

# **Oracle Financial Services Compliance Regulatory Reporting**

## **Canadian STR Administration Guide**

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**ORACLE®**  
Financial Services

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## OFS CRR Canadian STR Administration Guide

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# Document Control

**Table 1: Document Control**

Version Number	Revision Date	Change Log
1.0	July 2021	The first publication of guide for this release.

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# 1 About This Guide

This guide provides instructions to configure the Oracle Financial Services Compliance Regulatory Reporting Report (OFS CRR).

This chapter focuses on the following topics:

- [Who Should Use This Guide](#)
- [How this Guide is Organized](#)
- [Where to Find More Information](#)
- [Conventions Used in this Guide](#)

## 1.1 Who Should Use This Guide

The *Oracle Financial Services Compliance Regulatory Reporting* is designed for use by Oracle Financial Services Administration users.

Their roles and responsibilities, as they operate within the OFSCRR application, include the following:

- Configure, maintain, and adjust the system
- Maintain user accounts and roles, archive data, and load data feeds

## 1.2 How this Guide is Organized

The *Oracle Financial Services Compliance Regulatory Reporting* includes the following chapters:

- [Chapter 2, Administration Workflow](#)  
Explains the administration work flow in the OFSCRR application.
- [Chapter 3, Setting Users](#),  
describes the steps involved in creating users.
- [Chapter 4, Loading Data into OFSCRR](#), explains the steps for loading client-specific data and product supplied metadata.
- [Chapter 5, Integrating with the ECM Application](#), explains the steps involved in the integration of the CRR application with OFS ECM.
- [Chapter 6, Configuring Parameters](#), explains the steps to configure the report lock time period, due date, and currency code parameters.

## 1.3 Where to Find More Information

For more information on OFSCRR, refer to the following documents in [OHC](#):

- Oracle Financial Services Compliance Regulatory Reporting Installation Guide
- Oracle Financial Services Compliance Regulatory Reporting Data Model Reference Guide
- Oracle Financial Services Compliance Regulatory Reporting Release Notes/ReadMe
- Oracle Financial Services Compliance Regulatory Reporting User Guide
- Oracle Financial Services Compliance Regulatory Reporting Web Services Guide

To find additional information about how Oracle Financial Services solves real business problems, see our website at

[www.oracle.com/financialservices](http://www.oracle.com/financialservices).

## 1.4 Conventions Used in this Guide

Table 1 lists the conventions used in this guide.

**Table 1: Conventions Used in this Guide**

Conventions	Descriptions
Italics	<ul style="list-style-type: none"> <li>Names of books, chapters, and sections as references</li> <li>Emphasis</li> </ul>
Bold	<ul style="list-style-type: none"> <li>An Object of an action (menu names, field names, options, button names) in a step-by-step procedure</li> <li>Commands typed at a prompt</li> <li>User input</li> </ul>
Monospace	<ul style="list-style-type: none"> <li>Directories and subdirectories</li> <li>File names and extensions</li> <li>Process names</li> <li>Code sample, including keywords and variables within a text and as separate paragraphs, and user-defined program elements within a text</li> </ul>
<Variable>	Substitute input value

## 2 Administration Workflow

This chapter describes the Administrator workflow in the OFSCRR application.

The following image shows the workflow for an Administrator.

