Oracle® Revenue Management and Billing for Financial Services

Version 2.2.4.2

Release Notes

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About this Document

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

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

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

Contents

New Features

This section describes the following new features added in this service pack:

- Off Cycle Billing

Off Cycle Billing

Initially, you were only able to carry out on cycle billing in Oracle Revenue Management and Billing. In on cycle billing, you can generate a bill for a bill cycle using the billable charges created within the bill cycle. However, there might be situations where you have received certain billing information after the on cycle bill is generated for the period. In such scenarios, you would like to generate a separate bill for the newly created billable charges.

Oracle Revenue Management and Billing now provides you with the off cycle billing feature where you can generate adhoc bills if required. However, note that you can generate off cycle bills only through a batch process.

To enable the off cycle billing feature, you need to:

1. Define the Off Cycle Billing characteristic type
2. Set the C1-OFFCYCBIL feature configuration

Once the off cycle billing feature is enabled, you need to define the **OFFCYCBILLING** parameter in the **BILLING** batch control. You can either set the value of this parameter to **Y** or **N**.

A bill is generated using the billable charges. Now, in order to differentiate between the on and off cycle billable charges, you need to define the **OFFCYCBL** characteristic type for an off cycle billable charge. If the value of the characteristic type is set **Y**, the system will consider the billable charge during off cycle billing. However, if the value of the characteristic type is set to **N**, the system will consider the billable charge during on cycle billing.

There is no change in the bill generation process. Only, the way the billable charges are processed has changed when you enable the off cycle billing feature.

Enhancements

This section lists the enhancements made to the following features:

- Transaction Feed Management
- Pay Plan
- Documaker Integration
- PeopleSoft Integration

Transaction Feed Management

The **Transaction Feed Management** process has been redesigned to improve its performance and scalability. The following changes are made to the transaction feed management process:

- Once the transaction data is uploaded in the system, you need to:
  - Validate Header Details
  - Validate Transaction Details and Determine Initial Product
  - Verify Product Pricing
  - Create and Update Billable Charge with the SQI values
  - Clean-up Unwanted Data
- The **Header Validation** process is now optional. You can directly execute the **Transaction Validation and Initial Product Determination** process once the transactions are uploaded in the system.
- During the transaction aggregation process, you need to execute the following batches in the specified order:
  1. C1-TXNHV
  2. C1-TXNIP
  3. C1-TXNVP
  4. C1-TXNEX
  5. C1-TXNSQ
  6. C1-TXNCM
  7. C1-TXNCU
- Before you start the transaction aggregation process, you need to execute the **F1–FLUSH** batch to clean the cache. In case you want to reprocess the error transactions from the earlier cycle, you need to execute the **C1-TXNRB** batch before you execute the **F1–FLUSH** batch.
- The **C1-TXNIP** batch now validates the transaction details and determines the account (which will bear the charges for the transaction) and the product (to which the transaction is mapped) using certain business rules.
- The **C1-TXNBC** batch is renamed to **C1-TXNVP**. It no longer creates any billable charges. It only verifies whether effective pricing is available for a product and/or TOU combination at the account level. Once the effective pricing is determined for the initial or final product, the pricing details are

stored in the intermediate tables. The **C1-TXNVP** batch does not change the status of the transaction. Once the **C1-TXNVP** batch is executed, you need to execute the **C1-TXNEX** batch to update the status of the transaction.

