

**Oracle Financial Services Revenue
Management and Billing Cloud
Service, Premium Edition**

OR

**Oracle Insurance Revenue
Management and Billing Cloud
Service, Premium Edition**

Version 7.0.0.1.0

Overview Guide

Revision 3.1

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Oracle Financial Services Revenue Management and Billing Cloud Service, Premium Edition/Oracle Insurance Revenue Management and Billing Cloud Service, Premium Edition Version 7.0.0.1.0 Overview Guide

Note: To improve the content readability, the above two products are collectively referred to as Oracle Revenue Management and Billing Cloud Service, Premium Edition throughout this document.

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Preface

About This Document

This document will help you to understand different features which are offered when you acquire a license for:

- Oracle Financial Services Revenue Management and Billing Cloud Services
- Oracle Insurance Revenue Management and Billing Cloud Services

It also provides the licensing information for the third-party products and components which are included in these cloud services.

Intended Audience

This document is intended for the following audience:

- End-Users
- System Administrators
- Consulting Team
- Implementation Team

Organization of the Document

The information in this document is organized into the following sections:

Section No.	Section Name	Description
Section 1	ORMB Cloud Service Overview	Lists the features which are available in the Oracle Financial Services Revenue Management and Billing Cloud Services and Oracle Insurance Revenue Management and Billing Cloud Services. It provides information about the ORMB documentation and supported browsers and lists the high-level role and responsibility matrix. In addition, it provides the performance guidelines for the ORMB Cloud Services.
Section 2	Implementation Support and Live Operate Services	Lists the implementation support and live operate services for Oracle Revenue Management and Billing Cloud Service.
Section 3	Third-Party Licensing for ORMB Cloud Service	Provides the licensing information about the third-party products and components which are included in the Oracle Revenue Management and Billing Cloud Services.

Conventions

The following conventions are used across the document:

Convention	Meaning
boldface	Boldface indicates graphical user interface elements associated with an action, or terms defined in the text.
<i>italic</i>	Italic indicates a document or book title.
monospace	Monospace indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or information that an end-user needs to enter in the application.

Acronyms

The following acronyms are used in this document:

Acronym	Meaning
AI	Artificial Intelligence
CIS	Customer Information System
GPL	General Public License
ML	Machine Learning
ORMB	Oracle Revenue Management and Billing
PSF	Python Software Foundation
FOP	Formatting Objects Processor
ODA	Oracle Database Appliance

Related Documents

You can see the following documents for more information:

Document Name	Description
<i>Oracle Revenue Management and Billing Cloud Service, Premium Edition Administration Guide</i>	Explains how to manage the user accounts and their access for Oracle Revenue Management and Billing Cloud Services (ORMBCS) using Identity and Access Management with or without identity domains on Oracle Cloud Infrastructure (OCI).
<i>Oracle Revenue Management and Billing Cloud Service, Premium Edition Frequently Asked Questions Guide</i>	Lists various frequently asked questions (FAQs) regarding the implementation and operations of Oracle Revenue Management and Billing Cloud Services.

Document Name	Description
<i>Oracle Revenue Management and Billing Cloud Service, Premium Edition Implementation Guide</i>	Provides information on how to implement the Oracle Revenue Management and Billing Cloud Service.
<i>Oracle Revenue Management and Billing Cloud Service, Premium Edition Operations Guide</i>	Provides information regarding different types of service requests (SRs) customers can submit to the Oracle Revenue Management and Billing Cloud Operations team during implementation and operations of the Oracle Revenue Management and Billing Cloud Services.
<i>Oracle Revenue Management and Billing Cloud Service, Premium Edition Live Operations Guide</i>	Provides guidelines regarding live operations of Oracle Revenue Management and Billing Cloud Services.
<i>Oracle Revenue Management and Billing Chatbot Configuration Guide</i>	Explains how to integrate Oracle Digital Assistant (ODA) with the ORMB Cloud Service.
<i>Oracle Revenue Management and Billing Chatbot User Guide</i>	Explains how to use the menu based Chatbot introduced in the ORMB Cloud Service.
<i>Oracle Revenue Management and Billing ML Integration Guide</i>	Explains how to integrate Machine Learning (ML) with the ORMB Cloud Service for anomaly detection.

Access to Oracle Support

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Change Log

Revision	Last Update	Updated Section	Comments
3.1	25-Apr-2025	Section 2.2: Live Operate Services	Updated Information

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1. ORMB Cloud Service Overview

Oracle Revenue Management and Billing Cloud Service, Premium Edition is a suite of integrated cloud services designed to drive incremental revenue and profitability for today's financial services and health insurance enterprises. The modules in the suite empower financial institutions and healthcare payers to closely focus on core business objectives, including dynamic pricing, revenue uptick, and on driving more flexible and innovative billing options for customers.

Oracle Revenue Management and Billing Cloud Service, Premium Edition combines the power of Oracle's market-leading pricing, revenue management and billing solution with the simplicity, elasticity, and security of Oracle Cloud. The cloud service delivers functionally rich, highly scalable pricing, billing, and collections capabilities on Oracle's secure public cloud infrastructure to help financial institutions and healthcare payers plug revenue leakage and generate new sources of revenue.

1.1 ORMB Cloud Service Offerings

Oracle offers Oracle Financial Services Revenue Management and Billing Cloud Services for the financial services domain and Oracle Insurance Revenue Management and Billing Cloud Services for the insurance domain. For information about the different cloud services offered for ORMB, see [ORMB Cloud Service Descriptions and Metrics](#).

We offer subscription license model for the Oracle Financial Services Revenue Management and Billing Cloud Services and Oracle Insurance Revenue Management and Billing Cloud Services. For more information about the license and its use, rights and obligations, you can contact the Oracle License Management Services representative listed on <http://www.oracle.com/us/corporate/license-management-services/index.html>.

Oracle customers who have purchased support have access to electronic support through [My Oracle Support](#). If anyone in the team is deaf, hard-of-hearing, or have a speech disability, they can see <http://www.oracle.com/pls/topic/lookup?ctx=accandid=info> or <http://www.oracle.com/pls/topic/lookup?ctx=accandid=trs> for technical assistance.