**Figure 1: Administrator workflow**

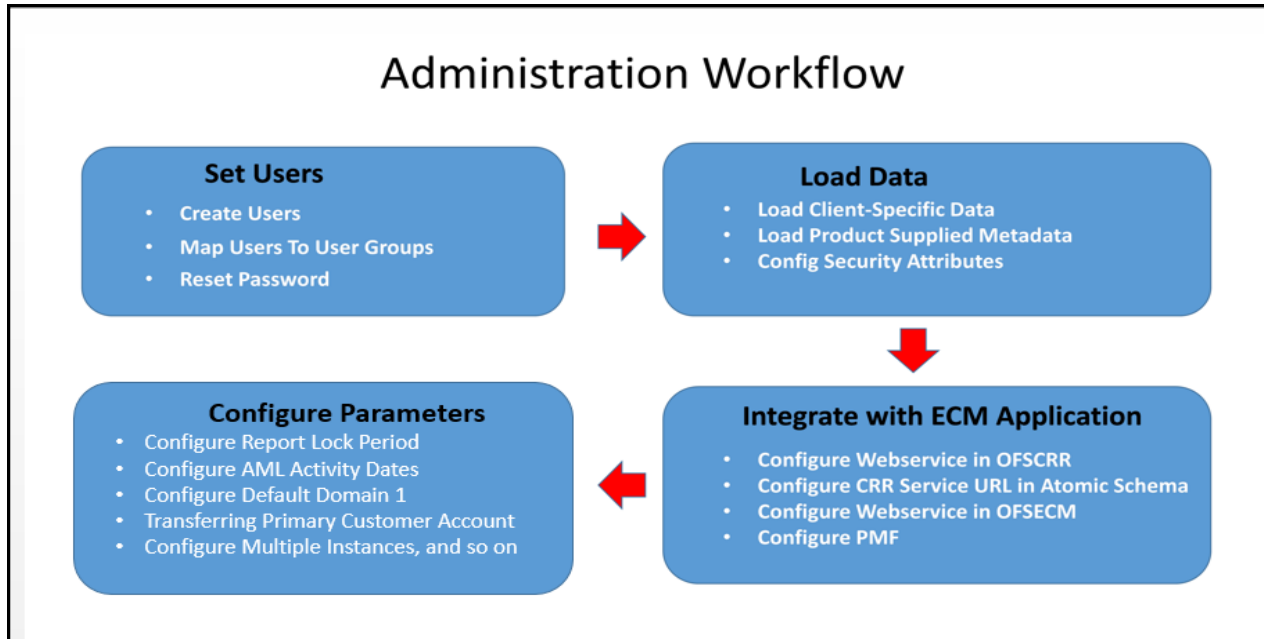


Table 2 lists the administration workflow in tabular format.

**Table 2: Administrator workflow**

Workflow	Description
Setting Users	Provide access to users in the OFSCRR application through the user groups.
Loading Data into OFSCRR	Load-client specific data and product supplied metadata in the OFSCRR application.
Integrating with the ECM Application	Integrate OFSECM with OFSCRR to post cases to generate reports with Webservice calls.
Configuring Parameters	Configure the Report Lock Period, Activity Information, Currency Code, UCM Group Name, Assigning Default User, Configuring Institution Name for Cash Transaction, Configuring Case Jurisdiction and Report Type, and Mapping Configuring Multiple Instances.



## 3 Setting Users

This chapter describes how to provide access to users in the OFSCRR application through the user groups and includes the following topics:

- [Creating Users](#)
- [Mapping Users To User Groups](#)
- [Logging in and Resetting Password](#)

### 3.1 Creating Users

To create users, follow these steps:

1. To create the users, see the *Object Administration* section in the [Oracle Financial Services Analytical Applications Infrastructure User Guide](#).

**NOTE** If you are integrating OFSCRR with OFSECM, it is optional to create the OFSCRR Administrator user. The user mapped to the role of OFSECM Administrator can be mapped to the role of OFSCRR Administrator.

2. Map the users to the predefined user groups, which in turn map to the user role. For more information, see the *Object Administration* section in the [Oracle Financial Services Analytical Applications Infrastructure User Guide](#).

The following table provides information about the predefined user groups that are mapped to the created users.

[Table 3](#) explains the group code, group name, and group description.

**Table 3: Group Description**

Group Code	Group Name	Group Description
RRCAANALYST1	RRCAANALYST1	RR Canada Analyst1 User Group
RRCAANALYST2	RRCAANALYST2	RR Canada Analyst2 User Group
RRCAAUDITOR	RRCAAUDITOR	RR Canada Auditor User Group
RRCASUP	RRCASUP	RR Canada Supervisor Group
RRADMINISTRATOR	RRADMINISTRATOR	RR Administrator Group

### 3.2 Mapping Users To User Groups

Use the following table to map the users to pre-defined user groups.

[Table 4](#) explains user names, their actions, and group name the user is associated.

