Oracle® Revenue Management and Billing

Version 2.5.0.4.0

Release Notes

Revision 1.2

E80722-01

January, 2017

ORACLE

Oracle Revenue Management and Billing Version 2.5.0.4.0 Release Notes

E80722-01

Hazardous Applications Notice

This software is developed for general use in a variety of information management applications. It is not developed or intended for use in any inherently dangerous applications, including applications that may create a risk of personal injury. If you use this software in dangerous applications, then you shall be responsible to take all appropriate fail-safe, backup, redundancy, and other measures to ensure the safe use of this software. Oracle Corporation and its affiliates disclaim any liability for any damages caused by use of this software in dangerous applications.

Third Party Content, Products, and Services Disclaimer

This software and documentation may provide access to or information on content, products, and services from third parties. Oracle Corporation and its affiliates are not responsible for and expressly disclaim all warranties of any kind with respect to third party content, products, and services unless otherwise set forth in an applicable agreement between you and Oracle. Oracle Corporation and its affiliates will not be responsible for any loss, costs, or damages incurred due to your access to or use of third party content, products, or services.

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
Oracle Revenue Management and Billing Banking User Guide	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.
Oracle Revenue Management and Billing Installation Guide	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.
Oracle Revenue Management and Billing Quick Installation Guide	Provides high-level information on how to install the Oracle Revenue Management and Billing (ORMB) application and selected additional software.
Oracle Revenue Management and Billing Database Administrator's Guide	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.
Oracle Revenue Management and Billing Server Administration Guide	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.
Oracle Revenue Management and Billing Security Guide	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.
ORMB - Transaction Feed Management - Batch Execution Guide	Describes the sequence in which the batches must be executed while performing various tasks in the Transaction Feed Management module.

Document	Description
Oracle Revenue Management and Billing Batch Guide	Lists and describes various ORMB batches.
Oracle Revenue Management and Billing Upgrade Guide	Explains how to upgrade the Oracle Revenue Management and Billing framework, application, and its database.
Oracle Revenue Management and Billing Upgrade Path Guide	Explains the path and pre-requisites for upgrading Oracle Revenue Management and Billing from one version to another.
Oracle Revenue Management and Billing ODI Integration Guide for TFM	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.
Oracle Revenue Management and Billing Documaker Integration Guide for Banking	Provides detailed information on how to integrate Oracle Documaker with Oracle Revenue Management and Billing so that you can use Oracle Documaker for the Banking module.
Oracle Revenue Management and Billing Reports Installation Guide	Explains how to install reports in Oracle BI Publisher and ORMB. It also explains how to create new reports from scratch or using the sample report as a starting point.
Oracle Revenue Management and Billing Pricing Services	Lists and describes the inbound web services related to the Pricing module. It also explains the pre-requisites, input parameters, and output parameters of these inbound web services.

Change Log

Revision	Last Update	Updated Section	Comments
1.1	26-Jan-2017	Known Issues	Added Information
		Bill Tolerance	Added Information
		Billing	Added Information
		Hold Request	Corrected Information
		Payment Request	Corrected Information
		Rates	Added Information
1.2	20-Sep-2017	Enhancements: Hold Request	Updated Information
		Enhancements: Invoice Construct	Modified Information
		Known Issues: Documentation	Deleted Screen Names and Tab Name from Bug Description.

Contents

Prerequisites

If a customer is already using the Transaction Feed Management feature and wants to upgrade to Oracle Revenue Management and Billing Version 2.5.0.4.0, 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 2.5.0.3.0 will not happen successfully.
- Transactions which are uploaded using 2.5.0.3.0 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:

- Upload Request
- Delinquency Central
- General Ledger (GL) Accounting Template

Upload Request

Oracle Revenue Management and Billing until now provided you with different mechanism or features to upload different data such as adjustment data, payment data, and so on received from the external source system. In this release, the system provides a generic upload feature which enables you to upload various types of data. At present, the system enables you to upload data for the following entities using the **Upload Request** feature:

- Billable Charge (Adhoc and Regular)
- Hold Request
- Refund Request
- Write Off Request

It also enables you to update the following information of accounts:

- Contract Rider
- Bill Cycle

You can easily customize the functionality to upload various other types of product data based on the customer requirements. While uploading data for the above supported entities, you need to specify the upload request type using which you want to upload the file. It is the upload request type which helps the system to determine:

- Whether the file must be approved by the approver before creating or updating the entities
- Which business object must be used for creating the upload request
- Which business object must be used for creating or updating entities through an upload request
- Which foreign key reference must be used for generating information string for the entity
- A set of fields using which you can search records uploaded through an upload request

Note: A new business object named **Upload Request Type (C1-UplRequestType)** is shipped in this release. You can use the business object to create an upload request type for uploading the billable charge, hold request, refund request, write off request, bill cycle, and contract rider data.

You can upload a data file in the CSV format. You need to ensure that the CSV file is in the required format; otherwise the file will not be uploaded. You cannot upload data for more than one entity type through the same CSV file. For example, you cannot upload data for billable charges and hold requests using a single CSV file.

When you upload a data file, the system parses the flat file in the CSV format and maps the columns in the CSV file to an XML schema. An upload request of the specified upload request type is created when the file is successfully uploaded in the system. You can track a file through an upload request.

Once an upload request is created, the status of the upload request is set to **Draft**. The status of each record uploaded through an upload request is set to **Pending**. However, if the mandatory data is not available or data required for deriving mandatory data is incorrect in the record, the status of record is set to **Invalid**.

You can then edit, delete, or validate the upload request. During the validation process, the system and custom validations (if any) are executed. The status of each record is changed to **Valid** or **Invalid** depending on whether the record was validated successfully or not. Once the upload request is validated, you can either cancel or submit the upload request for further processing. On submitting an upload request, the system checks whether the number of valid records in the uploaded file exceed the online record process limit defined in the Defer Upload Request algorithm. If the number of valid records in the uploaded file does not exceed the online record process limit, the system creates or updates the entities in the real time (i.e. immediately). However, if the number of valid records in the uploaded file exceeds the online record process limit, the system creates or updates the entities in the deferred mode (i.e. when the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked).

You can optionally configure the system to use the approval workflow process for an upload request. If the **Approval Required** flag is set to **Yes** in an upload request type, then on submitting the respective upload request, the approval workflow process creates a To Do for the approver to review the upload request. Once the approver approves the upload request, the system checks whether the number of valid records in the uploaded file exceed the online record process limit defined in the Defer Upload Request algorithm. If the number of valid records in the uploaded file does not exceed the online record process limit, the system creates or updates the entities in the real time (i.e. immediately). However, if the number of valid records in the uploaded file exceeds the online record process limit, the system creates or updates the entities in the deferred mode (i.e. when the **Upload Request Periodic Monitor (C1-UPLRQ)** batch is invoked). However, if the approver rejects the upload request, the status of the upload request is set to **Rejected**.

During the upload process, an upload request goes through various statuses in its lifecycle. Note that the lifecycle of an upload request is driven by the business object using which the upload request is created. In this release, we have shipped the following upload request business objects:

- Update Bill Cycle Upload Request (C1-BillCycleUpdateUplReq)
- Billable Charge Upload Request (C1-BillableChargeUploadRequest)
- Update Contract Rider Upload Request (C1-ContractRiderUpdateUplReq)
- Hold Request Upload Request (C1-HoldUploadRequest)
- Refund Request Upload Request (C1-RefundUploadRequest)
- Write Off Request Upload Request (C1-WriteOffUploadRequest)

To implement this feature, the existing **Upload Request Type** screen is enhanced and a new screen named **Upload Request** is introduced. The **Upload Request Type** screen can still be used to create upload request type for uploading adjustment data. You need to create the upload request type using the existing **Adjustment Upload Request Type (C1-AdjRequestType)** business object for uploading adjustment data.

Delinquency Central

Oracle Revenue Management and Billing provides the ability to quickly search for an overdue process which is created for an account. You can search for an overdue process using the person, account, bill and overdue process details.

Two new screens - **Delinquency Central** and **Overdue Process Information for Account** are introduced in this release. The **Delinquency Central** screen allows you to quickly search for the overdue processes using various search criteria. It contains the following buttons:

- **Contact Customer** - Used when you want to maintain contact details of the person.
- **Create Hold Request** - Used when you want to create a hold request for the account.
- **Create Payment Arrangement** - Used when you want to create a payment arrangement for the account.
- **Create Promise to Pay** - Used when you want to create a promise to pay for the account.

In addition, you can navigate to the **Overdue Process Information for Account** screen through the **Delinquency Central** screen. The **Overdue Process Information for Account** screen enables you to view the following information:

- Overdue bills for which the overdue process is created
- Active hold requests created for the account
- All payment arrangements created for the account
- All promise to pay created for the account
- Details maintained for each contact made to the account’s main customer

General Ledger (GL) Accounting Template

Oracle Revenue Management and Billing until now created FT GL entries while generating the financial transactions for adjustments, payments, and bill segments. The FT GL entries were created using the distribution codes from the adjustment type, rate component, billable charge pass through line, or contract type depending on the type of financial transaction. Now, the system enables you to override the distribution code used for creating FT GL entries using the GL Accounting Template feature.

The system allows you to define a GL Accounting template for each process and sub processes combination for a date range. Based on the parameters defined in the **FT Generation** algorithms, the system either uses the standard process or GL Accounting Template for FT GL creation. The GL Accounting template for the specified process and sub processes combination which is effective on the accounting date is used for FT GL creation.

