

Oracle® Revenue Management and Billing

Version 2.5.0.3.0

Release Notes

Revision 1.2

E75928-01

August, 2016

Oracle Revenue Management and Billing Version 2.5.0.3.0 Release Notes

E75928-01

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About this Document

This document describes the new features, enhancements, UI and database level changes, supported platforms, framework upgrade, supported upgrades, and technology upgrade made in this release. It also highlights the discontinued features, 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
<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.
<i>Oracle Revenue Management and Billing Installation Guide</i>	Lists the application server pre-requisites, supported platforms, and software and hardware requirements for installing the Oracle Revenue Management and Billing application. It explains how to install the Oracle Revenue Management and Billing application.
<i>Oracle Revenue Management and Billing Quick Installation Guide</i>	Provides high-level information on how to install the Oracle Revenue Management and Billing (ORMB) application and selected additional software.
<i>Oracle Revenue Management and Billing Database Administrator's Guide</i>	Provides information about the Oracle Database Server and Client required for installing the Oracle Revenue Management and Billing database. It explains how to install database with and without demo data. It provides database configuration guidelines including recommended settings for the Oracle Exadata Database machine.
<i>Oracle Revenue Management and Billing Server Administration Guide</i>	Explains the Oracle Revenue Management and Billing (ORMB) architecture and technical know-how required for configuring and using the ORMB application. It explains how to configure and deploy web and business application servers. In addition, it explains how to monitor client machines, web and/or business application servers, and database connections.
<i>Oracle Revenue Management and Billing Security Guide</i>	Lists the security features available in the Oracle Revenue Management and Billing application. It explains how to configure security for the Oracle Revenue Management and Billing application using the default security features.
<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.

Document	Description
<i>Oracle Revenue Management and Billing Batch Guide</i>	Lists and describes various ORMB batches.
<i>Oracle Revenue Management and Billing Upgrade Guide</i>	Explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.
<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.
<i>Oracle Revenue Management and Billing ODI Integration 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.

Change Log

Revision	Last Update	Updated Section	Comments
2.1	21-Sep-2016	Pricing Services	Added Information
		Eligible Price Lists	Added Information
		Known Issues	Updated Information
1.1	18-Jan-2017	Revision 1.1	Corrected Information
1.2	19-Apr-2019	Funding	Updated Information

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Prerequisites

If a customer is already using the Transaction Feed Management feature and wants to upgrade to Oracle Revenue Management and Billing Version 2.5.0.3.0, 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 2.5.0.2.0 will not happen successfully.
- Transactions which are uploaded using 2.5.0.2.0 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 price item parameter code or value. Otherwise, erroneous results might occur.

New Features

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

- Persisting Fees for Fees Type Price Items
- Pricing Services
- Pricing Simulation
- Eligible Price Lists
- Account Receivable Central
- Funding

Persisting Fees for Fees Type Price Items

While defining a price item, you can indicate whether the price item is available for pricing and billing or only for pricing. If the price item is available only for pricing, you can indicate the type of the price item. The valid values for the price item type are:

- Fees

The input element Pricing Frequency, Advance Pricing should be populated only if Price Item is Available for Pricing Only, Price Item Type is Fees and Price Assignment Type is Post-Processing.

If the type of a price item is Fees, the system calculates and persist the fees for the price item.

Pricing Services

The following pricing services are shipped in Oracle Revenue Management and Billing Version 2.5.0.3.0:

- C1-GetAccountFees
- C1-AccountFees
- C1-GetEligiblePriceLists

C1-GetAccountFees

This business service is used for price items which are available for 'Only Pricing' and whose price item type is 'FEES'. It is used to fetch persisted fees details for price item assigned, on a given date.

- If service is invoked with Type as 'Summary' only the applicable price components and the eligibility criteria corresponding to the price component will be returned.
- If service is invoked with Type as 'Detail' all the price components and the eligibility criteria and the eligibility status of each criterion will be returned.

C1-AccountFees

This business service is used for price items which are available for 'Only Pricing' and whose price item type is 'FEES'. It is used to persist, price item type fees on a given date.

- If the service is explicitly called using SOAP or any other, it will persist the latest data regardless of whether data has already been persisted for same period or not.
- If called explicitly on a date for which no schedule exists, it will persist data with the effective dates as the start and end date.

C1-GetEligiblePriceLists

This business service will return all the eligible price lists based on the attributes provided as an input. This is discussed more in details in "**Eligible Price List**" section below.

Pricing Simulation

Oracle Revenue Management and Billing enables you to simulate the effective price item pricing for an account on a given date based on various parameters. If the **Show Default and Global Pricing** field is set to **Yes**, effective pricing inherited from the following is listed in the search results:

- Product-specific default price list defined for the division, Default price list defined for division, or Global price list.

You can specify parameters where the **Price Item** check box is selected. The parameters where the **Price Item** check box is selected are used while viewing effective price item pricing for an account. However, parameters where the **Pricing Eligibility Criteria** check box is selected are used for calculating rate and fees while simulating pricing for rate and fees type price items.

Pricing Simulation helps to determine the price item pricing that can be offered to the account if the account, person, or product attributes are changed.

For example, there is an account named A1 whose account type is set to **Current** and you want to simulate price item pricing for A1 using the parameter as **Account Type** and the parameter value as **Savings**, the system will search effective price item pricing with exact match on a given date. The price item pricing is searched at all levels defined in the price assignment search algorithm (which is defined for the division to which the account belongs).

The basic details about the price item pricing, such as price item, variance parameter or price item parameters, effective start date, effective end date, rate schedule, and so on are listed in the search results. If the price item type is **Fees**, you can go to **Simulation – Effective Pricing** by clicking the **Simulate** icon. Further you can view the effective pricing information of simulation by clicking **Simulate**.

Eligible Price Lists

Oracle Revenue Management and Billing enables you to simulate the eligible price list, for an account on a given date based on various parameters. Also, Price list is defined for the division.

You can specify parameters where the **Price List Eligibility Criteria** check box is selected. The parameters where the **Price List Eligibility Criteria** check box is selected are used to define eligibility rules to obtain the eligible price list based on the added **Parameter Value**.

Eligibility Price List Simulation helps to determine the eligible price list that can be offered to the account if the account, person, or product attributes are qualified for the price list.

- C1-GetEligiblePriceLists Service will return all the eligible price lists based on the prospect attributes if provided as an input.

The basic details about the price list, such as price list, effective start date, effective end date, Availability Start Date, Availability End Date and so on are listed in the search results. For a price list, you can view further details by clicking the **Simulate** icon in the **Simulate** column. The details will display Pricing Simulation using the Price List.

Account Receivable Central

The Account Receivable Central (ARC) is a portal which facilitates user to perform Single offset/ Mass offset / Cross Currency offset operation on bills. It enables to put bill(s) on hold for the funding purpose. To perform offset and hold it allows bill(s) to be searched based on the multiple query options.

These query options are:

- Search by Person Details
- Search by Account Details
- Search by Bill Details

Each query option has search criteria. Search results contain:

- Bill Information
- Original Bill Amount
- Outstanding Amount
- Bill Date
- Hold Amount
- Account Information
- Person Information

User can see more information on clicking “Go To Bill Information” as a context menu on a bill shown in the Account Receivable Central search results. “Go To Bill Information” takes user to a “Bill Information” portal containing zones.

- Hold Details
- Offset Details
- Garnishment Details

- Bill Line Items (By default it is collapsed)

Hold Details zone displays

- Hold Request Information,
- Status,
- Entity,
- Hold Entity,
- Start Date and End Date

Offset Details zone displays

- Offset request Information,
- Offset Amount,
- Creation Mode(Manual/Auto)

Garnishment Details zone displays

- Garnishment Amount,
- Garnishment Contract

Bill Line Items zone displays

- Bill Line Item,
- Bill Line Item Information,
- Amount,
- Contract Information

Following operation can be performed in Account Receivable Central,

- **Single Offset** – It enables single debit bill to be offset against multiple credit bills in the same currency and vice versa.
- **Mass Offset** – It enables credit/debit bills to be offset against multiple debit and credit bills in the same currency.
- **Cross Currency Offset** – It enables single debit bills to be offset against multiple credit bills in currencies other than the bill selected and vice versa.
- **Hold** – It enables bill(s) to be put on hold fully (the bill outstanding amount) or partially (the bill outstanding amount in partial) for a specific period for funding operation. It means during funding process bill hold amount is deducted from the bill outstanding amount. For example if the Bill-1 \$100 is selected for funding and if the hold amount against Bill-1 is \$50. It means \$50 is available for funding. The remaining \$50 will be available only after Hold on Bill-1 is released.

Create Offset Request:

Offset Request is created either from the Account Receivable Central (ARC) or from the Main -> Financial -> Offset Request -> Add.

Bill(s) for offsetting can belong to the same person or multiple persons depending upon the option 'Allow Offsetting across Persons' set in the feature configuration 'C1-OFFSETREQ'.

Upon adding a bill to the offset request, the default offset amount algorithm C1-OFST-AMT is invoked.

The default offset amount is populated against the selected debit and credit bills. User can edit the offset amount from the offset request.

The offset adjustments for offset requests are created and distributed based on the match type set in the offset distribution algorithm.

You can configure the offset request type with or without approval. On submitting the offset request for approval, a To Do is generated for an approver. Approver can either approve or reject the offset request. On Approve or Submit, offset adjustments are created for bills under offset based on oldest bill and highest contract priority. For offsetting at bill line item level, internal offsetting takes place if the balance of a bill line item in a debit bill is negative or balance of a bill line item in a credit bill is positive. While in case of contract level offsetting, internal offsetting takes place if the contract level balance in a debit bill is negative or the contract level balance in a credit bill is positive. User has to configure the same match type for payment and offset distribution. Offset distribution uses the match type provided as soft parameter in the algorithm.

Offset request follows the business object life cycle. Offset Request can go through approval process if set in offset request type. Offset Request can go to defer processing if records exceed the count set in Offset Request Type. During defer process if any error is encountered then the offset request is moved to 'Draft' status. So user can edit data and submit the request again.

