

# **Oracle® Revenue Management and Billing**

Version 2.3.0.2.0

## **Release Notes**

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## About this Document

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

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

Document	Description	Published in ORMB Version
<i>Oracle Revenue Management and Billing Banking User Guide</i>	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.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Insurance User Guide</i>	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.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Installation Guide</i>	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.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Quick Installation Guide</i>	Provides high-level information on how to install the Oracle Revenue Management and Billing application.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Database Administrator's Guide</i>	Provides detailed information on how to install the database for the Oracle Revenue Management and Billing application.	2.3.0.2.0
<i>ORMB-Documaker Integration Guide for Banking</i>	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.	2.3.0.1.0

Document	Description	Published in ORMB Version
<i>ORMB-Documaker Integration Guide for Insurance</i>	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.	2.3.0.1.0
<i>ORMB - Transaction Feed Management - Batch Execution Guide</i>	Describes the sequence in which the batches must be executed while performing various tasks in the Transaction Feed Management module.	2.3.0.2.0
<i>ORMB Billing - Batch Execution Guide</i>	Describes the batches that you can use for generating bills in Oracle Revenue Management and Billing.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Server Administration Guide</i>	Describes the Oracle Revenue Management and Billing architecture. It also explains how to configure, deploy, and monitor web and business application servers.	2.3.0.1.0
<i>Oracle Revenue Management and Billing Batch Server Administration Guide</i>	Provides detailed information on how to configure and work with the batch component in Oracle Revenue Management and Billing.	2.3.0.1.0
<i>Oracle Revenue Management and Billing Security Guide</i>	Describes how to configure security for the Oracle Revenue Management and Billing application using the default security features.	2.3.0.1.0
<i>Oracle Revenue Management and Billing Upgrade Guide</i>	Explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Upgrade Path Guide</i>	Explains the path and pre-requisites for upgrading Oracle Revenue Management and Billing from one version to another.	2.3.0.2.0
<i>Oracle Revenue Management and Billing Self Service Guide</i>	Explains the sample pages available in the Self Service application and how to customize these pages as per the customer's requirements.	2.3.0.1.0
<i>Oracle Revenue Management and Billing Self Service Installation and Configuration Guide</i>	Explains how to install and configure the Self Service application.	2.3.0.1.0

<b>Document</b>	<b>Description</b>	<b>Published in ORMB Version</b>
<i>Oracle Revenue Management and Billing Reports Installation Guide</i>	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.	2.3.0.2.0
<i>Oracle Revenue Management and Billing ODI Artifacts Installation Guide for TFM</i>	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.	2.3.0.1.0

# Contents

<b>Prerequisites .....</b>	<b>1</b>
<b>New Features.....</b>	<b>2</b>
Data Extract for PeopleSoft Billing.....	2
<b>Enhancements .....</b>	<b>3</b>
Billing.....	3
Transaction Feed Management .....	5
On Demand Billing .....	5
Pricing.....	6
Currency Conversion .....	6
Payments.....	8
<b>User Interface (UI) Level Changes .....</b>	<b>10</b>
<b>Supported Platforms.....</b>	<b>11</b>
<b>Technical Recommendations.....</b>	<b>12</b>
<b>Supported Upgrades .....</b>	<b>13</b>
<b>Discontinued Features .....</b>	<b>14</b>
<b>Product Documentation .....</b>	<b>15</b>
<b>Media Pack Download .....</b>	<b>16</b>
<b>Patch Download.....</b>	<b>17</b>
<b>Bug Fixes .....</b>	<b>18</b>
<b>Known Issues .....</b>	<b>19</b>
Banking.....	19
Insurance.....	31
Documentation .....	33
<b>Technical Support .....</b>	<b>35</b>



## Prerequisites

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If a customer is already using the Transaction Feed Management feature and wants to upgrade to Oracle Revenue Management and Billing Version 2.3.0.2.0, then the customer needs to ensure the following (before upgrading):

- All bills generated in the system are in the **Complete** status. In other words, there should not be any bills in the **Pending** status. If there are any bills in the **Pending** status or if any billable charge (generated through TFM) is not yet billed, disaggregation and cancellation of transactions which are uploaded using 2.3.0.0.0 or 2.3.0.1.0 will not happen successfully.
- Transactions which are uploaded using 2.3.0.0.0 or 2.3.0.1.0 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

