improve the overall batch performance on Windows, AIX, and Linux platforms, we recommend you to make changes in the following files:

File Name	Change From	Change To
hibernate.properties	hibernate.c3p0.timeout = 300	hibernate.c3p0.timeout = 600
threadpoolworker.sh	MEM_ARGS="-Xms512m -Xmx1024m -XX:MaxPermSize=768m"	MEM_ARGS="-Xms512m -Xmx4096m -XX:MaxPermSize=768m"

Supported Upgrades

At present, we support upgrade from Oracle Revenue Management and Billing Version 2.3.0.2.0 to 2.4.0.0.0. For more information on how to upgrade, refer to the following documents which are available on OTN:

- *Oracle Revenue Management and Billing Version 2.4.0.0.0 Upgrade Guide*
- *Oracle Revenue Management and Billing Version 2.4.0.0.0 Upgrade Path Guide*

For upgrading from any other version of Oracle Revenue Management and Billing other than 2.3.0.2.0, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.

Technology Upgrade

The following versions of software are supported in this release of Oracle Revenue Management and Billing:

- WebLogic 12.1.2 (64-bit)
- Oracle Database Server 12.1.0.1 (64-bit)
- Oracle Database Client 12.1.0.1 (64-bit)
- Oracle Documaker 12.3
- Oracle Data Integrator 12.1.3.0.0

Note: Oracle Documaker 12.3 is supported only when you want to use Web Services based Oracle Documaker Integration. In addition, Oracle Documaker 12.3 is tested and certified only for the Banking module on Linux platform. If you want to use standalone edition for integration, use Oracle Documaker 12.0.

Discontinued Features

The following features are scheduled to be removed in a future release of Oracle Revenue Management and Billing:

- **TOU (Variance Parameter) Based Pricing** – We strongly recommend you to use the multi parameter based pricing feature instead of the TOU based pricing feature.
- **UOM Based Billable Charges** – We strongly recommend you to use pass through based or service quantity based billable charges.
- **Legacy mechanism to upload pass through billable charges using the BCU1 and BCU2 batches** - We have introduced the On Demand Billing feature which allows you to upload both pass through and rate based billable charges. We strongly recommend you to start using the On Demand Billing feature for uploading pass through and rate based billable charges.

The following table lists the objects which will be deprecated in the next release of Oracle Revenue Management and Billing:

Object Type	Object Name
Algorithm Type	C1_CURALG, FTFREZBSEG, FTFREZFTGLEX
Feature Configuration	C1_EX_ROUND
Option Types	Currency Conversion Algorithm and Payment Distribution To-Do (from the **C1_MLTCURACC** feature configuration)
Table Columns	FILE_NAME, UPLD_FLTY_CD, and ACCESS_GRP_CD columns from the CI_BCHG_HSTG table
Batch Control	GLASSIGN

Therefore, henceforth, we strongly recommend you not to use these objects in any custom implementation.

Product Documentation

User manuals and other technical documents are available in the Portable Document Format (PDF) format. You can download Oracle Revenue Management and Billing release specific documentation library (for example, Oracle Revenue Management and Billing Version 2.4.X.X.X Documentation Library) using the following URL:

http://www.oracle.com/technetwork/indexes/documentation/fsgbu-1364781.html

Media Pack Download

Oracle Financial Services Revenue Management and Billing Version 2.4.0.0.0 and Oracle Insurance Revenue Management and Billing Version 2.4.0.0.0 media packs are available for the following platforms:

- Windows (Microsoft Windows x64 (64-bit))
- AIX (IBM AIX on POWER Systems (64-bit))
- Linux (Linux x86-64)

Each media pack includes multiple packages. For more information, refer to the Oracle Revenue Management and Billing Media Packs section in the *Oracle Revenue Management and Billing Version 2.4.0.0.0 Quick Installation Guide*.

To download a package from a media pack:

1. Login to Oracle Software Delivery Cloud. The **Terms and Restrictions** page appears.
2. Select the **I have reviewed the terms of the License Agreement or Oracle Trial License Agreement and accept its terms** check box.
3. Select the **YES, I accept these Export Restrictions** check box.
4. Click **Continue**. The **Media Pack Search** page appears.
5. Select the **Oracle Financial Services Products** option from the **Select a Product Pack** list.
6. Select the required platform for which you want to download the media pack from the **Platform** list. For example, select **Linux x86-64**.
7. Click **Go**. A list of financial services products which are released for the specified platform appears in the **Search Results** section.
8. Select the radio button corresponding to the Oracle Financial Services Revenue Management and Billing Version 2.4.0.0.0 or Oracle Insurance Revenue Management and Billing Version 2.4.0.0.0 media pack depending on which you want to download.
9. Click **Continue**. The **Oracle Revenue Management and Billing for <Platform>** page appears.
10. Click the **Download** button corresponding to the package that you want to download. The **File Download** dialog box appears.
11. Click **Save**. The **Save As** dialog box appears.
12. Browse to the location where you want to download the package and then click **Save**. The package is downloaded on your local machine.

Patch Download

A separate RMB V2.4.0.0.0 Rollup Pack is available for the following platforms:

- Windows (Microsoft Windows x64 (64-bit))
- AIX (IBM AIX on POWER Systems (64-bit))
- Linux (Linux x86-64)

To download the rollup pack (patch):

1. Login to My Oracle Support. The **My Oracle Support** page appears.
2. Click the **Patches & Updates** tab. The **Patches and Updates** tab appears.
3. In the **Patch Search** section, click the **Search** tab. The **Search** tab appears.
4. Click the **Product or Family (Advanced)** link.
5. Enter **Oracle Financial Services Revenue Management and Billing** or **Oracle Insurance Revenue Management and Billing** in the **Product is** field depending on which product's patch you want to download.
6. Select the release whose patches you want to download in the **Release is** field.
7. Click **Search**. The **Patch Search** page appears. It contains a list of patches which are available for the selected product release.
8. Click the **Patch Name** link corresponding to the patch that you want to download. The patch details appear in the right pane of the **Patch Search** page.
9. Click **Download**. The **File Download** window appears.
10. Click the **Save** icon corresponding to the zip file name link. The **File Download** dialog box appears.
11. Click **Save**. The **Save As** dialog box appears.
12. Browse to the location where you want to download the patch and then click **Save**. The patch is downloaded on your local machine.

