

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

OR

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

Version 7.0.0.2.0

Release Notes

Revision 1.2

G25410-03

February 2025

Oracle Financial Services Revenue Management and Billing Cloud Service, Premium Edition/Oracle Insurance Revenue Management and Billing Cloud Service, Premium Edition Version 7.0.0.2.0 Release Notes

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.

G25410-03

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Preface

About this Document

This document describes the new features, enhancements, user interface level changes, and framework upgrade made in this release. It also highlights the discontinued features, bug fixes, and known issues in this release.

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	New Features (Generic)	Lists and describes the new features introduced in this release that can be used in both financial services and health insurance domains.
Section 2	New Features (Specific to Financial Services)	Lists and describes the new features introduced in this release that can be used in the financial services domain.
Section 3	New Features (Specific to Insurance)	Lists and describes the new features introduced in this release which can be used in the health insurance domain.
Section 4	Enhancements (Generic)	Lists and describes the enhancements made to the features that are used in both financial services and health insurance domains.
Section 5	Enhancements (Specific to Financial Services)	Lists and describes the enhancements made to the features that are used in the financial services domain.
Section 6	Enhancements (Specific to Insurance)	Lists and describes the enhancements made to the features that are used in the health insurance domain.
Section 7	User Interface (UI) Level Changes	Lists the changes made to the existing screens in ORMB.

Section No.	Section Name	Description
Section 8	Oracle Utilities Application Framework Version 24.2.0.0.0 (24B) Enhancements	Lists and describes the enhancements made to the existing features in OUAF Version 24.2.0.0.0 (24B).
Section 9	Deprecation Notices for OUAF Version 24.2.0.0.0 (24B)	Lists the features and system data that are deprecated in this release or planned for deprecation in the future release of OUAF.
Section 10	Deprecation Notices for ORMB Version 7.0.0.2.0	Lists the features and system data that are deprecated in this release or planned for deprecation in the future release of ORMB.
Section 11	Bug Fixes	Lists the bugs that are fixed in this release.
Section 12	Known Issues	Lists and describes known issues in this release.

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
ILM	Information Lifecycle Management
LDAP	Lightweight Directory Access Protocol
OIM	Oracle Identity Manager
ORMB	Oracle Revenue Management and Billing
OUAF	Oracle Utilities Application Framework
PDF	Portable Document Format
TFM	Transaction Feed Management
UI	User Interface

Related Documents

You can see the following documents for more information:

Document Name	Description
<i>Oracle Revenue Management and Billing Cloud Service, Premium Edition Overview Guide</i>	<p>Lists different features which are offered when you acquire a license for:</p> <ul style="list-style-type: none"> • Oracle Financial Services Revenue Management and Billing Cloud Services • Oracle Insurance Revenue Management and Billing Cloud Services <p>It also provides the licensing information for the third-party products and components which are included in these cloud services.</p>
<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 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 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.

Document Name	Description
<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 on 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.
<i>Oracle Revenue Management and Billing Administrative Guide</i>	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. The information available in this document can be used in both financial services and health insurance domains.

Document Name	Description
<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 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.
<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.

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Change Log

Revision	Last Update	Updated Section	Comments
1.1	21-Feb-2025	Bill Correction	Added Information
		Bill Drill Down Details	Added Section
		Split Dependent Person Coverage	Added Information
		User Interface (UI) Level Changes	Added Information
1.2	18-Mar-2025	Known Issues	Added Information
		Billable Charge Creation or Cancellation through File Upload Interface	Updated Information
		Bill Correction	Updated Information
		Billing Batches	Added Section
		Fully Insured Pricing Rules	Added Section

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New Features (Generic)

No new features are added in this release that can be used in both financial services and health insurance domains.

New Features (Specific to Financial Services)

This section describes the following new features added in this release that can be used in the financial services domain:

- [Support Division Group in the AutoPay and GL Batches](#)
- [FOP Reports](#)
- [Bill Correction](#)

Support Division Group in the AutoPay and GL Batches

Until now, the division group was supported only in the transaction aggregation, transaction disaggregation, and billing batches. Now, you can use the division group while executing the following AutoPay and GL batches in the system:

- APAYCRET
- ACTVTAPY
- APAYACH
- APAYDSFR
- BALAPY
- APYSDSFR
- AREFRA
- APAYRA
- C1-GLASN
- C1-GLS
- C1-GLDL

The existing parameter named **Division** in the above batches is renamed to **Division or Division Group**. It is enhanced to support both the division group and division. If you specify the value for the **Division or Division Group** parameter, the system will first check whether it is a division group. If so, the system will perform the expected behavior for all the divisions which belong to the division group. However, if the specified value is not a division group, the system will check whether it is a division and will accordingly perform the expected behavior for the respective division. If you do not specify the value for the **Division or Division Group** parameter, the system will perform the expected behavior for all the divisions in the system.

Note: The support for comma(,) separated division parameter values in the **C1-GLASN** batch is deprecated from this release. Instead, we recommend you use the **Division Group** functionality.

FOP Reports

The following FOP reports are newly shipped in this release:

- **Pricing Detail Report** – Enables you to extract the effective standard price list, account agreed, and customer agreed pricing of various customers in a particular division. While generating the pricing detail report, you can specify the following parameters – Division, Pricing Type (i.e., Standard or Agreed), Customer Identifier Type, Customer Identifier, Customer Class, Effective Start Date, Effective End Date, Expiry Start Date, Expiry End Date, Price Item, Pricing Flag (i.e., **Z** for Zero Pricing, **E** for Effective Pricing, and **X** for Expired Pricing). The division and either effective date range or expiry date range are mandatory.

You can generate the pricing detail report from the user interface or through a batch process in the Excel and PDF formats. We have shipped the following pricing detail reports in this release:

- **FOPPRICEBPDF** - Used when you want to generate the pricing detail report through the **C1-RPTGN** batch in the PDF format.
- **FOPPRICEBXLS** - Used when you want to generate the pricing detail report through the **C1-RPTGN** batch in the Excel format.
- **FOPPRICEOPDF** - Used when you want to generate the pricing detail report from the user interface in the PDF format.
- **FOPPRICEOXLS** - Used when you want to generate the pricing detail report from the user interface in the Excel format.

Bill Correction

In the financial services domain, the business often needs to correct the bills in various scenarios, such as due to pricing errors, incorrect configuration, transaction processing errors, operational errors identified post billing, etc. As a result, not only the current bills but also the past bills generated in the system may be impacted.

The billing errors are usually identified by the business, customers, system users, and so on at any stage of the billing process. For example, when the trial or regular bill is generated, regular bill is completed, payment is made against the bill, the next bill is issued, etc. At present, the business is manually handling the entire bill correction process from the configuration change to the bill regeneration including the old bill cancellation, pricing changes, transaction disaggregation, transaction aggregation, automatic payment creation, FT posting, bill extraction, etc.

Now, the system facilitates you with a robust bill correction model through which you complete the end-to-end bill correction process from the existing bill cancellation to the new bill generation. At present, you can add new charges to a bill, or make pricing changes and view the impacted bills through the bill correction model itself. Once you create a bill correction request at the account or bill level, you can add new billable charges to the bill or correct any existing charges included in the bill and then regenerate a new bill with the additional or corrective charges. Note that, at present, you can correct or add only non-recurring billable charges and not recurring billable charges through the **Bill Correction** feature.

On the other hand, once you create a bill correction request at the price assignment level, you can verify the impact on all the existing bills before making the pricing changes, make the pricing changes, and then regenerate all the impacted bills. Note that, at present, only transaction based regular price assignments and not non-transaction based regular or post-processing price assignments can be corrected through the **Bill Correction** feature.

To implement this feature, the following changes are made to the system:

- A new master configuration business object named **C1-BillCorrectionConfig** is introduced in this release. You need to create a master configuration for bill correction as per the business requirements. It enables the system to determine whether you can correct the bills of a particular period or not, whether you can correct the bills which are already paid, and whether you can correct the bills for which the accounting period has closed, etc.
- A new screen named **Bill Correction Type** is introduced in this release. It enables you to create, edit, copy, and delete a bill correction type. A bill correction type enables the system to determine the bill correction business object using which a bill correction request should be created, whether approval process is required for the respective bill correction request, whether bill tolerance check is required on the new bill generation, etc. In addition, it also enables the system to determine whether the automatic payment creation and extraction process of an impacted bill should be kept on hold until the new bill is generated. The system then releases the hold on the impacted bills when the impacted bills are canceled.
- A new screen named **Bill Correction** is introduced in this release. It enables you to create, edit, and delete a bill correction request.

Bill Correction Due to Correction in Charges

While creating a bill correction request at the account or bill level, you need to specify the bill for which correction is required. On creating a bill correction request, the status of the bill correction request is set to **Draft**. Note that all the charges which are included in the bill are listed as the correction entities in the bill correction request.

On clicking the **Verify Impact** button, the system fetches the impacted bill in the deferred mode by executing the **C1-BCIMV** batch job. Once the impacted bill is derived, the status of the bill correction request is changed from **Deferred Impact Verification** to **Impact Verification Completed**. On clicking the **Broadcast** icon corresponding to a correction entity (i.e., billable charge), you can view the bills which will be impacted when the charge is corrected.

You can then submit the bill correction request. On clicking the **Submit** button, the system checks whether the number of bill segments in the bill exceeds the online record process limit (defined in the **C1-BLCORBLCN** algorithm).

Bill Correction in the Online Mode

If the number of bill segments in the bill does not exceed the online record process limit, the system cancels the impacted bill immediately and changes the status of the bill correction request to **Correction In Progress**. If you want to correct the existing charges included in the bill, you can click the link on the respective correction entity (i.e., billable charge) and navigate to the **Billable Charge** screen where you can make required changes to the existing charge. However, if you want to include additional charges in a bill, you can click the **Add Billable Charge** button in the **Bill Correction** screen and navigate to the **Billable Charge** screen from where you can add the required billable charge. You can add multiple billable charges via the **Bill Correction** screen. Once you add the required billable charges, you need to select all the charges (i.e., correction entities) and then click the **Regenerate** button. The new bill is generated in the **Pending** status. Once you click the **Freeze** button, the status of the bill segments is changed to **Frozen**. Here, if the **Bill Tolerance Check** option is selected in the respective bill correction type, then the system will create the required To Do for bill review when the bill amount does not fall within the tolerance limit. In addition, the system will not allow you to freeze the bill segments until you complete the respective To Do generated for the bill. Once the To Do is completed, you can freeze the bill segments of the new bill and then complete the bill by clicking the **Complete** button. Once the new bill is completed, the status of the impacted bill in the bill correction request is changed to **Bill Regeneration Completed**. You can then view the new bill corresponding to the impacted bill in the **Bill Correction** screen.

Once the status of all the impacted bills is changed to **Bill Regeneration Completed**, the status of the respective correction entity is changed to **Completed**. And, finally, once the status all the correction entities in the bill correction request is changed to **Completed**, the status of the bill correction request is changed to **Processed**.

Note: The **Freeze/Complete** button appears instead of the **Freeze** and **Complete** buttons when the **Bill Segment Freeze Option** field is set to **Freeze At Bill Completion** in the installation options.

Bill Correction in the Deferred Mode

If the number of bill segments in the bill exceeds the online record process limit, the system cancels all the impacted bills in the deferred mode by executing the **C1-BLCNL** batch job. Once the impacted bill is canceled, the status of the bill correction request is changed from **Deferred Bill Cancellation** to **Configuration Correction**. In addition, a To Do is created for the user to make the required changes in the bill. If you want to correct the existing charges included in the bill, you can click the link on the respective correction entity (i.e., billable charge) and navigate to the **Billable Charge** screen where you can make required changes to the existing charge. However, if you want to include additional charges in a bill, you can click the **Add Billable Charge** button in the **Bill Correction** screen and navigate to the **Billable Charge** screen from where you can add the required billable charge. You can add multiple billable charges via the **Bill Correction** screen. Once you add the required billable charges, you need to select all the charges (i.e., correction entities) and then click the **Regenerate Bill** button. The system changes the status of the bill correction request to **Deferred Regeneration**. You need to then manually execute or schedule all the billing batches (with the off cycle mode set to **C**).