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

- Data Extract for PeopleSoft Billing

## Data Extract for PeopleSoft Billing

You can now maintain billing and accounting information in Oracle Revenue Management and Billing (ORMB) and create bills in PeopleSoft. The data is extracted from ORMB in the form of XML or flat file and stored at the shared location. You can then generate a bill for the customer in PeopleSoft using the extracted data. The extract mechanism handles the following scenarios:

- Regular Bill Generation
- Bill Segment Generation with Multi Calc Lines
- Regular Bill Generation with Adjustments and/or Corrections
- Bill Segment Cancellation
- Bill Cancellation
- Bill Segment Rebill

A new algorithm type named **C1\_PSBLEX** is created in this release. It has multiple parameters, but only the following two parameters are used to implement this feature:

- **Business Unit Characteristic Type** – Used to identify the business unit in PeopleSoft.
- **Peoplesoft Customer ID Identifier Type** – Used to identify the customer in PeopleSoft.

# Enhancements

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This section lists the enhancements made to the following features:

- Billing
- Transaction Feed Management
- On Demand Billing
- Pricing
- Currency Conversion
- Payments

## Billing

The following changes are made to the billing feature:

- The following new batches are created to support the billing process:
  - **Pending Bill Segments Deletion (C1-BSEGD)** – It is used to delete bill segments which are in the **Freezable** or **Error** status.
  - **Pending Bill Deletion (C1-PNBD)** – It is used to delete pending bills which have no bill segments. This batch deletes those pending bills which are generated through the billing batches (i.e. **BILLING** or **C1-PNDBL**). It does not delete pending bills which are generated through the user interface. Also, it deletes regular pending bills and not adhoc pending bills.
- If the pending bills have no bill segments, you can directly execute the **Pending Bill Deletion (C1-PNBD)** batch. But, if the pending bills have bill segments, you must first execute the **Pending Bill Segments Deletion (C1-BSEGD)** batch and then execute the **Pending Bill Deletion (C1-PNBD)** batch. While executing these batches in the specified order, ensure that you specify the same parameters in both the batches.
- Earlier, the **Bill Completion (C1-BLPPR)** batch was used to first generate post processing bill segments and then initiate the bill completion process. Now, it is used to first generate recurring and post processing bill segments and then initiate the bill completion process.
- The **C1-BILLSEG** algorithm type is enhanced to support multi parameter based pricing and recurring billable charges for regular and Invoice Group Account (IGA) billing. Earlier, the **C1-BILLSEG** algorithm type was used for billing in the Insurance module. Now, you can also use this algorithm type in both Banking and Insurance modules.
- To improve the performance of the **Bill Completion (C1-BLPPR)** batch, you can cache the post processing product pricing information. If you set the **Materialized View Used** option type of

the **C1\_FM** feature configuration to **true**, the system will cache the regular and post processing product pricing information in the following tables:

- CI\_PRC\_AGRD
- CI\_PRC\_PL
- CI\_PRC\_INH\_PL

If there are any pricing changes, you will have to update this cache before executing the **Bill Completion (C1-BLPPR)** batch. You can update the regular and post processing product pricing information in the cache by executing the **Refresh Pricing (C1-TXNRP)** batch.

However, if you set the **Materialized View Used** option type of the **C1\_FM** feature configuration to **false**, the system will not cache the regular and post processing product pricing information.

- The following soft parameters are added in the **FTFREZFTGLEX** algorithm type:
  - **Payment Exchange Rate Date Type** – Used to indicate the date you want to consider while searching exchange rate during currency conversion. The valid values are:
    - A (Accounting Date)
    - R (Arrears Date)
    - F (FT Freeze Date)
    - C (FT Creation Date)

This exchange rate is used while freezing and cancelling a payment if the payment currency is different from the division's base currency.
  - **Bill Cancellation Exchange Rate Date Type** - Used to indicate the date you want to consider while searching exchange rate during currency conversion. The valid values are:
    - A (Accounting Date)
    - F (FT Freeze Date)
    - C (FT Creation Date)

This exchange rate is used while cancelling a bill if the account's invoice currency is different from the division's base currency.
- Earlier, while freezing bill segments, the system used either of the following dates for searching exchange rate depending on the value defined for the **Date for Exchange Rate** parameter in the **C1-MULTIB** algorithm:
  - A (Accounting Date)
  - R (Arrears Date)
  - F (FT Freeze Date)
  - C (FT Creation Date)

However, from this release onwards, you will not be able to use the **R (Arrears Date)** option.