If an offset request is in processed status, user can revert the offset created by giving reason and comments by which transfer adjustments created will be cancelled.

Create Hold Request:

Account Receivable Central enables bill(s) to be put on hold which belongs to a person or an account in particular when a bill is put on hold, specific reason must be specified. No funding activities are performed for the bills on hold for the hold period.

Funding Process is kept on hold from the start date till release date of the hold request or end date of an entity. The hold exists till the hold request Release Date however you can release individual bills. Hold Request entity date will override the release date under that Hold Request.

You can only put completed bills on hold. In the Hold request if a person is selected as an entity then all bills under that person is on hold. In the Hold request if an account is on hold then bills under the selected account is on hold. In the Hold Request, if a bill is on hold then specific bill/s is on hold.

Other than ARC, Hold request can also be created from Main -> Financial -> Hold Request -> Add.

Hold request follows the business object life cycle. Hold Request Type does not follow approval workflow. Funding process will only consider a Hold Requests which are in 'Active' status.

In multiple active hold request for same bill with different reason, request with highest hold amount will be considered.

Funding

Oracle Revenue Management and Billing provides the automatic payment facility for an account. The system automatically calculates the automatic payment amount during the bill completion and stamps these details against the bill in the **CI BILL ACH** table. However, there might be situations when you would like to do the following before stamping the automatic payment amount against the bill in the **CI BILL ACH** table:

- Hold certain amount on the bill through a hold request
- Offset the bill against another bill through an offset request
- Transfer the amount on the credit bill to one or more garnishment contracts of the account

The system enables you to change the automatic payment amount through the funding process. The funding process supports all three automatic payment creation options (i.e. Create At Bill Completion, Create On Extract Date, and Freeze Payment on Notification).

While creating a funding request, you need to specify a funding request type using which you want to create the funding request. It is the funding request type which helps the system to determine:

- The business object using which the funding request should be created in the system.
- The currency in which the total debit and credit amount should be calculated.
- The default funding adjustment type using which the A/P adjustment should be created against a credit bill.

Note: In the **Default Funding Adjustment Type** field, you can only specify an adjustment type where the **A/P Request Type Code** field is set to **REFUND**.

- The default garnishment adjustment type using which the garnishment adjustment should be created when the amount from the credit bill is transferred to the garnishment contract of the account.

Note: In the **Default Garnishment Adjustment Type** field, you can only specify an adjustment type where the **A/P Request Type Code** field is not set to **REFUND**.

- Whether the approval is required for the funding request.
- An algorithm which helps to calculate the threshold range for a bill based on the number of payments made for the bill in the specified period.
- Whether a funding request must be processed in the deferred mode when the number of bills in the funding request exceeds the defer processing count.

Note: The **Funding Request (C1-FundingReq)** business object is shipped with the product.

Once you specify a funding request type, the funding request is created in the **Draft** status. You can then add one or more debit or credit bills in the funding request. Note that you can only add bills of those accounts for which the **Defer Auto Pay** option is selected on the customer class. Once the bills are added, you can submit a funding request. Before you submit a funding request, you can do the following:

- Hold certain amount on the bill through a hold request
- Offset the bill against another bill through an offset request
- Transfer the amount on the credit bill to one or more garnishment contracts of the account

Note: The garnishment contract is a contract which is created using a contract type where the **Special Role Flag** field is set to **Garnishment**.

The system calculates the funding amount in the following manner:

Bill Type	Funding Amount for the Bill
Debit Bill	Outstanding Bill Amount – Hold Amount (set on the bill in a hold request) – Offset Amount (set on the bill in an offset request)
Credit Bill	Outstanding Bill Amount – Hold Amount (set on the bill in a hold request) – Offset Amount (set on the bill in an offset request) – Garnishment Amount (set on the bill in the funding request)

You can delete or submit a funding request which is in the **Draft** status. On submitting a funding request, the status of the funding request is changed to either **Deferred Processing** or **Create Funding** depending on whether the number of bills in the funding request exceeds the defer processing count. Once the **Funding Request Periodic Monitor (C1-FNDRQ)** batch is executed, it checks whether there are any funding requests in the **Deferred Processing** status. If so, it changes the status of the funding request to **Create Funding**.

Once the status of a funding request is changed to **Create Funding**, the system creates the A/P adjustment against a bill when the funding amount of the bill is in credit. It also creates non A/P adjustments using the garnishment adjustment type when the funding amount of a credit bill is transferred to the garnishment contracts of the account. However, if the funding amount of a bill is in debit, the funding amount is stamped as the automatic payment amount against the bill in the **CI BILL ACH** table. Then, on executing the **Create Automatic Payments and Refunds (APAYCRET)** batch, the system creates automatic payment and payment event for such bill.

You can optionally configure the approval process for the funding request. If the **Approval Required** option is selected in the funding request type, the status of the funding request is changed to **Approval In Progress** on submitting the funding request. The system calculates the sum of total debit and credit amount in the funding request. Depending on whether the sum total is debit or credit, the system uses the debit or credit hierarchy in the approval profile (which is specified in the funding request type), respectively. If the sum total is less than the minimum threshold amount, the system automatically approves the funding request and changes the status of the funding request to either **Deferred Processing** or **Create Funding** depending on whether the number of bills in the funding request exceeds

the defer processing count. However, if the sum total is equal to or greater than the threshold amount specified at the first level in the approval hierarchy, the system creates a To Do using the To Do type specified in the approval profile and assigns it to the users with the To Do role defined at the first level in the approval hierarchy.

Once the approver at the first level in the approval hierarchy approves the funding request, the system checks whether the sum total of the debit and credit amount is equal to or greater than the threshold amount specified at the next level in the approval hierarchy. If the sum total of the debit and credit amount is equal to or greater than the threshold amount specified at the next level in the approval hierarchy, the system changes the status of the funding request to **Approval In Progress**. However, if the sum total of the debit and credit amount is less than the threshold amount specified at the next level in the approval hierarchy, the system changes the status of the funding request to either **Deferred Processing** or **Create Funding** depending on whether the number of bills in the funding request exceeds the defer processing count.

If an approver rejects a funding request, the status of the funding request is changed to **Rejected**. And, if an approver requests to resubmit a funding request for approval, the status of the funding request is changed to **Draft**. You can then edit the funding request and resubmit it for approval.

If a funding request is created automatically through a custom batch, the system allows you to manually exclude some bills from the funding request when it is in the **Draft** status. You can exclude a bill from a funding request by changing its status to **Cancelled**.

Oracle Revenue Management and Billing provides the automatic payment facility for an account. The system automatically calculates the automatic payment amount during the bill completion and stamps these details against the bill in the **CI_BILL_ACH** table. However, there might be situations when you would like to do the following before stamping the automatic payment amount against the bill in the **CI_BILL_ACH** table:

- Hold certain amount on the bill through a hold request
- Offset the bill against another bill through an offset request
- Transfer the amount on the credit bill to one or more garnishment contracts of the account

The system enables you to change the automatic payment amount through the funding process. The funding process supports all three automatic payment creation options (i.e. Create At Bill Completion, Create On Extract Date, and Freeze Payment on Notification).

While creating a funding request, you need to specify a funding request type using which you want to create the funding request. It is the funding request type which helps the system to determine:

- The business object using which the funding request should be created in the system.
- The currency in which the funding amount should be calculated.
- The default funding adjustment type using which the A/P adjustment should be created against a credit bill.

Note: In the **Default Funding Adjustment Type** field, you can only specify an adjustment type where the **A/P Request Type Code** field is set to **REFUND**.

- ~~The default garnishment adjustment type using which the garnishment adjustment should be created when the amount from the credit bill is transferred to the garnishment contract of the account.~~

Note: In the **Default Garnishment Adjustment Type** field, you can only specify an adjustment type where the **A/P Request Type Code** field is not set to **REFUND**.

- ~~Whether the approval is required for the funding request.~~
- ~~An algorithm which helps to calculate the threshold range for a bill based on the number of payments made for the bill in the specified period.~~
- ~~Whether a funding request must be processed in the deferred mode when the number of bills in the funding request exceeds the defer processing count.~~

Note: The **Funding Request (C1-FundingReq)** business object is shipped with the product.

Once you specify a funding request type, the funding request is created in the **Draft** status. You can then add one or more debit or credit bills in the funding request. Note that you can only add bills of those accounts for which the **Defer Auto Pay** option is selected on the customer class. Once the bills are added, you can submit a funding request. Before you submit a funding request, you can do the following:

- ~~Hold certain amount on the bill through a hold request~~
- ~~Offset the bill against another bill through an offset request~~
- ~~Transfer the amount on the credit bill to one or more garnishment contracts of the account~~

Note: The garnishment contract is a contract which is created using a contract type where the **Special Role Flag** field is set to **Garnishment**.

The system calculates the funding amount in the following manner:

Bill Type	Funding Amount for the Bill
Debit Bill	Outstanding Bill Amount — Hold Amount (set on the bill in a hold request) — Offset Amount (set on the bill in an offset request)
Credit Bill	Outstanding Bill Amount — Hold Amount (set on the bill in a hold request) — Offset Amount (set on the bill in an offset request) — Garnishment Amount (set on the bill in the funding request)

On submitting a funding request, the status of the funding request is changed to either **Deferred Processing** or **Create Funding** depending on whether the number of bills in the funding request exceeds the defer processing count. Once the **Funding Request Periodic Monitor (C1-FNDRQ)** batch is executed, it checks whether there are any funding requests in the **Deferred Processing** status. If so, it changes the status of the funding request to **Create Funding**.

Once the status of a funding request is changed to **Create Funding**, the system creates the A/P adjustment against a bill when the funding amount of the bill is in credit. It also creates non A/P adjustments using the garnishment adjustment type when the funding amount of a credit bill is

transferred to the garnishment contracts of the account. However, if the funding amount of a bill is in debit, the funding amount is stamped as the automatic payment amount against the bill in the **CI_BILL_ACH** table. Then, on executing the **Create Automatic Payments and Refunds (APAYCRET)** batch, the system creates automatic payment and payment event for such bill.

