Oracle® Revenue Management and Billing

Version 2.4.0.1.0

Release Notes

Revision 1.7

E65018-01

July, 2015

ORACLE

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E65018-01

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About this Document

This document describes the new features implemented and 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
1.4	19-Nov-2015	New Features	Added the Foreign Exchange Gain Loss Section
		Known Issues	Added Documentation Known Issue
1.5	11-Dec-2015	Known Issues	Added Documentation Known Issue
1.6	02-Mar-2016	Known Issues	Updated Documentation Known Issues
1.7	29-Mar-2016	Known Issues	Updated Documentation Known Issues

Contents

Prerequisites

If a customer is already using the Transaction Feed Management feature and wants to upgrade to Oracle Revenue Management and Billing Version 2.4.0.1.0, 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 2.4.0.0.0 will not happen successfully.
- Transactions which are uploaded using 2.4.0.0.0 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.

New Features

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

- Upload Validated Adjustment Data
- Payment Creation or Transfer Request

Upload Validated Adjustment Data

Oracle Revenue Management and Billing until now provided you with an ability to upload adjustment data received from an external source system and create adjustments using the C1-ADUP1 and C1-ADUP2 batches. However, there was no user interface available through which you can upload an adjustment data file and create adjustments from the adjustment records. Now, the system provides a user interface which helps you to upload an adjustment data file.

You can upload an adjustment 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.

While uploading an adjustment data file, you need to specify the upload request type using which you want to upload the adjustment data file. It is the upload request type which helps the system to determine:

- Whether adjustments must be created in the real time (i.e. immediately) or in the deferred mode (i.e. in the background)
- Whether the size of the adjustment data file exceeds the maximum file size defined in the upload request type
- Whether the adjustment data file must be approved by the approver before creating adjustments

All records are validated before uploading an adjustment data file. During the validation process, the system and custom validations (if any) are executed. If there is any invalid record, the system does not allow you to upload the adjustment data file. The system indicates the reason why the adjustment record could not pass through the validation process. You need to first correct the adjustment record in the CSV file and then upload the adjustment data file.

An upload request of the specified upload request type is created when an adjustment data file is successfully uploaded in the system. You can track an adjustment data file through an upload request. Besides uploading an adjustment data file, the system allows you to:

- Track the status of an adjustment upload request
- View the details of an adjustment upload request
- View all records of an adjustment data file

- Cancel an adjustment data file
- Create adjustments for an adjustment data file
- Submit the adjustment data file for approval
- Approve or reject an adjustment data file based on the observations

While defining an upload request type, you need to specify the match types using which the adjustments must be created. At present, the following two match types are shipped with the product:

- Contract
- Contract Type

You can also define custom match types, if required. You need to attach an algorithm to each match type to determine the contract against which the adjustment must be created. At present, the following two algorithm types are shipped with the product:

- **C1-MTCIALG** - This algorithm fetches contract ID for each adjustment record where the match type is set to Contract (CONT).
- **C1-MTCTALG** - This algorithm fetches contract ID based on the contract type and account ID for each adjustment record where the match type is set to Contract Type (CNTY). If there are multiple active contracts of the specified contract type on the account, the contract ID with the latest start date will be fetched.

During the adjustment upload process, an adjustment upload request goes through various statuses in its lifecycle.

Payment Creation or Transfer Request

In the last release, a new feature named **Payment Portal** was introduced to create, distribute, and transfer payment events using the following new match types:

- Bill Regular
- Bill Segment
- Bill Weighted
- Suspense Contract

This feature is redesigned in this release to provide more flexibility and overcome the batch concurrency and performance issues. Now, you need to create a payment request for creating and transferring a payment event or payment. While creating a payment event or transferring a payment event or payment, you need to specify the payment request type using which you want to create a payment request. It is the payment request type which helps the system to determine:

- Whether payments must be created or transferred in the real time (i.e. immediately) or in the deferred mode (i.e. in the background)

- Whether payment creation or transfer instructions must be approved by the approver before creating or transferring payments

A payment request of the specified payment request type is created when you manually distribute the tender amount or transfer the payment amount. Once you update the payment amount against each payment distribution record, you can create or transfer the payments, or submit the payment creation or transfer instructions to the approver for approval. The approver can approve or reject the payment creation or transfer instructions based on the observations.

On successful payment distribution, the payment event and payments are created, and the status of the payments is set to **Frozen**. If any error occurs while creating a payment, the status of payment is set to **Error**. On successful payment event or payment transfer, the original payment(s) in the **Frozen** status are cancelled, the original payment(s) in the **Error** status are deleted, and the new payment(s) are created in the **Frozen** status.

Once the payment request is created, you can do the following:

- Edit the payment or transfer instructions
- Delete the payment request
- Distribute the tender or payment amount
- Submit the payment or transfer instructions for approval
- Approve or reject the payment or transfer instructions based on the observations

And, once the payment event is created, you can do the following:

- Transfer all payments of a payment event
- Transfer a payment
- Cancel a payment event where all payments are in the **Frozen** status
- Cancel a payment which is in the **Frozen** status
- Delete a payment event where all payments are in the **Error** status
- Delete a payment which is in the **Error** status

Besides using the above mentioned match types, you can also create or transfer payment using the new match type named Settlement ID.

Foreign Exchange Gain Loss

In a multi-currency environment, financial transactions such as payments and adjustments created for an account can result into loss or gain due to fluctuations in the exchange rates at different point of time. This loss or gain is booked under the Foreign Exchange Gain Loss in the General Ledger and does not impact the account balance of the customer.

The Foreign Exchange Gain or Loss might occur when:

- Foreign Exchange Rate for Invoice Currency to Division' Base Currency differs on Bill Completion Date and Payment Freeze Date

Note: In this case, the Invoice Currency and Payment Currency are same.

- Foreign Exchange Rate for Adjustment Currency to Division's Base Currency differs on Bill Completion Date and Adjustment Freeze Date

Note: In this case, the Adjustment Currency and Invoice Currency are same, but they different from the Division's Base Currency.