Once the new bill is generated and completed for a bill correction request, the status of the impacted bill in the bill correction request is changed to **Bill Regeneration Completed**. You can then view the new bill corresponding to the impacted bill in the **Bill Correction** screen.

Once the status of all the impacted bills is changed to **Bill Regeneration Completed**, the status of the respective correction entity is changed to **Completed**. And, finally, once the status all the correction entities in the bill correction request is changed to **Completed**, the status of the bill correction request is changed to **Processed**.

Points to Note:

While creating a batch job using the **POSTPROC** batch control with the off cycle mode set to **C**, you need to specify your email address. The system then internally updates the status of the impacted bill, respective correction entity, and bill correction request once the batch is successfully executed.

If the **Final Review Required** option is selected in the respective bill correction type, the status of the bill correction request is changed to **Final Review In Progress** on clicking the **Regenerate Bill** button. Once you review the changes in the bill correction request and click the **Complete Review** button, the status of the bill correction request is changed to **Deferred Regeneration**.

Bill Correction Due to Pricing Changes

While creating a bill correction request at the pricing level, you need to specify the price assignment for which correction is required. On creating a bill correction request, the status of the bill correction request is set to **Draft**. Note that the price assignment is listed as the correction entity in the bill correction request. You can add more than one price assignments in the bill correction request.

On clicking the **Verify Impact** button, the system fetches all the impacted bills and their bill segments where the pricing is referred in the deferred mode by executing the **C1-BCIMV** batch job. Once all the impacted bills are derived, the status of the bill correction request is changed from **Deferred Impact Verification** to **Impact Verification Completed**. On clicking the **Broadcast** icon corresponding to a correction entity (i.e., price assignment), you can view the bills which will be impacted when the price assignment is corrected.

You can then submit the bill correction request. On clicking the **Submit** button, the system checks whether the total number of bill segments of the impacted bills exceeds the online record process limit (defined in the **C1-BLCORBLCN** algorithm).

Bill Correction in the Online Mode

If the total number of bill segments does not exceed the online record process limit, the system cancels all the impacted bills immediately and changes the status of the bill correction request to **Correction In Progress**. You can then click the **Edit** icon corresponding to the price assignment in the **Bill Correction** screen and navigate to the **Price Item Pricing** screen where you can make the required changes in the price assignment. Once the pricing changes are done, you need to select the required price assignments for which you want to initiate the transaction disaggregation process and then click the **Initiate Disaggregation** button.

The system will then automatically create a disaggregation request using the request type as **Price Assignment** in the **Pending** status. You need to then manually execute or schedule the transaction disaggregation batches. Once the status of the transaction disaggregation request is changed to **Complete**, you need to manually execute or schedule the transaction aggregation batches. Once the transactions are reaggregated, you need to select the required price assignments based on which you want to regenerate the bills and then click the **Regenerate** button. The new bill is generated in the **Pending** status. Once you click the **Freeze** button, the status of the bill segments is changed to **Frozen**. Here, if the **Bill Tolerance Check** option is selected in the respective bill correction type, then the system will create the required To Do for bill review when the bill amount does not fall within the tolerance limit. In addition, the system will not allow you to freeze the bill segments until you complete the respective To Do generated for the bill. Once the To Do is completed, you can freeze the bill segments of the new bill and then complete the bill by clicking the **Complete** button. Once the new bill is completed, the status of the impacted bill in the bill correction request is changed to **Bill Regeneration Completed**. You can then view the new bill corresponding to the impacted bill in the **Bill Correction** screen.

Once the status of all the impacted bills is changed to **Bill Regeneration Completed**, the status of the respective correction entity is changed to **Completed**. And, finally, once the status all the correction entities in the bill correction request is changed to **Completed**, the status of the bill correction request is changed to **Processed**.

Note: The **Freeze/Complete** button appears instead of the **Freeze** and **Complete** buttons when the **Bill Segment Freeze Option** field is set to **Freeze At Bill Completion** in the installation options.

Bill Correction in the Deferred Mode

If the total number of bill segments exceeds the online record process limit, the system cancels all the impacted bills in the deferred mode by executing the **C1-BLCNL** batch job. Once all the impacted bills are canceled, the status of the bill correction request is changed from **Deferred Bill Cancellation** to **Configuration Correction**. In addition, a To Do is created for the user to make the required changes in the price assignment. You can then click the **Edit** icon corresponding to the price assignment in the **Bill Correction** screen and navigate to the **Price Item Pricing** screen where you can make the required changes in the price assignment. Once the pricing changes are done, you need to select the required price assignments for which you want to initiate the transaction disaggregation process and then click the **Initiate Disaggregation** button.

The system will then automatically create a disaggregation request using the request type as **Price Assignment** in the **Pending** status. The status of the bill correction request is changed to **Transaction Reprocessing**. You need to then manually execute or schedule the transaction disaggregation batches. Once the status of the transaction disaggregation request is changed to **Complete**, you need to manually execute or schedule the transaction aggregation batches. Once the transactions are reaggregated, you need to select the required price assignments based on which you want to regenerate the bills and then click the **Regenerate Bill** button. The system changes the status of the bill correction request to **Deferred Regeneration**. You need to then manually execute or schedule all the billing batches (with the off cycle mode set to **C**).

Once the new bills are generated and completed for a bill correction request, the status of the impacted bill in the bill correction request is changed to **Bill Regeneration Completed**. You can then view the new bill corresponding to the impacted bill in the **Bill Correction** screen.

Once the status of all the impacted bills is changed to **Bill Regeneration Completed**, the status of the respective correction entity is changed to **Completed**. And, finally, once the status all the correction entities in the bill correction request is changed to **Completed**, the status of the bill correction request is changed to **Processed**.

Points to Note:

While creating a batch job using the **POSTPROC** batch control with the off cycle mode set to **C**, you need to specify your email address. The system then internally updates the status of the impacted bill, respective correction entity, and bill correction request once the batch is successfully executed.

If the **Final Review Required** option is selected in the respective bill correction type, the status of the bill correction request is changed to **Final Review In Progress** on clicking the **Regenerate Bill** button. Once you review the changes in the bill correction request and click the **Complete Review** button, the status of the bill correction request is changed to **Deferred Regeneration**.

The system also enables you to create a bill correction request wherein you can add both billable charges as well as price assignments as the correction entities.

New Features (Specific to Insurance)

This section describes the following new features added in this release that can be used in the health insurance domain:

- [Health Check](#)
- [Referring Paid through Date in Delinquency Management](#)
- [Retention Type Enrollment Tier Based Pricing](#)
- [Billable Charge Creation or Cancellation through File Upload Interface](#)
- [Support Division Group for the Health Insurance Domain](#)
- [Age Calculation During Continuous Individual Membership Coverage](#)
- [To Do Creation for Manual Refund/Write Off on Membership Cancellation](#)
- [Trigger Repricing on Deleting Derivation and Pricing Parameters of a Bill Group](#)
- [Split Dependent Person Coverage](#)

Health Check

A new screen named **Health Check** is introduced to facilitate the system health check for insurance companies. It enables you to perform duplicate data integrity check, detect errors in inbound message processing, find unbilled memberships, find memberships with unbilled sponsor charges, extract bill segments generated beyond charge end date, and view canceled memberships with one day billable charge. The **Health Check** screen is tested and certified for the fully insured group and fully insured individual lines of business. At present, the system supports duplicate data integrity check for the following entities through this screen - Policy, Policy Plan, Membership, Membership Person, Billable Charge and Bill Segment.

You can access this screen from the **Admin** menu. It contains the following zones:

- **Duplicate Entity** – Enables you to view duplicate data for various entities in the system within a specific date range. The valid entities are:
 - **Policy** - Used when you want to retrieve all the duplicate policies with the **In Force/Active** status where the policy number and source system are same, and the policy date range is either same or overlapping.
 - **Policy Plan** - Used when you want to retrieve all the duplicate policy plans with the **Active** status where the plan number, policy number and source system are same, and the policy plan date range is either same or overlapping.
 - **Membership** – Used when you want to retrieve all the duplicate memberships with the **Active** status where the following conditions are met:

- External membership ID, membership type, and health plan, or External membership ID, membership type, policy, and policy plan are same for the individual or group membership, respectively.
 - All the member persons in the membership are identical.
 - The membership date range is either same or overlapping.
- **Membership Person** – Used when you want to retrieve all the member persons who have been added in the membership two or more times with the same or overlapping date range.
- **Billable Charge** – Used when you want to retrieve all the duplicate billable charges with the **Billable** status for the same membership and price item combination with the same or overlapping date range.
- **Bill Segment** – Used when you want to retrieve all the duplicate bill segments with the **Frozen** status and the **Show on Bill** flag set to **True** for the same membership and price item combination with the same or overlapping date range.
- **Membership without Sponsor Billable Charge** - Enables you to view all the memberships for which the benefit sponsor charges are not yet created in the system. Here, the **Price Item** and **Benefit Sponsor Price Item** fields are mandatory.

On specifying the price item and benefit sponsor price item, the system first derives all the billable charges of a given price item and then determines the memberships for which these billable charges are created. Once the list of memberships is derived, the system fetches the memberships where the given benefit sponsor price item is specified to create sponsor billable charges. Once the memberships are filtered, the system then checks whether the benefit sponsor charges are created for the respective memberships. If the benefit sponsor charges are not yet created for the memberships, the system will list such memberships in this zone.

- **Bill segments beyond billable charge end date** - Enables you to view all the frozen bill segments which are generated beyond the billable charge end date.
- **Membership not billed** - Enables you to view all the memberships which are due for billing for the specified month and year but are not yet billed on the accounting date as per the respective account's bill cycle.
- **Error Messages Count in Inbound Message** - Enables you to view the count of error messages that occurred while processing inbound messages. The system considers the error messages of inbound messages which are created within the specified date range and are in the **Pending** or **Rejected** status. On clicking the **Broadcast** icon corresponding to the error message count, the **Inbound Message List** zone appears.
- **Inbound Message List** - Enables you to view the inbound messages where the respective error has occurred.
- **Cancelled Memberships with one day Billable Charge** - Enables you to view all the memberships which are created within the specified date range and are in the **Canceled** status and for which one day billable charge exists in the system.
- **Error Messages in Inbound Message** - Enables you to view the error messages that occurred while processing inbound messages. You can view the error messages of inbound messages which are in the **Pending** or **Rejected** status.

Referring Paid through Date in Delinquency Management

Until now, the paid through date stamped on the account was not considered while creating or canceling a delinquency process for the fully insured individual line of business. Now, the **C1-DLNQMNRL** algorithm is enhanced to consider the paid through date stamped on the account. Now, in addition, this algorithm does the following:

- If the paid through date is stamped on the account and paid through date is later than batch business date (i.e., processing date), it skips the account, and its debt is not monitored.
- If the paid through date is stamped on the account and if the overdue bill's max bill segment end date is less than or equal to the paid through date, it skips the respective overdue bill while monitoring the account's debt.

The system then accordingly creates a delinquency process for the account. The paid through date of an account is updated immediately once the bill of the account is completed. There is a need to regularly monitor whether the existing delinquency process of the account should be canceled or not. Therefore, the **C1-CANDELPRC** algorithm is also enhanced to consider the paid through date stamped on the account. Now, in addition, this algorithm does the following when the **C1-DPMON** batch is executed:

- If the paid through date is stamped on the account and paid through date is later than batch business date (i.e., processing date), it cancels the delinquency process of the account with the appropriate cancel reason.