## Transaction Feed Management

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

- A soft parameter named **Disaggregate Transactions From Date** is added in the **Disaggregation Request Creation (C1-DISTG)** batch.
- The following two option types are added in the **C1\_FM** feature configuration:
  - Max. No. of Product Parameters Group Cache Size
  - No. of Account Cache Size
- Before you proceed with the disaggregation process, you need to ensure that there are no pending bills for the accounts whose transactions need to be disaggregated. If there are pending bills for these accounts, you need to first execute the **Pending Bill Segments Deletion (C1-BSEGD)** batch and then execute the **Pending Bill Deletion (C1-PNBD)** batch. While executing these batches in the specified order, ensure that you specify the same parameters in both these batches. For more information about these batches, refer to *Oracle Revenue Management and Billing Batch Execution Guide*.
- You can now delete a disaggregation request which is in the **Pending** status from the **Disaggregation Request** screen.

## On Demand Billing

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

- The following three soft parameters are added in the **Adhoc Billing (C1-FABL)** batch:
  - **Division** - Used when you want to generate adhoc bills for accounts belonging to a particular division.
  - **Account ID** - Used when you want to generate adhoc bills for a particular account.
  - **Lead Days** - Used to specify the number of lead days that you want to consider while identifying the billable charges. If you specify the lead days, the system considers all adhoc billable charges whose bill after date is earlier than or equal to the cut-off date (i.e. batch business date + lead days).

## Pricing

The following changes are made to the pricing feature:

- The **Prefer Product Over Bundle (Valid values: Y, N)** parameter is added in the **C1\_PRASN** and **C1\_PRASN\_PP** algorithm types.
- Earlier, you were able to assign either product pricing or regular bundle pricing (to which the product belongs) at the same level to a price list, account or customer. However, now you can assign both product pricing and regular bundle pricing (to which the product belongs) at the same level to a price list, account or customer.
- The order in which the system searches effective pricing for the product and regular bundle at the same level depends on the value defined for the **Prefer Product Over Bundle (Valid values: Y, N)** parameter in the price assignment search algorithm. If the value of the **Prefer Product Over Bundle (Valid values: Y, N)** parameter is set to **Y**, the system first searches whether effective pricing is available for the product. If the effective pricing is not available for the product, then the system searches whether effective pricing is available for the regular bundle at the same level. However, if the value of the **Prefer Product Over Bundle (Valid values: Y, N)** parameter is set to **N**, the system first searches whether effective pricing is available for the regular bundle. If the effective pricing is not available for the regular bundle, then the system searches whether effective pricing is available for the product at the same level.
- A soft parameter named **Stacking Required (Y/N)** is added in the **C1\_RATEVALUE** algorithm type. You can either set the value of this parameter to **Y** or **N**. If the **Stacking Required (Y/N)** parameter is set to **Y**, the system will stack account's billable charges if the **Account – Exclude bundle** characteristic is set to **N** for the account. However, if the **Stacking Required (Y/N)** parameter is set to **N**, the system will not stack account's billable charges even if the **Account – Exclude bundle** characteristic is set to **N** for the account.

For threshold tiered pricing, you need to define whether stacking is required in the **C1\_RATEVALUE** algorithm. And, for step tiered pricing, you need to define whether stacking is required in the **C1\_RATE\_STEP** algorithm. This will allow you to create two rate schedules – one with stacking feature and another without stacking feature.

## Currency Conversion

The following changes are made to the currency conversion feature:

- The following soft parameters are added in the **C1\_CURALG** algorithm type:
  - **Search Order** – Used to indicate the order in which you want to search for an exchange rate during currency conversion. The valid values are:
    - direct rate first
    - division first

If you do not specify the value for this parameter, by default, the system uses the **Division First** search order.