You can optionally configure the approval process for the funding request. If the **Approval Required** option is selected in the funding request type, the status of the funding request is changed to **Approval In Progress** on submitting the funding request. The system calculates the sum of total debit and credit amount in the funding request. Depending on whether the sum total is debit or credit, the system uses the debit or credit hierarchy in the approval profile (which is attached to the funding request type), respectively. If the sum total is less than the minimum threshold amount, the system automatically approves the funding request and changes the status of the funding request to either **Deferred Processing** or **Create Funding** depending on whether the number of bills in the funding request exceeds the defer processing count. However, if the sum total is equal to or greater than the threshold amount specified at the first level in the approval hierarchy, the system creates a To Do using the To Do type specified in the approval profile and assigns it to the users with the To Do role defined at the first level in the approval hierarchy.

Once the approver at the first level in the approval hierarchy approves the funding request, the system checks whether the sum total of the debit and credit amount is equal to or greater than the threshold amount specified at the next level in the approval hierarchy. If the sum total of the debit and credit amount is equal to or greater than the threshold amount specified at the next level in the approval hierarchy, the system changes the status of the funding request to **Approval In Progress**. However, if the sum total of the debit and credit amount is less than the threshold amount specified at the next level in the approval hierarchy, the system changes the status of the funding request to either **Deferred Processing** or **Create Funding** depending on whether the number of bills in the funding request exceeds the defer processing count.

If a funding request is created automatically through a custom batch, the system allows you to manually exclude some bills from the funding request. In such case, the status of the record in the funding request is changed to **Canceled**.

Enhancements

This section lists the enhancements made to the following features:

- Pricing Management
- Auto Pay
- Manual Bill Generation for Invoice Construct
- On Demand Bill Generation for Invoice Construct
- UI Actions Support for Construct Based Bills

Pricing Management

The following changes are made to the pricing management feature:

- While defining a parameter, you need to select the following check boxes:
 - **Price List Eligibility Criteria** - If the **Price List Eligibility Criteria** check box is selected, you can associate the parameter with a price list and define pricing for the price list using the parameter.

Auto Pay

Earlier multiple auto pay sources were not allowed for given start date and end date of an Auto Pay record. Therefore only one auto payment record was active at any given point in time.

In current release it is possible to create a payment from multiple auto pay sources with contribution of payment in percentage of auto pay amount. Contribution from each auto pay sources (i.e. Bank Accounts) are set as percentage in Auto Pay records.

Note: At any given point of time only one set of auto pay (includes priority which consists of source and percentage combination) is eligible. Auto Pay source is selected based on the period with priority in which the bill's due date is generated.

Two new fields are introduced in Auto Pay UI of an account,

- **Percentage:** It is the splitting of an auto payment in percentage between two or more auto pay records. If splitting of a payment is not required then user need not set any amount in the percentage field, system will automatically convert the contribution from the auto pay source to 100%.
- **Priority:** In case of multiple set of auto pay records, priority would decide which set of Auto Pay record is eligible for the Auto Payment. So if two or more Auto Pay records exist for the same period then the record with highest priority will be used for auto payment.

For example customer can setup two Auto Pay Sources under split as follows,

ACCT_ID	AUTO_PAY_ID	Auto Pay Source	Auto Pay Route Type	Priority	Percentage	Start Date	End Date
9090908298	12344	Bank of America	ACH	1	60	1-1-2016	
9090908298	67467	Chase Bank	ACH	1	40	1-1-2016	
9090908298	74674	Citi bank	ACH	2	70	1-1-2016	
9090908298	74674	Barclays bank	ACH	2	30	1-1-2016	

In the above example, set of banks (i.e. Bank of America, Chase Bank) with priority 1 are always eligible for Auto Payment unless they are ended with end dates. Second set of banks are eligible beyond end dates of the 1st set.

- Bill-1: \$100; Bill Due Date 1-2-2016 ; Eligible Auto Pay Sources of priority-1
- Payment Event-1: \$60; Pay Tender Auto Pay with Auto Pay Source Type=Bank of America; Pay Tender ID=1; Tender Amount \$60
- Payment Event-2: \$40; Pay Tender Auto Pay with Auto Pay Source Type=Chase Bank ; Pay Tender ID=2 ;Tender Amount \$40

ACCT_ID	AUTO_PAY_ID	Auto Pay Source	Auto Pay Route Type	Priority	Percentage	Start Date	End Date
9090908298	12344	Bank of America	ACH	1	60	1-1-2016	7-1-2016
9090908298	67467	Chase Bank	ACH	1	40	1-1-2016	7-1-2016
9090908298	74674	Citi bank	ACH	2	70	1-1-2016	
9090908298	74674	Barclays bank	ACH	2	30	1-1-2016	

- After 7-1-2016 the set of banks with priority 2 are eligible to source the Auto Payment.

Based on the configuration set with Auto Pay record, on bill completion “Bill_ACH” records will be created for each Bill with Auto Pay Amount and create date based on the installation options. A unique payment event is created for the each set of Auto-Pay record.

Auto Pay in Promise to Pay

If a customer with a promise to pay indicates that the payment method is via “autopay”, a background process (PPAPAY) creates an automatic payment on the scheduled payment dates.

In this release user has to select an Auto Pay Source based on the auto pay setup. Auto Pay Clearing ID is shown in UI whenever payment data is pushed into clearing staging table.

Manual Bill Generation for Invoice Construct

User can generate the bill for an Invoice account using the construct definition when adding a Bill. Bill will be generated for that invoice account based on the construct definition. Bill cycle code is not mandatory for invoice and usage accounts.

On Demand Bill Generation for Invoice Construct

User can add charges for invoice/usage accounts of a construct and generate the bills using the ODB. Charges that are on an account which are part of a construct will get billed on the respective Invoice accounts. Bill cycle code is not mandatory for invoice and usage accounts.

UI Actions Support for Construct Based Bills

The following actions support construct based bills under Bill UI:

Tab	Button/ Action
Main	Generate
Main	Delete
Main	Freeze
Main	Complete
Main	Reopen
Main	Cancel Frozen
Main	Credit Note

The following actions do not support construct based bills under Bill UI:

Tab	Button/ Action
Main	Correction Note
Bills Segments	Generate
Bills Segments	Freeze
Bills Segments	Cancel/Rebill/Freeze
Bills Segments	Cancel
Bills Segments	Delete

The following actions do not support construct based bills under Bill Segment UI:

Tab	Button/ Action
Main	Generate
Main	Delete
Main	Freeze

Tab	Button/ Action
Main	Rebill
Main	Init Cancel
Main	Undo
Main	Cancel
Main	Correction Note

User Interface (UI) Level Changes

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

Screen Name (in 2.5.0.3.0)	Changes
Parameter (Used for Viewing, Adding, Editing, and Copying)	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none"> The Parameter Available For section is updated to this screen. It now contains third check box – Price List Eligibility Criteria.
Price List	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none"> New Eligibility tab with Effective Start and End Date and Description added. On clicking the icon in the Criteria column, the Criteria grids appear.
Price List (Used for Adding)	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none"> New Eligibility tab with Effective Start and End Date and Description added. On clicking the icon in the Criteria column, the Criteria grids appear.
Price List (Used for Editing)	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none"> New Eligibility tab with Effective Start and End Date and Description added. On clicking the icon in the Criteria column, the Criteria grids appear.
Price Item Pricing	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none"> The Pricing Information section redesigned for Price Item applicable for Pricing Only and Price Item Type = Fees with 2 additional fields added. <ul style="list-style-type: none"> Pricing Frequency Advance Pricing (this field would be displayed only if additionally Price Assignment Type = Post Processing)
Pricing (Account)	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none"> The Pricing Information section redesigned for Price Item applicable for Pricing Only and Price Item Type = Fees with 2 additional fields added <ul style="list-style-type: none"> Pricing Frequency Advance Pricing (this field would be displayed only if additionally Price Assignment Type = Post Processing)

Screen Name (in 2.5.0.3.0)	Changes
Pricing (Person)	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none">• The Pricing Information section redesigned for Price Item applicable for Pricing Only and Price Item Type = Fees with 2 additional fields added<ul style="list-style-type: none">○ Pricing Frequency○ Advance Pricing (this field would be displayed only if additionally Price Assignment Type = Post Processing)
Pricing Simulation	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none">• Person ID is the new search field added to this screen.• Search Type field is added with two values (Exact Match, Best Fit) for selection. By default optional value Exact Match is displayed.
Account	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none">• You can go to Hold Request screen through the context menu of Person ID field.• You can go to Offset Request screen though the context menu of Person ID field.
Person	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none">• You can go to Hold Request screen through the context menu of Account ID field.• You can go to Offset Request screen though the context menu of Account ID field.

Screen Name (in 2.5.0.3.0)	Changes
Auto Pay	<p>The following changes are made to this tab of Account screen:</p> <ul style="list-style-type: none">• The Percentage and Priority fields are added in this tab.• Percentage: It is the splitting of an auto payment in percentage between two or more auto pay records. If splitting of a payment is not required then user need not set any amount in the percentage field, system will automatically convert the contribution from the auto pay source to 100%.• Priority: In case of multiple set of auto pay record, priority would decide which set of Auto Pay record is eligible for the Auto Payment. So if there are two or more Auto Pay records exists for the same period then a record with the highest priority will be used for auto payment.

Database Level Changes

To view the list of objects (such as tables, columns, algorithm types, business objects, and so on) that are newly added in Oracle Revenue Management and Billing Version 2.5.0.3.0, refer to the Appendix A : New Objects in the Oracle Revenue Management and Billing V2.5.0.3.0 Database section in *Oracle Revenue Management and Billing Database Administrator's Guide*.