- The **C1-TXNSQ** batch now creates a billable charge and then updates the SQI values in the billable charge. However, the **C1-TXNSQ** batch does not change the status of the transaction. Once the **C1-TXNSQ** batch is executed, you need to execute the **C1-TXNCM** batch to update the status of the transaction.
- The **C1-TXNCN** batch is renamed to **C1-TXCNC**. It now handles how the system should behave when you cancel a transaction feed for which:
  - A bill (with the Pending status) is already generated in the system
  - A bill (with the Complete status) already exists in the system
  - A billable charge (with the Pending or Complete status) exists in the system
- Initially, you were able to cancel a transaction with the **Error** status from the **Transaction Details** screen. Now, the system only allows you to cancel the entire transaction feed and not individual transactions.
- The following batches are newly added in the transaction feed management process:
  - **C1-TXNCU** - Used to delete or update billable charges to reflect changes when billable charge could not be created for all products mapped to a transaction.
  - **C1-DISTG** – Used to add an appropriate entry in the Disaggregation table.
  - **C1-TXNRB** - Used to rollback transactions which were ignored or where an error occurred.
- Initially, you used to define transaction aggregation rule for the product – division combination. Now, you define transaction aggregation rule for an SQI and then map the SQI to the product-division combination.
- You can define rules to ignore transactions based on the transaction parameters. If the rule returns **INGORE_SW** equal to **Y**, the status of the transaction is changed to **Ignored** and no further processing takes place on the transaction.
- The system provides the following standard schedules for aggregation:
  - Daily
  - Weekly
  - Monthly
  - Quarterly
  - Yearly

  Note that you cannot edit the details of the standard schedules.
- The following new feature configurations are defined in the system:
  - **C1_RLENG** – Used to generate a log while executing the **C1-TXNIP** batch.
  - **C1-TXNDMYID** – Used to generate header details and header ID automatically when you add a transaction manually.

Pay Plan

Initially, when the invoice frequency was modified in a pay plan, the invoice schedule was not generated accurately. It distributed the remaining unbilled amount across the future installments including the ones which were already billed. However, now, the remaining unbilled amount will only be distributed across the future unbilled installments.

Documaker Integration

Initially, when Oracle Documaker was integrated with Oracle Revenue Management and Billing, you were only able to generate bills and correspondence related to insurance industry in the PDF format. However, now, you can also generate bills related to banking industry in the PDF format. When you want to print a bill in the PDF format, the data is sent in the XML format to Oracle Documaker which then uses the correct template and prints the bill in the PDF format.

You can print a bill in the PDF format either directly from the screen or using the batch process. At present, you can print individual bill for an individual account and list bill for an invoicing group master account

Presently, Oracle Revenue Management and Billing only supports integration with Oracle Documaker 12.0 on Windows and Linux environments.

PeopleSoft Integration

You can integrate Oracle Revenue Management and Billing (ORMB) with PeopleSoft using Oracle Data Integrator (version 11.1.1.5.0). The data is sent from ORMB to PeopleSoft (General Ledger and Accounts Payable) to support the following transactions:

When in ORMB	Then in PeopleSoft
A bill is created or cancelled.	The general ledger is updated with the journal information.
A payment is created or cancelled.	
An adjustment is created.	
An adjustment whose type indicates that an A/P request is created.	An accounts payable single payment voucher is created and associated with a single payment vendor.

In addition, the data is sent from PeopleSoft (General Ledger and Accounts Payable) to ORMB to support the following transactions:

When in PeopleSoft	Then in ORMB
A payment is created for an invoice related to an ORMB A/P request.	The payment information is received from PeopleSoft. The A/P request is updated with the payment information.
A check related to an invoice which is linked to an A/P request is re-issued.	
A check related to an invoice which is linked to an A/P request is declared as void and the liability is closed.	The A/P request and its associated adjustment are cancelled.

User Interface (UI) Level Changes

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

Screen	Changes
Product Relationship Maintenance	The following changes are made to this screen: • The **Product Description** column is added in the **Assigned Products** zone.
Pricing (Account)	The following changes are made to this screen: • The **Pricing Status** field is added in the **Search Criteria** section of the **Effective Price Assignment** zone. • The **Assignment Type** column is added in the **Search Results** section of the **Effective Price Assignment** zone. • The **CCY (I)** column in the **Effective Price Assignment** zone is renamed to **Variance**.
Pricing (Customer)	The following changes are made to this screen: • The **Pricing Status** field is added in the **Search Criteria** section of the **Effective Price Assignment** zone. • The **Assignment Type** column is added in the **Search Results** section of the **Effective Price Assignment** zone. • The **CCY (I)** column in the **Effective Price Assignment** zone is renamed to **Variance**.
Add Product Pricing	The following changes are made to this screen: • The **Do Not Aggregate Transaction** field is renamed to **Aggregate Transaction**. • The **Schedule** field is renamed to **Aggregation Schedule**. • The **Tiering Criterion**, **Product**, **Issue Currency**, **From**, and the **To** fields no longer appear in this screen when you are defining flat pricing for a product. • The **Issue Currency** field is renamed to **Variance Parameter**.