- **Division Reverse Rate** – Used to indicate whether you want the system to search for division-specific reverse exchange rate (i.e. To CCY to From CCY). The valid values are:
  - yes
  - no

If you do not specify the value for this parameter, by default, the system does not use the division-specific reverse exchange rate.

- **Global Reverse Rate** - Used to indicate whether you want the system to search for global reverse exchange rate (i.e. To CCY to From CCY). The valid values are:
  - yes
  - no

If you do not specify the value for this parameter, by default, the system does not use the global reverse exchange rate.

- If you use the **Direct Rate First** search order, the system searches for an exchange rate in the specified order:
  1. Division-specific direct exchange rate
  2. Global direct exchange rate
  3. Division-specific direct reverse exchange rate (if the **Division Reverse Rate** parameter is set to **Yes**)
  4. Global direct reverse exchange rate (if the **Global Reverse Rate** parameter is set to **Yes**)
  5. Division-specific exchange rate through base currency
  6. Division-specific reverse exchange rate through base currency (if the **Division Reverse Rate** parameter is set to **Yes**)
  7. Global exchange rate through base currency
  8. Global reverse exchange rate through base currency (if the **Global Reverse Rate** parameter is set to **Yes**)
- If you use the **Division First** search order, the system searches for an exchange rate in the specified order:
  1. Division-specific direct exchange rate
  2. Division-specific direct reverse exchange rate (if the **Division Reverse Rate** parameter is set to **Yes**)
  3. Division-specific exchange rate through base currency
  4. Division-specific reverse exchange rate through base currency (if the **Division Reverse Rate** parameter is set to **Yes**)

5. Global direct exchange rate
6. Global direct reverse exchange rate (if the **Global Reverse Rate** parameter is set to **Yes**)
7. Global exchange rate through base currency
8. Global reverse exchange rate through base currency (if the **Global Reverse Rate** parameter is set to **Yes**)

## Payments

The following changes are made to the payments feature:

- You can define characteristics for payments which are in the staging table. The **Payment Characteristics** tab in the **Payment Upload Staging** screen contains the following fields:

Field Name	Field Description	Mandatory (Yes or No)
Effective Date	Used to specify the date from when the characteristic is effective for the payment.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the payment.
Characteristic Type	Used to indicate the characteristic type.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the payment.
Sequence	Used to indicate the order in which the characteristics of same type must be displayed in the screen.	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the payment.
Characteristic Value	Used to specify the value for the characteristic type. <b>Note:</b> On specifying the value for a predefined characteristic type, the description of the characteristic value appears corresponding to the <b>Characteristic Value</b> field. If you select a predefined characteristic type, the <b>Search</b> icon appears corresponding to	Yes (Conditional) <b>Note:</b> This field is required when you are defining a characteristic for the payment.

Field Name	Field Description	Mandatory (Yes or No)
	the <b>Characteristic Value</b> field. On clicking the <b>Search</b> icon, you can search for a predefined characteristic value.	

## User Interface (UI) Level Changes

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

Screen	Changes
Payment Upload Staging	The following changes are made to this screen: <ul style="list-style-type: none"><li data-bbox="695 554 1430 663">• The <b>Payment Characteristics</b> tab is added in this screen. It allows you to define characteristics for payments which are in the staging table.</li></ul>
Policy Invoice Frequency	The following changes are made to this screen: <ul style="list-style-type: none"><li data-bbox="695 756 1430 865">• The screen navigation path is changed. You can now access this screen using <b>Admin Menu → I → Invoice Frequency</b>.</li></ul>
Disaggregation Request	The following changes are made to this screen: <ul style="list-style-type: none"><li data-bbox="695 955 1430 980">• The <b>Delete</b> column is added in the <b>Search Results</b> section.</li></ul>

## Supported Platforms

The following table lists the operating system and application server combinations on which Oracle Revenue Management and Billing Version 2.3.0.2.0 is supported:

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database Server
Windows 7 (IE 8.x, 9.x or 10.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 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
	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
	Windows Server 2008 R2 (64-bit)	x86_64	WebLogic 10.3.6.0.8 (64-bit)	Oracle 11.2.0.4

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

## Technical Recommendations

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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

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At present, we support the following upgrades:

- Upgrade from Oracle Revenue Management and Billing Version 2.3.0.0.0 to 2.3.0.2.0
- Upgrade from Oracle Revenue Management and Billing Version 2.3.0.1.0 to 2.3.0.2.0
- Upgrade from Oracle Revenue Management and Billing Version 2.2.3.1.0 to 2.3.0.2.0

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

- *Oracle Revenue Management and Billing Version 2.3.0.2.0 Upgrade Guide*
- *Oracle Revenue Management and Billing Version 2.3.0.2.0 Upgrade Path Guide*

For upgrading from any other version of Oracle Revenue Management and Billing other than 2.3.0.0.0, 2.3.0.1.0 or 2.2.3.1.0, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.