Retention Type Enrollment Tier Based Pricing

Until now, you were able to calculate certain charges, such as stop-loss premium, administrative fees, etc. based on number of enrollments using the retention type enrollment based pricing. While defining a retention type enrollment based pricing rule, you were able to define different fees for different set of pricing parameters. There are certain services (i.e., price items) for which business needs to define a complex pricing model wherein several pricing variations are offered based on certain mandatory and non-mandatory pricing parameters. While defining, editing, or copying a retention type enrollment based pricing rule with a complex pricing model, the system performance was deteriorated, thereby affecting the system reliability and usability over time.

To handle the above business scenario, a multi-tiered retention type enrollment based pricing model is offered in this release. The system enables you to define the following two types of retention type enrollment based pricing rules in the system:

- Retention Type Enrollment Based Pricing Rule without Tier (Traditional method)
- Retention Type Enrollment Based Pricing Rule with Tier

To implement this feature, the following changes are made to the system:

- The **tieredSw** tag is newly added in the **C1-PrcRuleTypRetEnrollBased** business object schema.
- A new business object named **C1-PricingRuleRetTypeEnrollTier** is introduced in this release.

- A new option type named **Approval Workflow Group for Retention Type Enrollment Tier** is added in the **C1-ASOBLNG** feature configuration.

A new field named **Tiered Switch** is available in the **Enrollment-Specific Additional Data** section while defining a retention type enrollment based pricing rule type. It enables the system to determine whether the retention type enrollment based pricing rule will be tier or non-tier based. If you select the **Tiered Switch** option, you need to set the pricing rule business object to **C1-PricingRuleRetTypeEnrollTier** in the retention type enrollment based pricing rule type. However, if you do not select the **Tiered Switch** option, you need to set the pricing rule business object to **C1-PricingRuleRetTypeEnroll** in the retention type enrollment based pricing rule type. In this way, you can maintain two separate retention type enrollment based pricing rule types in the system – one without tier and another with tier.

Before you create multi-tiered retention type enrollment based pricing rule, you need to create the following:

- Required parameters including the **Tier** parameter where all the possible business tiers (for example, Spouse + 1 Dependent, Spouse + 2 Dependents, Family, etc.), are set as the predefined values.
- Associate the required parameter (for example, Healthcare Coverage Class) as the mandatory parameter with the price item (**Note:** The system will then, by default, select the mandatory parameter while defining the pricing (i.e., fee) in the pricing rule.)
- Associate the **Tier** parameter as the non-mandatory parameter with the price item

While defining a pricing rule using the multi-tiered retention type enrollment based pricing rule type, the **Tier** button appears in the **Pricing Parameters** grid. Once you click the **Tier** button, all the business tiers set as the predefined values (for example, Spouse + 1 Dependent, Spouse + 2 Dependents, Family, etc.) are listed in the **Pricing Parameters** grid. You can then specify different fee for each mandatory pricing parameter and tier combination. Until the pricing rule is referred, you can anytime remove the tiers by clicking the **Remove Tier** button and define a non-tier based pricing, if required.

The system creates one price assignment for each mandatory pricing parameter and tier combination. You can define a multi-tiered retention type enrollment based pricing rule at the parent customer and bill group levels. You can also configure the approval workflow process for a multi-tiered retention type enrollment based pricing rule.

Billable Charge Creation or Cancellation through File Upload Interface

Until now, the system enabled you to create mass billable charges at once for the fully insured group and individual lines of business through the **Upload Request** feature. Now, in addition, the system enables you to create or cancel mass billable charges at once for the fully insured group and individual lines of business through the **File Upload Interface** feature.

A new file request type named **BCUPLD** is shipped with the product. It enables you do the following:

- Create a pass through or SQI based billable charge for an account for a particular coverage period. You can create the billable charges for the group and individual memberships.
- Cancel an existing billable charge of an account, thereby supporting billable charge reversal for a particular coverage period. You can then send the billable charge record with the appropriate corrections, if required.

Note: At present, the **BCUPLD** file request type supports maximum five billable charge characteristics by default. However, you can update the **BCUPLD** file request type to support more than five billable charge characteristics based on the requirement.

You can upload and process a billable charge creation/reversal file in the CSV format using the **BCUPLD** file request type. The billable charge creation/reversal file should contain records with the following additional information apart from the basic details – Source System, Policy Number, Plan Number, Health Plan Code, Subscriber Identifier Type, Subscriber Identifier, Membership Type, External Membership ID.

When the contract ID is not specified, the system uses the source system, policy number, plan number, and price item combination to derive the contract against which the billable charge should be created for the group membership. Similarly, the system uses the health plan code and price item to derive the contract against which the billable charge should be created for the individual membership. And, when the **C1MMBRSH** characteristic is not specified in the billable charge record, the system uses either of the following to derive the group or individual membership:

- Subscriber Identifier Type and Subscriber Identifier
- External Membership ID
- Membership Type, External Membership ID, Subscriber Identifier Type and Subscriber Identifier

If you want to cancel an existing billable charge, you need to set the **C1REVIND** characteristic type to **Y** corresponding to the billable charge record in the file. The system will then check whether a billable charge with the specified details already exist in the system. If so, the system will accordingly cancel the respective billable charge. Note that the billable charge reversal record should be sent with reversed amount (i.e., if the original charge amount was positive, then the reversal charge amount should be negative and vice-versa). To find a pass-through billable charge, the system uses the Coverage Period, Membership ID, Bill Line Level Sequence, Bill Line Level Amount, Billable Charge Status, Price Item, and Contract ID combination.

However, to find an SQI based billable charge, the system uses the Coverage Period, Membership ID, SQI Level Sequence, SQI Amount, Billable Charge Status, Price Item, and Contract ID combination. The system also enables you to specify reasons while creating or cancelling a billable charge. The reason indicates why you want to create or cancel a billable charge. Along with each reason, you can specify the following details:

- Sequence
- Priority
- Effective Date

The former two are mandatory whereas the latter one is non-mandatory. A new table named **CI_BILL_CHG_RSN** is introduced in this release to store the reasons for a billable charge. This reason is stored only for reporting purposes and is not displayed anywhere in the system. You can specify maximum 10 reasons for each billable charge record in the file.

On executing the **C1-FTRAN** batch, the system does the following:

- Creates a billable charge for the membership. It also stamps the respective membership ID as a characteristic on the billable charge.
- Cancels a billable charge where the **C1REVIND** characteristic type is set to **Y**.

Support Division Group for the Health Insurance Domain

Until now, the division group functionality in all the supported batches were only tested and certified for the financial services domain. Now, in addition, the division group functionality in the following batches is tested and certified for the health insurance domain:

- **Transaction Aggregation Batches** - C1-TXNIP, C1-TXNPS, C1-TXNVP, C1-TXNEX, C1-TXNSQ, C1-TXNCM, C1-TXMCU
- **Billing Batches** – BILLOPEN, BSGENREG, POSTPROC
- **Transaction Disaggregation Batches** - C1-DISTG, C1-BSEGD, C1-PNBD, C1-IDENT, C1-PDTXN, C1-TXNCU, C1-DRSUA
- **AutoPay Batches** – APAYCRET, ACTVTAPY, APAYACH, APAYDSFR, BALAPY, APYSDSFR, AREFRA, APAYRA
- **GL Batches** - C1-GLASN, C1-GLS, C1-GLDL

The existing parameter named **Division** in the above batches is renamed to **Division or Division Group**. It is enhanced to support both the division group and division. If you specify the value for the **Division or Division Group** parameter, the system will first check whether it is a division group. If so, the system will perform the expected behavior for all the divisions which belong to the division group. However, if the specified value is not a division group, the system will check whether it is a division and will accordingly perform the expected behavior for the respective division. If you do not specify the value for the **Division or Division Group** parameter, the system will perform the expected behavior for all the divisions in the system.

Note: The support for comma (,) separated division parameter values in the **C1-GLASN** batch is deprecated from this release. Instead, we recommend you use the **Division Group** functionality.

Age Calculation During Continuous Individual Membership Coverage

In the fully insured individual line of business, there are scenarios wherein an individual and his/her dependent persons may continuously belong to different memberships of different health plans that belong to the same health product category, such as Medical or Dental, etc. In other words, an individual person has continuous insurance coverage over a period without any lapses or gaps. In such scenarios, the business requires that an individual person's age should be calculated based on the plan year's first continuous coverage start date. For example, in the plan year 2024, if an individual belongs to four memberships with continuous coverage period (for example, M1 with the coverage period 01-Jan-2024 to 31-Mar-2024, M2 with the coverage period 01-Apr-2024 to 30-Jun-2024, M3 with the coverage period 01-Jul-2024 to 30-Sep-2024, and M4 with the coverage period 01-Oct-2024 to 31-Dec-2024), the system should calculate the individual person's age using the M1 coverage start date.

To implement this business scenario, the following changes are made to the system:

- A new algorithm type named **C1-DTCAGEIM** is introduced in this release. An algorithm created using the **C1-DTCAGEIM** algorithm type is attached to the **Audit** system event of the **C1-IndividualMembership** business object. This algorithm determines whether the health plans belong to the same health product category (i.e., first few digits of HIOS ID are same) while deriving continuous coverage individual memberships and the plan year start month (i.e., 1 for Jan-Dec, 3 for Mar-Feb, 6 for Jun-May, etc.) based on which first continuous coverage is considered for the plan year.
- The **C1CTRLDT** characteristic type is shipped with the product.

Now, when an individual person belongs to different memberships with continuous coverage period, the system stores the plan year's first continuous coverage start date in the form of characteristic corresponding to the member person using the **C1CTRLDT** characteristic type. The system then considers this characteristic while calculating the individual person's age during premium calculation.

The system stamps this characteristic against the main subscriber and each dependent person in an individual membership. However, in the following scenarios, the **C1CTRLDT** characteristic is not stamped on the respective dependent person:

- A dependent person in any subsequent memberships (i.e., M2, M3, or M4) was not enrolled on the plan year's first continuous coverage membership (i.e. M1) start date.
- A dependent person is not continuously covered in different memberships (for example, DP1 is covered in M1 and M2 for the entire coverage period, covered in M3 from 01-Jul-2024 to 31-Jul-2024, and then covered in M4 for the entire coverage period).

If the characteristic is not stamped on any dependent person in an individual membership, the system calculates the age using the traditional method (i.e., using the age calculation date specified in the fully insured pricing rule business rule).

The above feature is implemented with the basic assumption that the main subscriber would be same in the continuous individual membership coverage. The product does not cater to the scenario wherein the main subscriber is different in the continuous individual membership coverage of a dependent person. To handle such scenarios, you can manually stamp the **C1CTRLDT** characteristic on the dependent person so that the age is calculated during the premium calculation.

To Do Creation for Manual Refund/Write Off on Membership Cancellation

Oracle Revenue Management and Billing facilitates you with the following on cancelling an individual membership or direct billed group membership:

- Automatically cancel any refund and/or write off requests which are systematically created through refund/write off instruction via the **Automatic Refund/Write Off** feature
- Create a To Do for refund and/or write off requests which are manually created for the account via the **Refund/Write Off Request** feature.

To implement this feature, the following changes are made to the system:

- A new algorithm type named **C1-WOCANMCN** is introduced in this release. An algorithm created using the **C1-WOCANMCN** algorithm type is attached to the **Canceled** status in the lifecycle of the **C1-IndMembership** and **C1-Membership** business objects.
- The **C1-RFRQC** and **C1-WORQC** To Do types are newly introduced in this release.

Note: This feature is tested and certified for the fully insured individual and direct billed group membership lines of business.

On canceling an individual membership, the system determines the account to which the individual membership is billed using the **Account Identifier Type** and **Account Identifier Value** characteristics. While fetching the characteristics, the system considers the characteristic types which are specified in the **Account Identifier Type Char Type** and **Account Identifier Value Char Type** option types of the **C1-ASOBLNG** feature configuration.

However, on cancelling a group membership, the system checks whether the billing arrangement characteristic is defined on the group membership. The system considers the characteristic type which is specified in the **Billing Arrangement** option type of the **C1-ASOBLNG** feature configuration. If the billing arrangement characteristic is defined on the group membership, the system checks whether the characteristic value is set to **DRCT** (i.e., Direct Billing). If so, the system derives the financially responsible person's account from the system. However, if the billing arrangement characteristic is not defined on the group membership or if its characteristic value is not set to **DRCT** (i.e., Direct Billing), the system will skip the group membership and will take no actions against it.

