Oracle® Revenue Management and Billing

Version 2.2.4.4

Release Notes

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Oracle Revenue Management and Billing Version 2.2.4.4 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.

Contents

Pre-requisites

If a customer is already using the Transaction Feed Management feature and wants to upgrade to Oracle Revenue Management and Billing Version 2.2.4.4, then the customer needs to ensure that (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. Otherwise, disaggregation of transactions which are uploaded using earlier versions (2.2.4.0, 2.2.4.1, 2.2.4.2, or 2.2.4.3) will not happen successfully.

Note: In case you want to upgrade from any previous Oracle Revenue Management and Billing version to 2.2.4.4, refer to the following documents for more information:

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

New Features

There are no new features introduced in this service pack.

Enhancements

This section lists the enhancements made to the following features:

- Transaction Feed Management

- Billing

- Pricing Management

- Invoicing Group

- Pay Plan

Transaction Feed Management

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

- The following new soft parameters are added in the C1-TXNRB batch:

  o **Transaction Header ID** - Used when you want to rollback transactions of a particular feed.

  o **Transaction Source** - Used when you want to rollback transactions received from a particular transaction source.

  o **Division** - Used when you want to rollback transactions belonging to a particular division.

- The **Max Parallel Jobs on Database** soft parameter is removed and the following new soft parameters are added in the C1-TXNCU batch:

  o **Transaction Header ID** - Used when you want to recalculate SQIs for transactions in a particular feed.

  o **Transaction Source** - Used when you want to recalculate SQIs for transactions received from a particular transaction source.

  o **Division** - Used when you want to recalculate SQIs for transactions belonging to a particular division.

  o **Request Type** - Used to indicate whether you want to recalculate SQIs during the cancellation process or when the transactions are in the Error (EROR) status. The valid values are:

    ▪ CNCL

    ▪ EROR

- The following new soft parameters are added in the C1-TXNVP batch:

- o **Chunk Size** - Used to specify the number of transactions you want to execute in each work unit.

- o **Pricing Level** - Used when you want to verify product pricing for transactions only at a particular level. The valid values are:

  - ACCOUNT_AGREED

  - CUSTOMER_AGREED

  - PARENT_CUSTOMER_AGREED

  - ACCOUNT_PRICELIST

  - ACCOUNT_INHERITED_PRICELIST

  - CUSTOMER_PRICELIST

  - CUSTOMER_INHERITED_PRICELIST

  - PARENT_CUSTOMER_PRICELIST

  - PARENT_CUSTOMER_INHERITED_PRICELIST

  Note: In this case, the system does not search for the product or bundle pricing at all levels defined in the price assignment search order. Instead, the system searches for the product or bundle pricing at the specified level. If the product or bundle pricing is not available at the specified level, the status of the transaction is changed to **Error (EROR)**.

- The following new soft parameters are added in the C1-TXCNC batch:

  - o **Maximum Batch Count** - Used to specify the maximum number of transactions after which the data must be committed in the database.

  - o **Chunk Size** - Used to specify the number of transactions you want to execute in each work unit.

- Now, to cancel a transaction feed, you need to execute the following batches in the specified order:

  1. C1-DELBL

  2. C1-TXNCU

  3. C1-TXCNC

- A new batch named **Bill Deletion (C1-DELBL)** is introduced in the system. It is used to delete the bills (with the Pending status) and their corresponding bill segments during the cancellation process.

- You can now use the C1-TXNCU batch to recalculate SQIs not only when the transactions are in the **Error (EROR)** status, but also during the cancellation process.

- The **Transaction Level Information** zone in the **Feed Management Dashboard** screen allows you to filter the transactions based on various search criteria, such as Account Identifier Type,

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Account Identifier, Transaction Source, Transaction Record Type, Transaction Status, and External Reference Number.