## Discontinued Features

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The following features are no longer supported in Oracle Revenue Management and Billing Version 2.3.0.2.0:

- **Off Cycle Billing** - Instead, the On Demand Billing feature has been introduced to facilitate adhoc and regular billing. However, this feature is developed mainly for the Banking module and cannot be used seamlessly for the Insurance module. If you want to continue using the Off Cycle Billing feature for the Insurance module, you need to do the following:
  1. Create adhoc billable charges using the **Billable Charge** screen. While creating adhoc billable charges, ensure that the **Adhoc Bill** flag is set to **Y**. You may or may not specify the bill after date while creating an adhoc billable charge. The Bill After Date indicates the date after which the adhoc bill must be generated. If you do not specify the bill after date, it is set to the current date.
  2. Execute the **Adhoc Billing (C1-FABL)** batch to generate adhoc bills. The system considers only billable charges with the **Adhoc Bill** flag set to **Y** during adhoc billing. Note that the adhoc billable charges of all divisions are considered during adhoc billing. For more information about this batch, refer to *Oracle Revenue Management and Billing Batch Execution Guide*.
- **Conversion Toolkit** – This database conversion tool is deprecated from this release onwards.

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

- TOU (Variance Parameter) Based Pricing
- UOM Based Billable Charges

Therefore, henceforth, we strongly recommend you to use the multi parameter based pricing feature instead of the TOU based pricing feature.

## Product Documentation

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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 2.3.X.X.X Documentation Library) using the following URL:

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

# Media Pack Download

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Oracle Financial Services Revenue Management and Billing Version 2.3.0.1.0 and Oracle Insurance Revenue Management and Billing Version 2.3.0.1.0 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 2.3.0.1.0 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 2.3.0.1.0 or Oracle Insurance Revenue Management and Billing Version 2.3.0.1.0 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

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Oracle Financial Services Revenue Management and Billing Version 2.3.0.2.0 and Oracle Insurance Revenue Management and Billing Version 2.3.0.2.0 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 2.3.0.2.0 Quick Installation Guide*.

To download a 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
19244282	18017162	POST PROCESSING BILL SEG NOT GENERATED FOR PARENT CUSTOMER INHERITED PL PRICING
19458645	-	TRANSACTION DETAILS SCREEN- AGGREGATE TRANSACTION COLUMN DISPLAYS OPPOSITE VALUE
19472216	-	COLUMN LENGTH OF THE EXISTING TABLE COLUMNS IS UPDATED IN DATABASE BUT NOT IN UI
19908876	19889090	UNABLE TO ATTACH JAVA ALGORITHM ON THE ONLINE STATEMENT IMAGE ALGORITHM SPOT
19724416	-	CONVERSION TOOLKIT HAS NO BATCH PROGRAMS FOR PRODUCTS AND PRICELISTS
19577130	19543116	UNIQUE CONSTRAINT VIOLATION DURING MATCH EVENT ID GENERATION
19576951	19165666	PERFORMANCE ISSUE WHILE CANCELLING ACCRUAL ADJUSTMENTS USING MULTIPLE THREADS
18052041	-	ERROR OCCURS WHILE STOPPING A CONTRACT WITH AN END DATE
19486319	18111377	ADD ADDITIONAL PARAMETERS IN C1_CURALG TO ENHANCE CURRENCY CONVERSION MECHANISM
18635522	18124084	INCREASE PRODUCT FIELD LENGTH FROM 10 TO 30 CHARACTERS
19567018	-	SQL ERROR WHILE CREATING PAY EVENT WHEN ADJUST CURRENCY DIFFERENT THAN INVOICE

## Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.3.0.2.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