Once the account is derived for an individual membership or direct billed group membership, the system checks whether there is any refund/write off request created for the account. If so, the system checks whether the refund/write off request is systematically created through refund/write off instruction via the **Automatic Refund/Write Off** feature. If so, the system automatically cancels the refund/write off request of the account. However, if the refund/write off request is not systematically created through refund/write off instruction, the system creates a To Do using the respective To Do type specified in the **C1-WOCANMCN** algorithm. You can then refer this To Do and manually cancel such refund/write off request of the account.

Trigger Repricing on Deleting Derivation and Pricing Parameters of a Bill Group

Until now, you were able to delete the derivation and pricing parameters of a bill group from the user interface. But repricing was not triggered on the deletion. Now, on deleting a derivation and pricing parameters combination of a bill group, the system changes the status of the derivation and pricing parameters combination to **Inactive**. In addition, if the audit event process is configured for the **C1-BillLevel** business object, the system creates an audit event with the audit action set to **Change Row**.

On executing the **C1-CBIPR** batch, the system creates a repricing entity detail record for the audit event in the **CI_REPRC_ENTITY_DTL** table. While repricing, you need to execute the following batches in the specified sequence:

1. C1-FIBLR
2. C1-FIMRE
3. C1-CBIPR
4. C1-FIMRC
5. C1-REPC1
6. C1-REPC2
7. C1-REPC3
8. C1-FIBCR

Once the repricing entity detail record is created for the audit event, you need to execute the **C1-FIMRC** batch. It will delete the inactivated derivation and pricing parameters combination (that was earlier deleted from the user interface) from the system. If the deleted derivation and pricing parameters combination was referred for billing any memberships in the system, you need to ensure that those memberships are appropriately billed to a new bill group and do not remain unbilled in the system.

Note: The **C1-CBIPR** and **C1-FIMRC** batches and **C1-READEVNT** algorithm are enhanced to implement this feature.

Split Dependent Person Coverage

Until now, when a member person data was received on reinstating a membership, the system created a new record for the dependent person with the **Active** status instead of updating the old inactive record. However, if a dependent person was active for a particular coverage period (for example, Jan 2025 to Mar 2025) and then reenrolled in the same membership for a different coverage period (for example, Jun 2025 to Dec 2025), the system did not allow to create a new record for the dependent person with the **Active** status. Instead, the system tried to update the existing record and thereby failed as the start date of coverage period was different.

To support multiple coverage period scenarios for a dependent person, the upstream system needs to send the full coverage snapshot for the dependent person. For example, if DP1 was enrolled in M1 from Jan 2025 to Mar 2025 and then reenrolled in M1 from Jun 2025 to Dec 2025, you need to send two records on reenrolment for the same member person in the **Active** status – one with the coverage period Jan 2025 to Mar 2025 and another with the coverage period Jun 2025 to Dec 2025.

Note that if the newborn is end dated and then reenrolled within the gift days period, then the newborn will still be eligible for original gift days discount on reenrolment. For example, let's assume that a newborn is enrolled on 1st May with gift days 31. This means his gift days period is from 1st May to 31st May. Now, if the newborn enrolment is ended on 5th May and then reenrolled from 15th May, the newborn would still be eligible for the gift days till 31st May.

Similarly, if you want to cancel a particular coverage period record of a member person (for example Jun 2025 to Dec 2025) and enroll the member person for a new coverage period (i.e. May 2025 to Dec2025), you need to send the full coverage snapshot of the dependent person along with the cancellation record. For example, if DP1 was enrolled in M1 for two coverage periods - Jan 2025 to Mar 2025 and Jun 2025 to Dec 2025 and if you want to change the coverage period Jun 2025 to Dec 2025 to May 2025 to Dec 2025, you need to send three records for the same member person in the specified sequence through the same inbound message:

1. One record in the **Active** status with the coverage period Jan 2025 to Mar 2025
2. Another record in the **Canceled** status with the coverage period Jun 2025
3. Third record in the **Active** status with the coverage period May 2025 to Dec 2025

The specified sequence helps to address any erroneous results. Note that the split dependent person coverage feature is applicable for the fully insured group and fully insured individual lines of business.

Enhancements (Generic)

This section lists the enhancements made to the following features that are used in both financial services and health insurance domains:

- [Extract Account Name for the Bill Tolerance To Do](#)
- [Billing Batches](#)

Extract Account Name for the Bill Tolerance To Do

Until now, whenever the **C1-CHKINVRBR** algorithm is attached to the **Pre Bill Completion Review** system event of a customer class, the system checks whether any bill of the respective accounts exceeds the tolerance limit. If so, the system creates a tolerance To Do using the given tolerance To Do type. In this tolerance To Do, the Bill ID extracted as the extra information by the **C1-CHKINVRBR** algorithm was displayed incorrectly. Now, this issue is fixed. The extracted Bill ID is displayed accurately corresponding to the To Do in the user interface.

In addition, as per the business requirements, the account name (i.e., account's main customer name) is extracted by the **C1-CHKINVRBR** algorithm to be displayed corresponding to the To Do in the user interface. The existing To Do type named **C1-BT_TB** is enhanced to include an additional sort key named **Account Name**. It is also set as the default sort key in this release. Now, whenever a tolerance To Do is created for a bill through the **C1-CHKINVRBR** algorithm, you can see the account name as the extra information corresponding to the To Do in the **Supervisor To Do Assignment** screen. Note that if you are using a custom tolerance To Do type, you need to accordingly add the **Account Name** sort key with the **Use as Default** field set to **Yes** in the respective To Do type.

Billing Batches

The following changes are made to the Billing batches:

- The existing parameter named **Off Cycle Switch** is enhanced in the **BILLOPEN**, **BSGENREG**, and **POSTPROC** batches to support the bill correction requests. If you set the **Off Cycle Switch** parameter value to **Y**, the batch considers the new parameter named **Off Cycle Mode** introduced in this release. It enables the system to determine whether to create adhoc bills for an account through an invoice request or through a bill correction request. The valid values for the **Off Cycle Mode** parameter are:
 - **I** – Used when you want to process the invoice requests created for the persons or accounts in the **Deferred Processing Batch** status.
 - **C** – Used when you want to process the bill correction requests in the **Deferred Regeneration** status.

If you do not specify any value for the **Off Cycle Mode** parameter when the **Off Cycle Switch** parameter is set to **Y**, by default, it is set to **I**.

- While creating a batch job using the **POSTPROC** batch control with the off cycle mode set to **C**, you need to specify your email address. The system will then internally update the status of the impacted bill, respective correction entity, and bill correction request once the batch is successfully executed.

Enhancements (Specific to Financial Services)

This section lists the enhancements made to the following feature that is used in the financial services domain:

- [Bill Drill Down Details](#)

Bill Drill Down Details

The following changes are made to the Bill Drill Down Details feature:

- You can also create a bill correction request from the **Bill Drill Down Details** screen. The system validates whether the bill is eligible for correction based on certain criteria. If the bill meets the eligibility criteria, the **Eligible to Correct** icon appears in the **Bill Correction Eligibility** column of the **Search Billing Element** zone. On clicking the **Eligible to Correct** icon, you can navigate to the **Bill Correction** screen. However, if the bill does not meet the eligibility criteria, the system displays the appropriate reason in the **Bill Correction Eligibility** column.
- If a bill correction request is generated for a bill, the system displays the bill correction information string in the respective column of the **Search Billing Element** zone.
- Two new search by options named **Invoice Construct Details** and **Bill Aging** are added in the **Search By** list. These search by options enable you to view the bills which are part of any invoice or settlement construct and the bills which are overdue, respectively.
- Few new columns are added in the **Search Billing Element**, **Bill Segments**, and **Bill Segment Calculation Lines** zones. For more details, refer to the [User Interface \(UI\) Level Changes](#) section.

Enhancements (Specific to Insurance)

This section lists the enhancements made to the following features that are used in the health insurance domain:

- [Hold Request](#)
- [Customer 360° View](#)
- [Minimum Premium Program \(MPP\)](#)
- [Inbound Message](#)
- [Repricing](#)
- [Health Product 360° View](#)
- [Automatic Offset of Debit and Credit Bill Line Items](#)
- [Invoice Request](#)
- [Allocate Advance Deposit for Delinquent Customers](#)
- [Member Reconciliation](#)
- [C1-ASOBLNG Feature Configuration](#)
- [Refund Request](#)
- [Fully Insured Pricing Rules](#)

Hold Request

Until now, while releasing a hold request, the **C1-HLMON** batch used to set the bill after date of the respective accounts to the system date. As a result, the business could bill the account only from the next day of hold release. But there are scenarios wherein the business would like to bill the account immediately on the same day when the hold is released. Therefore, now, while releasing a hold request, the **C1-HLMON** batch will clear the bill after date of the respective accounts. This will enable the business to bill the account immediately on the same day when the hold is released.

Customer 360° View

Until now, the following fields appeared in the **Account Financial and Collections Summary** zone of the **Account** tab in the **Customer 360° Information** screen:

- **Current Balance** = Account Level billed + Payments + Excess Credits + Unbilled Adjustments + Unbilled Corrections
- **Payoff balance** = Account Level billed + Payments + Excess Credits + Unbilled Corrections

Now, in addition, you can view the following field in the **Account Financial and Collections Summary** zone:

- **Actual Account Balance** = Account Level billed + Payments + Excess Credits

Minimum Premium Program (MPP)

The following enhancements are made to the MPP pricing:

- Until now, whenever the deficit amount was roll forwarded to the successive contract (i.e., to the successive MPP pricing rule) on renewal during final settlement, the system calculated the roll forward billable charge incorrectly. It considered the arrangement value specified in the deficit settlement rule while calculating the roll forward billable charge amount. For example, if the arrangement value was set to 90% in the deficit settlement rule, the system roll forwarded 90% of cumulative deficit amount and retained 10% of cumulative deficit amount. Now, while creating a roll forward billable charge using an MPP pricing rule on final settlement, the system roll forwards 10% of cumulative deficit amount on the successive contract and retains 90% of cumulative deficit amount.
- Earlier, the **Minimum Premium Attachment Point** field was mandatory while defining an MPP pricing rule. Now, this field is non-mandatory. Now, until you select any value from the **Minimum Premium Attachment Point** list, the system, by default, sets the minimum premium attachment point value to **0**. In addition, the **Minimum Premium Attachment Point Value** field is non-editable. The **Minimum Premium Attachment Point Value** field is editable only when you select any value from the **Minimum Premium Attachment Point** list.

Inbound Message

Until now, you were able to create parent customers, bill groups, their accounts, policies, and policy plans for the fully insured group business through a health care inbound message via customer registration. Now, you can skip the customer registration and directly create the entities using their respective business objects specified in the inbound message type. A new field named **Customer Registration Required** is available while defining an inbound message type. By default, the **Customer Registration Required** option is selected.

If you select the **Customer Registration Required** option, you need to specify the customer registration type in the respective field. However, if you do not select the **Customer Registration Required** option, you need to specify the person business object, account business object, membership business object, policy plan business object, benefits business object, address business object, and statement construct business object in the respective fields.

Note: The approval workflow feature available while creating entities via customer registration will not be available when you skip the customer registration while processing inbound messages for the fully insured group business.

Repricing

The following enhancements are made to the Repricing feature:

- A new parameter named **Membership Category Flag** is introduced in the **C1-REPC1**, **C1-REPC2**, and **C1-FIBCR** batches to improve the batch performance. It should be used when you want to create repricing requests for memberships of a particular category. The valid values are: **INDV** and **GRUP**. This parameter can be used only when the repricing mode is set to **MEMB**.