- Foreign Exchange Rate for Adjustment Currency to Division's Base Currency differs on Bill Completion Date and Payment Freeze Date

Note: In this case, the Adjustment Currency, Payment Currency, and Invoice Currency are same, but they different from the Division's Base Currency.

During the Foreign Exchange Gain Loss calculation, the system considers FTs of the following types of adjustments:

- Credit adjustments which are created against a bill post the bill completion date
- Write-off adjustments which are created against a bill
- Write Up adjustments which are automatically created when you match a payment against a bill using the Bill Weighted match type
- Write Down adjustments which are automatically created when you match a payment against a bill using the Bill Weighted match type

You can calculate the foreign exchange gain loss only when you have enabled the FT GL Extension feature. Oracle Revenue Management and Billing provides you a batch named C1-FXLG which calculates the foreign exchange gain loss. This batch considers payment and adjustment FTs when:

- Division's Base Currency is different from the Payment or Adjustment Currency
- Payment or Adjustment Freeze Date is different from the Bill Completion Date
- Match Event ID exists in the FT
- FXLG_CALC_STATUS column corresponding to the FT in the CI_FT table is set to N or NULL

Once the foreign exchange gain or loss is calculated, corresponding entries are added in the CI_FT_GL and CI_FT_GL_EXT tables. The foreign exchange loss is recorded as positive entry and the foreign exchange gain is recorded as negative entry. The foreign exchange gain or loss is booked against the distribution code for FXLG which is specified in the batch. For more information about the batch, refer to *Oracle Revenue Management and Billing Batch Guide*.

Enhancements

This section lists the enhancements made to the following features:

- Construct Based Billing
- Bill Tolerance
- Pricing Management
- Open Item Accounting
- Payments

Construct Based Billing

The following changes are made to the construct based billing feature:

- Earlier, the **Construct Based - Pending Bill Generation (BILLOPEN)** and **Construct Based - Bill Segment Generation (BSGENREG)** batches were not designed to consider recurring billable charges. Now, these batches consider both recurring and non-recurring billable charges with the **Adhoc** flag set to **No**.
- Earlier, the **Construct Based - Pending Bill Generation (BILLOPEN)** and **Construct Based - Bill Segment Generation (BSGENREG)** batches were not designed to consider billable charges whose end date is earlier than or equal to the batch business date. Now, these batches consider billable charges whose start or end date is earlier than or equal to the batch business date.
- Earlier, the trial billing feature was not supported in the construct based billing batches. Now, you can generate trial bills and create actual bills using trial bills through the construct based billing batches.
- Earlier, irrespective of whether an adjustment satisfied the rule defined on any active construct, the adjustment was swept on the usage account. It was not billed through an invoice account. Now, if an adjustment satisfies the rule defined on any active construct, the adjustment is billed through the invoice account. And, if an adjustment does not satisfy the rule defined on any active construct, the adjustment is billed through the usage account.
- Earlier, you were able to define only one type of construct named **Invoice and Settlement**. Now, you can define three types of constructs:
    - **Invoice Only** – Indicates that you want to use the construct for billing.
    - **Invoice and Settlement** - Indicates that you want to use the construct for billing and settlement.
    - **Settlement Only** - Indicates that you want to use the construct for settlement.

- Earlier, you were able to define three types of templates. Now, you can define five types are templates:
    - Usage Account Selection
    - Adjustment Selection
    - Billable Charge
    - Usage and Invoice Account Selection
    - Bill Segment Selection
- While defining an invoice only construct, you can include:
    - **Usage Accounts** - A set of usage accounts of different customers for which the bill must be generated through 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 usage account selection template.
    - **Billable Charges** - A set of billable charges that you want to bill through an invoice account. The system will only consider recurring and non-recurring 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 use an existing invoice account, or you can create a new invoice account with or without using the profile.
- While defining a settlement only construct, you can include:
    - **Usage and Invoice Accounts** - A set of usage and invoice accounts of different customers for which the bill must be settled through a settlement account. These customers need not belong to the same customer hierarchy. The system allows you to select a set of usage and invoice accounts based on the criteria using the usage and invoice account selection template.
    - **Bill Segments** - A set of bill segments that you want to settle through a settlement account. The system will only consider bill segments of those usage and invoice accounts for which the construct is defined. The system allows you to select a set of bill segments based on the criteria using the bill segments selection template.
    - **Adjustments** - A set of adjustments that you want to settle through a settlement account. The system will only consider adjustments of those usage and invoice 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 use an existing usage, invoice or settlement account for settlement or you can create a new settlement account with or without using the profile.

- While defining an invoice and settlement construct, you can include:
    - **Usage Accounts** - A set of usage accounts of different customers for which the bill must be generated and settled through 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 usage account selection template.
    - **Billable Charges** - A set of billable charges that you want to bill and settle through an invoice account. The system will only consider recurring and non-recurring 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 and settle 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 use an existing invoice account, or you can create a new invoice account with or without using the profile.
- One usage account can belong to only one active invoice only or invoice and settlement construct for billing. However, if a usage account belongs to an active invoice only construct, you can include the usage account in an active settlement only construct for settlement.
- A new screen named **Settlement Hierarchy** is introduced, which helps you to:
    - View settlement hierarchy of a customer
    - View bill segments and adjustments settled through a settlement account
    - View constructs in which a settlement account is used
    - View settlement accounts through which a usage or invoice account is settled
- Now, at the time of bill completion, you can enable the system to check whether a bill segment satisfies the rule defined in any active settlement only construct. If a bill segment satisfies the rule defined in any active settlement only construct, the settlement account is stamped against the bill segment. The system then generates one settlement ID for all bill segments with the same settlement account. For example, if a bill contains five bill segments and different settlement accounts are stamped against the bill segments, then….