There should be at least one debit and credit lines in the GL Accounting template. You can define maximum 10 lines in the GL Accounting template. Each line should contain the following information:

- Whether the line should be used to create a debit FT GL entry or credit FT GL entry
- Conditional algorithm (created using the **C1-GLATLC** algorithm type) to indicate whether the line should be used to create the FT GL entry or not
- Distribution code to indicate the GL Account against which the FT GL entry should be created
- User defined amount, such as Amount 01, Amount 02, or Amount 03

The line with the Amount 01 user defined amount is used to create balancing FT GL entry against the contract type. The line with the Amount 02, Amount 03, …, and Amount 10 user defined amount is used to create FT GL entries for bill segment calculation lines, non-calculated adjustments, adjustment calculation lines, or payments. In case of bill segments and calculated adjustments, the lines with the Amount 02, Amount 03, …, Amount 10 user defined amount are mapped to calculation line amounts based on the rate component sequence.

You can optionally configure the system to use the approval workflow process while activating or deactivating the GL Accounting templates. If you want to enable the approval workflow process, you need to define algorithms using the following algorithm types:

- C1-GLATAPPEN
- C1-GLATSUB

If the **Approval Required Flag** parameter in an algorithm created using the **C1-GLATSUB** algorithm type is set to **Y**, then on submitting or deactivating the GL Accounting template, the approval workflow process creates a To Do for the approver to review the GL Accounting template. Once the approver approves a GL Accounting template, the status of the GL Accounting template is set to **Active** or **Inactive**.

We are supporting the following process and sub processes combinations while creating the GL Accounting template:

Process	BS	AD	PS
Sub Process 1	Contract Type	Adjustment Type	Bank Account
Sub Process 2	Division	Contract Type	Contract Type
Sub Process 3	Rate Schedule	Division	Division
Sub Process 4	-	-	-
Sub Process 5	-	-	-

For example, you can define the following the GL Accounting templates using the above supported process and sub processes combinations:

GL Accounting Template	**Process**	**Sub Process 1**	**Sub Process 2**	**Sub Process 3**
GLAT1	BS	CT1	D1	RS1
GLAT2	BS	CT2	D1	RS1
GLAT3	BS	CT3	D2	RS2
GLAT4	PS	BA1	CT1	D1
GLAT5	PS	BA2	CT2	D2
GLAT6	AD	AT1	CT1	D1
GLAT7	AD	AT1	CT2	D2

While creating the GL Accounting template for BS and AD processes, you need to ensure that the line with the Amount 1 user defined amount is a debit line. However, while creating the GL Accounting template for PS process, you need to ensure that the line with the Amount 1 user defined amount is a credit line.

Based on the customer requirements, you can define GL Accounting template for various custom process and sub processes combinations.

To implement this functionality, a new screen named **GL Accounting Template** is introduced in this release.

Enhancements

This section lists the enhancements made to the following features:

- Pricing Management
- Account Receivable Central
- Refund and Write Off Request
- Hold Request
- Billing
- Financial Transaction
- Payment Request
- Statement
- Invoice Construct
- Transaction Feed Management
- Rates
- Bill Tolerance

Pricing Management

The following enhancements are made to the pricing management feature:

- You can now view a list of accounts, persons, and active price lists to which a price item is assigned through a new screen named **Price Item Assignments**. Only the accounts, persons, and active price lists for which the price item pricing is active are listed in the **Price Item Assignments** screen. You can navigate to this screen by clicking the **Assigned To** icon in the **Assigned To** column corresponding to the price item in the **Search Price Item** zone.
- You can now view a list of accounts and persons to which an active or proposed price list is assigned through a new screen named **Price List Assignments**. You can navigate to this screen by clicking the **Assigned To** icon in the **Assigned To** column corresponding to the active or proposed price list in the **Search Price List** zone. Note that the **Assigned To** icon does not appear in the **Assigned To** column corresponding to the template price list in the **Search Price List** zone.
- You can now view a list of accounts and persons which are eligible for a price list assignment on a given date through a new screen named **Eligible Accounts and Persons**. You can navigate to this screen by clicking the **Eligible Accounts and Persons** icon in the **Eligible Accounts and Persons** column corresponding to the active or proposed price list in the **Search Price List** zone. Note that the **Eligible Accounts and Persons** icon does not appear in the **Eligible Accounts and Persons** column corresponding to the template price list in the **Search Price List** zone.

- Once you search eligible accounts or persons for a division on a given date, you can then assign the price list to the respective account or person. The system allows you to assign active price list to multiple eligible accounts or persons at the same time through a new screen named **Price List Assignment**. Once you specify the details of price list assignment, the same are applicable for all selected accounts or persons. Through the **Price List Assignment** screen, you can also set the priority of the price list assignment using the **Priority Indicator** field. This field has two options:
    - **Highest** - Used when you want the price list assignment to have the highest priority. It checks whether there are any other price list assignments for the account, derives the priority of each such price list assignment, and then sets the priority of the new price list assignment to the existing price list assignment with highest priority minus one. For example, an account named A1 already has P1 with priority 2 and P2 with priority with 3 assigned to it. Now, when you assign P3 to A1 and set the priority indicator to **Highest**, the system sets the priority of P3 to 1 (2-1).
    - **Lowest** - Used when you want the price list assignment to have the lowest priority. It checks whether there are any other price list assignments for the account, derives the priority of each such price list assignment, and then sets the priority of the new price list assignment to the existing price list assignment with lowest priority plus one. For example, an account named A1 already has P1 with priority 2 and P2 with priority with 3 assigned to it. Now, when you assign P3 to A1 and set the priority indicator to **Lowest**, the system sets the priority of P3 to 4 (3+1).

  Note that when there are no existing price list assignments for an account or person, the system derives the default price list priority defined in the **C1_PRICING** feature configuration and then sets the priority of the price list assignment to default price list priority minus one or default price list priority plus one depending on whether the priority indicator is set to **Highest** or **Lowest**.
- If the eligibility criteria are not defined for the price list, or if the effective eligibility criteria are not available for a given date, the system considers all accounts and persons as eligible for the price list assignment.
- Now, while assigning a price list to an account or person from the **Price List Assignment (Account)** or **Price List Assignment (Person)** screen, respectively, you can search for price lists to which the account or person is eligible for assignment on a given date.

Account Receivable Central

The following changes are made to the Account Receivable Central feature:

- You can now refund a credit bill and write off a debit bill from the **Account Receivable Central** screen. In other words, two new buttons - **Refund** and **Write Off** - are added in the **Search Bill** zone of the **Account Receivable Central** screen which enables you to create a refund and write off request, respectively.

However, while creating a refund or write off request from the **Account Receivable Central** screen, you can select only one bill for refund or write off. Once the refund request is created, you can then add more credit bills, bill segments, and payments from the **Refund Request** screen. Similarly, once the write off request is created, you can then add more debit bills and bill segments from the **Write Off Request** screen.

Refund and Write Off Request

The following changes are made to the Refund and Write Off Request feature:

- Two new buttons - **Delete** and **Edit** - are added in the **Refund Details** zone of the **Refund Request** screen. The **Delete** button allows you to delete an entity (such as a credit bill, credit bill segment, and payment) from the refund request. You can delete multiple entities at the same time from the refund request. And, the **Edit** button allows you to edit the refund amount and adjustment type using which the refund or write up adjustment is created for the entity. A new screen named **Edit Request Details** appears on clicking the **Edit** button which allows you to edit the refund details of multiple entities at the same time.
- Two new buttons - **Delete** and **Edit** - are added in the **Write Off Details** zone of the **Write Off Request** screen. The **Delete** button allows you to delete an entity (such as a debit bill and bill segment) from the write off request. You can delete multiple entities at the same time from the write off request. And, the **Edit** button allows you to edit the write off amount and adjustment type using which the write off adjustment is created for the entity. A new screen named **Edit Request Details** appears on clicking the **Edit** button which allows you to edit the write off details of multiple entities at the same time.

Hold Request

The following changes are made to the Hold Request feature:

- You can now configure the approval workflow process for a hold request. If the **Approval Required** flag is set to **No** in a hold request type, then on submitting the respective hold request, the system checks whether the number of records in the hold request exceed the defer processing count defined in the hold request type. If the number of records in the hold request does not exceed the defer processing count, the status of hold request is changed to **Active** in the real time (i.e. immediately). However, if the number of records in the hold request exceeds the defer processing count, the status of hold request is changed to **Active** in the deferred mode (i.e. when the **Hold Request Periodic Monitor (C1-HLDRQ)** batch is invoked).

  However, if the **Approval Required** flag is set to **Yes** in a hold request type, then on submitting the respective hold request, the approval workflow process creates a To Do for the approver to review the hold request. Once the approver approves the hold request, the system checks whether the number of records in the hold request exceed the defer processing count defined in the hold request type. If the number of records in the hold request does not exceed the defer processing count, the status of hold request is changed to **Active** in the real time (i.e. immediately). However, if the number of records in the hold request exceeds the defer processing count, the status of hold request is changed to **Active** in the deferred mode (i.e. when the **Hold Request Periodic Monitor (C1-HLDRQ)** batch is invoked).