Screen	Changes
Override Product Pricing	The following changes are made to this screen: • The **Do Not Aggregate Transaction** field is renamed to **Aggregate Transaction**. • The **Schedule** field is renamed to **Aggregation Schedule**. • The **Tiering Criterion**, **Product**, **Issue Currency**, **From**, and the **To** fields no longer appear in this screen when you are defining flat pricing for a product. • The **Issue Currency** field is renamed to **Variance Parameter**.
Edit Assigned Pricing	The following changes are made to this screen: • The **Do Not Aggregate Transaction** field is renamed to **Aggregate Transaction**. • The **Schedule** field is renamed to **Aggregation Schedule**. • The **Tiering Criterion**, **Product**, **Issue Currency**, **From**, and the **To** fields no longer appear in this screen when you are defining flat pricing for a product. • The **Issue Currency** field is renamed to **Variance Parameter**.
Control Central (Policy Information)	The following changes are made to this screen: • The **Product Category**, **Product Type**, and the **Product Code** columns are removed from the **Policy Contract Details** zone. If required, you can add these columns using the **Explorer** icon in the upper right corner of this zone. • Earlier, billable charges which were created and billed against the policy were only listed in the **Policy Billable Charges** zone. Now, you can view all billable charges created for the policy including the ones which are billed, cancelled, and which are created, but not yet billed against the policy. • The **Billable Charge Status** column is added in the **Policy Billable Charges** zone.
Deferred Revenue Recognition Schedule	The following changes are made to this screen: • The **Distribution Code** column is added in the **Search Results** section of the **Revenue Recognition Schedule Search** zone. • The **Distribution Code** field is added in the **Revenue Recognition Schedule Details** zone.
Policy Search	The following changes are made to this screen: • The **Add** link is added in the upper right corner of the **Search** zone.

Screen	Changes
Reconciliation Object Details	The following changes are made to this screen: • The **Bill Segment ID** column is added in the **Search** zone.
View Rule	The following changes are made to this screen: • The **Move Up** ( ) and the **Move Down** ( ) icons are added corresponding to the **Rule Priority** field in the **Rule Information** zone.
Insurance Control Central	The following changes are made to this screen: • The **Person** query option is added in this screen. You can now search for a person using the various search criteria.
Copy Price List	The following changes are made to this screen: • The **CCY (I)** column in the **Price List Products** zone is renamed to **Variance**.
Manage Product Assignments to Price Lists	The following changes are made to this screen: • The **CCY (I)** column in the **Price List Products** zone is renamed to **Variance**.
View Billed Transactions	The following changes are made to this screen: • The **Issue Currency** column in the **Bill Segments** zone is renamed to **Variance Parameter**. • The **Product** column is removed from the **Bill Segments** zone. • The **Bill Segment Status** and **Billable Charge ID** columns are added in the **Bill Segments** zone. • The **SQ Details** zone is added in this screen.
Transaction Details (Used for Searching)	The following changes are made to this screen: • The **TOU** column in the **Search** zone is renamed to **Variance Parameter**. • The **Validated** and **Billable Charge Created** options are removed from the **Query Option** list.
Transaction Details (Used for Adding, Copying and Viewing)	The following changes are made to this screen: • The **Additional Data 16**, **Additional Data 17**, **Additional Data 18**…**Additional Data 25** fields are added in this screen.
Billable Charge	The following changes are made to this screen: • The **Sub-UOM** field in the **Pricing Information** tab is renamed to **Variance Parameter**.
Feed Management Dashboard	The following changes are made to this screen: • The **Validated Volume** and **Work-in Progress Volume** columns are removed from the **Search – Feed Level** and **Division Level Information** zones. Instead, the **IPD Volume** column is added in these zones.