Billing

The following changes are made in the billing feature:

- The **Frozen FT Switch** (FROZEN-FT-SW) parameter is added in the **GLASSIGN** batch. It is used to indicate whether you want to assign GL account only for frozen financial transactions. The valid values are: **Y** and **N**.

- The **Bill Cycle** (BILL-CYC-CD) parameter is added in the **Billing** (BILLING) batch. It is used to specify the bill cycle for which you want to generate the bills.

- The following two soft parameters are added in the C1-BCGEN algorithm type:

    o **Distribution Code Flag** – Used to indicate whether you want to specify the distribution code for the new business and endorsement premium charge. The valid values are – **Y** or **N**.

    o **Distribution Code** – Used to specify the distribution code which indicates the GL account that you want to associate with the new business and endorsement premium charge.

Note: If you attach an algorithm of the C1-BCHGFT algorithm type to a bill segment type (in the Financial Algorithm field), the GL account will not be associated with the new business and endorsement premium charge even if the distribution code is specified in the C1-BCGEN algorithm. Only when you attach an algorithm of the BSBF-BA-DFT algorithm type to a bill segment type (in the Financial Algorithm field), the GL account will be associated with the new business and endorsement premium charge.

Pricing Management

The following changes are made in the pricing management feature:

- The system allows you to specify the schedule even if the **Aggregate Transaction** field is set to **No**. In this case, the billable charge start date is equal to the aggregation schedule start date and the billable charge end date is equal to the aggregation schedule end date.

- Earlier, you were able to associate two or more products with each other only when they are associated to the same contract type. Now, if you are associating a product to another product (and not adding a product to a bundle), then the two products need not have same contract type associated with them.

- Earlier, the system did not allow you to assign a parent product if its child products are already assigned to a price list, customer, or an account, and vice versa. Now, you can assign a parent and child products, which are associated to each other using the relationship type, such as product, service and service group, to a price list, customer, or an account.

- Earlier, the system did not allow you to add same set of products using the same relationship type while defining two or more bundles or product to product relationships. Now, you can use same set of products while defining two or more product to product relationships.

Invoicing Group

The following changes are made in the invoicing group feature:

- Earlier, on searching for an account while adding a member in the master account, only child customers' accounts that meet the search criteria were listed in the search results. Now, accounts of all customers (such as, parent, child, and siblings) in the hierarchy that meet the search criteria are listed in the search results.

- Earlier, all contracts linked at the member level were duplicated at the master level when member accounts were added to the master account. Now, only contracts which are eligible for billing are duplicated at the master level when member accounts are added to the master account.

Pay Plan

The following changes are made in the pay plan feature:

- Earlier, the system allowed you to edit the amount that is due on the maturity date in the invoice schedule. Now, the system also allows you to edit the date when the policy installment is due for settlement. But, while editing the maturity date, ensure that the date should not be earlier than the contract start date and later than the contract expiration date.

User Interface (UI) Level Changes

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

Screen	Changes
Contract Type - Charge Type Mapping	The following changes are made to this screen: • The **Category** column is added in the **Charge Types** zone. By default, this column is hidden.
Payment	The following changes are made to this screen: • The **Bill ID** column is added and the **Location** column is removed from the **Manual Distribution** tab.
Policy	The following changes are made to this screen: • The **End Date** field is added in the **Policy Contracts** tab.

Database Level Changes

This section lists the new tables and columns added in the Oracle Revenue Management and Billing database.