- Besides approving and rejecting a hold request, the approver can also request the submitter to resubmit the hold request for approval.
- Earlier, you were able to hold only the **Funding** process through a hold request. Now, you can hold the **Funding**, **Auto Pay**, **Bill Generation**, and **Overdue** processes through a hold request. However, note that you can hold the **Auto Pay**, **Bill Generation**, and **Overdue** processes only when the hold request is created for an account.
- Earlier, while editing a hold request, you were able to add, edit, and delete the entities from the **Hold Request** screen. Now, the **Search Account**, **Search Person**, and **Search Bill** zones are added in the **Hold Request** screen. You can add the entities, such as account, person, or bill, from the **Search Account**, **Search Person**, or **Search Bill** zone, respectively. You can edit or delete the entities from the hold request using the **Edit** and **Delete** buttons in the **Hold Entities** zone.
- A new batch named **C1-HLMON** is introduced which monitors or checks whether there are any hold requests in the **Active** or **Released** status.. For active hold requests, the batch does the following:
    - Updates the date in the **Bill After**, **Postpone Credit Review Until**, and **Defer Auto Pay Date** fields depending on the process which is kept on hold for the account.
    - Updates the automatic payment details in the **CI_BILL_ACH** table when the account's auto pay process is kept on hold and the entity end date in the hold request is earlier than the batch business date.
    - Changes the status of the active hold request to **Released** when the hold request end date is earlier than the batch business date.

  For released hold requests, the batch does the following:

    - Updates the automatic payment details in the **CI_BILL_ACH** table when the account's auto pay process is kept on hold and the entity end date in the hold request is earlier than or equal to the batch business date.
- A new batch named **C1-DELBI** is introduced which deletes the following for accounts' whose bill generation process is kept on hold through a hold request:
    - All bill segments of the pending bills which are in the **Freezable** or **Error** status
    - All pending bills

Billing

The following changes are made to the Billing feature:

- Earlier, two standard algorithms - **C1_ALTBLLSYS** and **C1_ALTBLLDIV** - were shipped with ORMB. Now, two additional algorithms - **C1_ALTBLSYS1** and **C1_ALTBLDIV1** - are shipped with ORMB. The **C1_ALTBLSYS1** algorithm allows you to generate alternate sequential bill numbers which are unique across the globe. And, the **C1_ALTBLDIV1** algorithm allows you to generate alternate sequential bill numbers which are unique within the division. These two algorithms allow you to generate alternate sequential bill numbers in the required format using the following parameters:

Parameter	Description
'X'	Here, X stands for a separator. For example, ','. The separator must be enclosed within single quotes. It will act as a delimiter in the alternate sequential bill number.
CIS_DIVISION	The division to which the account belongs. It is retrieved from the bill. It should not be more than five characters.
BILL_CYC_CD	The bill cycle of the account for which the bill is generated. It is retrieved from the bill. It should not be more than four characters.
ACCT_INDENTIFIER=<Account_Identifier_Type>,<CharStartPosition>,<CharCount>	Here, you need to specify the following information separated by a comma: • <Account_Identifier_Type> - Used to indicate the account identifier type whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the account identifier. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the account identifier. If you do not specify the count, by default, it is set to five.

Parameter	Description
CHARACC=<Characteristic_Type>,<CharStartPosition>,<CharCount>	Here, you need to specify the following information separated by a comma: • <Characteristic_Type> - Used to indicate the account's characteristic whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the characteristic value. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the characteristic value. If you do not specify the count, by default, it is set to five. **Note:** If the same characteristic is defined multiple times for an account, the characteristic value which is effective on the batch business date is considered.

Parameter	Description
CHARPER=<Characteristic_Type>,<CharStartPosition>,<CharCount>	Here, you need to specify the following information separated by a comma: • <Characteristic_Type> - Used to indicate the person's characteristic whose value must be used to generate the alternate sequential bill number. • <CharStartPosition> - Used to indicate the starting position from where you want to extract the characters from the characteristic value. If you do not specify the starting position, by default, it is set to zero (0) (i.e. from the first character). • <CharCount> - Used to indicate the number of characters that you want to extract from the characteristic value. If you do not specify the count, by default, it is set to five. **Note:** If the same characteristic is defined multiple times for an account, the characteristic value which is effective on the batch business date is considered.
BILL_DT=MMddyy	The date when the bill is created for the account. It should not be more than six characters. You can use the following patterns in the date format: • "yyyy" or "yy" for year • "MM" or "M" for month • "dd" or "d" for day **Note:** The date format should either start or end with the year.
SEQ_NBR	The sequence number generated by the database. It should not be more than 12 characters. **Note:** This parameter is not applicable while generating alternate sequential bill numbers which are unique within the division.
FIXED_SUFFIX=XX	Here, X stands for a letter or a group of letters that you want to add at the end of the alternate sequential bill number.

Parameter	Description
LEFT_PADDING_CHAR=ZERO or LEFT_PADDING_CHAR=SPACE	Indicates whether you want to add zero or space when the number of characters derived from the account's or person's characteristic value is less than the character count. The padding is added to the left.

While specifying the value for these parameters, you need to ensure that the length of the alternate sequential bill numbers should not exceed 30 characters. You can create custom algorithms using the **C1_ALTBLSYS1** and **C1_ALTBLDIV1** algorithm types to design the required alternate sequential bill number format using the above mentioned parameters.

Financial Transaction

The following changes are made to the Financial Transaction feature:

- The **Generate Conditional GL Entries Switch** parameter is added in the **Assign GL Account to Financial Transaction (C1-GLASN)** and **Assign GL Account to Financial Transaction (GLASSGN2)** batches. If you set this parameter to **Y**, the **C1-GLCE** algorithm is invoked. Based on the parameters defined in the algorithm, the system checks whether there is a GL Accounting template which is effective on the accounting date for the specified process and sub processes combination. If the effective GL Accounting template is available, the system creates additional FT GL entries for the financial transactions. If the financial transaction's currency is different from the division's base currency, the algorithm will create FT GL extension for the respective financial transaction.
- Two new parameters are added in the **ADJT-NM**, **ADJT-AC**, **ADJT-TA**, **ADJT-TC**, **ADJT-AD**, **ADJT-GL**, **PSEG-NM**, **PSEG-AC**, **PSEG-CA**, **BSBF-BA**, **BSBF-LO** algorithm types:
    - **GL Accounting Template override required (Y/N)** - Indicates whether the FT GL entries should be created using the lines in the GL Accounting template. The valid values are **Y** and **N**.
    - **Return the GL Accounting Template error of 'Header Record Not Found' back (Y/N)** - Indicates whether you want to show error message when the effective GL Accounting template is not available for the process and sub processes combination. If you set the value of this parameter to **N**, the algorithm uses the standard process for FT GL creation when the effective GL Accounting template is not available.

- The following table explains how the algorithms created using the following algorithm types create FT GL entries:

Algorithm Type	GL Accounting Template override required (Y/N)	Calculated Adjustment Distribution Code Source (AT - Adjustment Type, CL - Calc Lines)	Algorithm Behaviour
ADJT-NM, **ADJT-AC**, **ADJT-TA**, **ADJT-TC**, **ADJT-AD**, and **ADJT-GL**	N	CL	Creates FT GL for the adjustment calculation line using the distribution code on the respective rate component and the balancing FT GL using the distribution code on contract type.
ADJT-NM, **ADJT-AC**, **ADJT-TA**, **ADJT-TC**, **ADJT-AD**, and **ADJT-GL**	Y	CL	Creates debit and credit FT GL entries using the lines in the GL Accounting template.
ADJT-NM, **ADJT-AC**, **ADJT-TA**, **ADJT-TC**, **ADJT-AD**, and **ADJT-GL**	N	AT	Creates FT GL for the adjustment using the distribution code on the respective adjustment type and the balancing FT GL using the distribution code on contract type.
ADJT-NM, **ADJT-AC**, **ADJT-TA**, **ADJT-TC**, **ADJT-AD**, and **ADJT-GL**	Y	AT	Creates debit and credit FT GL entries using the lines in the GL Accounting template.

- If the **GL Accounting Template override required (Y/N)** parameter is set to **N** in the algorithms created using the **PSEG-NM**, **PSEG-AC**, and **PSEG-CA** algorithm types, the system creates FT GL for the payment segment using the distribution code on the respective payment segment type and the balancing FT GL using the distribution code on contract type. However, if the **GL Accounting Template override required (Y/N)** parameter is set to **Y**, the system creates debit and credit FT GL entries using the lines in the GL Accounting template.

- If the **GL Accounting Template override required (Y/N)** parameter is set to **N** in the algorithms created using the **BSBF-BA** and **BSBF-LO** algorithm types, the system behaves in the following manner:

If the bill segment is...	Then, the system...
Created from a billable charge with SQI and/or price item details	Creates FT GL for the bill segment calculation line using the distribution code on the respective rate component and the balancing FT GL using the distribution code on contract type.
Created from a pass through billable charge	Creates FT GL for the pass through line using the distribution code on the respective pass through line and the balancing FT GL using the distribution code on contract type.
Created from a billable charge with pass through charges, SQI, and price item details	Creates... • FT GL for the bill segment calculation line using the distribution code on the respective rate component • FT GL for the pass through line using the distribution code on the respective pass through line • Balancing FT GL using the distribution code on contract type
A post processing bill segment	Creates FT GL for the post processing FT using the distribution code on the respective rate component and the balancing FT GL using the distribution code on contract type.