Screen	Changes
Schedule	The following changes are made to this screen: • The **Schedule Derivation Algorithm** column is removed from the **Search Results** section of the **Search** zone. • While defining or editing a schedule, you can no longer use schedule derivation algorithm for generating the schedule.
Division	The following changes are made to this screen: • You can now associate a bill cycle with multiple divisions.

Known Issues

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

- Upgrade and Install
- Banking
- Insurance
- Collections
- Documentation

Upgrade and Install

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

Banking

14459067	**FEED MANAGEMENT BATCHES CAN RUN IN ANY SEQUENCE GIVING INCORRECT RESULTS**
Issue	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	The only way to resolve this issue is to disaggregate and execute the aggregation process once again.

14592275	**C1-TXCNC - TXN DERIVING MULTIPLE PROD NOT CANCELLING CORRECTLY**
Issue	In case a bill or billable charge is created for transactions uploaded through multiple transaction feeds (for example, Feed A and Feed B and you want to cancel Feed A), then the status of the transactions uploaded through Feed B is changed to Initial Product Determined (INPD). When you execute the aggregation process once again on these INPD transactions, the SQI values calculated in the billable charges may be incorrect.
Workaround	If you want to cancel a feed and if the transactions in the feed are already

	processed (or, if they are either in Error, Ignored, Completed state) then, 1. Run C1-DISTG batch followed by C1-TXNDA batch to disaggregate all the accounts. This will revert all the transactions to the uploaded state. 2. Run C1-TXCNC batch with the header ID to cancel a feed that must be cancelled. 3. Run the complete transaction feed management process to re-aggregate the transactions from other valid feeds.

14544566	**CHANGE SEQUENCE GENERATION LOGIC FOR BILLABLE CHARGE CREATION**
Issue	The format in which the billable charges are generated through the transaction feed management process is different from the ones generated through the user interface.
Workaround	None

14574569	**PRICE ASSGNMENT GENERATED FOR BUNDLE INSTEAD OF PRODUCT AT PARENT PL LEVEL**
Issue	While executing the C1-TXNVP batch, the system finds the effective pricing for the bundle at the higher level (for example, at the parent level) and creates the billable charges for the bundle. Instead, it should create billable charges for the individual product if the effective pricing is available at the lower level.
Workaround	None

14544301	**INCORRECT PRODUCTS - PRICING IS PICKED WHEN MULTIPLE PRICELIST ARE ASSIGNED**
Issue	While executing the C1-TXNVP batch, the system finds the effective pricing for the bundle at the higher level (for example, in the price list with lower priority) and creates the billable charges for the bundle. Instead, it should create billable charges for the individual product if the effective pricing is available at the lower level.
Workaround	None

14391587	**CONTRACT START AND END DATE NOT CONSIDERED WHILE CREATION OF BILLABLE CHARGES**
Issue	While creating billable charges in the transaction feed management process, the contract start and end dates are not considered. Only aggregation schedule dates are considered.

Workaround	None

14597607	**THE FEED MANAGEMENT BATCHES CANNOT RUN CONCURRENTLY.**
Issue	You cannot execute the transaction feed management batches concurrently.
Workaround	None

14352754	**TXN/BATCH DATE TO BE CONSIDERED FOR THE DERIVATION OF PRODUCT IN TXNIP BATCH**
Issue	While executing the batches in the transaction feed management process, the batch business date (if available) should be considered for processing. Only, if the batch business date is not available, the system date should be considered for processing. However, at present, the system does not consider the batch business date for processing.
Workaround	None

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

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

10301512	**VALIDATION RULES FOR ADHOC CHARACTERISTIC TYPES ARE NOT TRIGGERED IN THE MANAGE PRODUCTS, MANAGE PRICE LISTS, ADD PRODUCT PRICING, OVERRIDE PRODUCT PRICING, AND EDIT ASSIGNED PRICING SCREENS**
Issue	When you associate adhoc characteristic types with a product, price list, and a price assignment, validations defined for adhoc characteristic types are not triggered in the **Manage Products**, **Manage Price Lists**, **Add Product Pricing**,