- Banking
- Insurance
- Documentation

### Banking

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

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

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

Issue	<b>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</b>
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 <b>Manage Products, Manage Price Lists, Add Product Pricing, Override Product Pricing</b> , and the <b>Edit Assigned Pricing</b> screens.
Workaround	None

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

Issue	<b>LOCALIZATION ISSUE WHEN MAKER AND CHECKER CHOOSE DIFFERENT LANGUAGES</b>
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	<b>PRE-VALIDATION ERROR MSG FOR INVOICING GROUP EVEN IF PRE-VALIDATION IS OFF</b>
Description	If you set the <b>Pre-validation</b> flag for both the groups (that is, <b>C1IGADD</b> and <b>C1IGUPD</b> ) to <b>N</b> , the validation will still be triggered before the approval workflow request is created.
Workaround	None

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

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

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

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

Issue	<b>GETTING SERVER ERROR WHILE DELETING A DIVISION (ASSOCIATED WITH A PRODUCT)</b>
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	<b>MESSAGE DOES NOT APPEAR ON CLICKING BUTTONS IN LIST OF PRICE ASSIGNMENTS ZONE</b>
Description	On approving, rejecting, or canceling one or more price assignment requests (at once) from the <b>List of Price Assignments</b> zone, the appropriate message does not appear when you click the <b>Accept Changes</b> , <b>Return to Submitter</b> , or the <b>Revert to Original</b> button.
Workaround	None

Issue	<b>VIEW RULE TYPE SCREEN - PERFORMANCE ISSUE</b>
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 <b>View Rule Type</b> screen.
Workaround	None

Issue	<b>REFERENCE TYPE PARAMTER NOT SAVING IF SAME TABLE USED MULTIPLE TIMES IN LOOKUP</b>
Description	If one table is used multiple times with different java value in the <b>PPRF_OPT_TYP_FLG</b> lookup field, you will not be able to create a parameter with value type set to <b>Reference</b> .
Workaround	None

Issue	<b>C1-TXCNC BATCH GETS EXECUTED SUCCESSFULLY EVEN IF C1-TXNCU BATCH FAILS</b>
Description	<p>When you execute the C1-TXNCU batch with either of the following parameters during the cancellation process, an error occurs:</p> <ul style="list-style-type: none"> <li>• Transaction Source</li> <li>• Division</li> </ul> <p>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.</p>
Workaround	None

Issue	<b>ERROR WHEN NUMBER OF RECORDS FOR PAGINATION IN ODB SCREENS SET TO 50 OR ABOVE</b>
Description	A warning message appears when you set the <b>Number of Records Per Page</b> field to 50 or above in the <b>Usage Data</b> or <b>View Bill Data</b> screen.
Workaround	<p>You can avoid this warning message by editing the registry. Using a Registry Editor, such as Regedt32.exe, open the following key:</p> <ol style="list-style-type: none"> <li>1. HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Styles</li> </ol> <p>If the <b>Styles</b> key is not present, create a new key named <b>Styles</b>. Then, create a new DWORD value named <b>MaxScriptStatements</b> under this key, and set its value to <b>0xFFFFFFFF</b> to avoid the warning message.</p>

Issue	<b>INCORRECT RESULTS IF BUNDLE USED INSTEAD OF PRODUCT IN RATIO OR PHANTOM BUNDLE</b>
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	<b>ABLE TO DELETE PRODUCT PRICING WHICH IS INDIRECTLY ASSIGNED THROUGH PL HIERARCHY</b>
Description	At present, the system does not allow you to delete a product pricing available on a price list which is directly assigned to a customer or an account. But, the same validation does not exist when the product pricing is indirectly assigned to a customer or an account through price list hierarchy, global or default price list.
Workaround	None