Bill Segment	Settlement Account	Comments
BS1	SA1	These two bill segments will be identified using one settlement ID.
BS2	SA1	
BS3	SA2	These three bill segments will be identified

Bill Segment	Settlement Account	Comments
BS4	SA2	using another settlement ID.
BS5	SA2	

Note that the settlement ID is created using the bill ID and five digit random number. To enable this functionality, you need to attach an algorithm of the **C1-BILLSETT** algorithm type on the **Bill Completion** system event of the account's customer class.

- A new match type named Settlement ID is introduced in this release. You can use this match type to distribute and transfer payments across the application. You can also use this match type in the CSV file while uploading validated payment data.

  The Settlement ID match type is designed to work at the account level. This match type allows you to distribute payments against the settlement IDs of an account. Note that the supporting algorithm types are shipped with the product. You need to define this match type in the system using the following algorithm types:

Match Type	Payment Distribution Override Algorithm Type	Manual Distribution Algorithm Type
Settlement ID	C1-PDOV-PYSL	C1-MD-SID

- Earlier, while specifying value for a bind variable in the criteria, you were not able to search for the value. Now, the system provides you the flexibility to design the template in such a way that you can search for the bind variable value using the OraSearch zone while defining the criteria in the construct.

Bill Tolerance

The following changes are made to the bill tolerance feature:

- Earlier, the bill tolerance algorithm was triggered during the bill completion process. Now, the bill tolerance algorithm is triggered during the bill segment generation process. Once the bill segments are generated, the system checks whether the bill is the first bill for the account. If it is not the first bill, it checks whether the difference between the previous and current bill amount exceeds either positive or negative tolerance limit. If the bill is the first bill for the account or if the bill amount exceeds the tolerance limit, the system generates the To Do entry and stamps it against the bill. If the To Do entry is generated, the system does not freeze the bill segments. Until you review and close the To Do entry, you cannot freeze the bill segments and complete the bill.
- Earlier, the bill tolerance feature was supported when you are generating bills through the user interface and charge based billing batches. Now, it is also supported when you are generating bills through the BILLING batch.

Note: The **Bill Tolerance** feature is not supported when bills are generated through the construct based billing batches. It is also not supported when you generate trial bills through charge based and construct based billing batches.

- The C1-BILL_TOLR algorithm type is no longer supported from this release onwards. A new algorithm type named C1-BILLTOLR is added in the system. You need to create an algorithm of the C1-BILLTOLR algorithm type and attach it to the **Pre-Bill Completion Review** system event on the respective customer class.
- Earlier, the following parameters in the bill tolerance algorithm were mandatory:
    - Tolerance To Do Type
    - First Bill To Do Type
    - Tolerance To Do Role
    - First Bill To Do Role

  Now, these parameters are not mandatory. However, you need to specify value for either the First Bill To Do Type or Tolerance To Do Type parameter. Otherwise, erroneous results will occur. If you do not specify the value for the First Bill To Do Role and Tolerance To Do Role parameters, the To Do is sent to the users who have to the System Default Role.
- The system will not allow you to perform any actions on the existing bill segments or add new bill segments in the bill through the user interface until you close the first bill or tolerance To Do generated on the bill.
- During the bill segment regeneration process, the system checks whether there is any open first bill or tolerance To Do on the bill. If there is an open first bill or tolerance To Do on the bill, the system completes the To Do, removes the To Do ID from the bill and then regenerates the bill segment. Once the bill segment is generated, the bill tolerance algorithm is triggered. If the difference between the previous and current bill amount exceeds either positive or negative tolerance limit, the tolerance To Do is created once again. Until you review and close the To Do entry, you cannot complete the bill.
- If you want to delete an existing pending bill while executing the **Pending Bill Generation (C1-PNDBL)** batch and if there is an open first bill or tolerance To Do on the bill, the system will first complete the To Do and then delete the pending bill along with its bill segments.

Pricing Management

The following changes are made to the pricing feature:

- The system allows you to create a new price assignment using an existing price assignment which is defined for an account, customer, or price list. This can be done by copying a price assignment. You can create a copy of active, proposed, inactive, rejected, and template price assignment.

- The system allows you to define a template price list. You can only add template price assignments in the template price list. You cannot assign the template product pricing to an account or customer. Similarly, you cannot assign template price list to an account or a customer. However, you can use a template price assignment of a template price list only when you want to create a copy of the template price assignment. Once you create the copy of the template price assignment, you can save the new price assignment in either **Active** or **Proposed** status.
- Now, you can define a price list which can be used for either billing or quotations.
- Earlier, when the crawling algorithm used to search for effective product pricing at the parent customer level, the system used to determine the parent customer's person to person relationship type from the C1_PER_REL feature configuration whose product pricing should be considered. You were able to add more than one person to person relationship type in the C1_PER_REL feature configuration, but only one person to person relationship type with the lowest sequence was considered while searching for product pricing. For example, if a customer had two parents – Parent 1 with the relationship type set to "Subsidiary" and Parent 2 with the relationship type set to "Franchise Owner", and the **Person to Person Relationship Type** option type in the C1_PER_REL feature configuration is set to "Subsidiary" with the lowest sequence, then the system inherited product pricing (if available) from Parent 1.

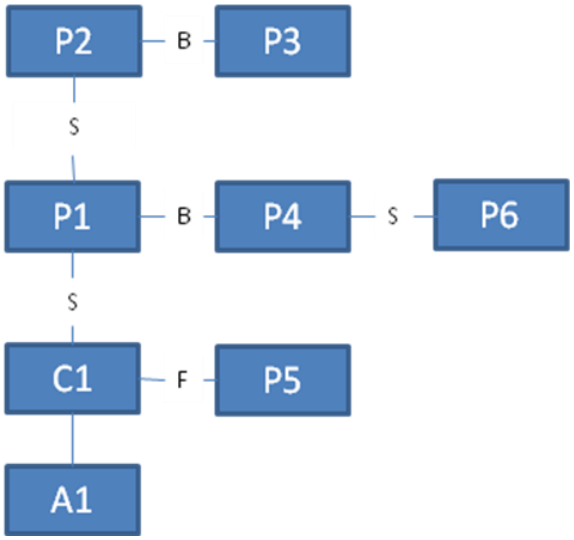
  If the effective pricing was not available for the parent customer and if the grandparent customer in the hierarchy had the same person to person relationship type, the system used to check whether the effective product pricing was available for the grandparent customer. If the effective product pricing was not available at the parent customer or grandparent customer level, an error message occurred indicating that the effective product pricing is not available. The system never used to check whether the effective product pricing is available with any other parent customer whose relationship type matches the next person to person relationship type sequence in the feature configuration.