Bug Fixes

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

Bug Number	Copy of	Description
18289459	17704193	ADJ CCY SET TO DIV CCY IF ALLOW MULTI-CURRENCY ACCOUNTS SET TO N IN C1_MLTCURACC
18157826	17879254	CONTRACT TYPE PRIORITY FLAG NOT CONSIDERED WHILE GENERATING BILL SEGMENTS
18156953	17828592	BILL SEGMENT CALC LINES - ADD GO TO BILLABLE CHARGE OPTION IN THE CONTEXT MENU
18052195	17238442	EXCEPTION OCCURS ON DELETING FINANCIAL TRANSACTIONS
18051866	17634103	POST-PROCESSING BILL SEGMENTS WITH THE ZERO VALUE APPEAR ON THE BILL
18023523	16815453	SYSTEM ERROR OCCURS WHILE CANCELING A JOB STREAM WITH ERRORS
18022940	17502556	ADJUSTMENT STAGING CONTROL – UNABLE TO ADD RECORD WHERE TOTAL AMOUNT IS ZERO
17978658	17812193	ADD BILL/PAYMENT/ADJUSTMENT ID COLUMN IN THE ACCOUNT FINANCIAL HISTORY SCREEN
17918874	17656741	PRICE LIST AGREED PRICE USED INSTEAD OF CUSTOMER AGREED PRICE ON POST-PROCESSING
17907412	17767721	NO. OF RECORDS PROCESSED SUCCESSFULLY SHOWN INCORRECTLY ON EXECUTING C1-ADUP1
17796096	17778910	ABLE TO DELETE A BILL CYCLE WHICH IS ASSOCIATED WITH A DIVISION
18381725	18343495	UNABLE TO APPLY PAYMENT ON A BILL IF THE ACCOUNT HAS LARGE NUMBER OF CONTRACTS
18758581	18655169	UNABLE TO EDIT CHARACTERISTICS WHEN THE PAYMENT IS FROZEN OR CANCELLED
18974774	18726082	C1-BLGEN BATCH JOB DOES NOT CONSIDER THE BATCH BUSINESS DATE
20274835	19908374	ACCOUNT FINANCIAL TRANSACTION HISTORY - UNABLE TO SEARCH FT USING FREEZE DATE
20323490	20183259	“SERVICE TYPE BK NOT FOUND” ERROR OCCURS WHILE CREATING A NEW PRODUCT
20363040	17337881	MANAGE PRODUCTS, MANAGE PRICELISTS - DIVISION NOT FILTERED BASED ON ACCESS GROUP
20363026	17466140	UNABLE TO SEARCH FOR TRANSACTIONS IN THE ERROR STATUS

Bug Number	Copy of	Description
20362990	17358261	UDF PARAMETER DISPLAYED MULTIPLE TIMES WHILE CREATING A RULE
20358649	17783756	NO RESPONSE WHEN ANY HYPERLINK IS CLICKED IN UI AFTER USING EXPORT TO EXCEL
20368941	18644494	DIVISION LIST IS EMPTY IN THE MANAGE PRODUCTS SCREEN
20368907	18542508	GL ASSIGN ALGORITHM SHOULD NOT BE TRIGGERED FOR UNFROZEN FINANCIAL TRANSACTIONS
20368873	17572187	A COBOL ERROR OCCURS WHILE BILLING
20368868	17658958	ADJUSTMENTS WITH APPROVAL PROFILE NOT FROZEN ON BILL COMPLETION
20368833	17552403	ONLY SAVE AND CANCEL BUTTONS ARE DISPLAYED IN THE ADD PRODUCT SCREEN
20368806	17554194	UDF CURRENCY SHOULD BE MANDATORY EVEN WHEN THE UDF AMOUNT IS ZERO
20368341	18077044	UNABLE TO CREATE PAYMENTS FOR SOME ACCOUNTS USING THE PUPL BATCH PROCESS
20368306	18076099	MULTIPLE BILLS GENERATED FOR AN ACCOUNT WHICH HAS LARGE NUMBER OF CONTRACTS
20368135	17641599	NEED ADDITIONAL INFORMATION IN THE RATE COLUMN IN THE EFFECTIVE PRICING SCREEN
20363884	20242550	UNABLE TO UPLOAD USAGE DATA FILE WHEN CHARACTERISTIC VALUE EXCEED 16 CHARACTERS
20363805	18895853	PERFORMANCE ISSUE WHILE EXECUTING THE CIPPMBSL:XQ070 QUERY
20363618	18052041	ERROR OCCURS WHILE STOPPING A CONTRACT WITH AN END DATE
20363543	19244354	ACCOUNT BILL/PAYMENT HISTORY - UNWANTED TEXT APPEARS ON COPYING BILL/PAYMENT ID
20363518	19173630	C1-PNDBL, C1-BLGEN, AND C1-BLPPR BATCHES DO NOT SUPPORT IGA BASED BILLING
20370795	19693083	C1-TXNSQ - BILLABLE CHARGE START DATE IS STAMPED IN THE BILL AFTER DATE
20370594	18061283	EDIT ICON DOES NOT APPEAR CORRESPONDING TO ACCOUNT AND CUSTOMER AGREED PRICING
20370139	19619801	WM_CONCAT BUILT-IN FUNCTION IS NOT SUPPORTED
20370114	19525840	CIPPMBLN AUTOMATICALLY LINKS UNMATCHED OVERPAYMENT FT TO AN OPEN MATCH EVENT
20369851	17785779	ERROR OCCURS INDICATING SCHEDULE PERIOD OR PRICE SEARCH ALGORITHM IS MISSING