1.1.1 Oracle Financial Services Revenue Management and Billing Cloud Services

The Oracle Financial Services Revenue Management and Billing Cloud Services contain various modules which offer the following features:

Module	It enables you to...
Customer Management	<ul style="list-style-type: none"> • Maintain the customers, customer hierarchy, and their accounts • Maintain the automatic payment instructions for accounts • Configure the multi-currency feature for accounts and thereby enable them to create bills, payments, and adjustment in a currency which is different from the account's invoice currency • Configure the approval workflow process for various actions or entities in the system

Module	It enables you to...
	<ul style="list-style-type: none"> • View 360-degree information of the customers and their accounts • Configure notifications for the File Upload Interface utility to create an alert for the records which are in the Error status • Configure notifications for the Transaction Feed Management feature to create an alert for the records which are in the Ignored or Error status
Pricing	<ul style="list-style-type: none"> • Design a simple, medium, or complex pricing for the banking services offered to the customers • Design the multi-parameter based pricing or two-dimensional pricing for the banking services • Inherit pricing from different entities, such as customer, parent customer, parent price list, and so on • Design rates which help to control how the service charges are calculated, how charges appear on the customer's bills, and how general ledger is affected by the charges • Update multiple active pricing for a price item assigned at different levels at once • Manage the entire lifecycle of the corporate banking products from their inception to retirement • Manage the entire lifecycle of the retail banking products, market products, promotional offers, and bundles from their inception to retirement • Ability to simulate a price list and analyze the original and proposed revenue and the revenue variation for an account where the price list is assigned
Billing	<ul style="list-style-type: none"> • Create and manage customer's regular and adhoc bills • Create and review trial bills for customer's accounts • Generate regular and trial bills for an account through an invoice request • Adjust a contract's balance • Process banking transactional data to automatically create service charges based on certain rules • Upload adjustment data received from an external source system and then create adjustments • Define the billing hierarchy using the construct-based billing feature • Configure the subscription-based billing for accounts • Generate earnings credit rate (i.e. reward points) and distribute them to offset the bills of the source account, bills of other accounts of the source customer, or the bills of the accounts identified in the distribution hierarchy

Module	It enables you to...
	<ul style="list-style-type: none"> • Upload data related to service charges received from the external system • Create, manage, and print customer's statements
Accounting	<ul style="list-style-type: none"> • Generate financial transactions for bills, payments, and adjustments • Post the financial transactions to the general ledger using the standard or configurable process • Enables you to validate the extracts which are sent to the GL system • Transfer deferred revenue to earned revenue using deferred revenue recognition schedule • Track the foreign exchange gain or loss due to fluctuations in the exchange rate and accordingly post it to different general ledger • Accrue revenues that have been earned and expenses that have been incurred for customers' accounts
Payments and Receivables	<ul style="list-style-type: none"> • Create and manage customer's payments • Interface payments from an external source, such as remittance processor • Freeze payments on notification from auto clearing house • Create and transfer payments through a payment request • Offset the credit and debit bills across accounts of the person and/or its hierarchy in the same currency or in the different currencies • Refund or write off amount through a refund or write off request • Hold a person, account, or bill through a hold request • Create a hold request from the user interface or through a REST based inbound web service • Schedule payments for unpaid bills through a payment arrangement, payment agreement request, or a promise to pay • Upload data received from the external system and then accordingly create multiple hold requests, refund requests, or write off requests at once
Collections	<ul style="list-style-type: none"> • Periodically monitor how much the customers owe to ensure they haven't violated your collection criteria • View overdue bills of the delinquent accounts • Manage complaints by logging a case • Track disputes against a bill, bill line item, or adjustment through a dispute request • Hold overdue processes of accounts • Help collections through different processes, such as dunning letters, flexible payment plans, etc.

Module	It enables you to...
Deal Management	<ul style="list-style-type: none"> • Complete functionality designed to manage the entire deal pricing and execution process with a more predictable and profitable outcome • Create deals for existing customers, accounts, and prospects to simulate proposed pricing on proposed commitments and thereby analyze the profitability and revenue from the deal • Design a simple, medium, or complex approval process for deals • Review deals at regular intervals on customer orchestration • Leveraging deal template to create new deals • Provision to select the price items and hierarchy entities that should be included in the deal • Provision to update the pricing and commitments of a deal in the Excel format and then upload the updated sheet in the system for simulation • Compare the financial summary (i.e. profitability, profit, profit variation, and revenue) of the deal using the current, proposed, and standard pricing • Detailed dashboards listing the holistic views of deal, revenue metrics, customer metrics, Top N customers by revenue, variation from last period, etc. • Supports API integration between ORMB and external system using which you can do the following: <ul style="list-style-type: none"> ○ Create, edit, and view the details of a prospect person and its accounts ○ Create, edit, and view the details of a prospect account ○ Assign a price list to an existing or prospect customer or account in a deal ○ Edit, delete, and view the details of a price list assignment in a deal ○ Override, edit, and recommend a pricing for a price item ○ Add or edit commitments for a price item pricing ○ Create, edit, and manage a deal throughout its lifecycle
Information Management	<ul style="list-style-type: none"> • Archive a voluminous transactional data ensuring that referential integrity of the overall system is maintained
Reporting	<ul style="list-style-type: none"> • Enables you to extract the invoice aging, adjustment, user access, payment, To Do, hold process, and transaction data from ORMB using the respective FOP report in the supported formats
Chatbot	<ul style="list-style-type: none"> • Provides digital assistance with ODA to have conversational experiences with ORMB through text, chat, and voice interfaces

Module	It enables you to...
Billing Anomaly Detection with Artificial Intelligence (AI) and Machine Learning (ML)	<ul style="list-style-type: none"> • Enables you to use artificial intelligence and machine learning to detect anomalies in the bills and bill segments before the bill completion. <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>Note: This feature is available only on the Oracle Financial Services Revenue Management and Billing Cloud Services where the reporting option is available.</p> </div>

1.1.2 Oracle Insurance Revenue Management and Billing Cloud Services

The Oracle Insurance Revenue Management and Billing Cloud Services contain various modules which offer the following features:

Module	It enables you to...
Customer Management	<ul style="list-style-type: none"> • Maintain the customers, customer hierarchy, and their accounts • Maintain the automatic payment instructions for accounts • Maintain the policy holders and billing entities from the user interface or through inbound messages • Maintain the derivation and pricing parameters for the billing entities using which the system can automatically derive the billing entity to whom the membership charges should be billed • Maintain the self-funded and fully-insured group policies from the user interface or through inbound messages • Maintain the fully-insured group policy plans, memberships, and member persons from the user interface or through inbound messages • Maintain open ended group health insurance policy, policy plan, pricing rule and memberships for the fully-insured group business • Maintain the health products and health plans for individual health insurance through inbound messages • Maintain the individual memberships and member persons through inbound messages • Configure the approval workflow process for various actions or entities in the system • View 360-degree information of the customers and their accounts
Pricing	<ul style="list-style-type: none"> • Design a simple, medium, or complex pricing for the self-funded, fully-insured group, and individual health plans • Design the multi-parameter-based pricing for the self-funded, fully-insured group, and individual health plans

