

Oracle Public Sector Revenue Management Self Service

Release Notes

Release 2.4.0 Service Pack 2

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Chapter 1

Preface

This *Oracle Public Sector Revenue Management Self Service Release Notes* document provides an overview of the content and known issues in Oracle Public Sector Revenue Management Self Service (PSRMSS) Release 2.4.0.2.0

Documentation and Related Resources

The documentation that accompanies this product is subject to revision and updating.

This document, the *PSRMSS Installation Guide*, *PSRMSS Quick Install Guide*, *PSRMSS Implementation Guide*, *PSRMSS-PSRM Integration Guide*, as well as any updates to these or supplementary documents and support materials, are available in library form in the [Public Sector Revenue Management](http://www.oracle.com/technetwork/documentation/taxmgmt-154608.html) section (<http://www.oracle.com/technetwork/documentation/taxmgmt-154608.html>) of the **Oracle Technology Network** website.

Oracle Support

Oracle customers also have access to electronic support through [My Oracle Support](#). Sign-in is required.

Chapter 2

Release Notes

About This Release

Oracle Public Sector Revenue Management Self Service (PSRMSS) is a pre-built solution which provides public sector authorities who manage revenue with a single citizen portal that can integrate across multiple tax types and tax processing systems. It enables public sector authorities to quickly provide more taxpayer services online, such as the ability to make payments, contact the tax agency with questions and requests or receive self-guided automated assistance with policies and tax law. The solution also integrates with leading credit card payment processors for tax payments (e.g, Official Payments Corporation) to ease the electronic payment process.

PSRMSS Release 2.4.0 Service Pack 2 includes all functionality offered in the previous 1.1.0.1.0 release, along with bug fixes and the following functional changes:

Track Your Transaction:

- The information returned by the web service when inquiring about the status of a request has been expanded and includes more information about the request and whether or not additional documents were attached to it. This additional information is viewable through **Service Request History** only.

Service Request History:

- This release includes the ability to view a list of all service requests submitted in the past. The user can view the original request's details, the information about its progress, and a list of documents related to the request. The option to print a copy of this information is also available.
- The user can upload a supporting document for the selected request.
- The user can escalate service requests that are not completed within a configurable number of days. An escalation request references the confirmation ID of the original request.
- A new portal page is available for searching and viewing service requests.
- PSRM will create a special **To Do**-related task for the escalated service request so that follow-up on the original request can take place.

Pre-Populate Form Data:

- This release includes the ability to pre-populate a form with data from the back-end system.
- This option is configurable and can be done manually or automatically when the form initially loads.
- The pre-populated data comes from the back-end system via a web service call.

View Form Image:

- This release includes the ability to view forms that were previously submitted by the taxpayer.
- This option is available as an action from the filing history if one of the following conditions is satisfied:
 - The form is enabled for online filing in PSRMSS.
 - The form image is stored in the system and the image URL is available.
 - The revenue management system supports creation of a printable form image on demand and it can be retrieved via a web service call.
- The result of the action is a printable file (for example, in PDF format) that is displayed in the new web browser tab or window and can be saved locally by the user.

Language Support Enhancements:

- Localization support has been enhanced and the product now stores and supports country-specific locale codes following the ISO standards.

NOTE: It is important to note that each locale is treated by the portal application as a different language. For example, "en_US" (English-US) is different than "en_UK" (English-UK) the same way "en" (English) is different than "es" (Spanish).

- The available languages are now displayed (on the top right corner of the portal) by the language description instead of a locale code.
- Support for localized date, date/time, and time display has been enhanced. The portal application will format these according to the currently selected locale.

NOTE: The system options for the default date, date & time, and time formats became obsolete and have been removed.

- The support for currency amounts in different locales has been enhanced as well. The system now displays the currency amount with decimal and thousand separators and decimal points according to the currently selected locale. In addition, the system removes special display characters from the amount fields when the data is sent out with a web service request.

Miscellaneous Enhancements:

- The ability to navigate directly to a specific form has been enhanced. It is now possible to supply additional parameters for the form processing and populate it on the custom info section of the **Process Form** web service request.

The new parameters can be added to the direct navigation URL using a special syntax.

For example, this additional information can be used by the integration to route the request, or by the back-end system to initialize the form data.

- In this release it is possible to upload supporting documents to a Service Requests using the confirmation ID.
- The Email Address field has been increased to accommodate up to 254 characters.

Support and Certification Notices

Refer to the *Oracle Public Sector Revenue Management Self Service Quick Install Guide* for information about required products and certification information.

Known Issues: Self-Service Application

This section describes known issues in Oracle Public Sector Revenue Management Self Service Release 2.4.0.2.0. Patches for these issues will be released at a later date.

Web Browser Support

- **Internet Explorer Compatibility Mode.** When using Microsoft Internet Explorer, the browser settings must be changed to view the list of available Tax Assistant modules. To make the change: In Internet Explorer, choose **Tools > Compatibility View Settings**, uncheck the checkboxes in the Compatibility View dialog, then click **OK**.

Form Submission and Documents Upload

- **Differences in display of large number and currency fields between the portal application and PSRM.** When representing a very large number or currency amount (15 digit numbers) in a form in PSRM and the same form that was imported to the portal application, the number or currency is interpreted differently, precision wise. *[Bug Number 18302127]*

Form Definition and Layout Designer

- **Form layout tree is refreshed automatically after save.** When adding elements to the form or changing the display sequence of existing elements, the layout tree is not automatically refreshed after save. Users have to collapse the tree and expand it again in order to see the elements according to their new display sequence. *[Bug Number 18471857]*
- **Delete section action forces form layout save and form layout designer closure.** When deleting a section in the form layout designer the form layout is saved and users are taken back to the form definition page. *[Bug Number 18764722]*
- **Form lines remain selected when returning from preview mode.** When returning from a preview mode in the form layout designer the line visual selection indication (row highlighted in the layout tree) is not cleared. This may cause a row in the form layout tree to appear as if selected by the user when in fact no row is actually selected. *[Bug Number 18727981]*

Known Issues: PSRMSS-PSRM Integration

The following are known issues in PSRMSS-PSRM Integration, which is included in Oracle Public Sector Revenue Management Release 2.4.0, Service Pack 2. Patches for these issues will be released at a later date.

NOTE: These issues are relevant only if Oracle Public Sector Revenue Management is used as the revenue management system connected to the PSRMSS application.

- *[Bug Number]*