Bug Number	Copy of	Description
20369423	19896979	CISADM IS HARD CODED IN SOME INSTALL SCRIPTS
20437534	20371287	C1-PDTXN – CHARGES ARE NOT DELETED FROM CI_BILL_CHG, CI_BILL_CHG_K, CI_BCHG_SQ
18635396	18110510	C1-ADJG-WO ALGORITHM TYPE RETURNS UNPAID AMOUNT FIELD MISSING ERROR
20437352	20345805	CASE - TO DO CREATION ALGORITHM RETURNS A STRING "PERSON" INSTEAD OF PERSON NAME
20369747	19671280	JAVADOCS ARE NOT UPDATED
20369372	18696265	NO. OF RECORDS PROCESSED SUCCESSFULLY SHOWN INCORRECTLY ON EXECUTING GLASSIGN
20364040	18009552	UNABLE TO IDENTIFY AND RESOLVE THE ERRORS WHILE EXECUTING THE C1-TXNVP BATCH
17667255		TRANSACTION RECORD TYPE SCREEN DOES NOT ALLOW TO VIEW, ADD, EDIT & DELETE RULES
17247705		BILL NOT GENERATED WHEN BILLABLE CHARGE HAS PASS THROUGH CHARGES IN MULTIPLE CCY
18548885		UNABLE TO REJECT ALL USAGE RECORDS AT ONCE WHEN THEY ARE SUBMITTED FOR APPROVAL
19889090		UNABLE TO ATTACH JAVA ALGORITHM ON THE ONLINE STATEMENT IMAGE ALGORITHM SPOT
20017675		SEARCH USING DIVISION DOES NOT WORK FOR BO BASED APPROVAL WORKFLOW GROUP
20085120		CHECKER CANNOT BE MAKER VALIDATION DOES NOT EXIST WHILE APPROVING ADJUSTMENTS
20119032		FILE INFORMATION STRING SHOULD CONTAIN ADDITIONAL DETAILS APART FROM FILE NAME
20119818		VALIDATE WHETHER EFFECTIVE PRICING IS AVAILABLE DURING BILLABLE CHARGE CREATION
20363121		ACCOUNT IDENTIFIER IN THE ACCOUNT SCREEN TRIMED TO 16 CHARACTERS
17779192		CREDIT TRANSFER ALGORITHM DISTRIBUTES AMOUNT INCORRECTLY ACROSS CONTRACTS
17575072		NEED BILLABLE CHARGE ID CORRESPONDING TO BILL SEGMENT IN THE BILL SCREEN
20105999		ON DEMAND BILLING - ACCOUNTING DATE SHOULD BE CAPTURED WHILE CREATING ADHOC BILL

Bug Number	Copy of	Description
19311706		ALLOW SEARCH USING CHECK NUMBER IN THE PAYMENT HISTORY SCREEN
18647230		UNABLE TO SEARCH EXCHANGE RATES WHICH ARE EFFECTIVE WITHIN A DATE RANGE
18549467		ABILITY TO VALIDATE GL ACCOUNT STATICALLY AND DYNAMICALLY
18549137		ABILITY TO EXTRACT THE USAGE RECORDS USING THE EXPORT TO EXCEL FUNCTIONALITY
18548993		ABILITY TO VIEW ADHOC BILLS IN THE PDF FORMAT FROM THE ON DEMAND BILLING SCREEN
20645826		JUNK CHARACTERISTIC TYPES EXIST IN THE SYSTEM
20803334		NEED NEW ALGORITHM SPOT ON CUSTOMER CLASS
20577383		ERROR WHILE GENERATING BILL WHEN CHARGES HAVE MEMO ONLY, NO GL FLAG SET TO Y
20588132		NULL POINTER EXCEPTION OCCURS WHILE STOPPING A CONTRACT
20437245	20334100	ERROR IN BILL MAINTENANCE BUSINESS SERVICE WHEN WRITE-OFF ACTION IS REQUESTED
20418484		BILLABLE CHARGE SELECTION DOES NOT WORK PROPERLY FOR BILL PERIODS
20363692	19239327	RATE COMPONENT MAP DESCRIPTION DOES NOT APPEAR WHILE APPROVING PRICE ASSIGNMENT
20363410	19326705	PERFORMANCE ISSUE WHILE EXECUTING THE C1-TXNRB BATCH
20545498		HEADER ID ACTS AS MANADATORY FIELD WHILE EXECUTING THE C1-DELBL BATCH
20370192	18057556	PRICELIST ASSIGNMENT FOR CUSTOMER & ACCOUNT MODIFY UIS DOES NOT DISPLAY DATA

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.4.0.0.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

- Banking
- Insurance
- Documentation

Banking

Issue	**TRANSACTION AGGREGATION: INCORRECT RESULTS WHEN BATCHES NOT EXECUTED IN SEQUENCE**
Description	During the transaction aggregation process, you need to execute batches in the specified order (as stated in the user manual). If you do not follow the sequence, erroneous results may occur.
Workaround	None

Issue	**THE FEED MANAGEMENT BATCHES CANNOT RUN CONCURRENTLY.**
Description	You cannot execute the transaction feed management batches concurrently.
Workaround	None

Issue	**SEARCH RESULT FOR EXCHANGE RATE NOT DISPLAYED CORRECTLY**
Description	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

Issue	**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**
Description	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

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

Issue	**LOCALIZATION ISSUE WHEN MAKER AND CHECKER CHOOSE DIFFERENT LANGUAGES**
Description	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.