Module	It enables you to...
	<ul style="list-style-type: none"> • Inherit pricing from parent customer for the self-funded or fully-insured group health plans • Design the rates which helps to control how the service charges are calculated, how charges appear on the customer's bills, and how general ledger is affected by the charges • Define pricing for the self-funded services, such as accumulation products like stop-loss, discount arrangement, level funding, and minimum premium program • Define multiple versions of pricing for self-funded services for easy disaggregation and re-accumulations • Manage SSL accumulation across bill groups using different mechanism • Define pricing for the fully-insured group health plans, such as ACA plans, COBRA coverage, Group Medicare (800 series) coverage, and retiree coverage • Define pricing for the individual health plans, such as ACA plans, Medicare plans, Grandfather plans, Retiree plans, and for all types of plans, such as Medical, Dental, Vision and supplement coverage, etc. • Calculate membership premium for the fully-insured group and individual health plans • Calculate reverse charges for the flat or percentage-based employer or sponsor contribution in case of retiree group and individual memberships • Trigger repricing whenever qualifying life event changes are made to the policy, plan, or membership • Trigger repricing when the pricing rules are inactivated • Monitor a member person's age during the enrollment or renewal period and accordingly calculate the premium for the member person • Maintain the fully-insured group and individual health plan pricing through inbound messages • Maintain the fully-insured pricing, new born, binder payment, and rate guarantee business rules which are used while pricing and billing the individual memberships • Define the rate guarantee period for an individual membership • View 360-degree information of a health product and health plan
Billing	<ul style="list-style-type: none"> • Create and manage customer's regular and adhoc bills • Create and review trial bills for customer's accounts • Allow split billing with employer share percentage • Generate regular and trial bills for an account through an invoice request

Module	It enables you to...
	<ul style="list-style-type: none"> • Automatically generate an adhoc bill for an account on enrolment, termination, and/or reinstatement of a fully-insured group policy • Automatically generate an adhoc bill for an account on enrolment, termination, and/or reinstatement of an individual membership • Adjust a contract's balance • Process claims transactional data to automatically create service charges based on certain rules • Bill the claim fund charges to the self-funded employer in advance • Upload the pass-through service charges for membership through inbound messages • Upload adjustment data received from an external source system and then create adjustments • Define the billing hierarchy using the bill group derivation and pricing parameters • Create, manage, and print customer's statements • Manage the fully-insured group customers as per 9/10 monthly arrangements • Create and process the premium and admin fee charges as per different proration or wash rules at the time of enrollment and termination • Prorate the membership premium and pass-through membership benefit charges • Bill the stop-loss liability to the reinsurer account • Hold repricing for the individual memberships until the specified date
Accounting	<ul style="list-style-type: none"> • Generate financial transactions for bills, payments, and adjustments • Post the financial transactions to the general ledger using the standard or configurable process • Transfer deferred revenue to earned revenue using deferred revenue recognition schedule • Track the foreign exchange gain or loss due to fluctuations in the exchange rate and accordingly post it to different general ledger • Calculate the premium for the newborn credit waiver period and post the newborn waiver amount to the general ledger
Payments and Receivables	<ul style="list-style-type: none"> • Create and manage customer's payments • Interface payments from an external source, such as remittance processor • Freeze payments on notification from auto clearing house • Create and transfer payments through a payment request

Module	It enables you to...
	<ul style="list-style-type: none"> • Offset the credit and debit bills across accounts of the person and/or its hierarchy in the same currency or in the different currencies • Refund or write off amount through a refund or write off request • Hold a person, account, or bill through a hold request • Create a hold request from the user interface or through a REST based inbound web service • Schedule payments for unpaid bills through a payment arrangement, payment agreement request, or a promise to pay • Upload data received from the external system and then accordingly create multiple hold requests, refund requests, or write off requests at once • Upload lockbox payment and remittance advices received in the Electronic Data Exchange (EDI) 820 format • Reconcile pay instructions received from the external system against the bill segments which are created for memberships (i.e. member to member reconciliation) • Reconcile the individual health insurance Medicare subsidy payments like LIS, LEP • Reconcile Medicare payments for LIS and PWH • Reconcile the individual health insurance subsidy payments like APTC • Modify the agreed limits, funds, or calculated amounts of the accumulation products within the policy period through an off-process request • Automatic offset of debit and credit bill line items for the fully-insured group and individual business • Define, manage, and process the individual membership's binder payment as per grace days and threshold amount • Mass payment transfer across accounts using the File Upload Interface utility • Mass payment cancellation to help manage manual returns • Systematically distribute payment against unpaid bills of an account or a statement • Automatic refund and write-off creation on terminating a fully-insured group policy and individual membership
Collections	<ul style="list-style-type: none"> • Person and account level delinquency management for the fully insured group business including direct billed accounts • Account level delinquency management for the fully insured individual business • Periodically monitor how much the customers owe to ensure they haven't violated your collection criteria

Module	It enables you to...
	<ul style="list-style-type: none"> View overdue bills of the delinquent accounts Manage complaints by logging a case Hold overdue processes of accounts Help collections through different processes, such as dunning letters, flexible payment plans, etc.
Information Lifecycle Management	<ul style="list-style-type: none"> Archive a voluminous transactional data ensuring that referential integrity of the overall system is maintained
Reporting	<ul style="list-style-type: none"> Enables you to extract the invoice aging, user access, adjustment, payment, To Do, hold process, specific stop-loss, aggregate stop-loss, and automatic payment response data from ORMB using the respective FOP report in the supported formats

1.2 Cloud Service Documentation

User manuals and other technical documents are available in the Portable Document Format (PDF) format. You can download the ORMB Cloud Service, Premium Edition release-specific documentation from either of the following locations:

- **Oracle Technology Network (OTN)** – You can access the ORMB Cloud Service, Premium Edition release-specific documentation libraries from OTN using the following URL:

<https://www.oracle.com/technical-resources/documentation/fsgbu.html>

It contains the **Documentation Library for Oracle Revenue Management and Billing Cloud Service, Premium Edition** section. You can view and download a release-specific documentation library by clicking the **View Library** and **Download** links, respectively, corresponding to the respective version.