**Table 4: Mapping Users to User Groups**

User	Description	Group Name
Analyst1	Reg Report Analyst Role	RRCAANALYST1
Analyst2	Reg Report Analyst Role	RRCAANALYST2

**Table 4: Mapping Users to User Groups**

User	Description	Group Name
Supervisor	Reg Report Supervisor Role	RRCASUP
Auditor	Reg Report Auditor Role	RRCAAUDITOR
Administrator	Reg Report Administrator Role	RRADMINISTRATOR

### 3.3 Logging in and Resetting Password

To log in and reset password, follow these steps:

1. Log in with each created user in OFSCRR. The Password Reset page is displayed.

**NOTE** This page is displayed when a user logs in for the first time immediately after that user has been created, or every time the SYS-ADMN user resets the password. For example, when the user forgets the password or when the password is locked.

2. Reset the password. The OFSCRR application login page is displayed.

**NOTE** You must log in to the application using the new password.

3. The OFSCRR application landing page is displayed. Click **Compliance Regulatory Reporting**.
4. Hover over **Canadian STR**. Select Search and List page, Create New Report or File Reports.

**NOTE** Follow these steps whenever a new user is added or modified (for User Details, User Group mapping, Security Attribute mapping, and Password Change).

## 4 Loading Data into OFSCRR

This chapter includes the following topics:

- Loading Client-Specific Data
- Loading Product Supplied Metadata
- Configuring Security Attributes for Users

### 4.1 Loading Client-Specific Data

This section explains steps to load client specific data in to the OFSCRR application.

To load client-specific data, follow these steps:

1. Navigate to <ftpshare path>/STAGE/Excelupload/Templates.
2. The <ftpshare path> is the same path given in variable OFSAAI\_FTP in OFSAAI\_InstallConfig.xml while installing OFSAAI. For more information, see *Configuring OFSAAI\_InstallConfig.xml File* section in the [Oracle Financial Services Analytical Applications Infrastructure User Guide](#).
3. Download the following Excel sheets to the Windows machine from the path given in the previous step

[Table 5](#) describes table name and reference to the data model.

**Table 5: Excel Sheets**

Excel Sheet	Description	Reference to the Data Model Reference Guide
DIM_DOMAIN1.xlsx	Provide the list of all Jurisdictions which are available in OFSECM.	Security Attribute1 Static Information section.
DIM_DOMAIN2.xlsx	Provide the list of all Business Domains which are available in OFSECM.	Security Attribute2 Static Information section.
DIM_DOMAIN3.xlsx	Provide the list of all Case Type and Case SubType which are available in OFSECM.	Security Attribute3 Static Information section.
DIM_DOMAIN4.xlsx	Provide the list of all Organizations that are available in OFSECM.	Security Attribute4 Static Information section.
DIM_DOMAIN5.xlsx	Provide the list of all Scenario Classes which are available in OFSECM.	Security Attribute5 Static Information section.
DIM_COUNTRY.xlsx	Provide the list of all Countries that need to be made available to the application	Country Information section
DIM_STATES.xlsx	Provide the list of all states for the countries that need to be made available to the application.	State Information section
DIM_REPORTING_ENTITY_LOC.xlsx	Provide the list of all reporting entity location.	Reporting Entity Location section

**Table 5: Excel Sheets**

Excel Sheet	Description	Reference to the Data Model Reference Guide
DIM_REPORTING_ENTITY_DTLS.xlsx	Provide the list of all reporting entities.	Reporting Entity Details section
DIM_REPORTING_PERSON.xlsx	Provide the list of all reporting persons.	Reporting Person Information section
DIM_TRXN_LOC_INFO.xlsx	Provide the list of all branches.	Branch Information section
MAP_REPENTITYDTLS_REPTYPE.xlsx	Provide the list of all mapping for reporting entity and CA-STR report type.	Reporting Entity Details section
MAP_REPENTITYLOC_REPTYPE.xlsx	Provide the list of all mapping for branches/reporting entity location and CA-STR report type.	Report type Information section
MAP_TRXNLOC_ENTITY_DTLS.xlsx	Provide the list of all mapping for reporting entity and branches/reporting entity location.	Report entity Information section.
MAP_REPPERSON_REPTYPE.xlsx	Provide the list of all mapping for reporting person and CA-STR report type.	Report person type Information section.
MAP_ENTITY_DTLS_LOC.xlsx	Provide the list of all mapping for reporting entity, entity location and CA-STR report type.	Report entity location Information section.
MAP_REP_NTITY_REP_PERSON	Provide the list of all mappings for reporting entity and reporting person with priority.	Report entity Information section.