However, if the **GL Accounting Template override required (Y/N)** parameter is set to **Y** in the algorithms created using the **BSBF-BA** and **BSBF-LO** algorithm types, the system behaves in the following manner:

If the bill segment is...	Then, the system...
Created from a billable charge with SQI and/or price item details	Creates debit and credit FT GL entries using the lines in the GL Accounting template.
Created from a pass through billable charge	Does not use the GL Accounting template. It creates FT GL for the pass through line using the distribution code on the respective pass through line and the balancing FT GL using the distribution code on contract type.

If the bill segment is...	Then, the system...
Created from a billable charge with pass through charges, SQI, and price item details	Creates... • FT GL for bill segment calculation line using the lines in the GL Accounting template. • FT GL for the pass through line using the distribution code on the respective pass through line. • Balancing FT GL using the line in the GL Accounting template.
A post processing bill segment	Creates debit and credit FT GL entries using the lines in the GL Accounting template.

Payment Request

The following changes are made to the Payment Request feature:

- The following buttons are added in the **Record Actions** section of the **Payment Request** zone:
    - **Back to Draft** - Enables you to change the status of the payment request to **Draft**. This button appears only when the payment request is in the **Distributed** status. On clicking the **Back to Draft** button, the system deletes the payments and payment segments which are created through the payment creation or transfer request.
    - **Discard** - Enables you to discard the payment creation or transfer request. This button appears only when the payment request is in the **Distributed** status. While discarding a payment creation request, the system does the following:
        - Deletes the payment event, payment tenders, payments, and payment segments created through the payment request.
        - Changes the status of the payment request to **Discarded**.

      However, while discarding a payment transfer request, the system does the following:
        - Deletes the payments and payment segments created through the payment request.
        - Unbalances the payment event.
        - Changes the status of the payment request to **Discarded**.
    - **Distribute And Freeze** - Enables you to distribute and freeze the payments at the same time. This button appears only when:
        - The payment request is created using the payment request type where the **Approval Required** check box is not selected.
        - The payment request is in the **Draft** status.

On distributing and freezing the tender amount, the payment event, payments, payment segments, and payment tenders are created. The payments are created in the **Frozen** status. If any error occurs while creating the payment, the payment is created in the **Error** status. If all payments of a payment event are in the **Frozen** status, the payment event is balanced. However, if any payment of a payment event is in the **Error** status, the payment event is unbalanced. In addition, the status of the payment request is changed to **Processed**.

However, on distributing and freezing the payment amount, the new payments and payment segments are created. The payments are created in the **Frozen** status. If any error occurs while creating the payment, the payment is created in the **Error** status. The status of the old frozen payments which are transferred is changed to **Cancelled**. The old payments in the **Error** status which are transferred are deleted. The payment event is balanced when there are no new payments in the **Error** status. In addition, the status of the payment request is changed to **Processed**.

- The **Redistribute** button corresponding to the payment in the **Payment Distribution** zone enables you to redistribute the payment amount among the payment segments using the payment distribution algorithm on the match type.

Statement

The following changes are made to the Statement feature:

- Earlier, the system allowed generating the statement, but the implementation team had to write the logic to generate the output in the required format. Now, two new XML formats - **CAMT** and **TWIST** - are supported for generating statements for an account in the XML format.
- You can view the list of statements generated for an account and the statement in the XML format in the **Collection** tab of the **Account Collection Summary** screen.
- A new batch named **CISTMEXT** is added in this release. It allows you to generate statements for invoice accounts or contracts in the CAMT or TWIST format.
- Three new inbound web services are added in this release:
    - **C1_SearchStatement** - Allows you to search for a statement. It accepts the following input parameters - Account ID, From Date, To Date, Last ‘n’ Count, Bill ID, and Statement ID. It returns a list of statements that meet the search criteria.
    - **C1_ReprintStatement** - Allows you to generate the statement in the XML format. It accepts the Statement ID as the input parameter.
    - **C1_RegenerateStatement** - Allows you to regenerate the statement for an account. This service is useful when some bills are rebilled after the statement is generated for the account.

Invoice Construct

The following changes are made to the Invoice Construct feature:

- A new inbound web service named **C1-INVC-CONST-RULE** is added in this release. It allows you to check whether the usage account belongs to any active construct which is effective on the cut off date, and accordingly returns the construct ID. It also checks whether the billable charge satisfies any rule defined on the active construct and accordingly returns the invoice account ID. If the usage account is not available as the input parameter, the service derives the usage account using the following input parameter whichever is available:
    - Contract ID
    - Billable Charge ID

  If both the contract ID and billable charge ID are available, the service uses the contract ID to derive the usage account. All the input parameters in the corresponding business service including the Usage Account ID, Contract ID, and Billable Charge ID are optional except the Cutoff Date. However, at least one parameter out of the following three input parameters must be specified:
    - Usage Account ID
    - Contract ID
    - Billable Charge ID

  If the billable charge ID is available as the input parameter, the service checks whether the billable charge satisfies any rule defined on the active construct. If so, it returns the invoice account ID. However, if the billable charge ID is not available and other billable charge details are provided as the input parameter, the service identifies the usage account's billable charges which meet the specified criteria. For example, if the price item is provided as the input parameter, the service identifies the usage account's billable charges which are created for the respective price item. Once the billable charges are identified, the service checks whether each billable charge satisfies any rule defined on the active construct. If so, it returns the invoice account ID for the respective billable charge.

  If the usage account, contract ID, and billable charge ID are not available, or any error occurs during execution, the service returns the message category and message number as the output parameters which indicates the error that occurred during execution. However, if the service does not return the construct ID, invoice account ID, message category, and message number, it means that either the usage account does not belong to any active construct or the billable charge does not satisfy any rule on the active construct.

Transaction Feed Management

The following changes are made to the Transaction Feed Management feature:

- A new batch named **Identify Disaggregated Transactions (C1-IDENT)** is added in this release. It is used to fetch disaggregation requests which created only for accounts from the CI_TXN_DISAGG_REQ table. Otherwise, it performs the same job as the **Identify Affected Transactions (C1-IAENT)** batch. You can either use the **Identify Affected Transactions (C1-IAENT)** or **Identify Disaggregated Transactions (C1-IDENT)** batch based on your requirements while disaggregating transactions.

Rates

The following changes are made to the Rates feature:

- A new algorithm type named **C1-RATECALC** is introduced in this release. It allows you to calculate the value for a rate component using the values of other rate components in the rate schedule. You can create formula using the following mathematical functions:
    - X1+X2
    - X1-X2
    - X1*X2
    - X1/X2
    - MAX(X1,X2,X3,X4)
    - MIN(X1,X2,X3,X4)
    - AVG(X1,X2,X3,X4)
    - SIN(X1)
    - COS(X1)
    - TAN(X1)
    - ASIN(X1)
    - ACOS(X1)
    - ATAN(X1)
    - SQRT(X1)
    - LOG(X1)
    - LOG10(X1)
    - EXP(X1)
    - EXP10(X1)
    - ABS(X1)
    - CEILING(X1)
    - FLOOR(X1)
    - ROUND(X1)
    - NEGATE(X1)

Here, X1, X2, X3, X4, ..., X20 are variables which are mapped to the **Rate Comp1**, **Rate Comp2**, **Rate Comp3**, **Rate Comp4**, ..., **Rate Comp20** parameters in the algorithm. You need to specify the following while creating an algorithm using the **C1-RATECALC** algorithm type:

- The sequence of rate components (whose values you want to use in the calculation) in the **Rate Comp1**, **Rate Comp2**, **Rate Comp3**, **Rate Comp4**, ..., **Rate Comp20** parameters.
- The mathematical function in the **Formula** parameter.
- The SQI against which you want to store the output in the **Output SQI** parameter.

Here, the **Rate Comp1** and **Formula** parameters are mandatory and the remaining parameters are optional. The system will calculate the value of a rate component only when the algorithm created using the **C1-RATECALC** algorithm type is attached on the rate component.

Bill Tolerance

The following changes are made to the Bill Tolerance feature:

- The following parameters are added in the **C1-BILL_TOLR** and **C1-BILLTOL** algorithm types:
  - **Cancel Bill Segment** - Indicates whether cancelled financial transaction of the previous bill should be considered while calculating difference between the previous and current bill amount. The valid values are **true** and **false**.

    If you set the value of this parameter to **true**, you need to ensure that an algorithm created using the **C1-CFTZ-COF2** algorithm type is attached to the **FT Freeze** algorithm spot on the required customer class. And, if you set the value of this parameter to **false**, you need to ensure that an algorithm created using the **C1-CFTZ-COFT** algorithm type is attached to the **FT Freeze** algorithm spot on the required customer class.
  - **Adjustment and Cancel Adjustment** - Indicates whether adjustment amount should be considered while calculating difference between the previous and current bill amount. The valid values are **true** and **false**.