- **Oracle Help Center (OHC)** – You can access the ORMB Cloud Service, Premium Edition release-specific documentation from OHC using the following URL:

<https://docs.oracle.com/en/industries/financial-services/revenue-management-billing-cloud-service-premium-edition/index.html>

The ORMB Cloud Service, Premium Edition OHC page contains a drop-down list which allows you to select the ORMB cloud service version for which you want to access the documentation.

Note: Always ensure that you download latest revision of the document from **OTN** or **OHC**.

The following table lists and describes various documents which will help you to understand features offered in Oracle Revenue Management and Billing Cloud Service, Premium Edition Version 7.0.0.1.0.

Document Name	Description
<i>Oracle Revenue Management and Billing Version 7.0.0.1.0 Release Notes</i>	Provides a brief description about the new features, enhancements, and UI level changes introduced in the current release. The new features and enhancements are classified under three distinct heads – Generic (which is intended for both domains), Financial Services, and Health Insurance. It also contains high-level information about the supported platforms, framework upgrade, supported upgrades, and documentation updates. In addition, it contains a list of discontinued features, planned deprecation notices, customer bugs fixed or forward ported and known issues in the current release.
<i>Oracle Utilities Application Framework Business Process Guide</i>	Explains how to get acquainted with the user interface. It explains the different types of pages or portals that you may come across in the application. It explains how to set the user preferences and how to create, manage, assign, and complete a To Do in the application. It also explains how to submit reports and view historic reports in the application.
<i>Oracle Utilities Application Framework Administrative Guide</i>	Explains the general, security, user, designing, developing, and scripting options available in Oracle Utilities Application Framework (OUAF). It describes the user interface, database, configuration, and reporting tools available in OUAF. In addition, it provides information about the application viewer, how to configure incoming and outgoing messages, and how to integrate Lightweight Directory Access Protocol (LDAP), Oracle Identity Manager (OIM), and Batch Scheduler with Oracle Revenue Management and Billing (ORMB).
<i>Oracle Revenue Management and Billing Business Process Guide</i>	Explains how to maintain the demographic, geographic, and financial objects (i.e. accounts) of a customer. It explains how to manage a customer's bills, payments, adjustments, credits, collections processing, statements and deposits in Oracle Revenue Management and Billing (ORMB). It also describes the financial transactions, case management, sales and marketing functions, rates engine, quotations, loans, how to monitor and execute job streams, and how to manage workflows, notifications, and overdue processing. In addition, it explains how to extract the data from the system using an extract template. The features listed and described in this document can be used in both financial services and health insurance domains.

Document Name	Description
<i>Oracle Revenue Management and Billing Administrative Guide</i>	<p>Explains how to configure various features and functionalities in Oracle Revenue Management and Billing (ORMB). For example, billing, payments, adjustments, financial transactions, credits, collections processing, loans, service credits, background processes, quotations, case management, security, overdue processing, batch scheduler, workflow, and notifications, etc.</p> <p>The information available in this document can be used in both financial services and health insurance domains.</p>
<i>Oracle Revenue Management and Billing Banking User Guide</i>	<p>Describes various features which are available for the financial services business. For example, customer registration, customer 360° view, invoicing group, pricing management, multi-currency accounts, currency conversion, construct based billing and settlement, trial billing, product lifecycle management, subscription billing, mass pricing update, accrual, foreign exchange gain loss, transaction feed management, upload validated payment and adjustment data, freeze payments on notification, payment request, offset request, funding request, hold request, refund/write off request, dispute request, upload request, earnings credit rate, payment agreement request, invoice request, deal management, etc.</p> <p>It describes all screens related to these features and explains how to perform various tasks related to the feature in the application.</p>
<i>Oracle Revenue Management and Billing Insurance User Guide</i>	<p>Describes various features which are available for the following three lines of health insurance business – fully-insured group, self-funded, and individual. For example, customer registration, customer 360° view, pricing management, trial billing, transaction feed management, upload validated payment and adjustment data, freeze payments on notification, payment request, offset request, funding request, hold request, refund/write off request, upload request, payment agreement request, invoice request, inbound message processing, reconciliation, entity audit, premium repricing, etc.</p> <p>It describes all screens related to these features and explains how to perform various tasks related to the feature in the application.</p>
<i>Oracle Revenue Management and Billing Transaction Feed Management - Batch Execution Guide</i>	<p>Explains the sequence in which the batches should be executed while performing various tasks in the Transaction Feed Management (TFM) module.</p> <p>It provides detailed information about each TFM batch and its parameters. It also indicates the restart and multi-threading ability of each batch. In addition, it recommends values for various parameters which can be used for tuning batch performance as per the available hardware.</p>

Document Name	Description
<i>Oracle Revenue Management and Billing Batch Guide</i>	Provides detailed information about various batches which are used in different modules, such as billing, payments, financial transaction, pricing management, funding request, offset request, hold request, upload request, inbound message, payment agreement request, accruals, earnings credit rate, ILM, deferred revenue recognition, reconciliation, garbling, repricing, entity audit, statements, etc. It also contains information about the batch parameters and the batch restart and multi-threading abilities.
<i>Oracle Revenue Management and Billing FOP Reports Guide</i>	Explains how to extract data from the system using various FOP reports in Oracle Revenue Management and Billing.

1.3 Supported Platforms and Browsers

You can access Oracle Revenue Management and Billing Cloud Service via a supported web browser. Oracle Revenue Management and Billing Cloud Service, Premium Edition supports the following operating system and web browser combinations:

Operating System	Web Browser
Windows 10	Chromium Edge v102+
	Mozilla Firefox ESR 106+
	Google Chrome Enterprise Version 106+

The recommended monitor resolution is 1920x1080 or higher with the browser zoom level set to 100%. The application can be used with lower resolution monitors and/or at a greater than 100% browser zoom level, but users may need to use horizontal scrolling on some pages.

1.4 High-Level Roles and Responsibilities

This section outlines the high-level roles and responsibilities involved in the deployment, configuration, and maintenance of Oracle Revenue Management and Billing Cloud Service. The **Owner** column in the below tables indicate the party responsible for each role and responsibility.