Issue	**PRE-VALIDATION ERROR MSG FOR INVOICING GROUP EVEN IF PRE-VALIDATION IS OFF**
Description	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

Issue	**ACCOUNT IDENTIFIER MANDATORY SWITCH NOT WORKING**
Description	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

Issue	**BILLABLE CHARGE – PRICING INFO TAB, PRODUCT AND SUB-UOM DESCRIPTION IS NOT SHOWN**
Description	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

Issue	**CHARS GENERATED ON BILL SEGMENTS EVEN IF C1_EX_ROUND FEATURE CONFIG IS SET TO NO**
Description	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

Issue	**FOREIGN KEY AND FILE LOCATION CHARACTERISTIC TYPE NOT SUPPORTED IN UI MAPS**
Description	The screens created using the UI map do not support the **Foreign Key Value** and **File Location Value** characteristic types. These screens only support the **Adhoc Value** and **Predefined Value** characteristic types.
Workaround	None

Issue	**GETTING SERVER ERROR WHILE DELETING A DIVISION (ASSOCIATED WITH A PRODUCT)**
Description	The system does not allow you to delete a division which is associated with a product (even if the division is not yet used in the system).
Workaround	In such case, you can first remove the product from the division and then delete the division.

Issue	**MESSAGE DOES NOT APPEAR ON CLICKING BUTTONS IN LIST OF PRICE ASSIGNMENTS ZONE**
Description	On approving, rejecting, or canceling one or more price assignment requests (at once) from the **List of Price Assignments** zone, the appropriate message does not appear when you click the **Accept Changes**, **Return to Submitter**, or the **Revert to Original** button.
Workaround	None

Issue	**VIEW RULE TYPE SCREEN - PERFORMANCE ISSUE**
Description	If you define a transaction record type with the maximum accounts to be charged set to 5, maximum products to be mapped set to 10, and the maximum product parameters set to 15 and view the details of the rule type, you might experience delay in loading the **View Rule Type** screen.
Workaround	None

Issue	**C1-TXCNC BATCH GETS EXECUTED SUCCESSFULLY EVEN IF C1-TXNCU BATCH FAILS**
Description	When you execute the C1-TXNCU batch with either of the following parameters during the cancellation process, an error occurs: • Transaction Source • Division If you further execute the C1-TXCNC batch during the cancellation process, the status of all transactions in the feed is changed to Cancelled (CNCL). But, in this case, the SQIs on the billable charges are not accurate.
Workaround	None

Issue	**ERROR WHEN NUMBER OF RECORDS FOR PAGINATION IN ODB SCREENS SET TO 50 OR ABOVE**
Description	A warning message appears when you set the **Number of Records Per Page** field to 50 or above in the **Usage Data** or **View Bill Data** screen.
Workaround	You can avoid this warning message by editing the registry. Using a Registry Editor, such as Regedt32.exe, open the following key: 1. HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Styles If the **Styles** key is not present, create a new key named **Styles**. Then, create a new DWORD value named **MaxScriptStatements** under this key, and set its value to **0xFFFFFFFF** to avoid the warning message.

Issue	**INCORRECT RESULTS IF BUNDLE USED INSTEAD OF PRODUCT IN RATIO OR PHANTOM BUNDLE**
Description	If you use a bundle instead of a product in a ratio or phantom bundle, service quantity is aggregated incorrectly, and thus the bill amount is inaccurate.
Workaround	None

Issue	**TIERED PRICING - 0 VALUE IN THE TO FIELD IS CONVERTED TO 999999999999999999.99**
Description	While defining a tiering range, if you specify zero (0) in the **To** field, the value is automatically getting converted to 999999999999999999.99.
Workaround	None

Issue	**ERRONEOUS RESULTS WHEN BILLABLE CHARGES ARE VOLUMINOUS & SESSION TIMEOUT IS LOW**
Description	While billing, you may notice erroneous results when the default session timeout is low and the number of billable charges of an account are high.
Workaround	In such case, we recommend you to generate the bill through a batch process instead of generating the bill through the **Bill** screen.

Issue	**INAPPROPRIATE SEARCH RESULTS IF SEARCH CRITERIA CONTAINS SPECIAL CHARACTERS**
Description	If the search criteria contains a special character such as underscore (_), percentage (%), ampersand (&), or asterisk (*), the search results may not be appropriate.
Workaround	None

Issue	**CONDITIONAL APPROVAL WORKFLOW CANNOT BE USED WHILE COPYING A PRICE LIST**
Description	The system allows you to define conditional approval workflow for business objects. However, at present the conditional approval workflow cannot be used while copying a price list.
Workaround	None

Issue	**C1-PNDBL, C1-BLGEN, AND C1-BLPPR DOES NOT SUPPORT FREEZE AT BILL COMPLETION**
Description	If you have set the **Bill Segment Freeze Option** field in the **Billing** tab of the **Installation Options** screen to **Freeze At Bill Completion**, the newly designed billing batches named C1-PNDBL, C1-BLGEN, and C1-BLPPR will not work properly.
Workaround	None

Issue	**BILLS GENERATED FOR THE MEMBER ACCOUNT AND NOT FOR THE MASTER ACCOUNT**
Description	If you add a contract to a member account after the account is added to the master account, the system will not duplicate the newly added contract at the master level. Therefore, in such scenarios, billable charges related to the newly added contract will be billed to the member account and not to the master account.
Workaround	You need to ensure that no new contracts are added to the member account after the account is added to the master account.