  Now, if the effective product pricing is not available at the parent customer or grandparent customer level, the system considers the person to person relationship type with the consecutive sequence in the feature configuration and searches for the effective product pricing in the respective parent customer hierarchy. The system continues to consider the person to person relationship type in the consecutive sequence until the effective product pricing is determined. Finally, if the effective product pricing is not available at any parent customer level, an error message occurs indicating that the effective product pricing is not available.
- Now, the system provides you the flexibility to define person to person relationship type sequence:
  - For each division, product, and product parameters combination
  - For each division
  - In the C1_PER_REL feature configuration

The system will first check whether the person to person relationship type sequence is defined for the division, product, and product parameters combination. If the person to person relationship type sequence is defined for the division, product, and product parameters combination, the system will search effective product pricing at the parent customer level based on the sequence defined for the combination. However, if the person to person relationship type sequence is not defined for the division, product, and product parameters combination, the system will check whether the person to person relationship type sequence is defined for the division. If the person to person relationship type sequence is defined for the division, the system will search effective product pricing at the parent customer level based on the sequence defined for the division. However, if the person to person relationship type sequence is not defined for the division, the system will consider the person to person relationship type sequence defined in the C1_PER_REL feature configuration and accordingly search the effective product pricing at the parent customer level.

- While searching effective pricing at the parent customer level based on the person to person relationship type sequence, the system will use the depth first search mechanism. Let us understand this with the help of an example.

Person To Person Relationship Type Sequence	
Sequence Number	**Relationship Type**
10	Subsidiary (S)
20	Branch (B)
30	Franchise Owner (F)



In the above example, if the effective pricing is not available at the account or customer level, the system will search effective pricing at the parent customer level in the following order:

- P1 (because the first relationship type in the sequence is Subsidiary)
- P2 (grandparent of P1 irrespective of the relationship type)
- P3 (because the second relationship type in the sequence is Branch)
- P4 (because the second relationship type in the sequence is Branch)
- P6 (grandparent of P4 irrespective of the relationship type)
- P5 (because the third relationship type in the sequence is Franchise Owner)

- A new parameter named **Person Relationship Type Sequence Algorithm** is added in the C1_PRASN algorithm type. This is a mandatory parameter. To enable the system to search person to person relationship type sequence at different levels, you need to create an algorithm of the C1-CUSRLALGT algorithm type and attach it to the **Person Relationship Type Sequence Algorithm** parameter in the Price Assignment Search algorithm.
- The C1-CUSRLALGT algorithm type has the following parameters:
    - **Check on Division, Product and Product Parameters Combination** - Used to indicate whether you want the system to search person to person relationship type sequence defined for the division, product, and product parameters combination. This is a mandatory parameter. The valid values are – Y and N. By default, the value is set to N.
    - **Check on Division** - Used to indicate whether you want the system to search person to person relationship type sequence defined for the division. This is a mandatory parameter. The valid values are – Y and N. By default, the value is set to N.
    - **Check on Feature Configuration** – Used to indicate whether you want the system to consider the person to person relationship type sequence defined in the C1_PER_REL feature configuration. This is a mandatory parameter. The valid values are:
        - **A** – Used when you want to consider all person to person relationship types defined in the feature configuration.
        - **F** – Used when you want to only consider the person to person relationship type defined with the lowest sequence in the feature configuration.
        - **N** – Used when you do not want to consider the person to person relationship type sequence defined in the C1_PER_REL feature configuration.

      By default, the value is set to F.
- A new screen named **Person to Person Relationship Type Sequence** is added in the **Pricing Management** menu. It allows you to define the person to person relationship type sequence for a division and for a division, product, and product parameters combination. You can also edit and delete the person to person relationship type sequence, if required.
- Similarly, you can stack the billable charges' service quantities using the person to person relationship type sequence defined:
    - For the division, product, and product parameters combination
    - For the division
    - In the C1_PER_REL feature configuration

  To enable the system to search person to person relationship type sequence at different levels, you need to create an algorithm of the C1-CUSRLALGT algorithm type and attach it to the **Person Relationship Type Sequence Algorithm** parameter in the algorithms which are defined using the C1_RATEVALUE and C1_RATE_STEP algorithm types.

- Earlier, you were able to create a parent bundle or bundle of bundle (i.e. one bundle belongs to another bundle). However, while searching effective pricing for a product, the system used to check whether effective pricing is available for the product or bundle (to which the product belongs) depending on the price assignment search order. If the effective pricing was not available for the product or bundle, the system never used to check whether effective pricing is available for the parent bundle or bundle of bundle. Now, while searching effective pricing for a product, the system checks whether effective pricing is available for the product, bundle, or parent bundle depending on the price assignment search order.
- Earlier, the CI_EFF_ACCT_PRICING_VW view was used to fetch effective post processing pricing while creating post processing bill segments. Now, we are using the price assignment search algorithm defined for the division to fetch effective post processing pricing while creating post processing bill segments.
- Earlier, the PL/SQL stored procedure was used to fetch effective product pricing in the **Product Pricing Verification (C1-TXNVP)** batch. Now, we are using the price assignment search algorithm defined for the derived account's division to fetch effective product pricing in the **Product Pricing Verification (C1-TXNVP)** batch.