1.4.1 Hardware, Storage, Technology, and Application Software

Role and Responsibility	Owner
Provide, deploy, and monitor hardware and storage	Oracle
Provide, deploy, run, and monitor all required technology (e.g., containers, operating systems, databases, clustering, monitoring, tracing)	Oracle
Provide, deploy, run, and monitor the ORMB base application software	Oracle

1.4.2 Security

Role and Responsibility	Owner
Monitor cloud service infrastructure security	Oracle
Administer Oracle network security	Oracle
Administer customer network security, including integrating with the Oracle networks	Customer
Configure and maintain cloud service users and access	Customer
Integrate with Oracle networks	Customer
Pro-actively monitor and maintain unexpired, secured, and valid TLS/SSL certificates on customer-specific DNS entries requested for outbound traffic from the Oracle Cloud Infrastructure (OCI) network	Customer

1.4.3 Database

Role and Responsibility	Owner
Database administration services (monitoring, administration, etc.)	Oracle
Backup and restore	Oracle
Backup retention	Oracle
Data replication for Disaster Recovery (where applicable)	Oracle
Disaster Recovery database fail-over	Oracle
Refresh of TEST DB from PROD (upon request and within prescribed limits)	Oracle
Information Lifecycle Management	Customer
Provide a daily off-peak time window during which Oracle can perform required database maintenance activities, and during which the customer will minimize the usage of the cloud service to avoid any performance-related issues during the predefined time window	Customer

1.4.4 Implementation, Configuration, and Extensions

Role and Responsibility	Owner
Plan and execute implementation project	Customer
Perform configuration of enterprise software features and functions	Customer
Execute functional, system, load and performance testing of configuration and extensions	Customer
Ensure operational readiness	Customer

Role and Responsibility	Owner
Schedule all gate review services	Customer

1.4.5 Patching and Upgrading

Role and Responsibility	Owner
Patch and upgrade underlying infrastructure software	Oracle
Patch and upgrade ORMB base application software	Oracle
Decide the cloud service upgrade schedule (within prescribed limits)	Customer
Trigger environment upgrades (Development, Test and Production)	Customer
Perform regression testing of configuration and extensions after patching/upgrades	Customer
Make changes as needed in custom configuration and extensions after patching/upgrades	Customer

1.4.6 Batch Processing

Role and Responsibility	Owner
Monitor underlying batch infrastructure	Oracle
Provide infrastructure logs for batch incidents	Oracle
Resolve infrastructure batch issues	Oracle
Determine batch schedule	Customer
Monitor batch stream/job completion	Customer
Perform first level investigation of batch issues	Customer
Provide customer logs of batch incidents	Customer
Resolve functional batch issues and stream/job restart	Customer
Resolve data issues	Customer

1.4.7 Cloud Service Delivery and Performance

Role and Responsibility	Owner
Provide scalable and elastic cloud services	Oracle
Provide core services and tools, including: <ul style="list-style-type: none"> • Embedded infrastructure and platform services • An extensible application framework • Highly configurable product features and functions • Content Migration Assistant • Data Migration Tools • Generalized/Specialized Data Extract 	Oracle
Ensure quality of maintenance packs and updates	Oracle
Resolve performance issues related to core services and tools	Oracle
Configure features and implement extensions	Customer
Perform functional and performance testing of configuration and extensions	Customer
Perform analysis of performance issues	Customer
Resolve performance issues related to configuration, extensions, and data	Customer
Subscribe to any additional resources required	Customer

1.4.8 Support

Role and Responsibility	Owner
Triage, analyze, and resolve issues with the cloud service	Oracle
Triage, analyze, and resolve issues with configuration and extensions	Customer
Raise Service Requests via My Oracle Support and provide all requested information	Customer

1.4.9 Data Migration

Role and Responsibility	Owner
Provide data migration tools (SQL Loader, validation batch controls and so on)	Oracle
Provide guidelines on data migration via online documentation	Oracle
Triage, analyze, and resolve issues with the data migration tools via My Oracle Support	Oracle

Role and Responsibility	Owner
Define, review, and execute data migration strategy in-line with the provided data migration tools	Customer
Review and follow documentation on data migration	Customer
Validate the Cloud Subscription Metrics with data migration scope metrics	Customer
Configuration and development work required for data migration	Customer
Data cleansing	Customer
Plan and execute data migration mock runs (Oracle suggests a minimum of three) to confirm successful testing results and ensure a clean data migration process	Customer
Triage, analyze, and resolve data migration issues	Customer
Plan, review, and execute cut-over activities	Customer
Create and execute plug-in driven batch programs to correct data errors during critical project milestones and after go-live, if needed	Customer

1.4.10 Integration

Role and Responsibility	Owner
Provide productized integrations (where explicitly agreed)	Oracle
Integrate ORMB Cloud Services with all other services or applications	Customer

1.5 Performance Guidelines

This section provides several performance-related guidelines and recommendations to take into account when implementing Oracle Revenue Management and Billing Cloud Service. This includes guidelines related to the following:

- [User Interfaces](#)
- [General Topics](#)

1.5.1 User Interfaces

We recommend you follow the given guidelines for the following:

- **Zones** - For better performance, user interface zones should be initially collapsed when not required for 90% or more of business processes. The initial state of zones (collapsed or not) can be controlled via the **Portal Preferences** tab on the **User** portal.
- **Number of Records** - The number of records returned to the user interface for a zone should be limited to 50 rows when building custom zones against large transactional tables.

- **Screen Troubleshooting** - To troubleshoot a screen in the user interface, click **Preferences** in the top right corner of the application and choose the **Portal Preferences** tab. Choose the appropriate portal and set all zones to "Initially Collapsed". Navigate back to the screen that has performance issues, expand the zones one by one, and measure the execution time of each zone. This should be an accurate step-by-step representation of the full screen execution.

1.5.2 General Topics

We recommend you follow the given guidelines for the following:

- **Solution Updates** - Oracle should be consulted before significant solution changes are made. For example, configuration and solution extensions, adding a large number of customers, network changes, new integrations, etc.

1.6 Operational Readiness Advisory

This section outlines suggested validations as part of operational readiness testing:

- Confirm batch stability, day over day execution according to your production schedule, and that performance is within acceptable production window.
- Leverage production converted data, along with actual production files for critical batch inputs, including usage/reads, payments and other billing input files when testing batch execution.
- Confirm stable batch execution for a full month of bill cycles, plus the first three (3) cycles of the subsequent month to ensure consistency in batch execution across all bill cycles.
- Execute bill comparison of bills generated in this Cloud Service to your legacy customer information system ("CIS") bills, with majority of differences explained and determined acceptable for multiple consecutive cycles.
- Review and confirm that key output files, minimally bill print and letters, are acceptable.
- Review daily To Do entry volumes and confirm them to be acceptable based on available staffing.
- Refresh database partitioning prior to go live.