Supported Platforms

The following table lists the operating system and application server combinations on which Oracle Revenue Management and Billing Version 2.5.0.3.0 is supported:

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database Server
Windows 7 ¹ , 8.1 (Internet Explorer 11.x)	AIX 7.1 TL1 (64-bit)	POWER 64-bit	WebSphere 8.5 (64-bit)	Oracle 12.1.0.2
	Oracle Linux 6.x and 7.x (64-bit)	x86_64	WebLogic 12.1.3.0 (64-bit)	Oracle 12.1.0.2
	Red Hat Enterprise Linux ² 6.x and 7.x (64-bit)	x86_64	WebLogic 12.1.3.0 (64-bit)	Oracle 12.1.0.2
	Windows Server 2012 R2 (64-bit)	x86_64	WebLogic 12.1.3.0 (64-bit)	Oracle 12.1.0.2

Note: We strongly recommend you to install Oracle Revenue Management and Billing (ORMB) on Windows platform only for non-production activities, such as User Acceptance Testing (UAT), development setup, and so on.

¹ Oracle will not provide any support for Windows XP from 2014.

² Oracle Revenue Management and Billing is tested and certified on Oracle Linux 6.x and 7.x. Oracle Linux is 100% userspace-compatible with Red Hat Enterprise Linux, and therefore Oracle Revenue Management and Billing is supported on Red Hat Enterprise Linux.

Technical Recommendations

To improve the overall batch performance on Windows, AIX, and Linux platforms, we recommend you to make changes in the following files:

File Name	Change From	Change To
hibernate.properties	hibernate.c3p0.timeout = 300	hibernate.c3p0.timeout = 600
threadpoolworker.sh	MEM_ARGS="-Xms512m -Xmx1024m -XX:MaxPermSize=768m"	MEM_ARGS="-Xms512m -Xmx4096m -XX:MaxPermSize=768m"

Supported Upgrades

At present, we support upgrade from Oracle Revenue Management and Billing Version 2.5.0.2.0 to 2.5.0.3.0. For more information on how to upgrade, refer to the following documents which are available on OTN:

- *Oracle Revenue Management and Billing Version 2.5.0.3.0 Upgrade Guide*
- *Oracle Revenue Management and Billing Version 2.5.0.3.0 Upgrade Path Guide*

For upgrading from any other version of Oracle Revenue Management and Billing other than 2.5.0.2.0, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.

Deprecation Notices for ORMB Version 2.5.0.3.0

This section describes items that are deprecated in this release or planned for deprecation in a future release of Oracle Revenue Management and Billing. It contains the following topics:

- [Deprecated Functionality in This Release](#)
- [Deprecation Planned for Future Releases](#)

Deprecated Functionality in This Release

The following features are deprecated in this release:

- **Configuration Lab** - This has been superseded by the Configuration Migration Assistant (CMA) functionality.
- **Archiving Engine (COBOL based)** – This has been superseded by the Information Lifecycle Management (ILM) functionality.

Deprecation Planned for Future Releases

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

- **TOU (Variance Parameter) Based Pricing** – We strongly recommend you to use the multi parameter based pricing feature instead of the TOU based pricing feature.
- **Billable Charge Creation Using UOM** – At present, there is one-to-one relationship between UOM and product. Therefore, you are able to create a billable charge using either UOM or product. In a future release, the system will not allow you to search product pricing using UOM. Therefore, we strongly recommend you to create pass through or service quantity based billable charges using product code.
- **Legacy mechanism to upload pass through billable charges using the BCU1 and BCU2 batches** - We have introduced the **On Demand Billing feature which allows you to upload both pass through and rate based billable charges**. We strongly recommend you to start using the On Demand Billing feature for uploading pass through and rate based billable charges.
- **XAI Inbound Services** - This has already been superseded by the Inbound Web Services functionality. For more information on migrating from XAI to IWS, please refer to *Migrating from XAI to IWS Oracle Utilities Application Framework* (Doc ID 1644914.1) on [My Oracle Support](#).

The following table lists the objects which will be deprecated in the next release of Oracle Revenue Management and Billing:

Object Type	Object Name
Algorithm Type	C1_CURALG, FTFREZBSEG, FTFREZFTGLEX, C1-MDOV-BILL, C1-MDOV-BSEG, C1-MDOV-ONSA, SA_DERV_POPC
Feature Configuration	C1_EX_ROUND
Option Types	Currency Conversion Algorithm and Payment Distribution To-Do (from the C1_MLTCURACC feature configuration)
Table Columns	FILE_NAME, UPLD_FLTY_CD, and ACCESS_GRP_CD columns from the CI_BCHG_HSTG table
Batch Control	GLASSIGN
View	CI_EFF_ACCT_PRICING_VW, CI_EFF_PER_PRICING_VW
Business Service	C1-EffectivePricing, C1_PriceParmBS <div> Note: Instead of using the C1-EffectivePricing business service, use the C1-GetEffectivePricing business service to view the data on the Pricing (Account) and Pricing (Person) screens. Similarly, instead of using the C1_PriceParmBS business service, use the C1_PRICE_PARM business object to add, edit, copy, and delete a parameter. </div>
Service Program	EFFPRCSERVICE, C1_PRICEPARM

Therefore, henceforth, we strongly recommend you not to use these objects in any custom implementation.

ORMB V2.5.0.3.0 Patches

Oracle Financial Services Revenue Management and Billing Version 2.5.0.3.0 and Oracle Insurance Revenue Management and Billing Version 2.5.0.3.0 patches are available for the following platforms:

- Microsoft Windows (64-bit)
- IBM AIX on POWER Systems (64-bit)
- Red Hat Enterprise Linux or Oracle Linux (64-bit)

Each patch includes multiple zip files. You can download the following patches from [My Oracle Support](#):

- **24445559 - RMB V2.5.0.3.0 – Banking** – You can use this patch for all three platforms. This patch contains the following zip files:
 - FW-V4.3.0.1.0-MultiPlatform
 - RMB-V2.5.0.3.0-MultiPlatform
 - RMB-V2.5.0.3.0-FW-PREREQ-MultiPlatform
 - RMB-V2.5.0.3.0-Oracle-Database-MultiPlatform
- **24445779 - RMB V2.5.0.3.0 – Insurance** – You can use this patch for all three platforms. This patch contains the following zip files:
 - FW-V4.3.0.1.0-MultiPlatform
 - RMB-V2.5.0.3.0-MultiPlatform
 - RMB-V2.5.0.3.0-FW-PREREQ-MultiPlatform
 - RMB-V2.5.0.3.0-Oracle-Database-MultiPlatform

To download the 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** in the **Product is** field.
6. Select the **Oracle Financial Services Revenue Management and Billing 2.5.0.3.0** option from the **Release is** list.
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** dialog box appears.
10. Click the **Save** icon corresponding to the zip file name link. A message appears confirming whether you want to open or save the zip file.
11. Select the **Save as** option from the **Save** drop-down list. 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.

Product Documentation

User manuals and other technical documents are available in the Portable Document Format (PDF). You can download Oracle Revenue Management and Billing release specific documentation library (for example, Oracle Revenue Management and Billing Version 2.5.X.X.X Documentation Library) using the following URL:

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

Bug Fixes

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

Bug Number	Copy of	Description
24510367	22959183	NO MESSAGE DISPLAYED IF RECORD NOT FOUND ON APPROVE PRICE ASSIGNMENT SCREEN
24509879	22959960	FIELD ALIGNMENT IN APPROVAL REJECTION UI IS NOT PROPER.
24451686	23761911	SAME ACCESS MODE WITHIN REFUND/WRITE-OFF LIFECYCLE
24424129	20577383	ERROR WHILE GENERATING BILL WHEN CHARGES HAVE MEMO ONLY, NO GL FLAG SET TO Y
24424064	23625168	DEPOSIT CONTROL CREATION VIA DTO ERROR
24424052	24302514	CANCELLED BILLABLE CHARGES ARE GETTING RE-BILLED IN C1-BLGEN BATCH
24424015	23603991	SYSTEM ERROR WHEN CANCELLING A PAYMENT TENDER WHOSE PAYMENT EVENT HAS MORE THAN
24424004	23581764	BLPPR FREEZE FAILED WITH ERROR FROM COBOL BATCH PROGRAM CIPBBPOB
24423969	23304587	C1-BLGEN PICKS UP PENDING BILLS GENERATED THROUGH ONLINE MODE
24360400	22465375	VALIDATION MISSING FOR OPEN TENDER CONTROL WHILE PROCESSING PAYMENT REQUEST
24360378	22466667	PAYMENT EVENT SUMMARY - SECURITY VALIDATION MESSAGE MISSING
24360054	22475709	PAYMENT EVENT DATE SHOULD NOT BE UPDATED DURING PAYMENT TRANSFER
24360029	22489399	INCONSISTENCY IN C1_PAY_REQ_TYPE_CD FIELD DEFINITION
24359992	20348271	BUNDLE IMPORT ERROR FOR PATCH 20183259
24358311	22974827	ORACLE RMB TFM (TRANSACTION FEED MANAGEMENT) IS THROWING ERROR
24330473	23188519	PRODUCT RELATIONSHIP MAINTENANCE - PAGINATION QUERY ISSUE
24315722	23137476	RATE VALUE AND AGGREGATION SCHEDULE IS NOT BEHAVING AS MANDATORY VALUE
24301054	22343310	UNIQUE CONSTRAINT VIOLATED ISSUE WITH CI_PRICECOMP_K