Issue	**TRANSACTIONS WITH SAME TRANSACTION ID CAN BE PROCESSED ON TWO DIFFERENT DATES**
Description	Now, due to table partitioning, the system can process transactions with the same transaction ID on two different processing dates. If your data upload interface doesn't generate unique transaction IDs, this might result in erroneous results at a later stage.
Workaround	To avoid any such erroneous results, we recommend you to use the unique transaction ID generation sequence named RMB_CI_TXN_DETAIL_SEQ shipped with ORMB.

Issue	**SEARCH RESULT DISPLAYS TRANSACTION LEGS ON SEARCHING INPD & COMP TRANSACTIONS**
Description	In the **Transaction Details** screen, when you search for the **INPD** transactions, the **Search Results** section should display transactions which are in the **INPD** status. However, at present, all legs of the **INPD** transactions are displayed in the **Search Results** section. Similarly, when you search for the **COMP** transactions, the **Search Results** section should display transactions which are in the **COMP** status. However, at present, all legs of the **COMP** transactions are displayed in the **Search Results** section.
Workaround	None

Issue	**MULTIPLE POST PROCESSING BILL SEGMENTS CREATED ON A BILL HAVE SAME CONTRACT ID**
Description	There might be situations when two or more post processing bill segments are generated on a bill and each post processing bill segment is created for a different contract. In such case, the contract ID stamped on the post processing bill segments must be different. However, at present, the system stamps the same contract ID in all post processing bill segments on the bill.
Workaround	None

Issue	**INCORRECT RESULTS IF DISAGGREGATION BATCHES NOT EXECUTED IN SEQUENCE**
Description	During the transaction disaggregation process, you must execute the following batches in the specified order: 1. Identify Affected Transactions (C1-IAENT) 2. Process Non Aggregated Transactions (C1-PDTXN) 3. Clean Up (C1-TXNCU) 4. Update Disaggregation Request Status (C1-DARSU) Otherwise, erroneous results might occur.

Workaround	None

Issue	**PERFORMANCE ISSUE WHILE EXECUTING THE C1-DARSU BATCH WHEN REQUEST_TYPE_FLG=PERS**
Description	The system takes long time to change the disaggregation request status when the disaggregation request is created for a person.
Workaround	None

Issue	**AGGREGATION DOESN'T WORK IF DISAGG, ROLLBACK, & CANCELLATION EXECUTED IN BETWEEN**
Description	If you execute the disaggregation, cancellation, and rollback process in between the aggregation process, the system will not allow you start the aggregation process once again.
Workaround	None

Issue	**POST PROCESSING SEGMENT NOT GENERATED IF THE PP MAX VALUE IS SET TO ZERO (0)**
Description	If the maximum value is set to zero (0) while defining pricing for a product have price assignment type as post processing, the system does not generate the post processing segments for such products.
Workaround	None

Issue	**TWO CONCURRENT RUNS WHICH DERIVE SAME DIVISION FOR TRANSACTIONS DOES NOT WORK**
Description	If you execute a batch concurrently with two different divisions (for example, D1 and D2), the erroneous results might occur when transactions in both the runs derive the same division, account, and/or product combination.
Workaround	None

Issue	**ERROR OCCURS WHEN YOU DISPLAY BILL FOR A PRODUCT THAT BELONGS TWO RELATIONSHIPS**
Description	If a product is added to two or more product to product relationships using the relationship type as Service, the system error occurs when you display bill for the product using Documaker. For example, if P3 is added in the P1 and P2 product relationship using the relationship type as Service, an error occurs when you display bill for P3 using Documaker.
Workaround	None

Issue	**C1-IAENT BATCH IN ERROR IF THERE ARE UNBILLED BILLABLE CHARGES**
Description	If there are any billable charges in the **Billable** status for accounts whose transactions are performed before the Disaggregate Transactions From Date, an error occurs while executing the **Identify Affected Transactions (C1-IAENT)** batch.
Workaround	None

Issue	**UNABLE TO CANCEL FEED IF BILLABLE CHARGE PART OF BILL HAVING FROZEN BILL SEGMENT**
Description	If you have one feed (for example, Feed A) with a transaction which is mapped to two products - P1 and P2. One billable charge (for example, BC1) is created for P1 and another billable charge (for example, BC2) is created for P2. Now, after generating the bill and freezing the bill segments, cancel the bill segment corresponding to P1. Now, if you try to cancel a feed (for example, Feed B) whose transaction is mapped to P1 and SQIs are recalculated in the BC1, the system should ideally allow you to cancel the feed. But, the system does not allow you to cancel the feed because BC1's corresponding bill segment is a part of another bill whose one bill segment is in the **Frozen** status.
Workaround	None

Issue	**ISSUE IN BILLING IF FREEZE AT BILL COMPLETION OPTION SELECTED FOR ADJUSTMENT**
Description	If the **Ex Rate Freeze At Bill Date Type** parameter in the **FTFREZGLEXTN** algorithm is set to **E**, an error occurs when you freeze a bill with an adjustment for which **Adjustment Freeze Option** is set to **Freeze At Bill Completion**.
Workaround	None

Issue	**ERROR OCCURS WHEN YOU CREATE AUTOMATIC PAYMENT MANUALLY**
Description	When you create automatic payment manually (from the **Payment Event** screen) for an account for which auto pay options are not defined, an error occurs, and as a result, the automatic payment is not created.
Workaround	None

Issue	**PAYMENT PORTAL DOES NOT SUPPORT TENDER TYPE WHERE GENERATE AUTO PAY IS ENABLED**
Description	A tender type where **Generate Auto Pay** option is enabled is not listed in the **Tender Type** list in the **Payment Portal** screen. Therefore, you cannot create automatic payment manually for an account from the **Payment Portal** screen.
Workaround	None