Health Product 360° View

The following enhancements are made to the Health Product 360° View feature:

- The **Rate Information** column is removed from the **Pricing Rule** zone of the **Health Plan 360° Information** screen. Instead, a new zone named **Pricing Rule Parameter Rate Information** is introduced. It appears on clicking the **Broadcast** icon corresponding to the pricing rule. The **Pricing Rule Parameter Rate Information** zone displays base fee and modifier rate of different pricing parameters defined in the pricing rule.

Automatic Offset of Debit and Credit Bill Line Items

Until now, you were able to setup the auto maintenance process for accounts wherein the system automatically offsets the debit and credit bill line items of the accounts. The auto maintenance process is driven using the **Offset Request** feature ensuring that the match events are created at the bill line item level. The transfer adjustment creation was not supported while automatically offsetting the debit and credit bill line items of the accounts.

Now, the **Transfer Adjustment** option is supported while automatically offsetting the debit and credit bill line items of the accounts. In other words, you can now select the **Transfer Adjustment** option while creating an offset request type where the offset category is set to **Auto Maintenance**. On executing the **C1-AUTOM** batch, the system then creates the transfer and/or offset adjustments using the adjustment type which is specified in the offset request type. If the **Transfer Adjustment** option is selected in the respective offset request type, the system creates the transfer adjustments in the **Frozen** status.

Invoice Request

Oracle Revenue Management and Billing enables you to generate an adhoc regular or trial bill for an account through an invoice request. Until now, whenever an invoice request was canceled, the system did not automatically delete the pending bill and their bill segments generated for the account via the invoice request. Also, the system did not cancel the invoice request when a pending bill generated for the account via the invoice request was deleted.

Now, the system supports the following business scenarios:

- If a regular or trial bill generation invoice request is canceled, the system will automatically delete the pending regular or trial bill and their bill segments, respectively, generated for the account via the invoice request.
- If a regular pending bill (generated via the invoice request) with a To DO is deleted from the user interface or through a batch process, the system will cancel the invoice request with the appropriate reason.

To implement the former business scenario, the following changes are made to the system:

- A new algorithm type named **C1-INVREQCAN** is introduced in this release. An algorithm created using the **C1-INVREQCAN** algorithm type is attached to the **Canceled** status in the lifecycle of the **C1-InvoiceRequest** and **C1-InvoiceRequestTrial** business objects.
- A new value named **Cancelled** is added in the **INVOICE_REC_STATUS_FLG** lookup field.

Now, when you cancel an invoice request, the system checks whether there is a pending bill generated for the account via the invoice request. If so, the system deletes the pending bill and their bill segments and then accordingly changes the status of the invoice request to **Canceled**. In addition, the system does the following:

- Updates the status of the record in the invoice request to **Cancelled**.
- Displays the following error message corresponding to the record in the **Invoice Request Details** zone of the **Invoice Request** screen:
 - The pending bill is deleted because invoice request was cancelled.

However, to implement the latter business scenario, the following changes are made to the system:

- A new algorithm type named **C1-INVDPBM** is introduced in this release. An algorithm created using the **C1-INVDPBM** algorithm type is attached to the **Deferred Processing Batch** status in the lifecycle of the **C1-InvoiceRequest** business object.
- The **C1-INVRQ** batch is enhanced to support this business scenario. It is attached to monitor the process at the **Deferred Processing Batch** status in the lifecycle of the **C1-InvoiceRequest** business object.

Now, on executing the **C1-INVRQ** batch, the system checks whether there are any invoice requests created using the **C1-InvoiceRequest** business object and in the **Deferred Processing Batch** status. If so, the batch invokes the algorithm attached to the **Deferred Processing Batch** status. This algorithm checks whether the pending bill (generated via the invoice request) with a To Do for the account is deleted. If so, the system then changes the status of the invoice request to **Canceled**. In addition, the system does the following:

- Stamps the status reason corresponding to the invoice request indicating the reason why it was canceled.
- Updates the status of the record in the invoice request to **Cancelled**.
- Displays the following error message corresponding to the record in the **Invoice Request Details** zone of the **Invoice Request** screen:
 - Invoice request is cancelled due to bill deletion.

Allocate Advance Deposit for Delinquent Customers

Until now, when the payment on the advance deposit contract was canceled after using it to settle an overdue bill through a delinquency process, the system did the following:

- Canceled the debit adjustments created against the advance deposit payment.
- Canceled the credit adjustments used to offset the overdue bills through a delinquency process.
- Unapplied or canceled the advance deposit offset request. If the number of transfer or offset adjustments did not exceed the online record process limit (defined in the **C1-DFRUNAPLY** algorithm), the system canceled the transfer or offset adjustments immediately and then changed the status of the advance deposit offset request to **Unapplied Offset**. On cancelling the advance deposit offset request, the system resumed the delinquency process using the **C1-CDPPAYCAN** algorithm attached to the **Payment Cancellation** system event of the account's customer class.

However, if the number of transfer or offset adjustments exceeded the online record process limit (defined in the **C1-DFRUNAPLY** algorithm), the system changed the status of the advance deposit offset request to **Defer Unapplied**. On executing the **C1-OFSRQ** batch, the system considered the advance deposit offset requests which are in the **Defer Unapplied** status. The system then canceled the transfer or offset adjustments of the advance deposit offset request and changed the status of the advance deposit offset request to **Unapplied Offset**. However, in this case, the system did not resume the delinquency process. This is because the batch couldn't invoke the **C1-CDPPAYCAN** algorithm attached to the **Payment Cancellation** system event of the account's customer class.

To handle this discrepancy between the UI and batch behaviour, the following changes are made to the system:

- The **C1-CDPPAYCAN** algorithm is invoked only when bill payment is canceled and not when the advance deposit payment is canceled.
- A new algorithm type named **C1-REOPDELIN** is introduced in this release. An algorithm created using the **C1-REOPDELIN** algorithm type is attached to the **Unapplied Offset** status in the lifecycle of the **C1-OffsetRequest** business object. The **C1-REOPDELIN** algorithm reinstates or reopens the respective delinquency process for which the advance deposit offset request was created.

For more information on how a delinquency process is resumed when an advance deposit payment is canceled, refer to the **Resuming a Delinquency Process on Advance Deposit Payment Cancellation** section in the *Oracle Revenue Management and Billing Insurance User Guide*.

Member Reconciliation

Until now, when the member reconciliation was triggered for an account on post bill completion, the system did not give the flexibility to use different adjustment types for different benefit sponsor accounts. This is because the field mapping was hard-coded in the **C1-RCLOPNRCN** algorithm. Now, a new field named **Field Mapping** is introduced while defining a reconciliation type. Here, you need to specify a preference which is created using the **Member Reconciliation** preference category. Hence, the system gives you the flexibility to use different member reconciliation preference for different reconciliation types and thereby, enabling you to configure different adjustment types for different benefit sponsor accounts. You can then accordingly use the reconciliation type while reconciling a file with membership benefits pay instructions received from a particular benefit sponsor.

Also, the following parameters are removed from the **C1-RCPM** batch:

- Field Mapping
- Billed Transfer Reconciliation Adjustment Type
- Reconciliation Adjustment Type for Offsetting Debits using Billed Credits
- Payment Instruction Reconciliation Adjustment Type

Instead, the latter three parameters are available as the attributes while defining a preference using the **Member Reconciliation** preference category. You need to define the following new attributes along with the existing ones in the **Member Reconciliation** preference:

- **Billed Transfer Recon Adjustment Type** – Used to specify the adjustment type using which you want to create the adjustment on the bill segment’s contract when the pay instruction is reconciled.
- **Recon Adj Type for Offsetting Debits using Billed Credits** – Used to specify the adjustment type using which you want to create the adjustments when offsetting billed debit verses billed credits.
- **Payment Instruction Recon Adjustment Type** – Used to specify the adjustment type using which you want to create the adjustment on the reconciliation contract when the pay instruction is reconciled.

Note: The above adjustment types must be included in the adjustment type profile attached to the respective contract type.

C1-ASOBLLNG Feature Configuration

The following option type is newly added in the **C1-ASOBLLNG** feature configuration:

- **Approval Workflow Group for Retention Type Enrollment Tier** - Used to specify the approval workflow group for a retention type enrollment tier based pricing rule. It helps the system to determine whether the approval transaction should be created while defining, editing, or deleting a retention type enrollment tier based pricing rule.

Refund Request

The following enhancements are made to the Refund Request feature:

- Until now, the **Edit** button appeared in the **Refund Request** zone only when the refund request was in the **Draft** status. Now, in addition, the **Edit** button appears in the **Refund Request** zone when the refund request is in the **Processed** status. The system now enables you to add, update, or delete the characteristics of a refund request even when it is in the **Processed** status.

Fully Insured Pricing Rules

While viewing the details of an age based, tier based, and discount charge pricing rules, the following changes are made to the user interface:

- The **Pricing Parameters** section is removed from the **Age Based Pricing Rule**, **Tier Based Pricing Rule**, and **Discount Charge Pricing Rule** zones. Instead, a new zone named **Pricing Rule Parameter Rate Information** is added in the user interface to handle the performance issues.
- The **Pricing Rule Parameter Rate Information** zone enables you to view the base and modifier fee defined for each pricing parameters combination.

User Interface (UI) Level Changes

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

Screen Name	Changes
Customer 360° Information	The following change is made to this screen: <ul style="list-style-type: none"> The Actual Account Balance field is added in the Account Financial and Collections Summary zone of the Account tab.
Health Plan 360° Information	The following changes are made to this screen: <ul style="list-style-type: none"> The Rate Information column is removed from the Pricing Rule zone. The Pricing Rule Parameter Rate Information zone is added to this screen.
Reconciliation Type	The following change is made to this screen: <ul style="list-style-type: none"> The Field Mapping field is added in the Main section of the Reconciliation Type zone.
Reconciliation Type (Used for Adding, Editing, and Copying)	The following change is made to this screen: <ul style="list-style-type: none"> The Field Mapping field is added in the Main section.
Membership	The following change is made to this screen: <ul style="list-style-type: none"> The Creation Date column is added in the Billable Charges zone of the Charges tab.
Pricing Rule Type	The following change is made to this screen: <ul style="list-style-type: none"> The Tiered Switch field is added in the Enrollment-Specific Additional Data section of the Pricing Rule Type zone.
Pricing Rule Type (Used for Defining and Editing)	The following change is made to this screen: <ul style="list-style-type: none"> The Tiered Switch field is added in the Enrollment-Specific Additional Data section.

Screen Name	Changes
Bill Drill Down Details	<p>The following changes are made to this screen:</p> <ul style="list-style-type: none">• The Invoice Construct Details and Bill Aging options are newly introduced in the Search By list.• The Bill Date, Bill Correction Eligibility, Bill Correction Information, Bill Cycle, and Auto Pay Information columns are added to the Search Results section of the Search Billing Element zone (when the Search By option is set to Bill Details).• The Rate Info, Pricing Information, Billable Charge Feed Source, and Recurring Charge Information columns are added in the Bill Segments zone.• The Calculated Amount, Aggregated Quantity, Billed Quantity, Rate, Pricing Amount, Pricing Currency, and Exchange Rate columns are added in the Bill Segment Calculation Lines zone.

Oracle Utilities Application Framework Version 24.2.0.0.0 (24B) Enhancements

The following enhancements are made in Oracle Utilities Application Framework (OUAF) Version 24.2.0.0.0:

- [Product Usability Enhancements](#)
- [Data Privacy and Security Enhancements](#)
- [Batch Processing Enhancements](#)
- [Implementation Tool Enhancements](#)
- [User Interface Experience Enhancements](#)
- [Content Migration Assistant \(CMA\) Enhancements](#)
- [Miscellaneous Enhancements](#)

Note: The **Steps to Enable**, **Tips and Considerations**, **Key Resources**, and **Role Information** sections provide guidelines for enabling each feature, wherever applicable.