2. Implementation Support and Live Operate Services

This section describes implementation support and live operate services for Oracle Revenue Management and Billing Cloud Service:

- [Implementation Support Services](#)
- [Live Operate Services](#)

2.1 Implementation Support Services

Implementation Support Services are services that relate to the initial set up of Oracle Revenue Management and Billing Cloud Services. If Implementation Support Services are included in the Oracle Revenue Management and Billing Cloud Services, it will be stated in the relevant services descriptions.

The scope of the Implementation Support Services provided by Oracle is limited and currently includes (but it not limited to) the following:

- Provide pre-configured templates (where available). These templates may be limited in scope (and may not completely align with the scope of the implementation project) and may only be available in the English language.
- Provide Utility Reference Model and other documentation describing the business processes that are the basis for the template configuration.
- Conduct any mandatory gate reviews.
- To the extent necessary and under exceptional circumstances, execute scripts (authored by the customer) to resolve data issues. However, note that:
 - Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled.
 - There is a limit of four (4) script reviews in any calendar month. Review requests beyond this entitlement may be subject to additional fees.

Customers/Implementers retain complete responsibility for all other aspects of implementing the cloud service, including (but not limited to):

- Overall setup project management, including responsibility for management of the scope, the project plan/schedule and budget.
- End-user training activities and organizational change management.
- Leading and managing the user system review.
- Designing and testing all configurations and extensions to ensure they do not adversely affect performance.
- Identifying, designing, documenting and implementing any business process changes and system operation processes.

- Coordinating with external vendors or service providers to manage dependencies that could impact the overall project scope and schedule.
- Designating a project manager who shall be responsible for coordinating all customer/implementation related activities and responsibilities with respect to provisioning these Oracle Cloud Services.
- Business process change activities including end-user communication (e.g., status updates, newsletters, forums, etc.).
- Planning and executing all testing activities.
- All cut-over and roll-out activities.
- Business intelligence or data warehouse implementation/integration (if required).
- Procuring, setting up or otherwise provisioning any additional hardware, software, or services as required.
- Providing any network hardware and/or software that may be required to connect to the Oracle Revenue Management and Billing Cloud Services.
- Scheduling any mandatory gate reviews and ensuring that the customer and implementation meets any specified gate review entry conditions or other criteria.
- All data conversion/migration/cleansing activities such as:
 - Extracting, transforming and loading data into migration staging tables.
 - Using cloud service data conversion tools (where available) to load data into the production environment.
 - Creating or updating any required validation scripts.
 - Any/all data cleansing activities that may be required (NB: these must be done in the source application(s) and not directly in the cloud service environment(s)).
- Providing all in-scope data conversions and interfaces in formats supported by the relevant Oracle Revenue Management and Billing Cloud Services.
- The following interface/integration related activities:
 - Building and testing of any interfaces to or from the Oracle Revenue Management and Billing Cloud Services (unless stated otherwise).
 - Any ongoing synchronization and interface monitoring activities between customer owned Customer Information Systems (CIS) and Oracle Revenue Management and Billing Cloud Services.
 - Complete end to end integration flows using template interfaces.
 - Any configuration of interfaces external to the Oracle Revenue Management and Billing Cloud Services that are required to match the published specification for interfacing with the Oracle Revenue Management and Billing Cloud Services.

The provision of these Implementation Support Services is contingent on the following:

- Any integration middleware used to implement any integration will not be hosted within any Oracle Revenue Management and Billing Cloud Services.
- Turnaround time will be no longer than two (2) working days unless otherwise agreed. Turnaround time refers to time taken by the customer/implementation team to respond to and confirm design elements and decision points during the performance of the Implementation Support Services.

2.2 Live Operate Services

Live Operate services are services that Oracle provides to assist you with the ongoing operation of supported Oracle Revenue Management and Billing Cloud Services, once live and in production. If Live Operate Services are included in your Oracle Revenue Management and Billing Cloud Services, it will be stated in the relevant services descriptions.

The scope of the Live Operate Services provided by Oracle is limited and currently includes the following:

- Assign a Service Delivery Manager ("SDM") to manage delivery of the Oracle Revenue Management and Billing Cloud Services. The SDM will be the primary point of contact, will act as the first point for escalations, will monitor the progress of any related service requests ("SR") and confirm that all Oracle Revenue Management and Billing Cloud Services are performed in accordance with targets.
- Provide access to information about incidents and changes made to any of your Oracle Revenue Management and Billing Cloud Service environments.
- Upon request, create and deliver a Quarterly Status Report summarizing the activities undertaken over the past quarter and those scheduled as major future events.
- Upon request, offer quarterly meetings with customer/implementation oversight team to present, review and discuss the Quarterly Status Report.
- Monitor infrastructure and application availability and resolve any incident that is within Oracle's scope or responsibility.
- Provide primary Help Desk Services from 08:00 to 17:00 your local time on Oracle working days.
- Respond to severity 1 incidents 24 hours per day, 365 days per year.
- Provide incident management and problem management services for events related to Oracle Revenue Management and Billing Cloud Services, including:
 - Analyzing issues and resolving any incidents that are within Oracle's scope or responsibility.
 - Escalating any issues not within Oracle's scope or responsibility to you for resolution.
 - Provide infrastructure logs to assist in the diagnosis and remediation of incidents within your scope or responsibility. NB: these logs may be scrubbed for security purposes and other sensitive data.
 - Executing scripts authored by You to resolve data issues, but only to the extent such execution is necessary and the circumstances necessitating execution are exceptional.
 - Scripts submitted for execution to correct data issues will be subject to review for compliance with Oracle's Software Security Assurance standards. Scripts that do not comply will be returned for correction; resubmission will require a further compliance review with approval before execution will be scheduled.
 - There is a limit of two (2) script reviews in any calendar month.