Issue	**BILL WEIGHTED MATCH TYPE DOES NOT SATISFY BILLS HAVING CREDIT ITEMS**
Description	If a bill against which the payment is matched using the **Bill Weighted** match type has bill segments or adjustments in credit, the system does not distributes the payment amount correctly among the bill segments of such bill.
Workaround	None

Issue	**PAGINATION - UNABLE TO EXTRACT RECORDS OF ANY OTHER PAGE OTHER THAN FIRST PAGE**
Description	If you use the Export to Excel functionality on any screen where pagination is used, the system should extract the records of the page where you have navigated. However, the system always extracts the records on the first page in the Excel format. Therefore, at present, you cannot extract records of any other page other than first page in the Excel format.
Workaround	To resolve this issue, you need to apply the framework single fix which is available for BUG 20856028 - PAGINATION: DOES NOT EXPORT ENTIRE RECORDS RATHER EXPORTS PAGE RECORD ONLY.

Issue	**ERROR OCCURS IN CASE OF AN IGA SCENARIO WHILE EXECUTING THE C1-PNDBL BATCH**
Description	There might be situations when you add an account to an invoicing group after a bill is generated for the account using the new billing batches (i.e. C1-PNDBL, C1-BSGEN, and C1-BLPPR). In such scenario, an error occurs when you execute the C1-PNDBL batch once again to bill charges of the member account on the master account. Similarly, an error occurs when you generate the bill for the account which was earlier billed through the master account using these billing batches.
Workaround	None

Issue	**ACTIVE CONSTRUCTS DETERMINED ON CUT-OFF DATE INSTEAD OF CHARGES START & END DATE**
Description	The system determines the active construct based on the cut-off date and bills the usage accounts' charges through an invoice account which is defined in the active construct. It does not determine the active construct based on the billable charge's start and end dates.
Workaround	None

Issue	**BILL SEGMENTS CREATED BUT FTS NOT CREATED WHEN ACCOUNTING CALENDAR NOT DEFINED**
Description	There might be situations when you generate bill segments for a pending bill which is created for a bill cycle whose accounting date either falls within the closed accounting calendar or does not fall within any accounting calendar. In such scenarios, the bill segments are generated, but the financial transactions are not created for the bill segments. An error occurs when you view such bills, whose financial transactions are not created, through the **Bill** screen.
Workaround	None

Issue	**UNABLE TO DEFINE ACCOUNT CATEGORY WHEN ACCOUNT IS CREATED USING PERSON SCREEN**
Description	The system allows you to create an account for a person by selecting the **Add Account and Start Service** check box in the **Person** screen. In such case, you cannot define category for the account because the **Account Category** field in the **Account** screen is disabled.
Workaround	None

Issue	**STATUS OF ALL LEGS CHANGED TO ERROR IF EXCHANGE RATE NOT AVAILABLE FOR ONE LEG**
Description	If a transaction has multiple legs and the system could not find exchange rate for one of the leg while executing the C1-TXNSQ batch, the status of the transaction and all its transaction legs is changed to **Error**.
Workaround	None

Issue	**INCORRECT RESULTS APPEAR WHEN UNDERSCORE CHARACTER IS USED IN SEARCH CRITERIA**
Description	If you use the underscore (_) character in the search criteria, the system does not search strings with the underscore character. Instead, the system interprets the underscore (_) character as a wildcard character.

Workaround	None

Issue	**MULTIPLE ISSUES ON SCREENS AND ZONES WHERE PAGINATION IS USED**
Description	There are various issues on the screens and zones where pagination is used. For example, the buttons and icons do not appear in the F1-DE-MULQRY zones, paging keys are trimmed, and so on.
Workaround	To resolve these pagination related issues, you need to apply framework single fixes which are available for the following bugs: • 20302717 - PAGINATION PANEL SHOWING INCORRECT VALUE FOR TOTAL PAGES AND CUSTOM ICONS DO NOT • 20261532 - PAGINATION PANEL IS BEING DISPLAYED ON ORASEARCH OPERATION • 20113520 - BUTTON AND ICON DOESN'T APPEAR FOR PAGINATION IN F1-DE-MULQRY ZONES • 19941127 - PAGINATION FEATURE NOT WORKING FOR SUBQUERIES USED IN ZONE SQL • 19163528 - PAGINATION : PAGING KEY GETS TRIMMED AND RETURNS NO RESULTS • 18965501 - PAGINATION : ALL THE PAGES DISPLAY SAME SET RECORDS WHEN EQUAL OPERATOR IS USED • 18953690 - PAGINATION: ROW SERIAL NUMBERS RESET WHEN WE SORT COLUMN, AFTER "NEXT" CLICK • 18887503 - PAGINATION DOCUMENTATION NEEDS MORE DETAIL • 18639253 - PAGINATION - MISSING ICON, PAGE LABEL AND PAGE SIZE • 18491431 - DATA EXPLORER PAGINATION IS NOT CONSIDERING THE SQL COUNT LIMIT ZONE PARAMETER • 18399979 - PAGINATION - CRASHING IF PAGING COLUMN IS NOT DISPLAYED • 18399934 - PAGINATION - NOT WORKING FOR DESCENDING SORT • 20864137 - PAGINATION DOES NOT WORK PROPERLY WHEN PORTAL HAS MULTIPLE BROADCAST ZONES

Issue	**CONTRACT TYPE IS HARDCODED IN PAYMENTS ZONE OF REMITTANCE SUMMARY SCREEN**
Description	The **Payments** zone in the **Remittance Summary** screen should lists the overpayments which are made against the contract types listed in the **C1_CMO** feature configuration. However, at present, the EXCSCRED contract type is hardcoded in the **Payments** zone. Therefore, irrespective of the contract types defined in the **C1_CMO** feature configuration, the system lists only those overpayments which are made against the contracts of the EXCSCRED contract type.
Workaround	None