Tables

The following tables are added in this service pack:

Table Name	Description
CI_TXN_DTL_PRITM_SUMMARY_GTT_I	Transaction Detail Price Item Summary Intermediary Global Table

Columns

The following new columns are added in this service pack:

Table Name	Column Name	Mandatory (Yes or No)
CI_TXN_DTL_PRITM_SUMMARY	ORG_TXN_DATE	Yes
	SUMMARY_ID	No
	SA_ID	No
	MESSAGE_CAT_NBR	No
	MESSAGE_NBR	No
CI_TXN_DTL_PRITM	DO_NOT_AGG_SW	No
CI_TXN_DTL_PRITM_SUMMARY_GTT	ORG_TXN_DATE	No
	SCORE	No
CI_SA_TYPE_CHAR	ADHOC_CHAR_VAL	No

Note: The data for the DO_NOT_AGG_SW column (in the CI_TXN_DTL_PRITM table) is automatically added from the CI_PRICEASGN table while upgrading to Oracle Revenue Management and Billing Version 2.2.4.4.

Supported Platforms

The following table indicates a range of application servers that you can install on various operating systems:

Operating System	Chipset	Application Server			
		Oracle WebLogic 10 MP2	**Oracle WebLogic 11gR1 (10.3.5)**	**Tomcat 6.0.13**	**IBM WebSphere 6.1.0.27**
AIX 5.3 TL 8 (64-bit) Or AIX 6.1 TL 5 (64-bit)	Power 64-bit	32-bit version	Not applicable	Not applicable	32-bit version
Windows 2003 Server R2 SP2 (64-bit)	X86_64	32-bit version	32-bit version	32-bit version development only. No production support	Not applicable
Oracle Enterprise Linux 5.5 Server (64-bit)	X86_64	32-bit version	64-bit version	Not applicable	Not applicable

Technology Upgrade

Earlier, you were only able to install 32 bit application server on Linux 64 bit environment. Now, you can also install 64 bit application server on Linux 64 bit environment using 64 bit Oracle Web Logic 11gR1 (10.3.5).

To handle high volume with better performance, we recommend you to use 64 bit application server on Linux 64 bit environment.

Technical Recommendations

To improve the overall batch performance of 64 bit application server on Linux 64 bit environment, 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"

Note: These settings are not applicable for 32 bit application servers on Windows, AIX, and Linux platforms. Oracle Revenue Management and Billing is already twined to achieve maximum performance on 32 bit application servers.

Bug Fixes

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

Bug Number	Description
16940499	IRRELEVANT ERROR MESSAGE WHILE ADDING ADHOC CHARACTERISTICS WITHOUT ANY VALUE
16877255	UNABLE TO APPLY PAYMENT TO A BILL WITHOUT ANY BILL SEGMENTS
16327531	UNABLE TO APPROVE BILL CYCLE WHEN NUMBER OF SCHEDULES EXCEEDS 100
17351374	ACCOUNT IDENTIFIER IN THE ACCOUNT SCREEN TRIMED TO 16 CHARACTERS ACCOUNT IDENTIFIER IN THE ACCOUNT SCREEN TRUNCATED TO 16 CHARACTERS
17210437	OVERLAPPING ERROR OCCURS ON ADDING A CHILD PERSON IN THE PERSON SCREEN
16885611	CALCULATION ALGORITHM SPOT NOT WORKING AS EXPECTED IN THE RATE COMPONENT SCREEN
17451010	PAYMENT SCREEN - ADD THE BILL ID COLUMN IN THE MANUAL DISTRIBUTION TAB
17415098	GL ASSIGN ALGORITHM SHOULD NOT BE TRIGGERED FOR UNFROZEN FINANCIAL TRANSACTIONS
14475445	UNABLE TO DEFINE ADHOC CHARACTERISTICS FOR CONTRACT TYPE
17337881	MANAGE PRODUCTS, MANAGE PRICELISTS - DIVISION NOT FILTERED BASED ON ACCESS GROUP
16604827	TIERS NOT DISPLAYED ON PRICING UI WHEN YOU DEFINE THRESHOLD PRICING FOR BUNDLE
16314709	ACCOUNT EXPIRED FROM OLD PARENT HIERARCHY STILL INHERITS PRICING FROM OLD PARENT
17358261	UDF PARAMETER DISPLAYED MULTIPLE TIMES WHILE CREATING A RULE
16774345	ORACLE TEMP TABLE SPACE ERROR OCCURS WHILE EXECUTING THE C1-TXNSQ BATCH
17175591	PERFORMANCE ISSUES WHILE EXECUTING VARIOUS TRANSACTION FEED MANAGEMENT BATCHES
17293089	C1-TXNIP – DIFFERENT PARAMETERS DERIVED FOR SAME TRANSACTIONS IN DIFF ITERATIONS
17289638	EFFECTIVE START DATE ON PRICE ASSIGNMENT AND PRICING SCREENS IS NOT SAME
17198829	C1-TXNIP BATCH NOT WORKING IF THERE IS HUGE DIFFERENCE BETWEEN TXN_DETAIL_IDS