	Override Product Pricing, and the **Edit Assigned Pricing** screens.
Workaround	None

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

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

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

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

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

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

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

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

Insurance

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

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

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

Collections

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

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

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

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

Documentation

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

14592124	**XAI DYNAMIC UPLOAD - UNABLE TO ACCESS ONLINE HELP**
Issue	At present, the online help for the XAI Dynamic Upload screen is not available.
Workaround	None

14592169	**UNABLE TO ACCESS ONLINE HELP FOR SOME SCREENS**
Issue	At present, the online help is not available for the following screens: **Contract** (Billing Scenario, Misc), **Start/Stop**, **Billable Charge Upload Staging** (Characteristics), **Budget Review**, **Rate Schedule** (SQ Rule), **Context Sensitive Zone**, and **Service Quantity Rule**.
Workaround	None

Bug Fixes

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

Bug Number	Description
13523134	PRICE LIST, PRODUCT, PRICE ASGN - RESOLVE SCREEN DOES NOT OPEN FROM TO DO LIST
14297380	PARENT PRICELIST FIELD SHOULD BE SEARCHABLE IN MODIFY AND RESOLVE SCREEN
13731812	APPROVAL WORKFLOW ISSUE ON CONTRACT IF THERE IS A WARNING GENERATED WHILE SAVING
14307908	SYSTEM ALLOWS USER TO REJECT/CANCEL WITHOUT USING REASON CODE
14017726	SEARCH ON APPROVE,MODIFY,AND RESOLVE PRICE ASSIGNMENT SCREEN
14017431	SEQUENCE NUMBER IN LOGS PAGE ARE NOT IN CORRECT ORDER
14278342	FOR FIXED RATE TIERING RELATED FIELDS ARE GETTING DISPLAYED IN RESOLVE & MODIFY
13717038	ACCOUNT IDENTIFIER VALUE MODIFICATION NOT ALLOWING WITH APPROVAL WORKFLOW
14194186	PRODUCT INFO NOT DISPLAYED ON BILL SEGMENT SQ
13844667	RATE COMPONENT DESCRIPTION ON BILL USES CCY SYMBOL FRM RATE SCHEDULE NOT PRICING
14207982	MULTIPLE PENDING BILLS THROWS COBOL ERROR IN FT DASHBOARD
13876462	SQL ERROR WHEN TRYING TO ADD A BILL SEGMENT TO AN EXISTING BILL
13890238	INFO ON BILLABLE CHG SHOULD BE NON-EDITABLE AFTER BILL GENERATION
13844700	PRODUCT RELATIONSHIP MAINT ASSIGNED PRODUCTS ZONE TO DISPLAY PRODUCT DESCRIPTION
13844328	ERROR ACCESSING THE HELP FROM DIVISION PARTY CHAR TYPES TAB
14296366	NO DATE PICKER ADDED FOR EDIT INVOICING GROUP MEMBER
13813933	POST PROCESSING PRICE ASSIGNMENTS NOT DISPLAYED ON PRICING UI
13902594	GETTING SQL ERROR, WHEN WE SEARCH IN PRICE LIST ASSIGNMENT ZONE BY ENDDATE FIELD
13844504	EFFECTIVE PRICING SCREEN ONLY SHOWS REGULAR OR POST PROCESSING AT A TIME
13839943	PRICING UI DOES NOT SHOW PRICING WHICH HAS PRICING DEFINED WITHOUT COMPONENT.
14063428	GETTING ERROR WHILE USING NEW CHARGE CODE TO CHARGE CODE RELATIONSHIP ON PRODUCT
13843317	DO NOT AGGREGATE SWITCH LABEL ON PRICING UI IS CONFUSING