Issue	<b>ORIGINAL PRICING AMT VALUE IS INCORRECT WHEN CALC LINE CHAR AMT IS ROUNDED OFF</b>
Description	<p>In the <b>Bill Segment Calc Line Characteristics</b> screen, the value displayed corresponding to the <b>Original Pricing Amount</b> characteristic type is incorrect when the calc line char amount is rounded off during currency conversion.</p> <p>The original pricing amount is calculated using the formula - Aggregated Service Quantity * Rate Component Value (for example, <math>100 * 1.65 = 165</math>). If the account's invoice currency and pricing currency are different, the currency conversion takes place. On currency conversion, the amount corresponding to the calc line char (in the <b>Bill Segment</b> screen) is derived using the exchange rate. For example, if the exchange rate is 0.020720, the calc line char amount will be rounded off to 3.42 (<math>165 * 0.020720 = 3.4188</math>). Again, this rounded off calc line char value is used to calculate the original pricing amount. Therefore, the value displayed corresponding to the <b>Original Pricing Amount</b> characteristic type is 165.06 (<math>3.42 / 0.020720 = 165.0579</math>) instead of 165.</p>
Workaround	None

Issue	<b>TIERED PRICING - 0 VALUE IN THE TO FIELD IS CONVERTED TO 9999999999999999.99</b>
Description	While defining a tiering range, if you specify zero (0) in the <b>To</b> field, the value is automatically getting converted to 9999999999999999.99.
Workaround	None

Issue	<b>ERRONEOUS RESULTS WHEN BILLABLE CHARGES ARE VOLUMINOUS &amp; SESSION TIMEOUT IS LOW</b>
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 <b>Bill</b> screen.

Issue	<b>CREDIT TRANSFER ALGORITHM DISTRIBUTES AMOUNT INCORRECTLY ACROSS CONTRACTS</b>
Description	If the credit transfer algorithm is attached to any contract and there is a credit balance on the contract, the credit amount is not correctly distributed across other contracts on the account.
Workaround	None

Issue	<b>INAPPROPRIATE SEARCH RESULTS IF SEARCH CRITERIA CONTAINS SPECIAL CHARACTERS</b>
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	<b>CONDITIONAL APPROVAL WORKFLOW CANNOT BE USED WHILE COPYING A PRICE LIST</b>
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	<b>UNABLE TO DO PRODUCT PRICING IF PRICING ENDS BEFORE PRODUCT PARAMETER START DATE</b>
Description	If the parameters are effective for a product from a particular date onwards (for example, 01-01-2009) and you define a pricing for the product that is effective from 01-01-2008 to 31-12-2008, the system does not allow you to define the product pricing without specifying the parameters. In such case, the system should allow you to define product pricing without specifying any parameters. The validation is not working correctly.
Workaround	None

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

Issue	<b>BILLS GENERATED FOR THE MEMBER ACCOUNT AND NOT FOR THE MASTER ACCOUNT</b>
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	<b>TRANSACTIONS WITH SAME TRANSACTION ID CAN BE PROCESSED ON TWO DIFFERENT DATES</b>
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	<b>SEARCH RESULT DISPLAYS TRANSACTION LEGS ON SEARCHING INPD &amp; COMP TRANSACTIONS</b>
Description	In the <b>Transaction Details</b> screen, when you search for the <b>INPD</b> transactions, the <b>Search Results</b> section should display transactions which are in the <b>INPD</b> status. However, at present, all legs of the <b>INPD</b> transactions are displayed in the <b>Search Results</b> section.  Similarly, when you search for the <b>COMP</b> transactions, the <b>Search Results</b> section should display transactions which are in the <b>COMP</b> status. However, at present, all legs of the <b>COMP</b> transactions are displayed in the <b>Search Results</b> section.
Workaround	None

Issue	<b>UNABLE TO APPLY PAYMENT ON A BILL IF THE ACCOUNT HAS LARGE NUMBER OF CONTRACTS</b>
Description	There might be situations when you have large number of contracts (for example, 10000) associated with an account. In such case, an error occurs when you apply payment for a bill from the <b>Payment Event</b> screen.
Workaround	In such scenarios, we recommend you to apply payment for a bill through the <b>PUPL</b> batch.