User Interface (UI) Level Changes

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

Screen Name (in 2.5.0.4.0)	Changes
Price Item	T**he f**ollow**ing c**hanges made to this screen: • The **Assigned To** column is added in the **Search Price Item** zone. On clicking the icon in the **Assigned To** column, a new screen named **Price Item Assignments** appears.
Price List	The following changes made to this screen: • The **Assigned To** and **Eligible Accounts and Persons** columns are added in the **Search Price List** zone. On clicking the icon in the **Assigned To** column, a new screen named **Price List Assignments** appears. However, on clicking the icon in the **Eligible Accounts and Persons** column, a new screen named **Eligible Accounts and Persons** appears.
Price List Assignment (Account), Price List Assignment (Person)	The following changes made to these screens: • A new option named **Search Eligible Price Lists** is added in the **Search By** field. • Two new fields - **Eligibility Effective Date** and **Status** - appear when you search a price list using the **Search Eligible Price Lists** option. • Two new columns - **Availability Start Date** and **Availability End Date** - appear when you search a price list using the **Search Eligible Price Lists** option.
Account Receivable Central	The following changes made to this screen: • The **Refund** and **Write Off** buttons are added in the **Search Bill** zone.
Refund Request (Used for Editing, Deleting, and Submitting)	The following changes made to this screen: • The **Delete** and **Edit** buttons are added in the **Refund Details** zone.
Write Off Request (Used for Editing, Deleting, and Submitting)	The following changes made to this screen: • The **Delete** and **Edit** buttons are added in the **Write Off Details** zone.

Screen Name (in 2.5.0.4.0)	Changes
Upload Request Type	The following changes made to this screen: • The **Mapping** column is added in the **Upload Request Type List** zone. • The fields in the **Upload Request Type** zone will change depending on whether you are viewing upload request type created using the **Adjustment Upload Request Type (C1-AdjRequestType)** or **Upload Request Type (C1-UplRequestType)** business object.
Upload Request Type (Used for Defining)	The following changes made to this screen: • The fields in the **Upload Request Type** screen will change depending on whether you are defining upload request type using the **Adjustment Upload Request Type (C1-AdjRequestType)** or **Upload Request Type (C1-UplRequestType)** business object.
Upload Request Type (Used for Editing and Copying)	The following changes made to this screen: • The fields in the **Upload Request Type** screen will change depending on whether you are editing or copying an upload request type which is created using the **Adjustment Upload Request Type (C1-AdjRequestType)** or **Upload Request Type (C1-UplRequestType)** business object.

Hold Request Type	The following changes are made to this screen:
	• The following fields are added in the **Hold Request Type** zone:
	  ○ Defer Processing Count
	  ○ Approval Required
	  ○ Approval To Do Type
	  ○ Approval To Do Role
	  ○ Submitter To Do Type
	  ○ Submitter To Do Role

Screen Name (in 2.5.0.4.0)	Changes

Hold Request Type (Used for Defining, Editing, and Copying)	The following changes are made to this screen:
	• The **Approval Required** check box is added in the **Main** section.
	• The following fields are added in the **Main** section:
	  ○ Defer Processing Count
	  ○ Approval To Do Type
	  ○ Approval To Do Role
	  ○ Submitter To Do Type
	  ○ Submitter To Do Role
	• The following options are added in the **Hold Processes** list:
	  ○ Auto Pay
	  ○ Bill Generation
	  ○ Overdue

Hold Request (Used for Searching)	The following changes are made to this screen:
	• The following options are added in the **Hold Process** list:
	  ○ Auto Pay
	  ○ Bill Generation
	  ○ Overdue
	• The following options are added in the **Status** list:
	  ○ Approval In Progress
	  ○ Deferred Processing
	  ○ Rejected

Hold Request (Used for Defining)	The following changes are made to this screen: • The **End Date** field is added in the **Main** section. • The **Start Date** and **End Date** fields are added in the **Hold Processes** section.

Screen Name (in 2.5.0.4.0)	Changes
Hold Request (Used for Viewing)	The following changes are made to this screen: • The **End Date** field is added in the **Main** section of the **Hold Request** zone. • The **Start Date** and **End Date** fields are added in the **Hold Processes** section of the **Hold Request** zone. • The **Approve**, **Reject**, and **Re Submit** buttons are added in the **Record Actions** section of the **Hold Request** zone. These buttons appear only when the approver is reviewing the hold request. • The **Edit** and **Delete** buttons are added in the **Hold Entities** zone. • The **Search Account**, **Search Person**, and **Search Bill** zones are added in this screen. The **Search Account** zone appears when you are viewing the details of an hold request which is created for an account. The **Search Person** zone appears when you are viewing the details of a hold request which is created for a person. And, the **Search Bill** zone appears when you are viewing the details of a hold request which is created for a bill.
Hold Request (Used for Editing)	The following changes are made to this screen: • The **End Date** field is added in the **Main** section. • The **Start Date** and **End Date** fields are added in the **Hold Processes** section. • The **Hold Entities** section is removed from this screen. You can now add the entities, such as account, person, or bill, from the **Search Account**, **Search Person**, or **Search Bill** zone, respectively. You can edit or delete the entities from the hold request using the **Edit** and **Delete** buttons in the **Hold Entities** zone.

Payment Request (Used for Searching)	The following changes are made to this screen:
	• The following options are added in the **Payment Request Status** list:
	  ○ Discarded
	  ○ Distribute and Freeze

Screen Name (in 2.5.0.4.0)	Changes

Payment Request (Used for Viewing, Editing, Distributing, and Freezing)	The following changes are made to this screen:
	• The following buttons are added in the **Record Actions** section of the **Payment Request** zone:
	  ○ Back to Draft
	  ○ Discard
	  ○ Distribute And Freeze
	• The **Redistribute** column is added in the **Payment Distribution** zone.

Account Collection Summary	The following changes are made to this screen: • Two new zones - **View Statement Details** and **View Statement Text** - are added in the **Collection** tab.

Statement Construct	The following changes are made to this screen:
	• The following options are added in the **Statement Route Type** list:
	  ○ CAMT Format
	  ○ TWIST Format

Statement Route Type (Used for Adding and Editing)	The following changes are made to this screen: • A field named **Attachment Data** is added in this screen.

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 2.5.0.4.0, refer to the Appendix A : New Objects in the Oracle Revenue Management and Billing V2.5.0.4.0 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 2.5.0.4.0 is supported:

Operating System and Web Browser (Client)	Operating System (Server)	Chipset	Application Server	Database Server
Windows 7[1], 8.1, 10 (64-bit) (Internet Explorer 11.x)	AIX 7.2 TL0 (64-bit)	POWER 64-bit	WebSphere Basic Full Profile 8.5.5 with Fix Pack 9, WebSphere ND Full Profile 8.5.5 with Fix Pack 9	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 support for Windows XP ends December 2013. Microsoft support for Windows XP ends April 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.

Framework Upgrade

Oracle Revenue Management and Billing Version 2.5.0.4.0 is based on Oracle Utilities Application Framework Version 4.3.0.3.0. It includes many enhancements that were not available before Oracle Utilities Application Framework Version 4.3.0.3.0. For more information about these enhancements, refer to the Oracle Utilities Application Framework Version 4.3.0.3.0 Enhancements section.

Oracle Utilities Application Framework Version 4.3.0.3.0 Enhancements

This section lists enhancements made in Oracle Utilities Application Framework Version 4.3.0.3.0:

- Configuration Tool Enhancements
- Integration Enhancements
- Reporting and Monitoring Enhancements
- Configuration Migration Assistant (CMA) Enhancements
- Miscellaneous Enhancements
- System Data Enhancements

Configuration Tool Enhancements

This section lists and describes the following enhancements made to the configuration tool:

- Support for Groovy

Support for Groovy

In this release, the system has introduced support for writing plug-in scripts and service scripts using the Apache Groovy programming language. The following lists more information about this enhancement:

- A new step type of **Groovy Member** has been added which provides a free format text area where you can enter Groovy code.
- A script can incorporate Groovy code on one of two ways:
    - If a scripting engine version is used, a script can include a combination of **Groovy Member** step types and other script step types. The **Groovy Member** steps form a Groovy class whose methods can be invoked from edit data steps within the main script body.
    - Plug In scripts can be written solely using Groovy. A new a script engine version value of **Groovy** has been added so that the script can indicate this to the framework. This avoids the need to convert the data to and from an XML structure when invoking a plug-in and provides the ability to write Groovy code that can work with the Java objects directly.
    - For security, the product, Java and third party classes available for scripting in Groovy will be restricted to a published whitelist.
    - A system wide property setting governs whether or not Groovy may be used in scripting by your implementation.

For more information, refer to the Using Groovy within Scripts topic in the Defining Script Options section of *Oracle Utilities Application Framework Administration Guide*.

Integration Enhancements

This section lists and describes the following integrated oriented enhancements:

- SOAP Message Sender
- Allow a Web Service to Define Content Type
- Support a Web Service Catalogue

SOAP Message Sender

In this release a new message sender class has been added to support sending HTTP outbound messages that follow the SOAP format. In previous releases, to accomplish this, one was required to use an XSL to add a SOAP envelope to a message. When configuring senders of this type, besides configuring the common HTTP context entries, the following additional context variables are available:

- SOAP Insert Time Stamp (Y/N)
- SOAP User Name Security Type. Values may be BASIC (HTTP Basic), TEXT (Username Token plain text) or DIGEST - Username Token Digest.
- SOAP Expiration Delay (in seconds)

Note: It supports only the HTTP method of POST.

Allow a Web Service to Define Content Type

By default the Real-time HTTP sender sets the HTTP Content-Type header to "text/xml". Some target applications require a different setting, such as "application/xml". In this release, a new sender context type has been added to allow you to configure the appropriate Content-Type for a given Real-time Sender.