Bug Number	Description
17050289	CONTRACT TYPE OF PARENT PRODUCT DOES NOT MATCH CONTRACT TYPE OF CHILD PRODUCT
16939706	ERROR OCCURS ON ASSIGNING A PARENT AND CHILD PRODUCTS TO THE SAME PRICE LIST
16902283	"NEXT RULE BY PRIORITY" OPTION IS NOT WORKING AS EXPECTED IN THE RULES ENGINE
17072665	ABILITY TO SPECIFY AGGREGATION SCHEDULE WHEN TRANSACTIONS ARE NOT AGGREGATED
17073359	ADD DIVISION AS A SOFT PARAMETER IN THE C1-TXNRB BATCH
16772110	INVOICE SCHEDULE GENERATED USING THE PAY PLAN IS INCORRECT
14682105	UNABLE TO CREATE A CREDIT ENDORSEMENT CHARGE
17526283	UNABLE TO END CONTRACT FROM THE POLICY CONTRACTS TAB OF THE POLICY SCREEN
17535243	PRODUCT RELATIONSHIP MAINTENANCE, PRODUCT SQIs- PRODUCT SEARCH IS CASE SENSITIVE
17543843	SEARCH ACCOUNTS TO ADD ZONE DOES NOT SHOW ALL ACCOUNTS IN CUSTOMER HIERARCHY
17554277	BILLABLE CHARGE GENERATED EVEN IF SCHEDULE PERIOD IS NOT DEFINED IN AGG SCHEDULE
17552601	PERSON TO PERSON REALTIONSHIP TYPE IN C1_PER_REL FEATURE CONFIG NOT CONSIDERED
17553234	TXN DERIVING MULTIPLE PRODUCTS WITH IGNORE PRICING NOT CANCELLING CORRECTLY
17553232	DISAGGREGATION NOT WORKING FOR ANY CONTRACT STATUS EXCEPT ACTIVE
17553172	TRANSACTION DERIVING MULTIPLE PRODUCTS NOT CANCELLING CORRECTLY
17572433	UNABLE TO DEFINE CURRENCY IF UDF_AMT IS SET TO ZERO IN TRANSACTIONS
16911065	CONTRACTS NOT ELIGIBLE FOR BILLING ADDED TO A MASTER ACCOUNT IN INVOICING GROUP
17592521	NULL POINTER EXCEPTION OCCURS WHILE EXECUTING THE C1-ADUP2 BATCH
17592288	ERROR OCCURS IF TOTAL ADJUSTMENT AMT NOT SPECIFIED IN ADJUSTMENT STAGING CONTROL

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.2.4.4 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.

14574569	**BUNDLE PRICE USED INSTEAD OF INDIVIDUAL PRODUCT PRICE AT HIGHER PRECEDENCE LEVEL**
Issue	While executing the C1-TXNVP batch, if the system finds effective pricing for the bundle at lower precedence level (for example, at the parent level), it creates billable charge for the bundle. Instead, it should create billable charge for the individual product if the effective pricing is available at the higher precedence level.
Workaround	None

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

10008523	**SEARCH RESULT FOR EXCHANGE RATE NOT DISPLAYED CORRECTLY**
Issue	Searching for the lowest precision rate (0.000000000000000001 /0.00000000000000011/ 0.00000000000000023) from the **Search Exchange Rate** zone results in displaying the rate in exponential format "IE -18".
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 **File 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

16027959	FOREIGN KEY AND FILE LOCATION CHARACTERISTIC TYPE NOT SUPPORTED IN UI MAPS
Issue	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

16101626	GETTING SERVER ERROR WHILE DELETING A DIVISION (ASSOCIATED WITH A PRODUCT)
Issue	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.