Bug Number	Description
14252965	PRECISION ISSUE ON PRICING SCREEN AND ALL BUNDLE RATES ARE NOT DISPLAYING
13843263	POST PROCESSING PRICE ASSIGNMENT WAS NOT GETTING PICKED UP FOR BILLING
13080760	ASSIGNMENT LEVEL SEARCH ON EFFECTIVE PRICING UI NOT WORKING
14230654	ERROR MESSAGE ON EFFECTIVE PRICING UI FOR INVALID ALGORITHM ON DIVISION
13902638	PRINTER ISSUE ON “ASSIGNED PRICE LIST” AND “HISTORICAL PRICE LIST “ZONE
14063290	WARNING WHEN TIER PRICE ASSIGNMENT DOES NOT COVER THE ENTIRE RANGE
13949901	PERSON SCREEN-ACOUNT SEARCH USING CUSTOMER CONTEXT DOESNOT DISPLAY ACCOUNT IDENT
14017499	ACCOUNT FINANCIAL HISTORY NOT DISPLAYED PROPERLY
14024851	CHARGE TYPE SCREEN - CATEGORY DROPDOWN VALUES
14336140	FIELDS ARE CASE SENSITIVE ON BILL SEGMENT SEARCH PANEL FORINSURANCELIST BILL
13427973	CHARGE TYPE CONTRACT TYPE VALIDATION FOR FEE DEFINED ON INVOICE SCHEDULE ALGO
14163113	INCORRECT PREMIUM AND ENDORSEMENT AMOUNT FETCHED FOR TAX AND COM CALCULATION
13896565	ISSUE WITH DRR SCHEDULE FOR BC-BS/ADJ PERIOD MORE THAN 366 DAYS
14321942	POLICY INVOICE FREQENCY, TEMPLATE CODE ACCEPTS SPECIAL CHARACTERS
13955333	BILL SEGMENT NOT GENERATED FOR NEGATIVE ENDORSEMENT OF A P&C POLICY
14017282	VALIDATIONS REQUIRED ON - ADD POLICY INVOICE FREQUNECY SCREEN
14016913	SET AS DEFAULT BUTTON SHOULD BE DISABLED FOR DEFAULT PAYPLAN TEMPLATE
14035852	POLICY UPDATE SHOULD IGNORE PROCESSING /VALIDATIONS FOR STOPPED/CLOSED CONTRACTS
14024675	NO PROVISION TO ADD A POLICY IN POLICY SEARCH SCREEN
14024549	RECON DETAILS SCREEN - HORIZANTAL SCROLL BAR
14024473	NO PROVISON FOR "BILL SEGMENT ID" IN RECON LINE ITEMS DASH BOARD.
14112472	INSURANCE - DOCUMAKER LIST BILL VIEW FOR BILL SEGMENT CANCELLATION
14017437	MAIN MENU - WORKFLOW AND NOTIFICATION DISPLAYED TWICE
14328127	ERROR IN FREEZING PAYMENT WHEN MATCHED TO BILL WITH NO BILL SEGMENTS
14485460	EFFECTIVE PRICING UI - SEARCH FOR FIELD PARENT CUSTOMER NOT WORKING
14470890	MANAGE PRODUCTS - PRODUCTS SEARCH IS CASE SENSITIVE

Bug Number	Description
14459543	BANKING EFFECTIVE PRICING - TIERING COMBINATION IS APPLIED FOR FLAT PRICING
14387647	GRAMMATICAL ERROR IN ZONE INFO
14386751	RENAME ISSUE CURRENCY TO VARIANCE PARAMETER ON PRICE ASSIGNMENT SCREENS
14398767	AT ZONE 'ASSIGNED PRICE LISTS', SEARCHING A PRICE LIST GIVES ERROR
14392563	WARNING MESSAGE IN THE LOGS ABOUT ISSUE CURRENCY LENGTH
14391655	ACCOUNT IDENTIFIER TYPE ALONG WITH ITS VALUE SHOULD BE DISPLAYED ON DASHBOARD
14370537	ZERO DRR SCHEDULE FOR BC-BS/ADJ PERIOD WITH CALENDER C & FOR FREQUENCY D AND W
14540876	HELP FILE DOES NOT OPEN CORRECT SCREEN NAMES
14525273	'EFFECTIVE END DATE' SEARCH IS NOT WORKING
14525196	SQL EXCEPTION WHILE ASSIGNING PRICE LIST TO GLOBAL PERSON
14507110	SCHEDULE :UI VALIDATIONS

Technical Support

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