Support a Web Service Catalogue

In this release, the product has introduced an adapter to streamline integration between your edge applications and Integration Cloud Service (ICS), which is an offering that serves as integration infrastructure for Oracle cloud solutions.

Reporting and Monitoring Enhancements

This section lists and describes the following enhancements made to the reporting feature:

- Ability to Capture Calculated Statistics
- Ability to Define Performance Targets

Ability to Capture Calculated Statistics

In this release, the product introduces functionality related to capturing statistics for a given business use case. The framework provides the following:

- A statistics control object, which is used to configure control information about whether statistics for a given use case are calculated periodically and if so, how often. Additionally it controls whether multiple historic snapshots are kept and for how long. The product provides a base business object which may be used for implementations to define their statistics control records.
- A statistics snapshot object, which is used to capture the calculated statistics. The product provides a "root" business object with an appropriate lifecycle. Edge products or implementations would extend this business object to define specific use cases. The specific business objects would include the appropriate elements in its schema that define the information being captured. And it would include an appropriate algorithm that is used to calculate the statistics data and populate the elements in the record.

The framework also provides user interface objects to view and maintain the statistics control and to view and maintain basic information captured in the statistics snapshot.

For more information about the functionality and related framework system objects, refer to the Capturing Statistics topic in the Reporting and Monitoring Tools section of *Oracle Utilities Application Framework Administration Guide*.

Ability to Define Performance Targets

In this release, the product provides functionality to define and categorize Performance Targets and link them to objects such as business services, zones and portals. This supports the calculation and display of the metrics against desired results.

In addition, the framework supplies out of the box support for creating batch process performance targets and the necessary components to configure these performance targets on a dashboard that groups related measures.

The batch process performance target functionality may be used a model for creating additional performance measures for use cases applicable to the edge products.

For more information about the functionality and related framework system object, refer to the Measuring Performance topic in the Reporting and Monitoring Tools section of *Oracle Utilities Application Framework Administration Guide*.

Configuration Migration Assistant (CMA) Enhancements

This section lists and describes the following enhancements made to the CMA functionality:

- Provide Additional Event Driven Batch Events
- Automatically Transition to Apply Transactions if Possible

- Ability to Indicate that No Approval is Needed
- Adjust Retry Logic
- Ability to Migrate Individual Messages

Note: The product is continuing to find ways to streamline the overall CMA process; reducing steps and increasing the ability to automate various steps.

Provide Additional Event Driven Batch Events

In this release several new algorithms have been provided to submit batch jobs that will automatically progress the lifecycle of the migration import.

- **F1-MGOAP-SJ -** Submit Migration Object Apply Monitor. This algorithm is supplied to be plugged into the **Apply Objects** status.
- **F1-MGTAP-SJ -** Submit Migration Transaction Monitor. This algorithm is supplied to be plugged into the **Apply Transactions** status.
- **F1-MGTPR-SJ -** Submit Migration Transaction Apply Monitor. This algorithm is supplied to be plugged into the **Retry Transactions** status.

In addition, the existing algorithm F1-MGOPR-SJ may optionally be plugged into the **Retry Objects** status to automatically progress the lifecycle.

In addition, the following algorithms have been provided to submit a batch job upon completion of a batch job:

- **F1-MGDIM-NJ -** Submit Migration Data Set Import Monitor. This algorithm is supplied to be plugged into the F1-MGTPR (Migration Transaction Monitor), F1-MGTAP (Migration Transaction Monitor - Apply) and F1-MGOAP (Migration Object Monitor - Apply) batch controls.
- **F1-MGTPR-NJ -** Submit Migration Transaction Monitor. This algorithm is supplied to be plugged into the F1-MGOPR (Migration Object Monitor) batch control.

Automatically Transition to Apply Transactions if Possible

In previous releases, the algorithm that checks to see if a Data Set can automatically transition from Apply Objects to Apply Transactions would only proceed if there were no objects in the Error Applying state. In this release, the algorithm has been changed to instead check for the number of errors. If the number is below a certain limit (configured as a parameter), the data set will transition to Apply Transactions. Note that this automatic transition only occurs if the Migration Data Set Import monitor process is run after the Migration Object Apply monitor process completes.

Ability to Indicate that No Approval is Needed

In this release a new option has been added to the migration data set import: an Auto Apply flag. This is implemented to allow for use cases where the migration is repetitive and the users have tested it and feel that there is no need for the manual approval step. Setting this flag to Yes results in the Apply step kicking off automatically.

Adjust Retry Logic

A change has been made to the procedure for retrying the apply object and apply transaction processing. In previous releases:

- Clicking Retry Objects from Apply Objects or Retry Transactions from Apply Transactions transitioned the data set to the respective state temporarily but then returned the data set back to Apply Objects or Apply Transactions. This would increment a retry counter used to detect that a retry has been requested.
- Note that clicking Retry Objects from Apply Transactions would simply transition the data set to Apply Objects (incrementing the retry counter). Clicking Apply Transactions from Apply Objects would transition from to Apply Transactions (incrementing the counter). If any transactions were in error, the same steps described below were required.
- After clicking either Retry Objects or Retry Transactions, the user needed to submit two batch jobs. First submit the appropriate batch (Object Monitor or Transaction Monitor) to move the objects / transactions in error back to the status of Approved (for objects) or Ready to Apply (for transactions). (The retry counter would be checked to control this). Then submit the appropriate Apply batch job.

In this release, the Retry Objects and Retry Transactions states are not transitory. This is to help with the effort to automate steps. It also eliminated the need for a retry counter. The steps for retrying are now as follows:

- Clicking Retry Objects from Apply Objects or Apply Transactions or clicking Retry Transactions from Apply Transactions transitions the data set to the appropriate Retry state. When a user clicks Apply Transactions from Apply Objects, the system will check whether or not there are transactions in error and if so, automatically transitions to Retry Transactions.

- At this point the appropriate batch job (Object Monitor or Transaction Monitor) to move objects / transactions in error back to the appropriate state (Approved or Ready to Apply, respectively) should be run. As described in Provide Additional Event Driven Batch Events, each Retry state can be configured to automatically submit the appropriate batch job. Once the object or transaction monitor is finished moving the data in error back to the appropriate state, the Data Set should be transitioned from the Retry state back to the appropriate "Apply" state. This can be done with the Data Set Monitor batch job. As described in Provide Additional Event Driven Batch Events, the Data Set Monitor can be automatically triggered by plugging in the appropriate batch control post processing event on the Object Monitor and Transaction Monitor.
- Once the data set is back in the appropriate Apply state, the corresponding Apply batch job should be run. As described in Provide Additional Event Driven Batch Events, the Apply states can be configured to automatically kick off their corresponding batch jobs.

Ability to Migrate Individual Messages

In previous releases, CMA supported the ability to migrate a message category and all its messages. In this release, support now exists for migrating an individual message category (without its messages) and to migrate one or more specific messages within a category. Refer to the New/Updated Migration Plans/Migration Requests for more information.

Miscellaneous Enhancements

This section lists and describes the following miscellaneous enhancements:

- Manage Thread Pool Worker from WebLogic
- Support for Installation Options Maintenance through BO
- Populate Context Fields for MO and PK on Portal Based Pages

Manage Thread Pool Worker from WebLogic

In this release, threadpoolworkers are now deployed as Weblogic managed servers so that they can be configured, started and stopped from Weblogic.

Support for Installation Options Maintenance through BO

In previous releases, the Installation Options maintenance object was marked to not support maintenance through a BO interaction.

In this release, that setting has changed and in addition, a base BO has been supplied to allow update of installation option configuration through this BO. This may be helpful if updates to the installation options need to be updated from an external system such as an automated testing system.

Note: This change was also implemented as a HOT fix to the 4.2.0.3.0 code line via Bug 22722115.

Populate Context Fields for MO and PK on Portal Based Pages

In this release, new portal context fields have been added for the maintenance object (MAINT_OBJ_CD) and the primary key (PK) field name and value. Up to 5 components are supported for the PK. The fields for the PK field name are PK_FLD_NAME1 through PK_FLD_NAME5. The fields for the PK value are PK_VALUE1 through PK_VALUE5.

The system will attempt to automatically populate the context for the current object being maintained. Refer to the description of business service F1-GetMoAndPrimeKeyFields for information about how the maintenance object is determined.

This functionality allows for portals to implement common functionality that is applicable across different maintenance objects.

System Data Enhancements

This section lists and describes the system data which is newly added and updated in Oracle Utilities Application Framework Version 4.3.0.3.0. It contains the following topics:

- New System Data
- System Data Update

New System Data

This section provides information about new system data delivered in this release that may need to be reviewed for possible impact by implementations.

New/Updated Application Services

The following application services were added or updated. Please review and determine which user groups, if any should be granted access to the application service/access mode.

Application Service	Description	Access Modes	Comments
F1PRFTGT	Performance Target Portal	Inquire	New application service for Performance Target functionality.
F1-PERFTGT	Performance Target MO	Add, Change, Delete, Inquire	New application service for Performance Target functionality.
F1-PERFTGTTY	Performance Target Type MO	Add, Change, Delete, Inquire	New application service for Performance Target functionality.
F1PRTGTY	Performance Target Type Portal	Inquire	New application service for Performance Target functionality.