Customers remain completely responsible for all other aspects of using or otherwise operating the cloud service. Examples of customer obligations in this regard would be to:

- Assign a manager to act as the primary conduit for all issues relating to the delivery of these services.
- Provide Oracle with the dates for key business and technology events (i.e. testing calendar, refresh schedule etc.) at least thirty (30) days prior to the event.
- Assign appropriate resources to support your activities.
- Support scheduling of meetings as required.
- Participate in all scheduled meetings.
- Manage all activities, including:
 - Prioritizing work activities.
 - Providing coordination across any teams and/or interested parties external to Oracle.
 - Escalation of issues to the Oracle SDM in a timely manner.
 - Providing any information required to progress service requests. Oracle is not responsible for meeting any agreed (or stated) targets or objectives if required or requested information is not forthcoming in a timely manner.
 - Assigning appropriate resources to conduct all required acceptance testing for all software packages delivered.
 - Accepting all software packages prior to promotion to the Production environment.
 - Maintaining a contact list for all persons performing governance functions.
 - Participating in Oracle's internal quality assurance processes on a mutually agreed schedule.
- Manage the Oracle Financial Services cloud services, including:
 - Defining and (as necessary) modifying batch schedules to meet business needs.
 - Monitoring batch and interface processes to confirm and verify completion.
 - Defining, implementing, testing, and deploying any changes to the configuration and extensions required to:
 - Resolve incidents or problems within the customers scope or responsibility.
 - Meet evolving business needs.
 - Conform with upgrades, patches or any other Oracle Revenue Management and Billing Cloud Service requirements or prerequisites.
- Notify Oracle of any incidents detected.
- Action each SR in accordance with the relevant Oracle Cloud Hosting and Delivery Policies.
- Establish the method of communication between the incident management team and the Oracle team for each incident.
- Redirect any SRs to the correct (non- Oracle) support team if the SR is not within the scope of the Oracle Revenue Management and Billing Cloud Services.
- Assist the Oracle team with SR analysis of data originating outside the applications.
- Correct business data as reasonably requested by Oracle to achieve closure of an identified problem.

- Monitor customer network and network connections to ensure sufficient bandwidth and performance.
- Conduct all functional, regression, performance, system integration, acceptance and/or user acceptance testing as appropriate, and accept and approve all software changes, prior to the production roll out of any change, in accordance with any agreed-on release management process, for any change resulting from:
 - An incident remedy or fix, or
 - Any service pack update or upgrade
- Provide authorizations and/or validations for data correction and/or adjustments to the supported environments.
- Apply configuration changes that are within the customer's or implementation's scope as recommended by Oracle to prevent recurring incidents.
- At Oracle's request, provide approval through the environment change management process for the installation of fixes to prevent recurring incidents.
- Initiate documented escalation processes when the urgency of the incident has increased due to business requirements.
- Provide incident support where the remediation is within Oracle's scope or responsibility, specifically:
 - Provide Oracle with access to the user who reported the problem.
 - Provide all information as reasonably requested by Oracle and participate in diagnostics.
 - Provide a test case and access to an environment where the SR incident is reproducible.
- Provide Oracle, as necessary, with access to any other support teams.
- Acknowledge that the supplied break-fix resolves the incident or problem and accept the SR closure.
- Provide internal approvals to Oracle before the migration of any change recommended by Oracle into a production environment.
- When an incident or problem is determined by Oracle to be unrelated to an Oracle Revenue Management and Billing Cloud Service or to be caused by data problems arising from data conversion or some other error, a separate, paid contract may be required to cover Oracle's time spent investigating and, if relevant, correcting the problem at Oracle's prevailing time and materials rates, and to reimburse Oracle for all reasonable out of pocket expenses.

3. Third-Party Licensing for ORMB Cloud Service

This section provides the licensing information about the third-party products and components which are included in the Oracle Revenue Management and Billing Cloud Services. It includes the following sections:

- [Third-Party Products](#)
- [License and Copyright Notices](#)

3.1 Third-Party Products

The following table lists the open source or other separately licensed software products or components distributed along with the Oracle Revenue Management and Billing Cloud Services:

Points to Note:			
Additional notices and/or licenses may be found in the included documentation or readme files of the individual third-party software.			
A copy of each license appears in the License and Copyright Notices section, unless otherwise noted.			

Provider	Component	Version	License Information
Adam Shaw	FullCalendar	5.11.5	Copyright (c) 2021 Adam Shaw
Apache Software Foundation	Ant	1.10.11	Copyright 1999-2021 The Apache Software Foundation The <sync> task is based on code Copyright (c) 2002, Landmark Graphics Corp that has been kindly donated to the Apache Software Foundation.
Apache Software Foundation	cglib	3.3.0-975e481	
Apache Software Foundation	Commons Beanutils	2.0.0-ca7cf2c	Copyright 2000-2019 The Apache Software Foundation
Apache Software Foundation	Commons CLI	1.5.0	Copyright 2002-2021 The Apache Software Foundation
Apache Software Foundation	Commons Codec	744c1c9	Copyright 2002-2022 The Apache Software Foundation
Apache Software Foundation	commons collections	3.2.2	Copyright 2001-2015 The Apache Software Foundation

Provider		Component	Version	License Information
Apache Foundation	Software	Commons Fileupload	1.5	Copyright 2002-2021 The Apache Software Foundation
Apache Foundation	Software	Commons IO	2.11.0	Copyright 2002-2021 The Apache Software Foundation
Apache Foundation	Software	Commons Lang	3.12.0	Copyright 2001-2023 The Apache Software Foundation
Apache Foundation	Software	Commons Logging	1.2-1e55e8f	Copyright 2003-2016 The Apache Software Foundation
Apache Foundation	Software	Commons Text	1.10.0	Copyright 2014-2022 The Apache Software Foundation
Apache Foundation	Software	Groovy	3.0.7	Copyright 2003-2020 The Apache Software Foundation
Apache Foundation	Software	HttpCore	5.1.3	Copyright 2005-2020 The Apache Software Foundation
Apache Foundation	Software	HttpComponents Client	5.1.13	Copyright 1999-2022 The Apache Software Foundation
Apache Foundation	Software	Log4j Core	2.17.1	Copyright 1999-2021 Apache Software Foundation
Apache Foundation	Software	Log4j API	2.17.1	Copyright 1999-2021 Apache Software Foundation
Apache Foundation	Software	Velocity Engine	2.3	
Apache Foundation	Software	XMLBeans	4.0.0	
Apache Foundation	Software	XMLSchema Core	2.3.0	Copyright 2004-2015 The Apache Software Foundation
Codehaus		Jettison	1.5.4	Copyright 2006 Envoi Solutions LLC Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0