Issue	**PAYMENT AMOUNT IS INCORRECT WHEN PAYMENTS HAVE FROZEN & OVERPAYMENT PAY SEGMENTS**
Description	If the payments have both frozen and overpayment pay segments, the payment amount displayed corresponding to the overpayment and frozen payment in the **Payments** zone of the **Remittance Summary** screen is incorrect. The system displays the total payment amount instead of displaying the overpayment and frozen pay segment amount.
Workaround	None

Issue	**ERROR OCCURS WHEN BIND VARIABLES USED IN IN AND NOT IN CLAUSES WITHOUT BRACKETS**
Description	If a template is used in a construct for selecting usage accounts, billable charges, or adjustments where bind variables are used in the IN and NOT IN clauses without brackets, an error occurs when you bill an account through such construct.
Workaround	We recommend you to use bind variables within brackets in the IN and NOT IN clauses while defining a template.

Issue	**USAGE ACCOUNT'S ADHOC CHARGES BILLED ON USAGE ACCOUNT AND NOT ON INVOICE ACCOUNT**
Description	If there are any adhoc billable charges for a usage account which is billed through an invoice account, at present, you can bill these adhoc billable charges only on the usage account and not through the invoice account.
Workaround	None

Issue	**TRIAL BILLING FEATURE NOT WORKING FROM CONSTRUCT BASED BILLING BATCHES**
Description	At present, the BILLOPEN, BSGENREG, and POSTPROC batches have parameters to generate trial bills for invoice accounts. However, these parameters are not yet supported in this release.
Workaround	None

Issue	**UNABLE TO CREATE BILLS FOR AN ACCOUNT USING A CONSTRUCT FROM THE BILL SCREEN**
Description	At present, the **Bill** screen does not allow you to create bills for an account using a construct. You can generate bills for an account using a construct only through the batch process.
Workaround	None

Issue	**C1-ADUP1 BATCH DOES NOT SUPPORT MULTI-CURRENCY ACCOUNTS FEATURE**
Description	An error occurs while executing the C1-ADUP1 batch when the adjustment currency is different from the account's invoice currency. This is because, at present, the C1-ADUP1 batch does not support the Multi-Currency Accounts feature.
Workaround	None

Issue	**UNABLE TO DEFINE PRICING USING DIFFERENT PRICE ASSIGNMENT TYPE AT SAME LEVEL**
Description	The system does not allow you to define two or more pricing for a product using different price assignment type at the same assignment level. For example, you cannot define post processing and post processing – invoice based pricing for P2 (which is associated with P1) at the account agreed level.
Workaround	If you want to define two or more pricing using different price assignment type at the same assignment level, you need to create different products (i.e. P2 and P3), associate them to the regular product (i.e. P1), and then define post processing pricing for P2 and post processing – invoice based pricing for P3.

Issue	**ABLE TO CREATE BILLABLE CHARGES FOR AN INVOICE ACCOUNT**
Description	Ideally, the system should not allow you to create billable charges for an invoice account. At present, there is no restriction, and therefore you can create billable charges for an invoice account which are billed through the invoice account.
Workaround	None

Issue	**DYNAMIC GL ACCOUNT VALIDATION - INCORRECT RESULTS WHILE EXECUTING C1-GLASN BATCH**
Description	If the GL account validation algorithm is defined at both the algorithm spots, the algorithm defined at the division level must take precedence over the algorithm defined in the installation options during dynamic GL account validation. However, at present, algorithms defined at both the algorithm spots are triggered while executing the C1-GLASN batch. As a result, erroneous results occur.
Workaround	You must specify algorithms which are created using the same algorithm type on both the algorithm spots, or you must define algorithm at either of the algorithm spot.

Issue	**C1-GLASN – GL ACCOUNT NOT STAMPED WHEN GL ACCOUNT VALIDATION ALGORITHM MISSING**
Description	If the GL account validation algorithm is not defined at the division level and in the installation options and if you set the **Validate GL Account** parameter to **Y** while executing the **Assign GL Account to Financial Transaction (C1-GLASN)** batch, the GL account is not stamped in the CI_TRL_FT_GL or CI_FT_GL table.
Workaround	None

Issue	**BILL WEIGHTED - PAYMENT NOT DISTRIBUTED CORRECTLY WHEN BILL SEGMENT IS CANCELLED**
Description	If you use the Bill Weighted match type to distribute payment against a bill whose bill segment is cancelled after the bill is completed, the system does not distribute the payment amount correctly among the bill segments of the bill.
Workaround	None

Issue	**UNABLE TO BILL ADJUSTMENTS OF USAGE ACCOUNTS THROUGH AN INVOICE ACCOUNT**
Description	The system allows you to select a set of adjustments of the usage accounts in the construct which must be billed through an invoice account. But, at present, these adjustments are not billed through an invoice account. They can only be swept on the usage account.
Workaround	None

Issue	**PARTIAL DATA UPLOADED WHEN USAGE RECORD HAS MORE THAN FIVE PASS THROUGH CHARGES**
Description	If you upload a usage record which has more than five pass through charges (for example, Bill Line 1, Bill Line 2, …., Bill Line 8), at present, the system uploads the details of only five pass through charges (i.e. till Bill Line 5). The details of Bill Line 6, Bill Line 7, …., and Bill Line 8 are not uploaded.
Workaround	None

Issue	**REMOVE UNWANTED COLUMNS FROM THE TFM ODI PACKAGE**
Description	Some columns used for internal processing in the CI_TXN_DETAIL_STG and CI_TXN_HEADER tables were also included in the TFM ODI mappings. You are not supposed to enter the values for these columns because they are populated by the system.
Workaround	We have updated the TFM ODI mappings and uploaded the corrected package on My Oracle Support. Therefore, request you to download the REMOVE UNWANTED COLUMNS FROM THE TFM ODI PACKAGE patch (Patch Number: 21105476) from My Oracle Support instead of downloading the Oracle Revenue Management and Billing V2.4.0.0.0 Interface for Transaction Feed Management package from Oracle Software Delivery Cloud.