Application Service	Description	Access Modes	Comments
F1-PERFTGTB	Batch Performance Target BO	Add, Change, Delete, Inquire, Active, Inactive, Generate Objects	New application service for Performance Target functionality.
F1SVCCAT	Web Service Catalog Portal	Inquire	New application service for the web service catalog.
F1STATS	Statistics Control Portal	Inquire	New application service for the statistics functionality.
F1-STATS	Statistics Control MO	Add, Change, Delete, Inquire	New application service for the statistics functionality.
F1STCSNP	Statistics Snapshot Portal	Inquire	New application service for the statistics functionality.
F1-STSSNPSHT	Statistics Snapshot MO	Add, Change, Delete, Inquire	New application service for the statistics functionality.
F1-STATSBOAS	Statistics Control BO	Add, Change, Delete, Inquire, Active, Capture, Inactive	New application service for the statistics functionality.
F1-SNPSHTBOAS	Statistics Snapshot Root BO	Add, Change, Complete, Delete, Inquire, Pending	New application service for the statistics functionality.
F1MESSAGECATEGORY	Message Category MO	Add, Change, Delete, Inquire	New application service for the message category MO introduced for Ability to Migrate Individual Messages.

New/Updated Migration Plans/Migration Requests

The following changes were implemented to support the Ability to Migrate Individual Messages.

- New migration plan for specific messages: **F1-Message**.
- New migration plan for migrating a message category only (without its messages): **F1-MessageCategoryOnly**.

Note: The new migration plans have not been added to base delivered migration requests. That is because the delivered migration requests are intended for bulk migrations and as such the existing migration plan that includes message categories and its messages is appropriate for the migration request. The new migration plans are provided to support more targeted migrations for an implementation where a specific migration request will be used.

System Data Update

This section highlights miscellaneous changes to system data configuration.

- The XAI Inbound Service maintenance object (XAI SERVICE) has been enhanced to refer to an FK Reference that properly displays an XAI Inbound Service when clicked. The previously configured FK Ref for the MO would navigate the user to the maintenance page but only launch the search.

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 2.5.0.3.0 to 2.5.0.4.0. For more information on how to upgrade, refer to the following documents which are available on OTN:

- *Oracle Revenue Management and Billing Version 2.5.0.4.0 Upgrade Guide*
- *Oracle Revenue Management and Billing Version 2.5.0.4.0 Upgrade Path Guide*

For upgrading from any other version of Oracle Revenue Management and Billing other than 2.5.0.4.0, consult with Oracle Support, Oracle Partner, or Oracle Consulting that may be supporting your implementation and upgrade process.

Deprecated Notices for OUAF Version 4.3.0.3.0

This section describes items that are deprecated in this release or planned for deprecation in a future release of Oracle Utilities Application Framework. It contains the following topics:

- Deprecated Objects in This Release
- Deprecation Planned for Future Releases
- Deprecated Objects for Future Releases

Deprecated Objects in This Release

The menus **CI_ADDCONTEXT** and **CI_GOTOCONTEXT** are not in use and have been removed in this release along with all related menu items and menu lines.

Deprecation Planned for Future Releases

The following features or items are scheduled to be removed in a future release of Oracle Utilities Application Framework:

- Support for Abbreviated Time Zone Names
- CMA Import Algorithm
- BO Read in F1-MainProc when Pre-Processing Exists
- Desupport of Embedded Installation

Support for Abbreviated Time Zone Names

The time zone page includes a drop down for defining a Time Zone Name. The list includes many three-digit "abbreviated" time zone names. However, their use is deprecated because the same abbreviation is often used for multiple time zones (for example, "CST" could be U.S. "Central Standard Time" and "China Standard Time"), and the Java platform can then only recognize one of them.

In a future release the Time Zone name drop down will be updated to remove the abbreviated values and upgrade any existing records to refer to an appropriate supported time zone name.

CMA Import Algorithm

In a future release the CMA Import algorithm plug-in spot will be deprecated. Please review any existing algorithms and create appropriate Pre-Compare algorithms instead.

BO Read in F1-MainProc when Pre-Processing Exists

In the original implementation of configuration tools, if a pre-processing script was linked to the BO via options, the main framework maintenance BPA (F1-MainProc) would not perform a Read of the BO, leaving it to the responsibility of the pre-processing script.

In a subsequent release, to solve a UI Hints issue related to child BOs, a BO Read was included in F1-MainProc even if a pre-processing script existed. This solution introduced a problem only visible for specific scenarios and a different fix has been introduced. In the meantime the BO Read is no longer necessary in F1-MainProc. Because there are many pre-processing scripts that are properly performing the Read of the BO, ideally the BO Read should be removed from F1-MainProc so that multiple reads are not performed.

However, there may have been pre-processing scripts introduced after the BO Read was included in F1-MainProc that were coded to not perform a BO read in the pre-processing script. Because of this situation, the BO Read is still performed as part of the processing of F1-MainProc.

The product plans to remove the BO Read from F1-MainProc logic when a pre-processing script exists. Please review your custom pre-processing scripts that are linked to your BO options to ensure that it properly performs a Read of your BO.

Desupport of Embedded Installation

WebLogic 12.1.3 is currently supported for both embedded and native installations. In future releases of the FW, using a later version of WebLogic, for example 12.2.*, embedded installations will be not be supported. Only the native installation will be supported.

Deprecated Objects for Future Releases

The following objects will be deprecated in the next release of Oracle Utilities Application Framework:

- Environment Reference. This administrative maintenance object was related to ConfigLab and Archiving, which are no longer supported. In a future release, the following will be removed:
    - Migration Plan **F1-EnvironmentRef**. Note that no base migration request references this plan. Implementations should ensure that no custom migration request references this plan.
    - Business Object **F1-EnvironmentRefPhysicalBO**
    - Maintenance Object **ENV REF**
- The To Do Type **F1-SYNRQ** (Sync Request Error) is not in use and will be deleted in a future release. Errors for the Sync Request Monitor (that also has the name **F1-SYNRQ**) are reported using the To Do Type **F1-SYNTD** (Sync Request Monitor Errors).

- The following algorithm types and algorithms provided for the current LDAP import functionality do not include any logic. They will be removed in a future release.
    - Algorithm Type / Algorithm **F1-LDAPIMPRT**
    - Algorithm Type / Algorithm **F1-LDAPPREPR**
- The lookup value **CHAR_ENTITY_FLG / F1SE** (Characteristic Entity / Sync Request Inbound Exception) is not in use and will be removed in a future release.
- The database tables **F1_IWS_SVC_OPER_L**, **F1_IWS_ANN_CHAR** and **F1_IWS_ANN_TYPE_CHAR** will be removed in a future release.

Deprecation Notices for ORMB Version 2.5.0.4.0

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 char**ges. 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 **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.
Service Program	EFFPRCSERVICE, C1_PRICEPARM

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

ORMB V2.5.0.4.0 Patches

Oracle Financial Services Revenue Management and Billing Version 2.5.0.4.0 and Oracle Insurance Revenue Management and Billing Version 2.5.0.4.0 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:

- 25294746 **- RMB V2.5.0.4.0 - Banking -** You can use this patch for all three platforms. This patch contains the following zip files:
    - FW-V4.3.0.3.0-MultiPlatform
    - RMB-V2.5.0.4.0-MultiPlatform
    - RMB-V2.5.0.4.0-FW-PREREQ-MultiPlatform
    - RMB-V2.5.0.4.0-Oracle-Database-MultiPlatform
- 25294815 **- RMB V2.5.0.4.0 - Insurance -** You can use this patch for all three platforms. This patch contains the following zip files:
    - FW-V4.3.0.3.0-MultiPlatform
    - RMB-V2.5.0.4.0-MultiPlatform
    - RMB-V2.5.0.4.0-FW-PREREQ-MultiPlatform
    - RMB-V2.5.0.4.0-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 2.5.0.4.0** 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 avai**labl**e 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
25366039	*24597060*	BILLS ALLOWED TO BE COMPLETED WITHOUT ANY FINANCIAL ACTIVITY
25243739	*25213584*	TIME ZONE CHANGES - DEFAULTING CURRENT DATE IN UI MAPS
25238388	*23716788*	NULLPOINTEREXCEPTION IN SATYPEPOSTPROCESSINGALGORITHMFROMCOBOLWRAPPER_IMPL
25237541	*24597060*	BILLS ALLOWED TO BE COMPLETED WITHOUT ANY FINANCIAL ACTIVITY
25237502	*25081087*	ACCRUAL ADJUSTMENT ISSUE WITH RATE COMPONENT
25208300	*24344944*	BILLABLE CHARGE NOT PICKED UP WITH VALID CUT OFF DATE - ONLINE BILLING
25205859	*25145403*	TOU / VARIANCE PARAMETER NOT STAMPED IN BILLABLE CHARGE
25160243	*25083460*	ADDITIONAL ZONE CHANGES FOR REPLACING SYSDATE
25160225	*25083437*	ZONE CHANGES FOR REPLACING SYSDATE TO CURRENT_DATE IN QUERIES
25150606	*25083658*	JAVA/COBOL CHANGES FOR TIMEZONE
25116044	*24972404*	C1-TXNHV BATCH DOES NOT ACCEPT NEGATIVE HEADER_TXN_VOL
25116013	*25082237*	C1-TXNVP BATCH IS NOT ASSIGNING PRICING WITH PRODUCT/TOU COMBINATION
24847753	*24747038*	ISSUE ABOUT PRIORITY_NUM PRECISION ON CI_CONSTRUCT_TEMPLATE TABLE
24846168	*24806546*	EXTRA CALENDAR PICTOGRAM ON GENERATE ADJUSTMENT SCREEN
24841307	*24602546*	ODB : USAGE DATA PROCESSING ISSUE WITH OPTIONAL PRODUCT PARAMETER
24839012	*24290168*	ODB : USAGE DATA PROCESSING UI DISPLAY ISSUE WITH PRODUCT PARAMETER
24792845	*24424085*	PRODUCT PARAMETERS ADDED WHEN CREATING A NEW BILLABLE CHARGE DO NOT GET SAVED
24792810	*24485079*	BILLS ARE GENERATED WHEN BILL AFTER DATE IS SET AND THERE IS ADJUSTMENT POSTED
24787268	*24511253*	FOR AN EXISTING CUSTOMER,CREATED NEW USAGE ACCOUNT,BILL IS GETTING GENERATED AT