Open Item Accounting

The following changes are made to the open item accounting feature:

- You can now create an adjustment against the previous completed bills of an account. When you create an adjustment on the previous completed bill, the previous bill balance is affected, but the adjustment is presented on the next bill of the account.

  When the next bill is completed, the presentment bill ID is stamped on the frozen adjustment FT.
- You can create adjustments against the previous bill only when the **Print By Default** check box is selected on the adjustment type.
- While creating and freezing an adjustment which is created against the previous bill, the system must stamp the match event ID of the previous bill on the adjustment FT. This happens only when you create an algorithm of the C1-GTPRBLME algorithm type and attach it to the **Adjustment Freeze** algorithm spot on the adjustment type. This algorithm will first check whether there is any unbalanced match event ID on the previous bill. If the unbalanced match event exists on the previous bill, the match event ID is stamped on the adjustment FT. But, if the unbalanced match event does not exist on the previous bill, the system will stamp the latest match event ID of the previous bill on the adjustment FT.
- A new algorithm spot named **Adjustment Post Freeze** is added in the **Algorithms** tab of the **Adjustment Type** screen. You need to create an algorithm of the C1-BLCRXFR algorithm type and attach it to the **Adjustment Post Freeze** algorithm spot on the adjustment type. This algorithm will check whether the previous bill amount is in credit. If the previous bill amount is in credit, the system will transfer the credit on the overpayment contract of the account by

creating the transfer adjustment. If the overpayment contract is not available on the account, the system will create the overpayment contract on the account and then create the transfer adjustment. If the match event ID is available on the adjustment FT, the system will stamp the match event ID on the bill side of the transfer adjustment. However, if the match event is not available on the adjustment FT, the system will create the match event and stamp the match event ID on all FTs of the previous bill and on the bill side of the transfer adjustment.

Payments

The following changes are made to the payments feature:

- The C1-MDOV-BILL algorithm type is no longer supported from this release onwards. You need to define an algorithm of the C1-MD-BILL algorithm type and attach it to the Manual Distribution Algorithm spot while defining the Bill Regular and Bill Weighted match types.
- The C1-MDOV-BSEG algorithm type is no longer supported from this release onwards. You need to define an algorithm of the C1-MD-BSEG algorithm type and attach it to the Manual Distribution Algorithm spot while defining the Bill Segment match type.
- The C1-MDOV-ONSA algorithm type is no longer supported from this release onwards. You need to define an algorithm of the C1-MD-ONSA algorithm type and attach it to the Manual Distribution Algorithm spot while defining the Suspense Contract match type.

Billing

The following changes are made to the billing feature:

- Earlier, when the automatic payment facility was used for an account, the system calculated the automatic payment amount and extract date during the bill completion and stamped these details against the bill in the CI_BILL table. Now, these details are stamped in the CI_BILL_ACH table instead of the CI_BILL table.

User Interface (UI) Level Changes

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

Screen	Changes
Template	The following changes are made to this screen: • The **Account Selection** option is renamed to **Usage Account Selection** in the **Purpose** list. • The **Bill Segment Selection** and **Usage and Invoice Account Selection** options are added in the **Purpose** list. • The **Zone** field is added in the **Bind Variables** section.
Construct	The following changes are made to this screen: • The **Invoice Only** and **Settlement Only** options are added in the **Purpose** list. • The **Usage or Invoice Account Identifier Type**, **Usage or Invoice Account Identifier**, **Settlement Account Identifier Type**, **Settlement Account Identifier** fields are added in the **Search Contract** zone. • The **Include Usage and Invoice Accounts**, **Exclude Usage and Invoice Accounts**, and **Include Bill Segments** sections appear in the **Construct** screen when you are defining, editing, and copying a settlement only construct. • The **Include Usage Accounts**, **Exclude Usage Accounts**, and **Include Billable Charges** sections do not appear in the **Construct** screen when you are defining, editing, and copying a settlement only construct.
Adjustment Type	The following changes are made to this screen: • The **Impact Next Bill Balance** field is added in the **Main** tab.
Adjustment	The following changes are made to this screen: • The **Bill ID** field is added in the **Main** tab.

Screen	Changes
Financial Transactions on Bill	The following changes are made to this screen: • The **Presentment ID** field is added in the **Search Criteria** section. • The **Presentment ID** column is added in the **Search Results** section.
Bill	The following changes are made to this screen: • The **Adjustments Presented on the Bill** link is added in the **Bill Summary** section.
Add Price List, Edit Price List	The following changes are made to this screen: • The **Status** field is added in the **Main** tab.
Pricing (Account), Pricing (Customer), Manage Product Assignments to Price Lists	The following changes are made to these screens: • The **Search Price Assignment to Copy** zone is added which helps you to search for a price assignment.
Add Product Pricing, Edit Product Pricing, Override Product Pricing	The following changes are made to these screens: • The **Template** option is added in the **Pricing Status** list.

Database Level Changes

To view the list of objects (such as tables, columns, algorithm types, business objects, and so on) that are newly added in Oracle Revenue Management and Billing Version 2.4.0.1.0, refer to the Appendix A : New Objects in the Oracle Revenue Management and Billing V2.4.0.1.0 Database section in *Oracle Revenue Management and Billing Database Administrator's Guide*.

Supported Platforms

The following table lists the operating system and application server combinations on which Oracle Revenue Management and Billing Version 2.4.0.1.0 is supported:

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database Server
Windows 7 (IE 9.x, 10.x, or 11.x Google Chrome 43.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, 6.5, 6.6, and 7.0 (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.

You must select the **Always allow pop-ups for <IP Address>** option while accessing the application URL. This activity is a onetime activity for each application URL.

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.