Product Usability Enhancements

This section describes the following new and enhanced product usability features introduced in this release:

- [Easier Access to Release Notes](#)
- [Master Configuration Improvements](#)
- [Override a Row Header Using UI Hints](#)

Easier Access to Release Notes

The **Help** drop down menu was enhanced to include a Release Notes entry. For cloud implementations, the link brings you to the **Cloud Readiness/What's New** portal for the appropriate product and version. For an on-premise implementation, the link brings you to the **Release Notes** page for the appropriate product and version.

You now have a link to quickly access the information about the new features for the current version of the product.

This does not impact any existing extensions.

Steps To Enable

System administrators should set/grant users/grant access to the **F1-RELNOTE** application service, Inquire access mode.

Master Configuration Improvements

The master configuration functionality is enhanced to support multiple records for the same business object. You can use an optional new primary Part Name field to uniquely identify the record. Note that the master configuration business object needs to be designed to support multiple parts as indicated by a designated business object option. By default, the part name is not populated for the main record, which allows additional parts to have a unique value as needed.

Due to a growing number of master configuration records, the master configuration UI has become a standard maintenance portal with a separate query portal. This allows for a better user experience when searching for records and allows different business objects to have their own portals as needed.

Additionally, the master configuration maintenance object is enhanced to support the following new features:

- An optional configuration class that may be used at design time to highlight the broader purpose of certain configurations for reporting purposes.
- A Standard characteristics table for extension purposes.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

Upgrade scripts ensure that users with Read access to the existing application service will have access to the new application service associated with the new portal. The table below lists the existing and new application services.

Object	New Application Service	Access Added to any User Groups with this Application Service/Read Access
Master Configuration Query Portal	F1MSTQRY	F1MSTCFG

Any business object that supports an **Edit** action should include a standard **Record Actions** section as part of its display map. Prior to this release, if a business object did not include such a section, it could still be edited via the old portal. The new standardized maintenance portal requires the section to exist. You should correct these custom business objects accordingly. Until these custom business objects are fixed, you may include the **Master Configuration Actions (F1MFGACT)** zone to the **Master Configuration** maintenance portal.

Override a Row Header Using UI Hints

A new Row Header attribute has been added to the schema definition to allow one or more elements to be explicitly marked as row headers. Previously, the system automatically assigned the attribute scope="row" to the PK field for a list or to the first non-suppressed element. This was not always the element that best identified the row. For example, a sequence number would have been less meaningful than the description of the next element in the list, such as a parameter name.

Note: This attribute is only applicable to elements in a list.

This improves the experience for users using a screen reader.

Steps To Enable

No steps are required to enable this feature.

Data Privacy and Security Enhancements

This section describes the new and enhanced data privacy and security feature introduced in this release:

- [UI Masking for Numbers](#)

UI Masking for Numbers

The system is enhanced to support masking numeric values on the user interface. This is useful if your implementation has certain quantities or amounts that are sensitive and should only be available unmasked to certain users.

The system provides a new masking algorithm type (F1-MASKNBR) for number masking. The following functionality is provided by this algorithm type:

- It uses the number 9 as its masking character.
- Like the existing string masking algorithm type, this new algorithm type includes configuration for an application service, security type, and authorization level allowing you to configure security for users that are allowed to see the data unmasked.
- For users that do not have the security to see data unmasked, the algorithm type returns a static number of 9s to mask both the digits themselves and the number of digits. See the algorithm type description for more information.

Masking for alphanumeric data, such as credit card numbers, bank account numbers, and personal identification numbers (for example, social security number) was already supported.

This does not impact any existing extensions.

Steps To Enable

To enable this feature, see the **User Interface Masking** section in the *Oracle Utilities Application Framework Administrative User Guide* for more information.

Tips and Considerations

The Data Masking plug-in spot was also enhanced to receive the **Field Name** as optional input to the algorithm.

Batch Processing Enhancements

This section describes the following new and enhanced batch processing features introduced in this release:

- [Batch Email Includes Environment Information](#)
- [Improved Batch Submission](#)
- [Batch Level of Service Web Service](#)
- [Parameter Validation Algorithm on Batch Control](#)

Batch Email Includes Environment Information

The email sent when a batch job is complete now includes the domain name, if configured for the environment, directly in the email subject.

For example:

Batch Job <ID> Ended <Status> - <Domain Name>

Batch Job F1-MGDIM Ended SUCCESSFULLY - Acceptance Test 1

In a previous release, support for the domain name was added and the batch email was updated to include the domain name in the body of the email. If you were running the same batch job in multiple environments, you needed to open each email to see which environment the message is referred to.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

The domain name is defined in the **Messages** tab of the **Installation Options - Framework** page using the *Domain Name* message type.

Improved Batch Submission

The following improvements were made to the **Batch Job Submission** portal:

- Security for changes to the batch user:
 - There are two users associated with submitting a batch process: the user who submits the request and the batch user who controls permissions and auditing during the actual execution of the job. It is not uncommon for implementations to set up generic users with the required batch execution permissions, in which case the batch user and submission user may differ. Before this release, users submitting jobs online had the ability to set the batch user ID to any user. Allowing the batch user to be overridden may cause auditing issues. A new User Override (F1UO) access mode is added to the Batch Job Submission application service (CILZRBPP). Only users who are granted this access mode can override the batch user ID when submitting a batch job.
- Preserving the original user details:
 - If the submission user has override privileges, they have the ability to retain the original batch user details when duplicating or rerunning a batch job. If the Run as original user checkbox is selected, the batch user, language, and email address from the original batch run will be copied to the new batch job. If not, the user details are defaulted from the submission user.
- Simplified user dialog:
 - The user interface for submitting a batch job has been simplified to a single form without the intermediate prompt for the batch control.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

Upgrade scripts ensure that users with Add access to the existing Batch Job Submission (CILZRBPP) application service will have access to the new User Override (F1UO) access mode.

You should review user groups that are not allowed to override the batch user at batch job submission and remove their access to the User Override (F1UO) access mode.

Batch Level of Service Web Service

After you configure Batch Level Of Service on the appropriate Batch Controls, you can use this API to track the Batch Level Of Service for monitoring purposes.

The API supports two operations:

- Returns the Batch Level of Service for a batch control. You can use this to return the full Batch Level of Service information for any batch control.
- Returns the overall Batch Level of Service for each batch control that is currently running that has a Batch Level Of Service configured. You can use this to monitor critical running processes using Batch Level Of Service.

This allows the monitoring tools to use Batch Level Of Service as a monitoring metric.

Steps To Enable

System administrators should set/grant users/grant access to the access mode F1EX for the CILBTCP application service.

Tips and Considerations

This API is only applicable if the Batch Level Of Service is configured.

Parameter Validation Algorithm on Batch Control

Many plugin-driven batch processes include parameters specific to that process. This plugin spot now provides the ability to detect any parameter errors at the batch run level, before any further processing. Previously, there was no way to validate those parameters prior to invoking the select or process records algorithms.

This is a single algorithm plugin spot. For multiple algorithms, the one with the highest sequence is used. The assumption is that algorithms for this spot will use standard error message reporting.

Note: The plugin spot is only available to batch processes using the plugin-driven extract, generic, or upload process templates.

Implementation Tool Enhancements

This section describes the following new and enhanced implementation features introduced in this release:

- [Additional Terms Added to SQL Allowlist](#)
- [Advanced Debugger Supported in a Cloud Environment](#)
- [Algorithm Entity Information Portal](#)
- [Client Folder Reorganization](#)
- [Generate API Specification Files for Publication](#)
- [Improved Open API Specification](#)
- [Improved Portal and Business Object Option Configuration](#)
- [Business Service Portal](#)
- [Groovy Support for Custom Lookup Values](#)
- [Improvements to the Generate API Specifications Batch](#)
- [Maintenance Object Portal](#)
- [New Base Display Icon Images](#)
- [Script Portal](#)
- [Support Changes to a Widely Referenced Schema in Batch](#)
- [Visibility Script for Zone Header Actions](#)

Additional Terms Added to SQL Allowlist

The following terms were added to the SQL Allowlist:

- REVERSE
- TO_NUMBER

Note that the terms were also added to the allowlist in previous releases via patches. This does not impact any extensions.

Additional terms included in SQL allowlist provides implementations with more capabilities when writing SQL statements in data explorers.

Steps To Enable

No steps are required to enable this feature.

Advanced Debugger Supported in a Cloud Environment

The product supplies an advanced debugger tool that traces the steps performed by service scripts, business services, business objects, and zones. In previous releases, this feature was not available for cloud customers. In this release, this feature is now available for a development environment in a cloud implementation.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

Note that this feature is currently limited to environments with a single business server instance. As mentioned, the advanced debugger tool is limited to development environments, which are typically configured with a single business service.

Algorithm Entity Information Portal

A new **Algorithm Entity** query and display portal is available. You can use the query portal to look for a specific algorithm entity (also referred to as a plug-in spot). In case you want to research more than one plug-in spot, the results include a worklist icon to put results in a worklist.

Once you select an entry, you are brought to a display portal where you can review information about the algorithm entity. You can use the View Plug-in Spot API link to see the hard parameters passed into algorithms for this plug-in spot. You can read the detailed description, if provided, to understand more information about how or when algorithms are called and their responsibility.

If there are any algorithm types for the plug-in spot, they are listed in a separate zone. If applicable, you can drill into the algorithm type or its script. It includes the parameters and the number of algorithms for the algorithm type.

This does not impact any extensions.

Steps To Enable

System administrators should set/grant users/grant access to the following application services:

- F1ALGENQ - Algorithm Entity Query Portal
- F1ALGENT - Algorithm Entity Portal

Client Folder Reorganization

The new folder structure does the following:

- The JavaScript files are being located in more "functional" folders, so they are easier to find, fix, and test.
- These "functional" folders are easier to bundle. Oracle Utilities Application Framework bundles JavaScript files to help performance.
- Oracle Utilities Application Framework includes some external "library" JavaScript, for example, OJet and JQuery. The library files have been relocated to make it easier to identify they are library files.

Reorganizing the folder structure makes it easier for you to locate folders, which results in faster development and bug fixes. In the future, this structure will make it easier to adopt other common development tools.

Note: This enhancement only impact extensions using custom UI Maps or old style custom JSP based pages that hardcode library locations. These pages must refer to the new locations to operate as before.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

All the Oracle Utilities Application Framework references have been updated as necessary. If a UI Map has been developed that manually references a library file, it will need to be updated.

- Use the Oracle Utilities Application Framework-provided UI Map include - F1- OJETLIBS or F1-OJETLIBSR (Recommended).
- Update your UI Map to refer to the new library location. Since the library folder structure still contains the version number, you need to update it for each release.

Generate API Specification Files for Publication

Prior to this release, the publication process of product APIs involved a manual online step of downloading the OpenAPI Specification file for each web service and adjusting its content for external publication.

A new batch process, F1-APIEX, is now provided to simplify this task and generate a publication-ready specification file for each web service included in a web service category. This batch process is only applicable to anyone responsible for extracting API documentation.

This does not impact any extensions.

Steps To Enable

System administrators should set/grant users/grant access to the F1-APIEX application service.

Improved Open API Specification

The following details are included in the Open API specification for a web service:

- Request and response examples. These were available as options for a web service operation, but they are only incorporated into the open API specification as part of this release.
- Help text description for URL and query parameters.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Improved Portal and Business Object Option Configuration

It is simpler for you to set up **Portal and Business Object** options where an option's value is restricted to a set of valid values. A user can choose from a drop-down list of valid values.

The Option Configuration extendable lookup is enhanced to support a reference to a lookup field that represents the valid values for the lookup. When specified, the corresponding options maintenance UI provides a drop-down list with the corresponding lookup values and the display UI shows the corresponding lookup value description.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Business Service Portal

The **Business Service** page has been converted to a portal, leveraging a more flexible and extendable user interface metaphor. The portal organization makes it easier to review the business service's configuration and includes the following key features:

- The schema is generated upon creation of the business service. If the service is based on a data explorer zone, the schema is generated based on the zone configuration, thus streamlining and making it easier to introduce a new data explorer service.
- Navigation to the related zone for data explorer services.
- A more comprehensive list of references to the business service and its schema.
- A less cluttered sidebar by moving all business service tips and schema generation functionality to the new portal.
- Ability to test the service.