13968474	UNABLE TO COPY PRICE LIST WHEN APPROVAL WORKFLOW IS ON
Issue	On copying a price list when the approval workflow is on, the products added in the price list, their pricing details, and characteristics defined for the price list does not get copied to the new price list.
Workaround	None

16181301	MESSAGE DOES NOT APPEAR ON CLICKING BUTTONS IN LIST OF PRICE ASSIGNMENTS ZONE
Issue	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

17282537	C1-TXCNC BATCH GETS EXECUTED SUCCESSFULLY EVEN IF C1-TXNCU BATCH FAILS
Issue	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

17534940	INCORRECT PRICING IS PICKED AND DISPLAYED WHEN MULTIPLE PRICE LISTS ARE ASSIGNED
Issue	The effective pricing of a product or bundle (which is assigned to more than one price list) displayed in the Pricing (Account) or Pricing (Customer) screen may be incorrect when multiple price lists are assigned to an account or a customer.
Workaround	None

17631748	CURRENCY CONVERSION NOT WORKING PROPERLY WHEN DIFFERENT BATCH DATE IS USED
Issue	If you do not specify the same batch business date while executing the C1-TXNSQ and C1-TXNCU batches, the exchange rate used while executing these two batches might be different. As a result, erroneous results will be generated.
Workaround	None

17644542	C1-TXNIP BATCH TAKES TIME WHEN THE BETWEEN OPERATOR IS USED IN A RULE
Issue	When any rule which uses the Between operator is invoked while executing the C1-TXNIP batch, the total time taken to execute a set of rules is longer. As a result, the C1-TXNIP batch takes longer time to process the transactions.

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

16027959	**FOREIGN KEY AND FILE LOCATION CHARACTERISTIC TYPE NOT SUPPORTED IN UI MAPS**
Issue	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

17201961	**INCORRECT BILL PERIOD SHOWN IN THE BILL SEGMENT ON EDITING INVOICE MATURITY DATE**
Issue	On editing the maturity date in the invoice schedule, the bill segment start and end dates may not exactly follow the period between the maturity dates.
Workaround	None

17573864	**INCORRECT BILL PERIOD IS SHOWN IN THE TAX AND COMMISSION BILL SEGMENTS**
Issue	If the tax and commission amount is derived based on the premium amount (using the rate schedule), then the tax and commission bill segments' dates do not span over premium start and end date period in line with the invoice schedule. The tax charged on new business and endorsement premium is combined and reported in a single billable charge. Similarly, commission charged on new business and endorsement premium is combined and reported in a single billable charge. The start and end dates of these billable charges do not reflect the period for which the new business and endorsement premium is applicable. For example,

If	Then
New Business Premium Start Date is 01-01-2014 and End Date is 01-31-2014, and New Business Premium is $100; Endorsement Premium Start Date is 02-01-2014 and End Date is 02-31-	Billable charge for tax should have start date as 01-01-2014, end date as 02-31-2014, and the tax amount as $15 (100X0.1+50X0.1).

	2014, and Endorsement Premium is $50; and
	Billable charge for tax has two rows - one for new business SQI and another for endorsement SQI
	But, at present, the billable charge for tax has start date as 02-01-2014, end date as 02-31-2014, and the tax amount as $15 (100X0.1+50X0.1). The start date in the billable charge is incorrect.
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

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

Technical Support

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