Framework Upgrade

Oracle Revenue Management and Billing Version 2.4.0.1.0 is based on Oracle Utilities Application Framework Version 4.2.0.3.0. This version of Oracle Utilities Application Framework includes many enhancements that were not available in the previous release of Oracle Revenue Management and Billing. For more information about these enhancements, refer to *Oracle Utilities Application Framework V4.2.0.3.0 Release Notes.*

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 2.4.0.0.0 to 2.4.0.1.0. For more information on how to upgrade, refer to the following documents which are available on OTN:

- *Oracle Revenue Management and Billing Version 2.4.0.1.0 Upgrade Guide*
- *Oracle Revenue Management and Billing Version 2.4.0.1.0 Upgrade Path Guide*

For upgrading from any other version of Oracle Revenue Management and Billing other than 2.4.0.0.0, 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 or browsers are also supported in this release of Oracle Revenue Management and Billing:

- Oracle Linux 6.6 and 7.0
- Google Chrome 43.x

Note: You may observe some behavioural differences between Internet Explorer and Google Chrome. For example, you may notice the following behaviour in Google Chrome:

>> URL appears in every window.

>> Some of the text fields are expandable in the screens.

>> Font-family or font-face is different.

These behavioural differences do not hinder the functionality of Oracle Revenue Management and Billing.

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, C1-MDOV-BILL, C1-MDOV-BSEG, C1-MDOV-ONSA
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
View	CI_EFF_ACCT_PRICING_VW, CI_EFF_PER_PRICING_VW

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

Oracle Financial Services Revenue Management and Billing Version 2.4.0.1.0 and Oracle Insurance Revenue Management and Billing Version 2.4.0.1.0 patches 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 patch includes multiple zip files. For more information, refer to the Oracle Revenue Management and Billing Patches section in the *Oracle Revenue Management and Billing Version 2.4.0.1.0 Quick Installation Guide*.

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
21368547		ISSUE IN 2.4 APPROVAL LOGS SEARCH QUERY (FETCHES 3 SIMILAR ROWS INSTEAD OF ONE)
21306847		BILLABLE CHARGE CREATION WITH PRODUCT PARAMETERS
21298706		POSSIBLE INVALID TABLE METADATA
21298637		ID FIELD LENGTH ENHANCEMENT
21167880	21049906	BILL IS BEING GENERATED FOR A FROZEN PERIOD FOR THE STANDALONE ACCOUNT-FWD PORT
21145765	20994908	C1-TXNHV THROWS ERROR WHEN SUM(HEADER_TXN_AMT) IS ZERO FOR TRANSACTIONS
21145723	21134033	C1-TXNIP BATCH RANDOMLY DROPPING SOME OF THE TRANSACTION
21104527		COMBINED UI ALIGNMENT ISSUES IN RMB V2.3.0.2 BASE UI MAPS
21046272		OVERRIDE PRICING UI IN 2.3.0.2 NOT ALIGNED CORRECTLY
20108287		SETTLEMENT ONLY SCENARIOS
18650652		TRIAL BILLING FOR THE TREND ANALYSIS AND IDENTIFYING POTENTIAL ISSUES EARLIER
17825530		RATE CHECK FUNCTIONALITY NOT WORKING
21298438		BILLING JOB DOES NOT CALL PRE-BILL COMPLETION ALGORITHM SPOT
21087430	20611940	ERROR OCCURS WHEN YOU CREATE AUTOMATIC PAYMENT MANUALLY
21036002		ERROR WHILE INVOKING BILL CANCELATION BUSINESS SERVICE ON CILBBLLP BILL PAGE

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.4.0.1.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

- Banking
- Insurance
- Documentation
- Google Chrome
- ORMB Upgrade

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	**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	**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	**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	**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 V2.4.0.1.0 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

Issue	**UNABLE TO EDIT A FILE GROUP FROM THE ON DEMAND BILLING SCREEN**
Description	On clicking the link in the **File Group** column, the **Add/Edit File Group** screen appears where you can edit the details of the file group. However, at present, the **Add/Edit File Group** screen does not appear. Therefore, you are not able to edit a file group.
Workaround	None

Issue	**UNABLE TO VIEW THE XAI UPLOAD STAGING DETAILS IN THE XAI DYNAMIC UPLOAD SCREEN**
Description	When you search and select an XAI upload staging record in the **XAI Upload Search** window, the details of the XAI upload staging record do not appear in the **XAI Dynamic Upload** screen. Instead, the home page appears.
Workaround	None

Issue	**ERROR OCCURS ON CLICKING SHOW CONTEXT MENU CORRESPONDING TO DOWNLOAD STAGING ID**
Description	An error (indicating invalid menu entry) occurs when you click the **Show Context Menu** icon corresponding to the **Download Staging ID** field in the **XAI Download Staging** screen.
Workaround	None

Issue	**GRAPH DOES NOT APPEAR IN THE MULTI-CANCEL/REBILL SCREEN**
Description	At times, the graph does not appear in the **Multi-Cancel/Rebill** screen when you access the application using Internet Explorer.
Workaround	If you want to view the graph in the **Multi-Cancel/Rebill** screen, you need to access the application using Google Chrome.

Issue	**ADJUSTMENT CREATED WHEN CONTRACT ID IS VALID, BUT ACCOUNT IDENTIFIER IS INVALID**
Description	If you upload an adjustment data file with a record where the contract ID is valid, but the account ID or account identifier is invalid, the system creates the adjustment against the contract. Ideally, the system should not create the adjustment until and unless the contract ID, account ID, account identifier type, and account identifier are valid.
Workaround	None

Issue	**ABLE TO GENERATE A BILL FOR A SETTLEMENT ACCOUNT FROM THE BILL SCREEN**
Description	Ideally, the system should not allow you to generate a bill for a settlement account. However, at present, you can generate a bill for a settlement account from the **Bill** screen.
Workaround	None

Issue	**ADJUSTMENT CREATED AGAINST PREVIOUS BILL IS NOT CONSIDERED DURING TRIAL BILLING**
Description	If you create an adjustment against the previous completed bill, the adjustment is not presented on the next bill during trial billing. This open item accounting feature is not supported during trial billing.
Workaround	None