Note: This requires security access to application service Test a Service (F1SCRTEST) in addition to the ability to add a script which is the existing alternative way for testing any service.

There is no impact to existing extensions with this enhancement.

Steps To Enable

To enable implementers that already have security rights to create scripts to also test their scripts using the new Test action, provide them with access to application service Test a Service (F1SCRTEST).

Tips and Considerations

A new business object (BO) for Business Service and a new Determine BO algorithm linked to the Maintenance Object were introduced. The base BO includes all the user interface behavior designed for the new portal. If your implementation has introduced your own CM business object and CM Determine BO algorithm, you should review your business object's configuration and align it with the base business object.

Upgrade scripts ensure that users with Read access to the existing application service will have access to the new application service associated with the new portal. The table lists the existing and new application services.

Object	New Application Service	Access Added to any User Groups with this Application Service/Read Access
Business Service Portal	F1BUSSVC	FWLTSVP

Groovy Support for Custom Lookup Values

A new `LookupHelper.getLookupInstance` Java method is provided, which allows programmers to instantiate a lookup object for use in subsequent Groovy code. For example:

```
Lookup customLookup = LookupHelper.getLookupInstance("ALG_ENTITY_FLG", "CMAL");
```

Previously, the product did not support a good method for instantiating a lookup object in a Groovy script when there was no Java class generated for the lookup.

You can instantiate a lookup object in Groovy when referring to a custom lookup value rather than using a variable.

Steps To Enable

No steps are required to enable this feature.

Improvements to the Generate API Specifications Batch

The F1-APIEX batch process no longer requires a web service category. This makes it easier to generate a complete list of specification files for all web services that are ready for publication. When a web service category is specified, the batch processing is restricted as before to those web services included in the specified category.

In addition, the definition of being ready for publication is extended to also include custom web services that are active.

Steps To Enable

No steps are required to enable this feature.

Maintenance Object Portal

The **Maintenance Object** page has been converted to a portal, leveraging a more flexible and extendable user interface metaphor. The portal organization makes it easier to review the maintenance object's configuration and includes the following key features:

- The maintenance object's hierarchical table structure is visualized as a tree. Table information is also provided as a list with worklist capability.
- The display and maintenance of Options and Algorithms follow the user experience introduced on the **Business Object** portal.
- The **Relationship** tab describes the data model relationship between this maintenance object and others.
- Additional details like the maintenance object's application service, its primary table's classification, and related portals are displayed.
- A comprehensive list of references to the maintenance object is provided.
- A less cluttered sidebar by removing the zone that shows business object information to a designated tab on the new portal.

There is no impact to existing extensions with this enhancement.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations











A new business object (BO) for Maintenance Object and a new Determine BO algorithm linked to the Maintenance Object were introduced. The base BO includes all the user interface behavior designed for the new portal. If your implementation has introduced your own CM business object and CM Determine BO algorithm, you should review your business object's configuration and align it with the base business object.








Upgrade scripts ensure that users with Read access to the existing application service will have access to the new application service associated with the new portal. The table lists the existing and new application services.

Object	New Application Service	Access Added to any User Groups with this Application Service/Read Access
Maintenance Object Portal	F1MO	CILEMOBP

New Base Display Icon Images

The following additional SVG icons are provided for use in contextual insights, trees, and other user interface features that support SVG icons.

Icon	ID	Description
	F1ADOWN	Arrow - Down
	F1APPRLIST	Approved List
	F1AUP	Arrow - Up
	F1BCK2MAP	Back To Map
	F1BKMARK	Bookmark
	F1CONT	Contact
	F1CONTG	Contact Group
	F1CONTGA	Contact Group - Add
	F1DATADOC	Data Document
	F1DIAMOND	Diamond
	F1DOMAIN	Domain
	F1NEWWIN	Open in New Window
	F1PAUSEC	Pause - Circled
	F1PEN	Pen
	F1RECNTR	Re-center
	F1ROWRMV	Row - Remove
	F1SBARL	Sidebar - Left
	F1SBARR	Sidebar - Right

Icon	ID	Description
	F1SQUARE	Square
	F1TARGET	Target
	F1TOOLSHW	Tools - Hammer and Wrench
	F1TOOLSW	Tools - Wrench
	F1VBOXNRW	Vertical Box - Narrow
	F1VBOXWIDE	Vertical Box - Wide
	F1XMLSCH	XML Schema

Additional icons enhance the user experience for displayed information. These have no impact on existing customizations.

Steps To Enable

No steps are required to enable this feature.

Script Portal

The **Script** page has been converted to a portal, leveraging a more flexible and extendable user interface metaphor. The portal organization makes it easier to review the script's configuration and includes the following key features:

- Navigation to the algorithm entity portal for plug-in scripts.
- A more comprehensive list of references to the script and its schema.
- A less cluttered sidebar by moving all script tips to the new portal.
- Ability to view the script as text for a BPA script.
- Ability to view the display and input UI for a script that includes UI hints. This is similar to the actions available for a business object.
- Ability to test a BPA or a Service Script.

Note: This requires security access to application service "Test a Service (F1SCRTEST)" in addition to the ability to add a script (which is the existing alternative way for testing any service). This should typically be enabled in development and testing environments.

In addition, the script query portal is enhanced with a new **Additional Information** option that supports searching for scripts by schema information. There is no impact to existing extensions with this enhancement.

Steps To Enable

To enable implementers that already have security rights to create scripts to also test their scripts using the new Test action, provide them with access to application service Test a Service (F1SCRTEST).

Tips and Considerations

A new business object (BO) for Script and a new Determine BO algorithm linked to the Maintenance Object were introduced. The base BO includes all the user interface behavior designed for the new portal. If your implementation has introduced your own CM business object and CM Determine BO algorithm, you should review your business object's configuration and align it with the base business object.

Upgrade scripts ensure that users with Read access to the existing application service will have access to the new application service associated with the new portal. The table lists the existing and new application services.

Object	New Application Service	Access Added to any User Groups with this Application Service/Read Access
Script Portal	F1SCRIPT	CILZSCR

Support Changes to a Widely Referenced Schema in Batch

Making changes to a schema requires the application to ensure the changes do not violate any schema that references it. The validation process is complex and may time out when the number of references is high. A new batch utility, Update Object Schema (F1-SCMUP), is provided to perform this type of change as a batch process, which allows for higher time limits. The user submitting the change in batch should have the same security permissions needed to perform it online. In addition, submitting the batch requires access to the Update Object Schema (F1-SCHEMAUPD) batch application service.

Supporting a batch utility to make a change to a highly referenced schema assists rare implementation tasks that cannot be completed online.

Steps To Enable

System administrators should set/grant users/grant access to the Update Object Schema (F1-SCHEMAUP) application service.

Visibility Script for Zone Header Actions

New mnemonics have been added to the Zone Action parameters in base delivered zone types. The mnemonics allow you to reference a visibility script that can check a condition and return an indication of whether or not to show the action. The mnemonics are:

- `vss='scriptName'`
- `vinput=[...]` (values to be passed to the script)
- `voutput=booleanValue`

The following is an example of the zone configuration for a base delivered zone that shows links to view a service script's schema. The visibility script checks the type of script being displayed and returns an output Boolean of 'true' only if the script is a service script.

```
type=LINK action=SCRIPT bpa='F1ScrStepAct' label=SVC_SCR_DA_LBL
context=[mode='VIEW_SCR_SCHEMA' scriptcd=SCR_CD] vss='F1ScrActVis'
vinput=[scriptcd=SCR_CD scriptAction='VIEW_SCR_SCHEMA'] voutput=showAction
```

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

In a future release, the product will introduce mnemonics to check a user's security access before displaying a zone header action. This information would get cached as a user's security access does not change during their session. It is recommended to wait for that feature and not to create visibility scripts for checking security. You should use the visibility script to check for conditions that could change based on the data being displayed.

User Interface Experience Enhancements

This section describes the new and enhanced user interface experience features introduced in this release:

- [Batch Run Portal](#)
- [Focused User Access Checks for Business Object Maintenance Flows](#)
- [Standardize Bundle Portals](#)
- [Access Zone Tips via Zone Portal](#)
- [Batch Jobs Summary Zone Sorted by Start Date/Time](#)
- [Conditional Expansion of a Tree Node](#)
- [Improved Display of Overridden Labels](#)
- [Improved Process Flow Cancellation Experience](#)
- [Improved Process Flow Query](#)
- [Non-applicable Zone Header Actions Hidden on Batch Run Portal](#)
- [Process Flow Characteristics](#)
- [Sidebar Reorganization](#)
- [Worklist Sidebar Zone Hidden When Empty](#)

Batch Run Portal

The **Batch Run Tree** page has been converted to a portal, leveraging a more flexible and extendable user interface metaphor. The portal organizes information in a way that makes it easier for you to review and analyze performance and exception information for a batch run.

The following are the main new features supported by the portal:

- High level information and overall thread status are provided in the **Main** tab.
- Improved user experience in reviewing thread information (even for a high number of threads), which includes filtering, sorting, broadcasting of detailed information about a thread, and more. The previous tree presentation of threads, instances and error messages was not easy to navigate and review.
- Ability to review error messages across threads.
- Better way to review To Do entries created by the batch process.
- Display of file names created by the batch process.
- Display thread related analytical information.
- Display historical statistics from the last 20 runs.
- Use new actions to set and reset the Do Not Restart indication only when the current batch run is in error and is the latest run.

In addition, a standard **Batch Run Query** portal is also provided to support search functionality.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

There is a new business object for Batch Run and a new Determine business object algorithm linked to the Maintenance Object. The base business object includes all the user interface behavior designed for the new portal. If your implementation has introduced your own CM business object and CM Determine BO algorithm, you should review your business object's configuration and merge it into the base business object.

Upgrade scripts ensure that users with Read access to the existing application service will have access to the new application service associated with the new portal. The table lists the existing and new application services.

Object	New Application Service	Access Added to any User Groups with this Application Service/Read Access
Batch Run Portal	F1BTCCHTH	CILTBTRP
Batch Run Query Portal	F1BTRQ	CILTBTRP

Focused User Access Checks for Business Object Maintenance Flows

When a business object based entity is displayed and maintained online, the logic that prepares the data in these flows reside in designated scripts associated with the record's business object. These scripts may be designed to read other entities and call other services in addition to the main entity being processed. A common example is that a transactional object may invoke the related "type" object to get information.

User access in these specific online maintenance flows are now enhanced to focus on the main entity being processed. In the example of the transactional object invoking the related "type" object to get information, the user is not required to have access to the "type" object. Prior to this release, every one of these additional object reads and service calls were also checked for user access (in addition to the main entity being processed). This situation required that the user was granted access to secondary entities, like admin "type" objects and internal services, which inadvertently also enabled access via the main menu.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Standardize Bundle Portals

The **Bundle Export** and **Bundle Import** search portals supported a broadcast action to view the details of a bundle that deviated from standards. This is replaced by standard work list capability, which allows you to quickly review the details of each bundle from the search results.

Standardizing the export and import bundle query portals allows for a more consistent user experience across all search portals.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Access Zone Tips via Zone Portal

The **Zone Tips** sidebar zone was removed from the sidebar. You can now access these tips from the **Zone** portal. Most of the tips point to topics that are already grouped together and easily accessible from the standard online help documentation for the **Zone** portal. The allowed list of SQL functions may be viewed from a new zone header action added to the data explorer SQLs zone.

Accessing zone tips via the **Zone** portal is better integrated with specific portal content, eliminates redundancy with existing standard help information, and assists with uncluttering the sidebar of unnecessary content.

Steps To Enable

No steps are required to enable this feature.