Bug Number	Copy of	Description
24293393	23747355	BILLOPEN GOING INTO ERROR ORA-00907: MISSING RIGHT PARENTHESIS
24293293	23577501	RATE COMPONENT IS NOT GETTING APPLIED IN CASE OF INVOICE CONSTRUCT BATCH BILLING
24286870	23717407	C1-TXNIP BATCH ISSUE- TRANSACTION PRESENT IN CI_TXN_DETAIL_STG ,CI_TXN_DETAIL
24009286	23535202	NO ENTITY CLASS PRESENT FOR TABLE CI_BILL_ACH
24009224	23345683	NEW INPUT FIELDS (BILL/ACCT) ADDED FOR AUTOPAY DATE CALCULATION ALGORITHM SPOT
24009048	23723685	TRANSACTION DETAIL UI - ERROR MESSAGE DISPLAY ISSUE
24008939	23621986	ON DEMAND BILLING ISSUE : FILE NAME AND CURRENCY NULL FROM BILLINTERFACEVALUEOBJ
24006982	23746340	APPROVAL WORKFLOW : APPROVER SEES FLIPPED VALUE OF AGGREGATION TRANSACTION FLA
24006827	23645943	RECURRING BILLABLE CHARGE CANCEL BUTTON - NOT DISPLAYING IN MAIN TAB BUT WHEN NA
23753395	23704407	BANKING CONTROL CENTRAL UI THE ACCOUNTS FOR A FIID ARE DISPLAYING TWICE
23566232	23329106	CLASS NOT FOUND EXCEPTION WHEN ADDING BILLABLE CHARGE CHARACTERISTIC THROUGH DTO
23540559	23315399	RULE ENGINE EXECUTION ISSUE FOR ALGORITHM ENTITY - RULE - CRITERIA FIELD
23334694	23281434	POLICY PLAN-MEMBER COUNT ISSUE
23244387	-	ON DEMAND BILLING NEEDS TO SUPPORT INVOICE CONSTRUCT BASED ACCOUNT AS WELL.
23215023	-	PAYMENT WEIGHTED DISTRIBUTION DOES NOT CONSIDER OUTSTANDING BILL SEGMENT AMOUNT
22972980	-	ON THE BILL SEGMENT TYPE WHEN ALGORITHM - BS-CRE- INVCX THEN NORMAL BILLING DOES
22672758	-	ALGORITHM C1-PDOV-WTBS WEIGHTED DISTRIBUTION ON BILL SEGMENTS
22384617	-	BILL INFORMATION IS NOT SORTED ON PAYMENT PORTAL SCREEN
22371181	-	SYSTEM IS UPDATING THE DESCRIPTION IN APPROVER'S LANGUAGE RATHER THAN MAKER'S
17067632	22848072	ERROR "THE BILL SEGMENT MAY NOT BE RE-BILLED. IT HAS MULTIPLE BILLABLE CHARGES"

Bug Number	Copy of	Description
14804728	-	IGA PORTAL - EXTREMELY SLOW/ INEFFICIENT QUERIES

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.5.0.3.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

- [Banking](#)
- [Insurance](#)
- [Documentation](#)

Banking

Issue	TRANSACTION AGGREGATION: INCORRECT RESULTS WHEN BATCHES NOT EXECUTED IN SEQUENCE
Description	During the transaction aggregation process, you need to execute batches in the specified order (as stated in the user manual). If you do not follow the sequence, erroneous results may occur.
Workaround	None

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

Issue	SEARCH RESULT FOR EXCHANGE RATE NOT DISPLAYED CORRECTLY
Description	Searching for the lowest precision rate (0.000000000000000001 / 0.0000000000000000011 / 0.0000000000000000023) from the Search Exchange Rate zone results in displaying the rate in exponential format "1E -18".
Workaround	None

Issue	VALIDATION RULES FOR ADHOC CHARACTERISTIC TYPES ARE NOT TRIGGERED IN THE MANAGE PRODUCTS, MANAGE PRICE LISTS, ADD PRODUCT PRICING, OVERRIDE PRODUCT PRICING, AND EDIT ASSIGNED PRICING SCREENS
Description	When you associate adhoc characteristic types with a product, price list, and a price assignment, validations defined for adhoc characteristic types are not triggered in the Manage Products, Manage Price Lists, Add Product Pricing, Override Product Pricing , and the Edit Assigned Pricing screens.
Workaround	None

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

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

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

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

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

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

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

Issue	GETTING SERVER ERROR WHILE DELETING A DIVISION (ASSOCIATED WITH A PRODUCT)
Description	The system does not allow you to delete a division which is associated with a product (even if the division is not yet used in the system).
Workaround	In such case, you can first remove the product from the division and then delete the division.

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

Issue	VIEW RULE TYPE SCREEN - PERFORMANCE ISSUE
Description	If you define a transaction record type with the maximum accounts to be charged set to 5, maximum products to be mapped set to 10, and the maximum product parameters set to 15 and view the details of the rule type, you might experience delay in loading the View Rule Type screen.
Workaround	None

Issue	C1-TXCNC BATCH GETS EXECUTED SUCCESSFULLY EVEN IF C1-TXNCU BATCH FAILS
Description	<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"> • Transaction Source • Division <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 SQLs on the billable charges are not accurate.</p>
Workaround	None

Issue	ERROR WHEN NUMBER OF RECORDS FOR PAGINATION IN ODB SCREENS SET TO 50 OR ABOVE
Description	A warning message appears when you set the Number of Records Per Page field to 50 or above in the Usage Data or View Bill Data screen.
Workaround	<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"> 1. HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Styles <p>If the Styles key is not present, create a new key named Styles. Then, create a new DWORD value named MaxScriptStatements under this key, and set its value to 0xFFFFFFFF to avoid the warning message.</p>

Issue	INCORRECT RESULTS IF BUNDLE USED INSTEAD OF PRODUCT IN RATIO OR PHANTOM BUNDLE
Description	If you use a bundle instead of a product in a ratio or phantom bundle, service quantity is aggregated incorrectly, and thus the bill amount is inaccurate.
Workaround	None

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

Issue	ERRONEOUS RESULTS WHEN BILLABLE CHARGES ARE VOLUMINOUS & SESSION TIMEOUT IS LOW
Description	While billing, you may notice erroneous results when the default session timeout is low and the number of billable charges of an account are high.
Workaround	In such case, we recommend you to generate the bill through a batch process instead of generating the bill through the Bill screen.

Issue	INAPPROPRIATE SEARCH RESULTS IF SEARCH CRITERIA CONTAINS SPECIAL CHARACTERS
Description	If the search criteria contains a special character such as underscore (_), percentage (%), ampersand (&), or asterisk (*), the search results may not be appropriate.
Workaround	None

Issue	CONDITIONAL APPROVAL WORKFLOW CANNOT BE USED WHILE COPYING A PRICE LIST
Description	The system allows you to define conditional approval workflow for business objects. However, at present the conditional approval workflow cannot be used while copying a price list.
Workaround	None

Issue	BILLS GENERATED FOR THE MEMBER ACCOUNT AND NOT FOR THE MASTER ACCOUNT
Description	If you add a contract to a member account after the account is added to the master account, the system will not duplicate the newly added contract at the master level. Therefore, in such scenarios, billable charges related to the newly added contract will be billed to the member account and not to the master account.
Workaround	You need to ensure that no new contracts are added to the member account after the account is added to the master account.

Issue	TRANSACTIONS WITH SAME TRANSACTION ID CAN BE PROCESSED ON TWO DIFFERENT DATES
Description	Now, due to table partitioning, the system can process transactions with the same transaction ID on two different processing dates. If your data upload interface doesn't generate unique transaction IDs, this might result in erroneous results at a later stage.
Workaround	To avoid any such erroneous results, we recommend you to use the unique transaction ID generation sequence named RMB_CI_TXN_DETAIL_SEQ shipped with ORMB.

Issue	SEARCH RESULT DISPLAYS TRANSACTION LEGS ON SEARCHING INPD & COMP TRANSACTIONS
Description	<p>In the Transaction Details screen, when you search for the INPD transactions, the Search Results section should display transactions which are in the INPD status. However, at present, all legs of the INPD transactions are displayed in the Search Results section.</p> <p>Similarly, when you search for the COMP transactions, the Search Results section should display transactions which are in the COMP status. However, at present, all legs of the COMP transactions are displayed in the Search Results section.</p>
Workaround	None

Issue	MULTIPLE POST PROCESSING BILL SEGMENTS CREATED ON A BILL HAVE SAME CONTRACT ID
Description	There might be situations when two or more post processing bill segments are generated on a bill and each post processing bill segment is created for a different contract. In such case, the contract ID stamped on the post processing bill segments must be different. However, at present, the system stamps the same contract ID in all post processing bill segments on the bill.
Workaround	None

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

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

Issue	AGGREGATION DOESN'T WORK IF DISAGG, ROLLBACK, & CANCELLATION EXECUTED IN BETWEEN
Description	If you execute the disaggregation, cancellation, and rollback process in between the aggregation process, the system will not allow you start the aggregation process once again.
Workaround	None

Issue	POST PROCESSING SEGMENT NOT GENERATED IF THE PP MAX VALUE IS SET TO ZERO (0)
Description	If the maximum value is set to zero (0) while defining pricing for a product have price assignment type as post processing, the system does not generate the post processing segments for such products.
Workaround	None

Issue	TWO CONCURRENT RUNS WHICH DERIVE SAME DIVISION FOR TRANSACTIONS DOES NOT WORK
Description	If you execute a batch concurrently with two different divisions (for example, D1 and D2), the erroneous results might occur when transactions in both the runs derive the same division, account, and/or product combination.
Workaround	None

Issue	ERROR OCCURS WHEN YOU DISPLAY BILL FOR A PRODUCT THAT BELONGS TWO RELATIONSHIPS
Description	If a product is added to two or more product to product relationships using the relationship type as Service, the system error occurs when you display bill for the product using Documaker. For example, if P3 is added in the P1 and P2 product relationship using the relationship type as Service, an error occurs when you display bill for P3 using Documaker.
Workaround	None

Issue	C1-IAENT BATCH IN ERROR IF THERE ARE UNBILLED BILLABLE CHARGES
Description	If there are any billable charges in the Billable status for accounts whose transactions are performed before the Disaggregate Transactions From Date, an error occurs while executing the Identify Affected Transactions (C1-IAENT) batch.
Workaround	None

Issue	PAGINATION - UNABLE TO EXTRACT RECORDS OF ANY OTHER PAGE OTHER THAN FIRST PAGE
Description	If you use the Export to Excel functionality on any screen where pagination is used, the system should extract the records of the page where you have navigated. However, the system always extracts the records on the first page in the Excel format. Therefore, at present, you cannot extract records of any other page other than first page in the Excel format.
Workaround	To resolve this issue, you need to apply the framework single fix which is available for BUG 20856028 - PAGINATION: DOES NOT EXPORT ENTIRE RECORDS RATHER EXPORTS PAGE RECORD ONLY.