Issue	**POST PROCESSING BILL SEG AMT PRORATED IF BILLABLE CHARGE PERIOD EXCEEDS 2 YEARS**
Description	If a billable charge period is 2 years or above and post processing bill segment is generated based on the billable charge, the post processing bill segment amount is prorated during bill generation.
Workaround	None

Issue	**REOPEN BUTTON DISABLED WHEN C1-BILLSETT ALGORITHM ATTACHED ON CUSTOMER CLASS**
Description	If you attach an algorithm of the C1-BILLSETT algorithm type on the **Bill Completion** system event of the account's customer class, at present, you will not be able to reopen a bill.
Workaround	None

Issue	**TRANSFER ADJUSTMENT TYPE PROPERTY SUPERSEDE ORIGINAL ADJUSTMENT TYPE PROPERTY**
Description	If you create an adjustment on a usage account and bill it through an invoice account, the transfer adjustment is created on the invoice account. While creating a transfer adjustment, the system uses the open item accounting properties, such as Impact Next Bill Balance, defined on the transfer adjustment type. It does not uses the open item accounting properties defined on the original adjustment type.
Workaround	None

Issue	**WRONG ERROR MESSAGE APPEARS WHILE DOING PARTIAL NEGATIVE PAYMENT**
Description	If you do a partial payment against a negative (i.e. credit) bill from the **Payment Request** screen, the payment is created in the **Error** status. However, the error message shown against the payment is wrong. Ideally, the error message should be "For a Negative payment in case of a Credit bill, Payment amount must match Bill amount". However, at present, the following error message is displayed: "Sum of Distributed Amounts does not equal the Payment Amount for Payment <Payment ID>"
Workaround	None

Issue	**THE PAYMENT REQUEST SCREEN DOES NOT SUPPORT MULTIPLE TENDERS**
Description	At present, the system does not support multiple tenders when you create a payment from the **Payment Request** screen.
Workaround	None

Issue	**ADJ NOT BILLED ON INVOICE ACCOUNT IF TRANSFER ADJ TYPE NOT ADDED IN ADJ PROFILE**
Description	If the adjustment must be billed through an invoice account and the transfer adjustment type is not added in the adjustment profile which is attached to the contract type, the system does not creates the transfer adjustment on the invoice account. Instead, the system bills the adjustment on the usage account.
Workaround	None

Issue	**INCORRECT EXCHANGE RATE USED WHILE CREATING TRANSFER ADJUSTMENT ON INVOICE A/C**
Description	If the adjustment currency is different from the invoice account's currency, the system creates the transfer adjustment on the invoice account. However, at present, the exchange rate used during currency conversion is not picked up correctly.
Workaround	None

Issue	**MATCH TYPE DESCRIPTION DISAPPEARS WHEN YOU REMOVE THE MATCH TYPE SEARCH ZONE**
Description	If you remove the data from the **Match Type Search Zone** field while editing a match type, description corresponding to the match type disappears from the respective field.
Workaround	You need to specify the description once again and then save the changes made to the match type.

Issue	**PRICELIST ASSIGNMENT IN REJECTED STATUS APPEARS IN ASSIGNED PRICE LISTS ZONE**
Description	On rejecting a proposed price list assignment, the rejected price list assignment must not appear in the **Assigned Price Lists** zone of the **Price List Assignment (Account)** or **Price List Assignment (Customer)** screen. However, at present, the rejected price list assignment appears in the **Assigned Price Lists** zone.
Workaround	None

Issue	**ABLE TO ADD A RELATIONSHIP TYPE MULTIPLE TIMES IN THE C1_PER_REL FEATURE CONFIG**
Description	At present, the system does not prevent you to add a relationship type multiple times in the C1_PER_REL feature configuration. Ideally, there should be a system validation to handle this issue.
Workaround	None

Issue	**MULTIPLE PARENTS WITH SAME PERSON-PERSON RELATIONSHIP TYPE SHOULD NOT BE ALLOWED**
Description	At present, the system allows you to define multiple parents with the same relationship type for an overlapping date range. This can lead to erroneous results while searching for effective pricing at the parent customer level.
Workaround	We recommend you to define multiple parents with the same relationship type for a different date range.

Insurance

Issue	**OLD INSURANCE FEATURES ARE NOT TESTED AND VERIFIED IN ORMB VERSION 2.4.0.1.0**
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 • Unit of Measure • Promise To Pay • Promise To Pay Cancel Reason • Membership • Account Collection Summary • Billing and Settlement Hierarchy • Collection Control Central • Policy Type
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 • Loan • Request • Request Type (where Owner is Base) • Collection Type In addition, the online help is not available for the following tabs: • Workflow Process Template – Main 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.

Issue	**2.4.0.1.0 BILL TOLERANCE AND CONSTRUCT RELATED CHANGES NOT REFLECTED IN BANKING USER GUIDE**
Description	At present, the Bill Tolerance and Construct related changes which are incorporated in 2.4.0.1.0 are not yet reflected in the Banking User Guide which is available on OTN.

Workaround	None

Google Chrome

Issue	**APPLICATION VIEWER DOES NOT WORK IN GOOGLE CHROME**
Description	If you access the application using Google Chrome, the application viewer does not open from within your application. A warning message appears indicating that the browser is not able to display the application viewer due to an internal incompatibility.
Workaround	To open the application viewer from within your application, you need to access the application using Internet Explorer.

Issue	**STATUS BAR DOES NOT APPEAR IN THE SEARCH WINDOW**
Description	If you access the application using Google Chrome and search for records in the **Search** window (for example, search for bill segments in the **Bill Segment Search** window), the **Status** bar does not appear in the **Search** window. Therefore, you cannot view the following messages which appear in the **Status** bar while searching for records: • Found N records • Request is being processed • No records found
Workaround	If you want to view the above messages while searching for records in the application, you need to access the application using Internet Explorer.