**NOTE**

- The column `N_PRNT_REPENTITY_SKEY` in `DIM_REPORTING_ENTITY_DTLS` table is used to capture the parent reporting entity key value.
- If your reporting entity does not have parent reporting entity, then do not enter any value in this column.
- In case, an incorrect value is provided, the reporting entity information will not be populated in the E-File batch header, which may lead to the rejection of report by regulator.
- The column `F_DEFAULT_FL` in `MAP_REP_NTITY_REP_PERSON` table is used to capture the default mapping of the reporting person to the reporting entity. The value =Y indicates the default value.

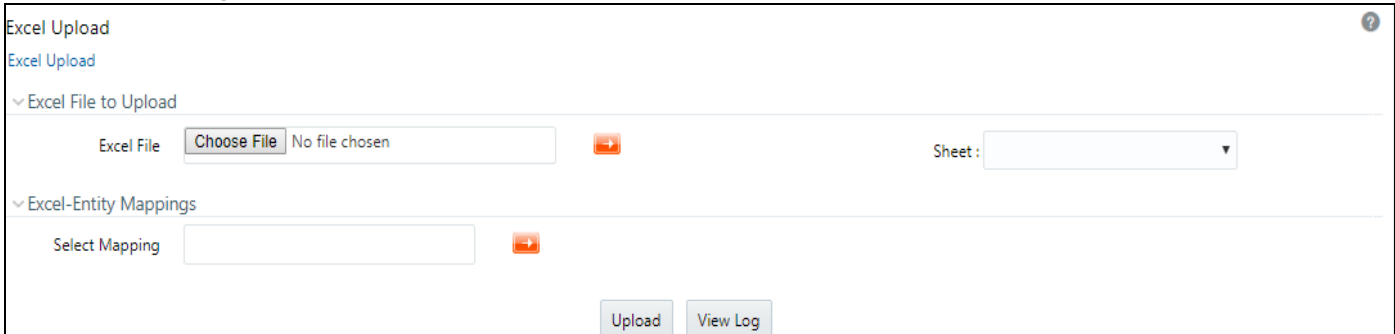
4. Add data in each Excel sheet as per your report requirement. For more information, see the [Oracle Financial Services Data Model Reference Guide](#).

### 4.1.1 Uploading Excel

To upload the Excel, follow these steps:

1. Log in to OFSCRR application as the Administrator user.
2. Navigate to Compliance Regulatory Reporting. Click **Excel Upload (Atomic)**.
3. Select the **Excel Upload**. The Excel Upload page is displayed.

**Figure 2: Excel Upload**



4. Click **Choose File** from Excel File to Upload. Select the sheet from the drop-down list.
5. In the Excel - Entity Mappings section, click the **Select the Mapping** arrow. Select the table name with the same name as that of the Excel sheet.
6. Click **Upload**. The confirmation message is displayed.

## 4.2 Loading Product Supplied Metadata

**NOTE** The following steps are applicable if OFSBDF is installed. If OFSCRR is installed as a standalone, then run the SQLs manually in the RR Atomic schema.

To load the product supplied metadata, follow these steps:

Execute the SQL AtomicCANSTR.sql in the CRR Atomic schema.

This file is packaged in the CRR installer kit under the path OFS\_CRR\_PACK/OFS\_CRR/ProductSuppliedMetadata/CANSTR.

## 4.3 Configuring Security Attributes for Users

To configure security attributes for users, follow these steps:

1. Log in as the Administrator user.
2. Click **User Administration**. The User Attribute page is displayed.
3. Select the user from the User Name drop-down list.
4. Assign attributes to each user from the drop-down list.
5. Click **Save**. The confirmation message is displayed.

## 5 Integrating with the ECM Application

OFSECM is integrated with OFSCRR to post cases to generate reports with Webservice calls. For more information about Webservice, see the [Oracle Financial Services Webservices Guide](#).

Both OFSECM and OFSCRR applications must be configured to use this Webservice.