Issue	<b>MULTIPLE POST PROCESSING BILL SEGMENTS CREATED ON A BILL HAVE SAME CONTRACT ID</b>
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	<b>INCORRECT RESULTS IF DISAGGREGATION BATCHES NOT EXECUTED IN SEQUENCE</b>
Description	<p>During the transaction disaggregation process, you must execute the following batches in the specified order:</p> <ol style="list-style-type: none"> <li>1. Identify Affected Transactions (C1-IAENT)</li> <li>2. Process Non Aggregated Transactions (C1-PDTXN)</li> <li>3. Clean Up (C1-TXNCU)</li> <li>4. Update Disaggregation Request Status (C1-DARSU)</li> </ol> <p>Otherwise, erroneous results might occur.</p>
Workaround	None

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

Issue	<b>AGGREGATION DOESN'T WORK IF DISAGG, ROLLBACK, &amp; CANCELLATION EXECUTED IN BETWEEN</b>
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	<b>POST PROCESSING SEGMENT NOT GENERATED IF THE PP MAX VALUE IS SET TO ZERO (0)</b>
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	<b>TWO CONCURRENT RUNS WHICH DERIVE SAME DIVISION FOR TRANSACTIONS DOES NOT WORK</b>
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	<b>ERROR OCCURS WHEN YOU DISPLAY BILL FOR A PRODUCT THAT BELONGS TWO RELATIONSHIPS</b>
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	<b>C1-IAENT BATCH IN ERROR IF THERE ARE UNBILLED BILLABLE CHARGES</b>
Description	If there are any billable charges in the <b>Billable</b> status for accounts whose transactions are performed before the Disaggregate Transactions From Date, an error occurs while executing the <b>Identify Affected Transactions (C1-IAENT)</b> batch.
Workaround	None

Issue	<b>RECURRING CHARGES NOT SUPPORTED FOR IGA THROUGH CHARGE BASED BILLING BATCHES</b>
Description	The recurring billable charges are not supported for Invoice Group Account (IGA) billing by the new billing batches (i.e. Pending Bill Generation (C1-PNDBL, Bill Segment Generation (C1-BLGEN), and Bill Completion (C1-BLPPR)).
Workaround	None

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

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

## Insurance

Issue	<b>PERFORMANCE ISSUE WHILE CREATING DEFERRED REVENUE RECOGNITION SCHEDULE</b>
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	<b>VALIDATION FOR FIDUCIARY CONTRACT MISSING DURING RECONCILIATION</b>
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	<b>TWO BILL SEGMENTS GENERATED WHEN REASON CODE EFFECTIVE DATE IS SAME AS BILL SEGMENT START DATE</b>
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
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Issue	<b>UNABLE TO DISTRIBUTE THE REMAINING PAYMENT MANUALLY</b>
Description	If you have distributed partial payment automatically through the <b>Payment by Transaction</b> screen, the system does not allow you to distribute the remaining payment manually.
Workaround	None

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

Issue	<b>CHARACTERISTIC TYPES ARE NOT FILTERED BASED ON THE REASON CODE</b>
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 <b>Reason Code</b> .
Workaround	None

Issue	<b>RECONCILIATION DOESN'T WORK PROPERLY FOR PASS THROUGH BILLABLE CHARGES</b>
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 <b>WD-Match</b> . However, at present, in case of pass through billable charges, the system changes the status of the reconciliation object line to <b>Manual</b> instead of <b>WD-Match</b> .

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

## Documentation

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

Issue	<b>"ERROR 404--NOT FOUND" - ONLINE HELP IS NOT WORKING</b>
Description	At present, the <b>"ERROR 404--NOT FOUND"</b> error occurs when you access online help for the following screens: <ul style="list-style-type: none"> <li>• FK Validation Summary</li> <li>• Representative</li> <li>• Unit of Measure</li> <li>• Validation Error Summary</li> </ul>
Workaround	None

Issue	<b>ONLINE HELP NOT AVAILABLE FOR SOME SCREENS OR TABS</b>
Description	<p>At present, the online help is not available for the following screens:</p> <ul style="list-style-type: none"> <li>• Bucket Configuration Query</li> <li>• Loan</li> <li>• Migration Data Set Export</li> <li>• Migration Data Set Import</li> <li>• Migration Plan</li> <li>• Migration Request</li> <li>• Disaggregation Request</li> </ul> <p>In addition, the online help is not available for the following tabs:</p> <ul style="list-style-type: none"> <li>• Workflow Process Template – Main Tab</li> <li>• Billable Charge Upload Staging – Characteristics Tab</li> <li>• Batch Control – Algorithms Tab</li> <li>• Rate Schedule – SQ Rule Tab</li> <li>• Payment Upload Staging – Payment Characteristics Tab</li> </ul>
Workaround	None

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

## Technical Support

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