Issue	ERROR OCCURS IN CASE OF AN IGA SCENARIO WHILE EXECUTING THE C1-PNDBL BATCH
Description	There might be situations when you add an account to an invoicing group after a bill is generated for the account using the new billing batches (i.e. C1-PNDBL, C1-BSGEN, and C1-BLPPR). In such scenario, an error occurs when you execute the C1-PNDBL batch once again to bill charges of the member account on the master account. Similarly, an error occurs when you generate the bill for the account which was earlier billed through the master account using these billing batches.
Workaround	None

Issue	ACTIVE CONSTRUCTS DETERMINED ON CUT-OFF DATE INSTEAD OF CHARGES START & END DATE
Description	The system determines the active construct based on the cut-off date and bills the usage accounts' charges through an invoice account which is defined in the active construct. It does not determine the active construct based on the billable charge's start and end dates.
Workaround	None

Issue	BILL SEGMENTS CREATED BUT FTS NOT CREATED WHEN ACCOUNTING CALENDAR NOT DEFINED
Description	There might be situations when you generate bill segments for a pending bill which is created for a bill cycle whose accounting date either falls within the closed accounting calendar or does not fall within any accounting calendar. In such scenarios, the bill segments are generated, but the financial transactions are not created for the bill segments. An error occurs when you view such bills, whose financial transactions are not created, through the Bill screen.
Workaround	None

Issue	UNABLE TO DEFINE ACCOUNT CATEGORY WHEN ACCOUNT IS CREATED USING PERSON SCREEN
Description	The system allows you to create an account for a person by selecting the Add Account and Start Service check box in the Person screen. In such case, you cannot define category for the account because the Account Category field in the Account screen is disabled.
Workaround	None

Issue	STATUS OF ALL LEGS CHANGED TO ERROR IF EXCHANGE RATE NOT AVAILABLE FOR ONE LEG
Description	If a transaction has multiple legs and the system could not find exchange rate for one of the leg while executing the C1-TXNSQ batch, the status of the transaction and all its transaction legs is changed to Error .
Workaround	None

Issue	INCORRECT RESULTS APPEAR WHEN UNDERSCORE CHARACTER IS USED IN SEARCH CRITERIA
Description	If you use the underscore (_) character in the search criteria, the system does not search strings with the underscore character. Instead, the system interprets the underscore (_) character as a wildcard character.
Workaround	None

Issue	MULTIPLE ISSUES ON SCREENS AND ZONES WHERE PAGINATION IS USED
Description	There are various issues on the screens and zones where pagination is used. For example, the buttons and icons do not appear in the F1-DE-MULQRY zones, paging keys are trimmed, and so on.
Workaround	<p>To resolve these pagination related issues, you need to apply framework single fixes which are available for the following bugs:</p> <ul style="list-style-type: none">• 20302717 - PAGINATION PANEL SHOWING INCORRECT VALUE FOR TOTAL PAGES AND CUSTOM ICONS DO NOT• 20261532 - PAGINATION PANEL IS BEING DISPLAYED ON ORASEARCH OPERATION• 20113520 - BUTTON AND ICON DOESN'T APPEAR FOR PAGINATION IN F1-DE-MULQRY ZONES• 19941127 - PAGINATION FEATURE NOT WORKING FOR SUBQUERIES USED IN ZONE SQL• 19163528 - PAGINATION : PAGING KEY GETS TRIMMED AND RETURNS NO RESULTS

	<ul style="list-style-type: none"> • 18965501 - PAGINATION : ALL THE PAGES DISPLAY SAME SET RECORDS WHEN EQUAL OPERATOR IS USED • 18953690 - PAGINATION: ROW SERIAL NUMBERS RESET WHEN WE SORT COLUMN, AFTER "NEXT" CLICK • 18887503 - PAGINATION DOCUMENTATION NEEDS MORE DETAIL • 18639253 - PAGINATION - MISSING ICON, PAGE LABEL AND PAGE SIZE • 18491431 - DATA EXPLORER PAGINATION IS NOT CONSIDERING THE SQL COUNT LIMIT ZONE PARAMETER • 18399979 - PAGINATION - CRASHING IF PAGING COLUMN IS NOT DISPLAYED • 18399934 - PAGINATION - NOT WORKING FOR DESCENDING SORT • 20864137 - PAGINATION DOES NOT WORK PROPERLY WHEN PORTAL HAS MULTIPLE BROADCAST ZONES
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Issue	CONTRACT TYPE IS HARDCODED IN PAYMENTS ZONE OF REMITTANCE SUMMARY SCREEN
Description	The Payments zone in the Remittance Summary screen should lists the overpayments which are made against the contract types listed in the C1_CMO feature configuration. However, at present, the EXCSCRED contract type is hardcoded in the Payments zone. Therefore, irrespective of the contract types defined in the C1_CMO feature configuration, the system lists only those overpayments which are made against the contracts of the EXCSCRED contract type.
Workaround	None

Issue	PAYMENT AMOUNT IS INCORRECT WHEN PAYMENTS HAVE FROZEN & OVERPAYMENT PAY SEGMENTS
Description	If the payments have both frozen and overpayment pay segments, the payment amount displayed corresponding to the overpayment and frozen payment in the Payments zone of the Remittance Summary screen is incorrect. The system displays the total payment amount instead of displaying the overpayment and frozen pay segment amount.
Workaround	None

Issue	ERROR OCCURS WHEN BIND VARIABLES USED IN IN AND NOT IN CLAUSES WITHOUT BRACKETS
Description	If a template is used in a construct for selecting usage accounts, billable charges, or adjustments where bind variables are used in the IN and NOT IN clauses without brackets, an error occurs when you bill an account through such construct.
Workaround	We recommend you to use bind variables within brackets in the IN and NOT IN clauses while defining a template.

Issue	C1-ADUP1 BATCH DOES NOT SUPPORT MULTI-CURRENCY ACCOUNTS FEATURE
Description	An error occurs while executing the C1-ADUP1 batch when the adjustment currency is different from the account's invoice currency. This is because, at present, the C1-ADUP1 batch does not support the Multi-Currency Accounts feature.
Workaround	None

Issue	ABLE TO CREATE BILLABLE CHARGES FOR AN INVOICE ACCOUNT
Description	Ideally, the system should not allow you to create billable charges for an invoice account. At present, there is no restriction, and therefore you can create billable charges for an invoice account which are billed through the invoice account.
Workaround	None

Issue	PARTIAL DATA UPLOADED WHEN USAGE RECORD HAS MORE THAN FIVE PASS THROUGH CHARGES
Description	If you upload a usage record which has more than five pass through charges (for example, Bill Line 1, Bill Line 2, ..., Bill Line 8), at present, the system uploads the details of only five pass through charges (i.e. till Bill Line 5). The details of Bill Line 6, Bill Line 7, ..., and Bill Line 8 are not uploaded.
Workaround	None

Issue	LENGTH OF UDF_CHAR_X IS 50 IN THE TFM ODI PACKAGE AND 60 IN THE DATABASE
Description	In the ORMB database, the maximum size of the UDF_CHAR_1, UDF_CHAR_2, ..., UDF_CHAR_50 columns is set to 60 characters. However, while uploading the transaction data via ODI, you can specify maximum 50 and not 60 characters in the CSV file.
Workaround	None

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

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

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

Issue	GRAPH DOES NOT APPEAR IN THE MULTI-CANCEL/REBILL SCREEN
Description	At times, the graph does not appear in the Multi-Cancel/Rebill screen when you access the application using Internet Explorer.
Workaround	None

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

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

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

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

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

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

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

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

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

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

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

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

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

Issue	UNABLE TO SAVE MULTIPLE CHARACTERISTICS FOR A PRICE ASSIGNMENT
Description	While defining characteristics for a price assignment, you can specify multiple characteristics in the screen, but only one characteristic is saved in the application.
Workaround	None

Issue	UNABLE TO SCROLL LEFT TO VIEW TABS ON THE LEFT IN THE DIVISION SCREEN
Description	The Scroll Left icon is not available in the Division screen. Therefore, you will not be able to scroll left if you are on the extreme right tab in the screen.
Workaround	None

Issue	POP-UP WINDOW NOT DISPLAYED PROPERLY WHEN YOU MOUSE OVER DETAILED DESCRIPTION
Description	In the Batch Control screen, a pop-up window appears when you move the mouse over the Detailed Description field. At present, the data is not properly displayed in the pop-up window.
Workaround	None

Issue	QUERY ZONE - HORIZONTAL SCROLL BAR SCROLLS THE SEARCH CRITERIA FIELDS
Description	The Query zone allows you to search for an object. At present, whenever you search in the Query zone and use the Horizontal Scroll Bar, the search criteria fields are also scrolled to the left along with the search results.
Workaround	None

Issue	ICONS AND LINKS ARE SCROLLED TO THE LEFT ON SCROLLING HORIZONTALLY IN THE ZONE
Description	When you scroll the data in the zone to the left using the Horizontal Scroll Bar, the icons (such as Filters, Explorer Zone Menu) and links (such as Add, Edit) that appear in the upper right corner of zone are also scrolled to the left.
Workaround	None

Issue	COLUMN HEADER ROW IS NOT FREEZED OR LOCKED IN THE SEARCH RESULTS SECTION OR GRID
Description	The column header row is not freezed or locked in the Search Results section or grid across the application. Therefore, the column header row is not visible whenever you scroll down to view the records.
Workaround	None