**NOTE** This is an optional configuration and is required only when you want to integrate OFSCRR with OFSECM.

This chapter covers the following topics:

- [Configuring Webservice in OFSCRR](#)
- [Configuring CRR Service URL in Atomic Schema](#)
- [Configuring Webservice in OFSECM](#)
- [Configuring Processing Modeling Framework \(PMF\)](#)

### 5.1 Configuring Webservice in OFSCRR

The OFSCRR application's Webservice is already configured with a default user name and password. This default password must be reset before performing the OFSCRR and OFSECM integration. This step is mandatory for security reasons.

To update the password, follow these steps:

1. Log in as the Administrator.
2. Navigate to Compliance Regulatory Reporting.
3. Select **Webservice Configuration**. The Configuring Web service User ID and Password page is displayed.
4. Enter the User ID as `rruser`.

**NOTE** Do not add any other user name.

5. Enter the desired password.
6. Click **Save**. A confirmation message is displayed.

### 5.2 Configuring CRR Service URL in Atomic Schema

To configure the CRR service URL in the Atomic Schema, execute the following SQL:

```
UPDATE CRR_CONFIGURATION SET V_PARAM_VALUE= '<URL>'
WHERE V_PARAM_NAME= 'CRR_SERVICE_URL';
commit;
```

### 5.3 Configuring Webservice in OFSECM

To configure Webservice in OFSECM, follow these steps:

1. Login to the OFSECM application as the Administrator.

2. Navigate to Financial Services Case Management.
3. Select **Case Management Configuration** and click **Manage Common Parameters**. The Manage Common Parameter page is displayed.
4. Select *Deployment Based* from the Parameter Category drop-down list.
5. Select *Regulatory Report Solution Web Service* from the Parameter Name drop-down list.
6. Set Parameter Value text box = Y.
7. Update the OFSRR web service URL by setting the following attribute values.
  - Attribute1 value = rruser,
  - Attribute 3 Value = /services/InitiateRequest
  - Attribute 4 Value = /CRRframeworkDataingestion
8. Click **Save**. A confirmation message is displayed.

**NOTE** If you apply Critical Patch Update (CPU) 31341278 - OFS CRR 8.0.8.1.3, replace "services" with "RRService" in ATTR\_3\_VALUE\_TX column of KDD\_INSTALL\_PARAM table where PARAM\_ID = 7 in atomic schema.

For example, change http://XXX:YYYY/CRR808/services/InitiateRequest to http://XXX:YYYY/CRR808/RRService/InitiateRequest.

### 5.3.1 Updating OFSCRR Webservice password in OFSECM

To update the OFSCRR Webservice password in OFSECM, follow these steps:

1. Login to the OFSECM application as the Administrator.
2. Navigate to Financial Services Case Management. Select *Case Management Configuration*.
3. Click **Configuration of Web Service**. The Configuration of Web Service page is displayed.

**Figure 3: Configuration of Web Service**

4. Enter the password for *Regulatory Reporting Web Service* and click **Encrypt**.

**NOTE** Enter the same password as set in OFSCRR.

5. Logout from the application.

## 5.4 **Configuring Processing Modeling Framework (PMF)**

The Enterprise Case Management Processing Modeling Framework (PMF) facilitates built-in tooling for orchestration of human and automatic workflow interfaces. This enables the Administrator to create process-based ECM. It also enables the Administrator to model business processes and workflow.

To perform PMF configuration, see the PMF Chapter in the [ECM Administration Guide](#).



## 6 Configuring Parameters

This chapter covers the following topics:

- Report Lock Period
- Activity Information
- Currency Code
- UCM Group Name
- Assigning Default User
- Configuring Institution Name for Cash Transaction
- Configuring Prohibited Documents
- Configuring CA STR OPERATIONAL MODE

### 6.1 Report Lock Period

If a user forgets to log off from the OFSRR application or if the OFSRR screen is closed while accessing a report, the report gets locked for a pre-configured duration. By default, the duration is 60 minutes. This duration can be altered as per your requirement.

To alter the duration, execute the following SQL using OFSRR atomic schema user:

```
UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE1= '<DURATION IN MINUTES>'
WHERE V_ATTRIBUTE_NAME1= 'LOCK PERIOD IN MINUTES';
COMMIT;
```

### 6.2 Activity Information

The due date is set to N days from the date the request is sent from ECM to CRR, where N is a configurable number of days. The N days filing time should exclude both holidays and weekends, that is, it refers specifically to business days. The Due date can be modified by any user, based on the configuration mentioned in the following table.