Issue	**CHOOSE FILE BUTTON APPEARS INSTEAD OF BROWSE BUTTON IN GOOGLE CHROME**
Description	If you access the application using Google Chrome, the **Choose File** button appears instead of the **Browse** button wherever the application facilitates you to browse and select the file from a particular location. On clicking the **Choose File** button, the **Open** dialog box appears which allows you to browse and select the file.
Workaround	None

Issue	**UNABLE TO CHANGE LAYOUT OF THE ZONE BY ADDING OR REMOVING COLUMNS FROM THE ZONE**
Description	If you click the **Explorer** icon in the upper right corner of the zone, a panel appears at the bottom of the zone with a list of column names. In Google Chrome, you cannot drag and drop the column names (with the orange background) from the panel to the location where you want to add columns in the zone. Similarly, you cannot remove the columns from the zone. In other words, the Explorer functionality does not work in Google Chrome.
Workaround	If you want to change the layout of any zone in the application, you need to access the application using Internet Explorer.

Issue	**UNABLE TO SELECT ALL LINES IN THE XML CODE USING THE SELECT ALL BUTTON**
Description	The application facilitates you to select all lines in the XML code using the **Select All** button (for example, in the **Bundle Details** zone of the **Bundle Export** screen). But, when you access the application using Google Chrome and click the **Select All** button, only the first line in the XML code is selected and not all lines in the XML code are selected.
Workaround	You need to manually select all lines in the XML code when you are using Google Chrome.

Issue	**DATE PICKER, FORWARD ONE DAY, AND BACK ONE DAY ICONS ARE NOT PROPERLY ALIGNED**
Description	The Date Picker, Forward one day, and Back one day icons are not properly aligned in the following screens or zones when you access the application using Google Chrome: • Membership Search (zone) • Membership (screen used for adding and editing membership)
Workaround	None

Issue	**EXTRA SPACE BETWEEN LABELS AND FIELDS**
Description	There is extra space between labels and fields in the following screens when you access the application using Google Chrome: • Foreign Key Reference
Workaround	None

Issue	**FIELDS ARE MOVED TO THE EXTREME RIGHT CORNER OF THE SCREEN**
Description	In the following screens, some fields are moved to the extreme right corner when you access the application using Google Chrome: • Country (Main tab) • User (Main tab) • Environment Reference (Main tab) • Report Definition (Main tab)
Workaround	None

Issue	**COLUMN HEADERS AND ROWS ARE NOT PROPERLY ALIGNED IN SOME GRIDS**
Description	In the following screens, the column headers and rows are not properly aligned in the grid when you access the application using Google Chrome: • DB Process (Main tab) • Bill Segment (Calc Lines tab) • User (Portal Preferences tab) • Account Bill/Payment History (Main tab) • Match Event (FT Details tab) • Payment (Manual Distribution tab)
Workaround	None

Issue	**RPS GRAPH IS NOT CLEAR WHILE VIEWING BATCH RUN STATISTICS**
Description	The RPS graph in the **Batch Run, RPS Graph and Thread Statistics** zone is not clear when you access the application using Google Chrome.
Workaround	If you want to view the RPS graph with better clarity, you need to access the application using Internet Explorer.

Issue	**COLUMN HEADER ROW IS NOT FREEZED OR LOCKED IN THE SEARCH RESULTS SECTION**
Description	The column header row is not freezed or locked in the **Search Results** section when you access the application using Google Chrome. Therefore, the column header row is not visible whenever you scroll down to view the records.
Workaround	If you want the column header row to be visible whenever you scroll down to view the records, you need to access the application using Internet Explorer.

Issue	**INBOUND WEB SERVICE - SEARCH ICON DOES NOT APPEAR CORRESPONDING TO THE SCHEMA NAME FIELD**
Description	If you access the application using Google Chrome and edit the inbound web service, the **Search** icon appears below the **Schema Name** field instead of appearing corresponding to the **Schema Name** field in the **Operations** section.
Workaround	None

Issue	**CONTRACT ID DOES NOT APPEAR WHEN YOU START CONTRACT FROM THE START STOP SCREEN**
Description	On starting a contract from the **Start Stop** screen, the system creates the contract and displays the contract information in the **Start Stop** screen. In Google Chrome, the contract information appears in the grid, but the contract ID does not appear in the respective field. Also, the system hangs abruptly after the contract is created.
Workaround	If you want to use the **Start Stop** screen for creating a contract, we recommend you to access the application using Internet Explorer.

Issue	**COLUMN WIDTH INCREASES ON CONTINUOUSLY CLICKING THE LEFT AND RIGHT ARROWS**
Description	If you access the application using Google Chrome and click the **Left Arrow** () or **Right Arrow** () icon continuously for navigating in any screen, the column width increases in the corresponding grid.
Workaround	None

Issue	**HYPERLINKS TO APPLICATION VIEWER DOES NOT WORK IN ONLINE HELP**
Description	If you access the application using Google Chrome and launch the online help, the hyperlinks defined on the objects, such as table, algorithm type, and so on which connect to the application viewer does not work in Google Chrome.
Workaround	If you want the application viewer hyperlinks to work, you need to access the application using Internet Explorer.

ORMB Upgrade

Issue	**UNIQUE CONSTRAINT ERROR OCCURS WHILE APPLYING 2.4.0.1.0 BLUEPRINT**
Description	If you are using ORMB 2.4.0.0.0 demo dump and want to upgrade to ORMB 2.4.0.1.0, a unique constraint error occurs while upgrading the ORMB database.
Workaround	We recommend you to execute the following statements before you upgrade the ORMB database: • DELETE FROM CI_ALG WHERE ALG_TYPE_CD='C1_PRASN_PP'; • DELETE FROM CI_ALG_L WHERE ALG_CD = 'C1_PRASN_PP'; • DELETE FROM CI_ALG_PARM WHERE ALG_CD = 'C1_PRASN_PP' AND SEQNO IN ('2','4','5','6'); • DELETE FROM CI_ALG_VER WHERE ALG_CD = 'C1_PRASN_PP';

Technical Support

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