Bug Number	Copy of	Description
24763058	*24481955*	ODB : ADHOC CHARGES BILL SEGMENT NOT GENERATED
24762423	*24579823*	BILL SEGMENTS SELECTION CHECKBOX GETS DISABLED AFTER CANCELLING SUBSET
24762210	*24615172*	AFTER APPLYING PATCH 24477386, GL ASSIGN BATCH JOB NOT COMPLETING
24762117	*24651727*	BILL FACTOR VALUE AUDIT ISSUE
24762112	*24743174*	FLAG (I.E. FT_TPYE_FLG) NEEDED TO DIFFERENTIATE THE BSEG ID OR ADJID.
24708027	*22935898*	PRODUCT PARAMETERS ADDED WHEN CREATING A NEW BILLABLE CHARGE DO NOT GET SAVED
24661279	-	JAVA.LANG.CLASSNOTFOUNDEXCEPTION WHEN ADDING A PERSON RECORD
24642746	*24410471*	BILLING: BILL SEGMENT GENERATION- NULLPOINTEREXCEPTION
24584715	*24482866*	ABILITY TO SEARCH BILL BASED ON ALTERNATE BILL ID (BILL NUMBER)
24578765	*24496213*	ERROR ON DELETING OF PRICE LIST PRODUCTS
24510063	*22959183*	NO MESSAGE DISPLAYED IF RECORD NOT FOUND ON APPROVE PRICE ASSIGNMENT SCREEN
24509938	*22959960*	FIELD ALIGNMENT IN APPROVAL REJECTION UI IS NOT PROPER.
24482209	*24363200*	ADD VALIDATION BEFORE DOING THE FREEZE FOR PAYMENT REQUEST
24482149	*24365924*	MOVE DISTRIBUTED PAYMENT REQUEST BACK TO DRAFT MODE
24424139	*24303043*	CALC AMT (IN INVOICE CUR) IS GETTING POSTED AS 0 EVEN WHEN CURRENCY CONVERSION E
24424023	*23559792*	WHEN ADDING CHARACTERISTICS TO A PAYMENT TENDER THROUGH BASE UI - SEARCH CHAR VA
24398778	-	INCORRECT TITLE IN APPROVAL COMPARISON UI
24317264	*23582730*	ADDITION OF NEW BILL-ACTION-FLG TO GENERATE BILL SEGMENT THROUGH BILLAPI
24299291	-	REVENUE REVERSAL WRITE OFF FOR REMAINING UNPAID AMOUNT
23749422	-	VALIDATION SHOULD BE TRIGGERED WHILE OVERRIDING THE PRODUCT PRICING
23068725	-	A VALIDATION IS REQUIRED ON COPY PRICE LIST,INSTEAD IT IS ON APPROVAL

Bug Number	Copy of	Description
21965051	*21936973*	BILL TOLERANCE ALGO DOES NOT LOOK FOR CANCELLED BILL SEGMENTS & ADJUSTMENTS
25160440	*25083658*	"PACKAGES" AND "FUNCTIONS" CHANGES FOR REPLACING SYSDATE TO CURRENT_DATE.
25160407	*25097004*	"VIEW" AND "DEFAULT VALUE TABLE" CHANGES FOR REPLACING SYSDATE TO CURRENT_DATE.
24902400	*24763068*	ADDITIONAL CHANGES NEEDED IN STOP LOSS ACCUMULATION BATCHES
24785948	*24614681*	MISMATCH BETWEEN TRANSACTION AND TRANSACTION PRODUCT MAPPING FOR STAGING RECORDS
24590666	*23068725*	COPY PRICE LIST ISSUES
23643852	*23068725*	ON COPY PRICE LIST UI, CLICKING SAVE BUTTON CLEARS THE VALUE OF ALL FIELDS

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Version 2.5.0.4.0 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 /0.00000000000000011/0.000000000000000023) from the **Search Exchange Rate** zone results in displaying the rate in exponential format “IE -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	When you execute the C1-TXNCU batch with either of the following parameters during the cancellation process, an error occurs: • Transaction Source • Division If you further execute the C1-TXCNC batch during the cancellation process, the status of all transactions in the feed is changed to Cancelled (CNCL). But, in this case, the SQIs on the billable charges are not accurate.
Workaround	None

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	You can avoid this warning message by editing the registry. Using a Registry Editor, such as Regedt32.exe, open the following key: 1. HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Styles 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.

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 999999999999999999.99**
Description	While defining a tiering range, if you specify zero (0) in the **To** field, the value is automatically getting converted to 999999999999999999.99.
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	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. 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.
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	During the transaction disaggregation process, you must execute the following batches in the specified order: 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) Otherwise, erroneous results might occur.
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	To resolve these pagination related issues, you need to apply framework single fixes which are available for the following bugs: • 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 • 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

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 creates 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 2.5.0.4.0, the error log file is generated even when the following batches are executed successfully and bills are completed: • 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: • 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	**ELIGIBLITY 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	**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, 9999999999999.99), 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

Issue	**NULLPOINTEREXCEPTION OCCURS WHEN THE AUDIT PROGRAM TYPE IS SET TO JAVA**
Description	A NULLPOINTEREXCEPTION occurs when you set the **Audit Program Type** field to **Java** while enabling the audit functionality for a table.
Workaround	Instead, you must set the **Audit Program Type** field to **Java (Converted)** while enabling the audit functionality for a table.

Issue	**SQI IS NOT PICKED AS PER SEQUENCE IN FEES & RATE CALCULATION PRE-PROCESSING ALGO**
Description	If you map two or more parameters with the same SQI in the algorithms created using the C1-RATECPR and C1-FEERTCPR algorithm types, the system will use the Parameter-SQI mapping with the lowest sequence defined in the algorithm for persisting price item rate and fees across division.
Workaround	None

Issue	**INBOUND WEB SERVICE DOES NOT TRIM LEADING & TRAILING SPACES FROM INPUT PARAMETER**
Description	If you pass input parameters with leading and trailing spaces to an inbound web service, the inbound web service does not trim the leading and trailing spaces from the input parameters.
Workaround	None

Issue	**IF USER ADDED DEFER AUTO PAY DATE ON ACCOUNT THEN AUTO PAY WILL NOT WORK**
Description	If you manually add the date in the **Defer Auto Pay Date** field, the automatic payment functionality will not work for the account.
Workaround	None

Issue	**TOTAL OVERDUE AMOUNT IN ACCOUNT & PERSON DETAILS SECTIONS SHOW INCORRECT VALUE**
Description	If you manually include a bill in more than one active overdue process through the user interface, the amount shown in the **Total Overdue Amount** field is incorrect when you search for an overdue process using the Person or Account details in the **Delinquency Central** screen.
Workaround	None

Issue	**MULTIPLE VALUES SPECIFIED WHILE DEFINING CRITERIA FOR BILLABLE CHARGE SELECTION**
Description	If you have used billable charge selection template in a construct where IN clause has one bind variable, you should not specify multiple values for the bind variable. The system will consider the first value in the **Value** field as the value for the bind variable and the remaining values specified in the comma-separated list will be omitted.
Workaround	None

Issue	**WILD CARD SEARCH NOT WORKING ON BILL SEARCH**
Description	At present, if you search for any entity in the OraSearch window, the system does not allow you to specify the Percentage (%) wildcard in the **Person Name** field while searching for any entity in the OraSearch window across application. If you The system automatically appends the criteria in the Person Name field with the Percentage (%) wildcard and accordingly.
Workaround	None

Insurance

Issue	**OLD INSURANCE FEATURES ARE NOT TESTED AND VERIFIED IN ORMB VERSION 2.5.0.4.0**
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: • Account Collection Summary • Account Current • 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 • External Statement • FK Validation Summary • Invoice Frequency • Membership • Pay Plan Template • Policy • Policy (P&C) • Policy Cancellation Reason • Policy Person Role • Policy Type • Promise To Pay Cancel Reason • Reason Code • Reconciliation Object • Reconciliation Object Line Status • Unit of Measure
Workaround	None

Issue	**ONLINE HELP NOT AVAILABLE FOR SOME SCREENS OR TABS**
Description	At present, the online help is not available for the following screens: • Collection Type • Loan • Request • Request Type (where Owner is Base) In addition, the online help is not available for the following tabs: • Rate Schedule - SQ Rule 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 2.5.0.4.0 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.