Table 6 provides activity details such as attribute name, value, default pre-packaged value, behavior, and SQL.

**Table 6: Activity Information**

Attribute Name	Value	Default pre-packaged value	Behavior	SQL
Number of Days	N	5 (Days)	When a CRR report is created manually or through ECM action, it automatically sets due date to action date + N calendar days. If the parameter is blank then no date is set.	<pre>UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE1 = '&lt;NUMBER OF DAYS&gt;'  WHERE N_PARAM_IDENTIFIER = 33;  COMMIT;</pre>

## 6.3 Currency Code

To configure currency code for the template, use the field - 'Currency'

To get the value for Currency Code, execute the following query in the atomic schema for CRR application

```
SELECT V_ATTRIBUTE_NAME1, V_ATTRIBUTE_VALUE1 from APPLN_PARAMETERS where  
N_PARAM_IDENTIFIER=44;
```

To configure the Report Lock Period, execute the following SQL using OFSCRR atomic schema user:

```
UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE1= 'CAD' WHERE N_PARAM_IDENTIFIER = 44;  
COMMIT;
```

## 6.4 UCM Group Name

When you attach a report to the regulatory report, the group code configured in the UCM\_GROUP\_NAME parameter of the configuration table of AAI is validated. This parameter contains the value of a valid group name that appears during the AAI installation and it is mapped to the business user performing the action.

You can get the value for this parameter by executing the following query in the configuration schema of the AAI application.

```
select PARAMVALUE from  
configuration  
where PARAMNAME='UCM_GROUP_NAME'
```

To update the above parameter, execute the following query.

```
update CONFIGURATION set PARAMVALUE = 'RRADMINISTRATOR' where PARAMNAME =  
'UCM_GROUP_NAME';
```

## 6.5 Assigning Default User

This parameter defines the default user who shall be assigned all the CA STR reports that are created through the OFSECM system through posting by taking the 'Generate CA STR' action.

To get the value for this parameter, execute the following query in the atomic schema of the OFSCRR application.

```
SELECT V_ATTRIBUTE_NAME2, V_ATTRIBUTE_VALUE2 FROM APPLN_PARAMETERS WHERE  
N_PARAM_IDENTIFIER = 44;
```

To update the above parameter, execute the following query.

```
UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE2 = '<User Id for Default User>' WHERE  
N_PARAM_IDENTIFIER = 44;
```

## 6.6 Configuring Institution Name for Cash Transaction

This parameter defines the value to be populated in the **Part B1.8 - Other institution name and number or other person or entity** field in the UI.

**NOTE** This is applicable when a report is generated through OFS ECM by taking **Generate CASTR** action.

To get the value for this parameter, execute the following query in the atomic schema of the OFSCRR application.

```
SELECT V_ATTRIBUTE_NAME1, V_ATTRIBUTE_VALUE1 FROM APPLN_PARAMETERS WHERE  
N_PARAM_IDENTIFIER = 53;
```

To update the above parameter, execute the following query.

```
UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE1 = '<institution name that needs to be  
displayed>' WHERE N_PARAM_IDENTIFIER = 53;
```

## 6.7 Configuring Multiple Instances

This configuration enables multiple instances (STRs) of OFS CRR application from the single OFS ECM instance. You can use a single OFS ECM application instance to generate multiple report types.

This section covers the following topics:

- [Configuring Multiple Instance Attribute Flag](#)
- [Configuring PMF](#)
- [Configuring Report URLs](#)
- [Configuring Case Jurisdiction and Report Type Mapping](#)

### 6.7.1 Configuring Multiple Instance Attribute Flag

To configure multi instances of the OFS CRR application, follow these steps:

1. Login to the OFSECM application as an Administrator.
2. Navigate to Financial Services Case Management.
3. Select **Case Management Configuration** and click **Manage Common Parameters**. The Manage Common Parameter page is displayed.
4. Select **Deployment Based** on the **Parameter Category** drop-down list.
5. Select **Regulatory Report Solution Web Service** from the Parameter Name drop-down list.
6. Set Parameter Value text box = **Y**.
7. Update the multiple instance attribute flag by setting, **Attribute 6 value = Y**.
8. Click **Save**. A confirmation message is displayed.