Provider	Component	Version	License Information
Connect2id Ltd	Nimbus JOSE+JWT	9.31	Copyright 2012-2022, Connect2id Ltd.
FasterXML, LLC	jackson-annotations	2.14.0-rc2	Copyright © 2007–2022 FasterXML. All rights reserved.
FasterXML, LLC	jackson-core	2.14.0-rc2	Copyright © 2008–2022 FasterXML. All rights reserved.
FasterXML, LLC	jackson-databind	2.14.0-rc2	Copyright © 2007–2022 FasterXML. All rights reserved.
INRIA, France Telecom	ASM	9.3	Copyright (c) 2000-2011 INRIA, France Telecom All rights reserved.
Joe Walnes	XStream	1.4.20	Copyright (c) 2003-2006, Joe Walnes Copyright (c) 2006-2020, XStream Committers All rights reserved.
JS Foundation and other contributors	jQuery	3.7.0	Copyright JS Foundation and other contributors, https://js.foundation/
JSON-SMART authors	accessors-smart	2.4.11	Copyright 2011-2023 JSON-SMART authors
JSON-SMART authors	json-smart	2.4.11	Copyright 2011-2023 JSON-SMART authors
Marijn Haverbeke	CodeMirror	5.65.10	Copyright (C) 2017 by Marijn Haverbeke <marijnh@gmail.com> and others
Mario Heiderich	DOMPurify	2.4.5	Copyright 2015 Mario Heiderich
Martin Pool	natCompare.js	b7da2dc	Copyright (C) 2005 by SCK-CEN (Belgian Nuclear Research Centre)
MetaStuff, Ltd.	Dom4j	2.1.3	Copyright 2001-2016 (C) MetaStuff, Ltd. All Rights Reserved.
Oracle	JavaScript Extension Toolkit (JET)	14.1.4	Copyright (c) 2014, 2023 Oracle and/or its affiliates
Public Domain	tz_database	2023c	

Provider	Component	Version	License Information
Quality Open Software (QOS.ch)	slf4j-api	2.0.3	Copyright (c) 2004-2007 QOS.ch All rights reserved.
Red Hat, Inc., JBoss Community	JBoss Logging	3.4.3	
Red Hat Middleware LLC	hibernate-core	5.6.15.Final	Copyright (c) 2001-2021 Red Hat, Inc. All Rights Reserved. Copyright (c) 2008, Red Hat Middleware LLC or third-party contributors indicated by the @author tags or express copyright attribution statements applied by the authors. All third-party contributions are distributed under license by Red Hat Inc.
Red Hat Middleware LLC	hibernate-ehcache	5.6.15.Final	Copyright (c) 2008, Red Hat Middleware LLC or third-party contributors indicated by the @author tags or express copyright attribution statements applied by the authors. All third-party contributions are distributed under license by Red Hat Inc.
SmartBear Software	swagger-ui	4.14.3	Copyright 2020-2021 SmartBear Software Inc.
Tatu Saloranta	StaxMate	2.4.0	Copyright (c) 2007, Tatu Saloranta All rights reserved.
Terence Parr	ANTLR	2.7.7	Copyright (c) 2005-2009 Terence Parr All rights reserved. BSD License: http://opensource.org/licenses/BSD-3-Clause .
Terence Parr	ANTLR4	4.9.2	Copyright (c) 2012-2017 The ANTLR Project. All rights reserved.

Provider	Component	Version	License Information
Terracotta, Inc.	Ehcache	2.5.2	Copyright 2001-2004 The Apache Software Foundation. Licensed under the Apache License, Version 2.0 (the "License"); you may not use this file except in compliance with the License. You may obtain a copy of the License at http://www.apache.org/licenses/LICENSE-2.0 .
The Unicode Consortium	ICU4J	69.1	Copyright © 1991-2020 Unicode, Inc. All rights reserved. Distributed under the Terms of Use in https://www.unicode.org/copyright.html .
The Werken Company	Jaxen	1.2.0	Copyright 2003-2006 The Werken Company. All Rights Reserved.

3.2 License and Copyright Notices

This section provides license and copyright information of the third-party products and components which are included in the Oracle Revenue Management and Billing Cloud Services. It includes the following notices:

- [Notice Concerning Usage of ANTLR and ANTLR4](#)
- [Notice Concerning Usage of Apache Software](#)
- [Notice Concerning Usage of ASM](#)
- [Notice Concerning Usage of CodeMirror](#)
- [Notice Concerning Usage of DOM4J](#)
- [Notice Concerning Usage of FullCalendar](#)
- [Notice Concerning Usage of Hibernate ORM 5.6.15-FINAL](#)
- [Notice Concerning Usage of ICU4J](#)
- [Notice Concerning Usage of Jaxen](#)
- [Notice Concerning Usage of JQuery \(3.7.0\)](#)
- [Notice Concerning Usage of Simple Logging Facade for Java \(SLF4J\)](#)
- [Notice Concerning Usage of Staxmate](#)
- [Notice Concerning Usage of Swagger-UI](#)
- [Notice Concerning Usage of XStream](#)

- [Notice Concerning Usage of natCompare.js](#)

3.2.1 Notice Concerning Usage of ANTLR and ANTLR4

[The BSD License]

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The following files are covered under the Apache 2.0 license:

- accessors-smart-2.4.11.jar
- apache-xmlbeans-4.0.0.jar
- cglib-3.3.jar
- commons-beanutils-core-2.0.0-ca7cf2c.jar
- commons-cli-5.1.3.jar
- commons-codec-744c1c9.jar
- commons-collections-3.2.2.jar
- commons-fileupload-1.5.jar
- commons-io-2.11.0.jar
- commons-lang-3.12.jar
- commons-logging-1.2.jar
- commons-text-1.10.0.jar
- DOMPurify 2.4.5.zip
- ehcache-core-2.5.2.jar

- groovy-3.0.7.jar
- httpcore-5.1.3.jar
- jboss-logging-3.4.3.jar
- jackson-annotations-2.14.0
- jackson-core-2.14.0
- jackson-databind-2.14.0
- jettison-1.5.4.jar
- json-smart-v2.4.11.jar
- jcl-over-slf4j-2.0.3.jar
- log4j-api-2.17.1.jar
- log4j-core-2.17.1.jar
- nimbus-jose-jwt-9.31.jar
- velocity-2.3.jar
- xmlschema-core-2.3.0.jar

Apache License

Version 2.0, January 2004

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