Issue	UNABLE TO ADD COMMENTS ON CLICKING RETURN TO SUBMITTER OR REVERT TO ORIGINAL
Description	While rejecting or cancelling the approval workflow request raised for a product (from the Approve Product screen), the background of the Rejection/Cancellation Comment field is black. Therefore, unable to view the comments (if any) added while rejecting or cancelling the approval workflow request.
Workaround	None

Issue	PERFORMANCE ISSUE ON CHANGING THE SEARCH BY FILTER OPTION
Description	If you change the filter option from the Search By list, the system takes long time to load the respective query zone. You may observe this issue in many screens where the multi-query zone is used.
Workaround	None

Issue	PROPOSED PRICE LIST PRICING NOT AVAILABLE ON THE EFFECTIVE PRICING SCREENS
Description	If you assign a proposed price list to a person, the product pricing defined on the price list is not inherited from person or parent person. Therefore, such product pricing is not visible in the Pricing (Account) and Pricing (Person) screens. In addition, such product pricing is not used during the billing process.
Workaround	None

Issue	EFFECTIVE PRICING NOT VISIBLE IF C1_PER_REL HAS INVALID PERSON RELATIONSHIP TYPE
Description	If you set the Check on Feature Configuration parameter in an algorithm which is created using the C1-CUSRLALGT algorithm type to A and add an invalid person relationship type in the C1_PER_REL feature configuration, the effective pricing is not inherited properly as expected.
Workaround	None

Issue	GRANDFATHERING NOT WORKING IN CASE OF GLOBAL AND DEFAULT PRICE LIST
Description	When you define a product pricing in a global or default price list which is applicable only to the new customers, the product pricing is not used during the billing process. Instead, the incorrect product pricing is picked up during the billing process.
Workaround	None

Issue	RECORDS IN THE ADJUSTMENT DATA FILE NOT UPLOADED IN THE SPECIFIED SEQUENCE
Description	When you upload the records of an adjustment data file, the records are not uploaded in the sequence in which they are listed in the CSV file.
Workaround	None

Issue	PAYMENT/TENDER SEARCH- COLUMN HEADERS INCORRECT WHEN SEARCH FILTER IS CHANGED
Description	If you search using a particular filter option in the Payment/Tender Search screen, the search results are displayed accordingly. Then, if you change the search filter and criteria, the search results are displayed accordingly, but the column headers are not updated.
Workaround	None

Issue	ERROR LOG FILES GENERATED ON EXECUTING BILLING AND C1-BLPPR BATCHES
Description	In ORMB 2.5.0.3.0, the error log file is generated even when the following batches are executed successfully and bills are completed: <ul style="list-style-type: none">• BILLING• C1-BLPPR
Workaround	None

Issue	FIELD ALIGNMENT ISSUE ON BUSINESS OBJECT BASED GENERATED UI MAPS
Description	You may observe that the algorithm description is not properly aligned corresponding to the Algorithm field in the following screens: <ul style="list-style-type: none">• Upload Request Type• Upload Adjustment Data File
Workaround	None

Issue	MANUAL DISTRIBUTION NOT WORKING IN THE PAYMENT SCREEN
Description	On saving, the distributed amount is reset to zero when you manually distribute the tender amount among the unpaid bills in the Payment screen.
Workaround	None

Issue	ERROR OCCURS ON EXECUTING BILLOPEN IF IN CLAUSE CONTAINS MULTIPLE BIND VARIABLES
Description	If you have used template in a construct where IN clause has multiple bind variables, an error occurs while executing the Construct Based - Pending Bill Generation (BILLOPEN) batch.
Workaround	None

Issue	ELIGIBILITY CRITERIA ROW IS SKIPPED IF LEFT HAND SIDE PARAMETER IS NOT SPECIFIED
Description	If the left hand side parameter is not specified in an eligibility criteria row while defining or editing a price item pricing, the eligibility criteria row is skipped and not saved in the system.
Workaround	None

Issue	PARAMETERS NOT DELETED AUTOMATICALLY WHEN EFFECTIVE START OR END DATE IS CHANGED
Description	If you change the effective start or end date while defining or editing a price item pricing, the selected parameters are not automatically deleted. You need to manually delete the existing parameters and specify the parameters which are effective during the specified date range.
Workaround	None

Issue	POST-PROCESSING BILL SEGMENT NOT REGENERATED WHEN YOU CLICK THE GENERATE BUTTON
Description	An error occurs when you click the Generate button in the Bill Segment screen while regenerating the post-processing bill segment which is present on the pending bill.
Workaround	None

Issue	SEARCH FIELDS ARE CASE-SENSITIVE IN THE PREDEFINED CHARACTERISTIC SEARCH WINDOW
Description	If you select a predefined characteristic type, the Search icon appears corresponding to the Characteristic Value field. On clicking the Search icon, you can search for a predefined characteristic value. At present, the search criteria fields in the Predefined Characteristic Search window are case-sensitive.
Workaround	None

Issue	ASSIGNPRICELIST SERVICE DOES NOT UPDATE CHARACTERISTIC IF EFFECTIVE DATE EDITED
Description	If you update a characteristic for a price list assignment through the ASSIGNPRICELIST business service, the system will update the existing characteristic when the characteristic value is changed. However, when the characteristic type or effective date is changed for a characteristic, the existing characteristic is not updated. Instead, a new characteristic is defined for the price list assignment through the ASSIGNPRICELIST business service.
Workaround	None

Issue	ABLE TO ADD VALUES TO THE LOOKUP FIELDS WHERE CUSTOM IS SET TO NO
Description	The system should not allow you to add values to the lookup fields where the Custom option is not selected. But, at present, the system allows you to add values to the lookup fields irrespective of whether the Custom option is selected or not.
Workaround	None

Issue	WRONG CURRENCY CONVERSION ALGORITHM IS USED WHILE EXECUTING THE C1-REPC2 BATCH
Description	While executing the C1-REPC2 batch, the system should use the currency conversion algorithm attached to the Currency Conversion For Bill Segments algorithm spot of the division. Instead, the system uses the currency conversion algorithm attached to the Currency Conversion For Adjustments algorithm spot of the division.
Workaround	None

Issue	RATE CALCULATED INCORRECTLY WHEN EXCHANGE RATE IS CHANGED DURING PRICING PERIOD
Description	At present, the rate is calculated and persisted using the exchange rate which is effective on the price item pricing effective start date. Therefore, the persisted rate shown on the Pricing (Account) screen might be incorrect when the exchange rate is different on the date when the results are fetched on the Pricing (Account) screen.
Workaround	None

Issue	RATE PERSISTED INCORRECTLY WHEN CONFIGURATION CHANGED BEFORE EXECUTING C1-REPC2
Description	If you change the configuration, such as the person to person relationship type sequence defined in the C1_PER_REL feature configuration, the currency conversion algorithms attached on the division, and so on before executing the C1-REPC2 batch, the rate might be calculated and persisted incorrectly on executing the C1-REPC2 batch. In such scenario, you need to execute the F1-FLUSH batch before executing the C1-REPC2 batch.
Workaround	None

Issue	BEST FIT PRICING NOT FETCHED WHEN PRICING IS FILTERED USING PARAMETER CRITERIA
Description	When you filter the price item pricing based on the parameter criteria in the Pricing (Account) and Pricing (Person) screens, the exact match appears in the search results. At present, the best fit match is not displayed in the search results.
Workaround	None

Issue	ENTRY NOT CREATED IN THE CI_REPRC_ENTITY_DTL TABLE ON EDITING A PRICE LIST
Description	If you edit the details of a price list which is assigned to an account or a person, an entry is not created in the CI_REPRC_ENTITY_DTL table. In other words, the repricing is not triggered on editing the details of a price list which is already assigned to an account or a person.
Workaround	None

Issue	ENTRY NOT CREATED IN CI_REPRC_REQ_DTL TABLE ON EDITING USAGE AMOUNT OR COUNTER
Description	If you edit the amount and counter related information, such as average daily balance, average monthly balance, number of auto transfer transactions, and so on, of an account or a person, an entry is not created in the CI_REPRC_REQ_DTL table.
Workaround	None

Issue	UNABLE TO DEFINE PARAMETER FOR FIELDS WHICH BELONG TO CHILD TABLES
Description	At present, the system does not list the fields of child tables in the Source Type Code field when you select the source entity as Account, Person, or Product while defining a parameter. Therefore, you cannot define a parameter for child table' fields and as a result, repricing is not triggered when you change the value of any child table' field. For example, when you change the main customer of an account, repricing is not triggered because the MAIN_CUST_SW field belongs to the child table named CI_ACCT_PER table for which you cannot define a parameter in the system.
Workaround	None

Issue	RATE NOT PERSISTED ON PRICE ASSIGNMENT DATE WHEN C1-PRICEACCOUNT INVOKED MANUALLY
Description	When you manually execute the C1-PriceAccount business service for an account, rate is calculated and persisted for the price item pricing available on the default and global price list on the date when the C1-PriceAccount business service is invoked. Ideally, the rate must be calculated and persisted on the price item pricing effective start date.
Workaround	None

Issue	BILL AMOUNT IS COMING POSITIVE RATHER THAN NEGATIVE
Description	While rounding the bill amount with the precision of 13,2 (for example, 999999999999.99), the system truncates the negative sign and saves the bill amount in positive.
Workaround	None

Issue	PERSISTED DATA NOT GETTING REFRESHED ON EDITING PRICE ASSIGNMENT
Description	On editing a price item pricing, the rate is not properly recalculated and persisted when the details of a price component, such as rate, eligibility criteria, and so on are changed.
Workaround	None

Issue	ADJUSTMENTS & BILL SEGMENTS CANCELLED WHEN WRITE OFF OR REFUND REQUEST PROCESSED
Description	At present, you can cancel refund and write off adjustments and bill segments against which you have created refund or write off adjustments in the system. Ideally, when the refund and write off request is in the Processed status, the system should not allow you to cancel the respective refund and write off adjustments and bill segments against which you have created refund or write off adjustments.
Workaround	None

Issue	CALENDAR (START DATE AND END DATE) POP-UP NOT ALIGNED PROPERLY
Description	Calendar pop-up for start date and end date of Hold Request screen is displayed partially outside the screen.
Workaround	None

Issue	PRICELIST EDIT VALIDATIONS NOT DEPENDENT ON ASSIGNMENT DATE OR ASSIGNMENT STATUS
Description	Available and Eligible dates can be edited in Price List though Assignment Date or Assignment Status is added for price list.
Workaround	None

Issue	STACKING IS NOT SUPPORTED FOR PRICE SIMULATION
Description	Stacking is supported for bill generated through an Account. Pricing Simulation does not support stacking.
Workaround	None

Issue	ADJUSTMENT AMOUNT IS NOT PICKED UP FOR PAYMENT IN NEXT BILL
Description	When you generate a Adjustment after a successful payment, the Adjustment amount is not picked up in the next bill that is generated and hence, payment is not created for the adjustment amount.
Workaround	None.