### 6.7.2 Configuring PMF

To enable two or more **Generate STR** actions in the OFS ECM application for each STR type, you must configure process modeling framework. For more information, see the *Configuring Processing Modeling Framework* chapter in the [Administration and Configuration Guide](#).

### 6.7.3 Configuring Report URLs

Login into the ECM Atomic Schema and execute the following SQL statement by replacing the placeholder:

```
update KDD_REG_REPORT_TYPE t set t.REPORT_URL = '<URL for STR>/services/InitiateRequest' where t.REG_TYPE_CD = 'CASTR';
```

For example, update KDD\_REG\_REPORT\_TYPE t set t.REPORT\_URL = 'http://whf00abc:1200/CRR808/services/InitiateRequest' where t.REG\_TYPE\_CD = 'CASTR';

### 6.7.4 Configuring Case Jurisdiction and Report Type Mapping

#### NOTE

One or more jurisdictions can be mapped to only one Regulatory Report Type if the **isMultiInstance** option is enabled.

For example, if AMEA and APAC are mapped to CA STR, then they cannot be mapped to any other STRs.

In the Enterprise Case Management (ECM) application, case jurisdiction must be mapped to the report type to generate a report in the OFS CRR CA STR application.

To perform this activity, follow these steps:

1. Login into the ECM Atomic Schema and execute the following SQL statement by replacing the following placeholders
    - **##Jurisdiction Code##** : The values for KDD\_JRSDCN\_REPORT\_TYPE\_MAP.JRSDCN\_CD must come from the table KDD\_JRSDCN.JRSDCN\_CD.
    - **##Regulatory Report Type Code##** : The values for KDD\_JRSDCN\_REPORT\_TYPE\_MAP.REG\_TYPE\_CD must come from the table KDD\_REG\_REPORT\_TYPE.REG\_TYPE\_CD.
  2. Insert into KDD\_JRSDCN\_REPORT\_TYPE\_MAP values ('##Jurisdiction Code##', '##Regulatory Report Type Code##');
- For example, insert into KDD\_JRSDCN\_REPORT\_TYPE\_MAP values ('JRSD1' , 'RTYP1');

## 6.8 Configuring Prohibited Documents

This attribute specifies the configurable values for document types that are confidential and should not be migrated to CRR.

To perform this activity, follow these steps:

1. Login into the ECM Atomic Schema and execute the following SQL statement by replacing the following placeholders
  - **##Prohibited Document Names##**: The value for the prohibited documents must be provided in the parameter. These document types shall not be migrated to CRR during the promote to the STR process.
2. UPDATE KDD\_INSTALL\_PARAM SET ATTR\_7\_VALUE\_TX = ##Prohibited Document Names## where PARAM\_ID= 7;

For example,

3. Update KDD\_INSTALL\_PARAM SET ATTR\_7\_VALUE\_TX = 'SIN, SIN NUMBER' where PARAM\_ID= 7;

## 6.9 Configuring CA STR OPERATIONAL MODE

The parameter “CA STR OPERATIONAL MODE” is used to set the Operation Mode of the CASTR Application and the value of this parameter is captured in the CASTR E-file. When the CASTR application is used in test or lower environments for implementation, the value of this parameter must be set to “T”, but once the CASTR application is migrated to production and is used to file CASTR reports in the Production environment, this value must be updated to “P”.

**NOTE** An incorrect value of this parameter will lead to the E-File rejection on the regulatory portal. Acceptable values are P and T.

To perform this activity, follow these steps:

1. Login into the ECM Atomic Schema and execute the following SQL statement by replacing the following placeholders.

```
UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE1= '<MODE OF OPERATION>'
WHERE N_PARAM_IDENTIFIER = 52;
COMMIT;
```

For example,

```
UPDATE APPLN_PARAMETERS SET V_ATTRIBUTE_VALUE1= 'T'
WHERE N_PARAM_IDENTIFIER = 52;
COMMIT;
```

## OFSAA Support Contact Details

Raise a Service Request (SR) in [My Oracle Support \(MOS\)](#) for queries related to OFSAA applications.

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