Issue	**LENGTH OF UDF_CHAR_X IS 50 IN THE TFM ODI PACKAGE AND 60 IN THE DATABASE**
Description	In the ORMB database, the maximum size of the UDF_CHAR_1, UDF_CHAR_2, …., UDF_CHAR_50 columns is set to 60 characters. However, while uploading the transaction data via ODI, you can specify maximum 50 and not 60 characters in the CSV file.
Workaround	None

Insurance

Issue	**OLD INSURANCE FEATURES ARE NOT TESTED AND VERIFIED IN ORMB VERSION 2.4.0.0.0**
Description	In this release, the new policy data model is introduced. The old policy data model which is accessible to the INADMIN user group is no longer operational. The old insurance features, such as Insurance Control Central, Deferred Revenue Recognition, Account Current, Pay Plan, Group Billing, and List Bill Reconciliation are not tested and verified with the new policy data model.
Workaround	None

Issue	**PERFORMANCE ISSUE WHILE CREATING DEFERRED REVENUE RECOGNITION SCHEDULE**
Description	If there are large number of bill segments and adjustments for which deferred revenue recognition schedule must be generated, the system takes long time to generate deferred revenue recognition schedules.
Workaround	None

Issue	**VALIDATION FOR FIDUCIARY CONTRACT MISSING DURING RECONCILIATION**
Description	While changing the status of the reconciliation object to Ready To Pay, the system does not validate whether fiduciary contract exists for the group account.
Workaround	You need to ensure that group customer has fiduciary contract associated with the account through which payments can be made for the list bills.

Issue	**TWO BILL SEGMENTS GENERATED WHEN REASON CODE EFFECTIVE DATE IS SAME AS BILL SEGMENT START DATE**
Description	When you select the Update option from the Reason Code list and specify the reason code effective date same as the bill segment start date, the system creates two bill segments – one with prorated billed amount and another with prorated reported amount. Ideally, the system should only create one bill segment with prorated reported amount.
Workaround	None

Issue	**UNABLE TO DISTRIBUTE THE REMAINING PAYMENT MANUALLY**
Description	If you have distributed partial payment automatically through the **Payment by Transaction** screen, the system does not allow you to distribute the remaining payment manually.
Workaround	None

Issue	**FOREIGN KEY AND FILE LOCATION CHARACTERISTIC TYPE NOT SUPPORTED IN UI MAPS**
Description	The screens created using the UI map do not support the **Foreign Key Value** and **File Location Value** characteristic types. These screens only support the **Adhoc Value** and **Predefined Value** characteristic types.
Workaround	None

Issue	**CHARACTERISTIC TYPES ARE NOT FILTERED BASED ON THE REASON CODE**
Description	While editing the reconciliation object line, the characteristic types are not filtered based on the reason code that you have selected. Currently, it lists all characteristic types where the characteristic entity is set to **Reason Code**.
Workaround	None

Issue	**RECONCILIATION DOESN'T WORK PROPERLY FOR PASS THROUGH BILLABLE CHARGES**
Description	In the sample case workflow, the system checks whether the difference between the reported and billed amounts is within the tolerance limit. If so, the system must change the status of the reconciliation object line to **WD-Match**. However, at present, in case of pass through billable charges, the system changes the status of the reconciliation object line to **Manual** instead of **WD-Match**.
Workaround	None

Issue	**ERROR OCCURS WHEN YOU RESOLVE A RECONCILIATION OBJECT LINE FROM THE CASE SCREEN**
Description	The system allows you to manually resolve a reconciliation object line from the **Case** screen and change the status of the reconciliation object line to **Manual Match**. At present, an error occurs when you click the **Manual Match** button in the **Case** screen.
Workaround	None

Documentation

Issue	**XAI DYNAMIC UPLOAD - UNABLE TO ACCESS ONLINE HELP**
Description	At present, the online help for the XAI Dynamic Upload screen is not available.
Workaround	None

Issue	**"ERROR 404--NOT FOUND" - ONLINE HELP IS NOT WORKING**
Description	At present, the "**ERROR 404--NOT FOUND**" error occurs when you access online help for the following screens: • FK Validation Summary • Representative • Unit of Measure • Validation Error Summary
Workaround	None

Issue	**ONLINE HELP NOT AVAILABLE FOR SOME SCREENS OR TABS**
Description	At present, the online help is not available for the following screens: • Bucket Configuration Query • Loan • Migration Data Set Export • Migration Data Set Import • Migration Plan • Migration Request In addition, the online help is not available for the following tabs: • Workflow Process Template – Main Tab • Batch Control – Algorithms Tab • Rate Schedule – SQ Rule Tab
Workaround	None

Issue	**INDEX ENTRIES NOT DEFINED FOR THE BANKING AND INSURANCE MODULES**
Description	At present, index entries are not defined for all topics in the Banking and Insurance modules.
Workaround	None

Issue	**DOCUMENTATION IS NOT AVAILABLE FOR THE POLICY FEATURE INTRODUCED IN 2.4.0.0.0**
Description	At present, documentation is not available for the Policy feature which is newly introduced in 2.4.0.0.0.
Workaround	For assistance, please contact Oracle Support.

Technical Support

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