Issue	IF USAGE ACCOUNT IS NOT PART OF ANY INVOICE CONSTRUCT, BILL IS NOT GENERATED.
Description	At present system does not allow user to generate a bill on usage account which is not part of any invoice construct. System should allow user to generate a bill on usage account which is not part of any invoice construct.
Workaround	None

Issue	SPLIT AUTO PAY NOT AVAILABLE ON SETTLEMENT CONSTRUCT ACCOUNT CREATION SCREEN.
Description	At present split auto pay is not supported on Settlement construct because Percentage field has to be added in Auto Pay Instructions section while creating a new account.
Workaround	None

Issue	SQL ERROR ON PRICE ASSIGNMENT SCREEN WITH ADHOC VALUE PASSED IN QUOTES.
Description	At present SQL error is displayed in Price Assignment screen for parameter when adhoc value is added in quotes. Price Assignment should be successful though value added is in single quotes.
Workaround	None

Issue	INCONSISTENT BEHAVIOUR FOR VALIDATING PRICING ELIGIBILITY ON PRICING SIMULATION
Description	Rate is not getting calculated based on Contributing Factors in Pricing Simulation screen.
Workaround	None

Issue	BS ARE NOT GETTING PICKED FOR BATCH DATE AFTER BILLABLE CHARGE END DATE
Description	At present, batch business date is later then billable charge date and C1_BILLGEN is not creating any BS, hence bill is not generated.
Workaround	None

Issue	RSDETAILS UPDATED INCORRECTLY WHEN PRICE COMPONENT FEES/RATE) PERSISTENCE EDITED
Description	At present RSDetails after modification is displayed and not the details before editing.
Workaround	None

Issue	FEES RATE CALCULATION PRE-PROCESSING ALGORITHM ISSUE
Description	Algorithm only considers the latest Service Quantity Identifier, it has to consider both Parameter and Service Quantity Identifier when calculating FEES and RATE.
Workaround	None

Issue	C1-ACFEES BATCH RUN WITH PRICE ITEM CODE AS THE ONLY PARAMETER.
Description	C1-ACFEES batch should consider records of price assignment where FEES for same should persist.
Workaround	None

Issue	PRICE ASSIGNMENT TYPE - POST PROCESSING ISSUE IN FEES CALCULATION BATCH.
Description	New value to be added in Price Assignment Type for post processing issue in FEES calculation batch.
Workaround	None

Issue	C1-ACCOUNTFEES SERVICE ISSUE
Description	At present FEES for price assignments are not persisted if any one price assignment eligibility rule results false and if no RATE found for same.
Workaround	None

Issue	PAYMENT STATUS REMAINS INCOMPLETE AND NO PAYMENT SEGMENT IS GENERATED EVEN WHEN TENDER CONTROL ID IS GENERATED
Description	For 'On Extract Date', if one of the split auto payments goes in to error state, BALAPY batch generates Tender Control Id and Payment Status remains Incomplete and no Payment segment is generated.
Workaround	None

Issue	CHANGES MADE TO ACCOUNT ARE NOT UPDATED WHEN APPROVAL WORKFLOW IS ACTIVE FOR ACC
Description	At present columns are not properly aligned and changes are not updated when Approval Workflow is Active. Changes done to account should be updated when approval workflow is active.
Workaround	None

Insurance

Issue	OLD INSURANCE FEATURES ARE NOT TESTED AND VERIFIED IN ORMB VERSION 2.5.0.3.0
Description	In this release, the new policy data model is introduced. The old policy data model which is accessible to the INADMIN user group is no longer operational. The old insurance features, such as Insurance Control Central, Deferred Revenue Recognition, Account Current, Pay Plan, Group Billing, and List Bill Reconciliation are not tested and verified with the new policy data model.
Workaround	None

Issue	PERFORMANCE ISSUE WHILE CREATING DEFERRED REVENUE RECOGNITION SCHEDULE
Description	If there are large number of bill segments and adjustments for which deferred revenue recognition schedule must be generated, the system takes long time to generate deferred revenue recognition schedules.
Workaround	None

Issue	VALIDATION FOR FIDUCIARY CONTRACT MISSING DURING RECONCILIATION
Description	While changing the status of the reconciliation object to Ready To Pay, the system does not validate whether fiduciary contract exists for the group account.
Workaround	You need to ensure that group customer has fiduciary contract associated with the account through which payments can be made for the list bills.

Issue	TWO BILL SEGMENTS GENERATED WHEN REASON CODE EFFECTIVE DATE IS SAME AS BILL SEGMENT START DATE
Description	When you select the Update option from the Reason Code list and specify the reason code effective date same as the bill segment start date, the system creates two bill segments – one with prorated billed amount and another with prorated reported amount. Ideally, the system should only create one bill segment with prorated reported amount.
Workaround	None

Issue	UNABLE TO DISTRIBUTE THE REMAINING PAYMENT MANUALLY
Description	If you have distributed partial payment automatically through the Payment by Transaction screen, the system does not allow you to distribute the remaining payment manually.
Workaround	None

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

Issue	CHARACTERISTIC TYPES ARE NOT FILTERED BASED ON THE REASON CODE
Description	While editing the reconciliation object line, the characteristic types are not filtered based on the reason code that you have selected. Currently, it lists all characteristic types where the characteristic entity is set to Reason Code .
Workaround	None

Issue	RECONCILIATION DOESN'T WORK PROPERLY FOR PASS THROUGH BILLABLE CHARGES
Description	In the sample case workflow, the system checks whether the difference between the reported and billed amounts is within the tolerance limit. If so, the system must change the status of the reconciliation object line to WD-Match . However, at present, in case of pass through billable charges, the system changes the status of the reconciliation object line to Manual instead of WD-Match .
Workaround	None

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

Documentation

Issue	"ERROR 500--INTERNAL SERVER ERROR" - ONLINE HELP IS NOT WORKING
Description	At present, an error occurs when you access online help for the following screens: <ul style="list-style-type: none"> Account Collection Summary Account Current

	<ul style="list-style-type: none">• Billing and Settlement Hierarchy• Charge Type• COBOL Program• Collection Control Central• Contract Relationship Type• Contract Type - Charge Type Mapping• Contract Type - Pay Plan Template Mapping• Deferred Revenue Recognition Schedule• Extendable Lookup• External Statement• FK Validation Summary• Invoice Frequency• Membership• Pay Method• Pay Plan Template• Policy• Policy (P&C)• Policy Cancellation Reason• Policy Person Role• Policy Type• Promise To Pay• Promise To Pay Cancel Reason• Reason Code• Reconciliation Object• Reconciliation Object Line Status• Unit of Measure• Web Service Adapter
Workaround	None

Issue	ONLINE HELP NOT AVAILABLE FOR SOME SCREENS OR TABS
Description	<p>At present, the online help is not available for the following screens:</p> <ul style="list-style-type: none">• Bucket Configuration• Collection Type• Loan• Request• Request Type (where Owner is Base) <p>In addition, the online help is not available for the following tabs:</p> <ul style="list-style-type: none">• Rate Schedule – SQ Rule Tab• Workflow Process Template – Main Tab
Workaround	None

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

Issue	DOCUMENTATION IS NOT AVAILABLE FOR THE POLICY FEATURE INTRODUCED IN 2.4.0.0.0
Description	At present, documentation is not available for the Policy feature which is newly introduced in 2.4.0.0.0.
Workaround	For assistance, please contact Oracle Support.

Issue	ORACLE UTILITIES APPLICATION FRAMEWORK BOOK APPEARS IN SPLHELP
Description	At present, the Oracle Utilities Application Framework book appears in the left pane when you launch the SPLHelp. The framework content is already included in the Oracle Revenue Management and Billing book. However, when you access the online help for any framework screen, the topic from the Oracle Utilities Application Framework book is opened. Ideally, it should open the topic from the Oracle Revenue Management and Billing book.
Workaround	None

Issue	TOPIC NOT DRILLED DOWN IN LEFT PANE WHEN ONLINE HELP IS LAUNCHED FOR ANY SCREEN
Description	When you launch the online help (from AIX environment) for any screen, the content appears in the right pane. But, the topic is not drilled down in the left pane.
Workaround	None

Issue	2.4.0.1.0 BILL TOLERANCE AND CONSTRUCT RELATED CHANGES NOT REFLECTED IN BANKING USER GUIDE
Description	At present, the Bill Tolerance and Construct related changes which were incorporated in 2.4.0.1.0 are not yet reflected in the 2.5.0.3.0 Banking User Guide which is available on OTN.
Workaround	None

Issue	CONTENT ADDED IN STEPRESULT AND INFO TAGS IS DISPLAYED IN BOLD
Description	At present, the content added within the STEPRESULT and INFO tags is displayed in bold in the online help. This behavior is observed in Oracle Help and not in SPLHelp.
Workaround	None

Issue	COMMENTS NOT COPIED IN MAIL WHILE SUBMITTING FEEDBACK TO THE DOCUMENTATION TEAM
Description	The feedback entered in the Comments text box is not copied to the mail while submitting the feedback form in Oracle Help.
Workaround	You will have to manually add the comments in the e-mail before sending the feedback to the documentation team.

Technical Support

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