Batch Jobs Summary Zone Sorted by Start Date/Time

The **Batch Jobs Summary** zone is now sorted by Start Date/Time, and this zone sort sequence was amended to allow pagination to preserve the start time sort sequences. Previously, the **Batch Jobs Summary** zone was sorted by batch code, run number, and rerun number and column sorting was lost when navigating to the next and previous pages.

Sorting by start date/time allows for paging through the batch jobs in start time order, which is the preferred order for the majority of users.

Steps To Enable

No steps are required to enable this feature.

Conditional Expansion of a Tree Node

The **Populate Node** algorithm entity now allows business rules to set an indication of whether a tree node should be initially expanded or not. When populated, the indication overrides the setting on the tree node definition. Previously, a tree node could be defined to be initially expanded or not as part of the tree configuration. There are cases where the node should be conditionally expanded based on business rules. For example, to prevent the initial expansion when the number of child nodes exceeds a certain threshold.

Supporting a more flexible method for presenting a tree structure where some nodes are expanded and some not based on business rules allows for a better user experience.

Steps To Enable

No steps are required to enable this feature.

Improved Display of Overridden Labels

Entities that support override labels typically display both the original and overridden values, except when these labels are maintained as a list. For example, on the Lookup portal, values and their labels are displayed as a list for which the override value (if it exists) is presented instead of the original label. Previously, you had to edit the record to view the original value, and there was no visual cue as to which label was overridden.

Now a list-based display of overridable labels is standardized to show the original and overridden values so that you do not have to edit a record to see the full content.

Steps To Enable

No steps are required to enable this feature.

Improved Process Flow Cancellation Experience

When you cancel a process flow, you navigate back to the previous page you were working on. Previously, cancelling a process flow resulted in a blank process flow page.

This allows for a more intuitive and efficient user experience.

Steps To Enable

No steps are required to enable this feature.

Improved Process Flow Query

By default, the process flow query now displays the current user's in-progress process flows. The user may further bookmark the query as a quicker way to get to these flows. The new **My Process Flows** query option also supports the ability to delete multiple flows as needed. You can no longer delete another user's process flow.

Previously, the process flow query portal may have been accessed from different parts of the menu by different products. As of this release, it is included in the **Tools** submenu consistently across all products.

Steps To Enable

No steps are required to enable this feature.

Non-applicable Zone Header Actions Hidden on Batch Run Portal

The **Download Zone** header action links on the **Threads** zone of the **Batch Run** portal are now shown only if the corresponding file exists and the user has security access to download the file.

In addition, the **Close** header action link is only shown when more than one batch job request was submitted for the batch run. When a single batch job exists, its parameters are displayed by default and there is no need to close the zone.

Steps To Enable

No steps are required to enable this feature.

Process Flow Characteristics

The control data area structure shared by all process flow scripts now includes a list of characteristics. Process flow scripts may populate the list as needed, and the list is saved along with the process flow record by the base product's process flow manager.

Allowing process flow business rules to capture additional details about a flow makes it easier to locate flows in progress that you may want to resume.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

If your implementation uses a custom process flow manager script, you may need to adjust it to handle characteristics in order to take advantage of this functionality. Refer to the base product's process flow manager script for more information.

Sidebar Reorganization

The sidebar content is organized into **Main**, **Favorites**, and **Tools** sidebars. These are accessible using an icon bar at the bottom of the sidebar.

A portal of type sidebar is introduced for the **Main**, **Favorites**, and **Tools** sidebar. **Sidebar** zones that represent the user's favorite options are displayed as part of the **Favorites** sidebar portal and those classified as tools are displayed in the **Tools** sidebar portal. The remaining zones are displayed as part of the **Main** sidebar portal and are considered key information.

This enhancement allows context sensitive zones to be directly linked to these sidebar portals and displayed relative to other zones on the portals. These context-sensitive zones can now be managed for user preference like any other zone.

This is the default configuration for new customers, but it is an opt-in feature for upgrading customers.

When enabled, it is recommended that you review you custom sidebar zones. When applicable, move the zones to the favourites or tools sidebar portals to unclutter the main sidebar and keep the focus on only key information.

In addition, the **To Do Summary** zone is no longer available by default on the sidebar for new installations. The **To Do Management** and **To Do Dashboard** portals, introduced in prior releases, provide better tools to manage and review this information, so there is no need to include it on the sidebar by default as well. If you wish to still use this sidebar zone, you can add it as needed. Note that the zone is retained as a custom zone for existing customers.

Steps To Enable

To enable this feature, complete these steps:

1. Go to the Sidebar Configuration Extendable Lookup.
2. Set the CI_DASHBOARD record to inactive.
3. Set the other records to active.
4. Flush the cache.

Worklist Sidebar Zone Hidden When Empty

As part of an effort to unclutter the sidebar, this zone is now hidden when it is empty. Previously, the **Worklist** sidebar zone was always present when enabled regardless of whether it contained a list to manage or not.

This update reduces unnecessary content in the sidebar and improves the user experience.

Steps To Enable

No steps are required to enable this feature.

Content Migration Assistant (CMA) Enhancements

This section describes the new and enhanced CMA features introduced in this release:

- [Configuration Deletion Portal](#)
- [Improved Migration Related Searches](#)
- [Content Migration Assistant Web Service](#)
- [Correction Allowed for Pending Import Data Set Record](#)
- [Import Data Set Cancellation](#)
- [Improved Handling of Environment Specific Entities Imported by CMA](#)

Configuration Deletion Portal

You can identify and delete configuration entities that were previously imported via Content Migration Assistant (CMA) and are no longer needed using the new **Configuration Deletion** portal.

The new portal assists a system administrator in reviewing and deleting configuration data as follows:

- The administrator selects a set of CMA import data sets that represents a complete imported configuration. This can be done via an external reference name and up to five data set IDs.
- A summary list of maintenance objects included in the reference set is presented along with the number of applied or unchanged entities for each.
- Selecting a maintenance object presents all entities for that type that exist in the current environment but are not included in the reference set. These are the entities the administrator may select for deletion.

This does not impact any extensions.

Steps To Enable

System administrators should set/grant users/grant access to the F1CFGDEL- Configuration Deletion Portal application service.

Improved Migration Related Searches

A new query option, **Included Entities**, is available in the **Migration Plan Query** portal. You can use this option to find migration plans that include other entities. In addition, you can now search for import data sets based on their bulk mode option, which is also presented in the query results.

The ability to search for migration related entities by various criteria helps you review the CMA migration configuration.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Content Migration Assistant Web Service

A new API is available, via a REST Service, to allow tools to create and monitor export and import requests for the Content Migration Assistant. The API supports several operations:

- Create a Migration Data Export Request by specifying the key elements in the JSON payload. This returns the Migration Set Identifier created.
- Return the state of a Migration Data Export Request using the Migration Set Identifier as the key.
- Create a Migration Data Import Request by specifying the key elements in the JSON payload. This returns the Migration Set Identifier created.
- Return the state of a Migration Data Import Request using the Migration Set Identifier as the key.

Steps To Enable

System administrators should set/grant users/grant access to the access mode F1EX for the application service F1MIGRDS.

Correction Allowed for Pending Import Data Set Record

An **Edit** action is now supported for minor corrections. The action is available while the record is still in pending status and the monitor batch process has not begun. Previously, an import data set that was added incorrectly had to be canceled.

Supporting an edit action on pending import data set records makes it easy to handle minor corrections and improves the user experience.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

The action requires standard change access rights to the migration data set import business object's application service (F1MIGRDIMP).

Import Data Set Cancellation

Previously, the canceled import data set status represented a request to cancel the dataset and a final status where all objects and transactions were already canceled. This caused a performance issue for the migration object apply batches as they needed to cancel (instead of apply), objects that belonged to a canceled dataset. This included the many data sets that were already fully canceled.

This release supports a distinction between a data set "pending cancel" status, that is a requested to be canceled, and the final "cancelled" status to which the data set transitions to when all its transactions and objects are canceled. With this new approach, you initially set the data set to pending cancel status and the data set is finally cancelled the next time the import data set monitor batch process runs after all the transactions and objects are canceled.

In addition, the import data set lifecycle now allows cancellation from any non-finalized status.

A new **Non-Final Data Sets** query option was added to the **Migration Dataset Import Query**, which considers only non-finalized records and allows for the cancellation of multiple data sets.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

The first batch run of the Migration Data Set Import Monitor (F1-MGDIM) batch process may take longer as it transitions all cancelled data sets to the final cancelled status.

Improved Handling of Environment Specific Entities Imported by CMA

The File Storage extendable lookup captures environment-specific information, which makes it easy to surpass file storage settings using CMA. The same issue exists with specific master configuration entities that may contain environment-specific values.

These records may be initially imported from another environment, but they are typically adjusted manually to reflect current environment settings and should not be updated again by an import. In this release, a mechanism is introduced to prevent an unintentional update of such records by a CMA import. The mechanism allows for these records to be added by an import without being updated.

The mechanism works as follows:

- A new Environment Specific Business Object option may be used to mark records as containing environment specific information. The option type is available for Extendable Lookup and Master Configuration business objects, but you can configure it to be valid for other maintenance objects.
- A new migration plan pre-compare algorithm is provided that prevents an update of an entity if its business object is configured with this option. The algorithm is added to the Extendable Lookup and Master Configuration default migration plans, and you can add it to other migration plans as needed.

The File Storage extendable lookup business object is marked as containing environment-specific information using the new option. It should not be updated even if imported unintentionally from another environment.

In addition, the following changes were made to keep such entities in environment specific related migration requests:

- The wholesale **General System Options** migration request excludes extendable lookup and master configuration records if their business object indicates they contain environment-specific information.
- The wholesale **Framework Integration Configuration** migration request includes only extendable lookup and master configuration records if their business object indicate they contain environment-specific information.

Steps To Enable

No steps are required to enable this feature.

Tips and Considerations

- If your implementation has other extendable lookup or master configuration business objects that must not be updated by CMA you may associate them with the new option.
- If this functionality is needed for other maintenance objects, add the new option type as valid for these maintenance objects and adjust their default migration plan accordingly.
- You may also want to review your custom migration requests to exclude these business objects as needed.

Miscellaneous Enhancements

This section describes the following miscellaneous enhancements introduced in this release:

- [Improved Explorer Zone SQL Maintenance](#)
- [Portal and Zone Roles](#)

Improved Explorer Zone SQL Maintenance

Copy and delete actions are available in the SQLs zone when maintaining a data explorer zone. These actions are only allowed in an environment that owns the zone.

This makes it easier to configure queries.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Portal and Zone Roles

An explicit definition of the functional role associated with portal and zones is provided.

Assigning the functional role of portal and zones in metadata allows for a more streamlined conversion to corresponding Redwood templates and other role-related configuration enhancements in the future.

This does not impact any extensions.

Steps To Enable

No steps are required to enable this feature.

Deprecation Notices for OUAF Version 24.2.0.0.0 (24B)

This section describes features and system data that are deprecated in this release and planned for deprecation in the future release of Oracle Utilities Application Framework. It contains the following topics:

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

Deprecation in This Release

The following functionality or system data is deprecated in Oracle Utilities Application Framework Version 24.2.0.0.0:

- [Legacy User Experience \(OPE\)](#)
- [Batch Run Statistics](#)
- [Ability to Switch to the Previous User Experience](#)
- [Batch Run Statistics Portal](#)
- [Message Legacy Page Metadata](#)
- [Display Icon Legacy Page Metadata](#)

Legacy User Experience (OPE)

Removed the OPE engine and as an alternative to the Redwood user experience.

Batch Run Statistics

Replaced the **Batch Run Statistics** zone with the **Batch Run** portal.

Ability to Switch to the Previous User Experience

Previously, the product supported the ability to switch from the Opattern Enterprise user experience to the Redwood user experience. Going forward, only the Redwood user experience is supported.

Batch Run Statistics Portal

Replaced by the Batch Run portal.

Message Legacy Page Metadata

Replaced by portal-based user interface.

Display Icon Legacy Page Metadata

Replaced by portal-based user interface.

Deprecation Planned for Future Releases

This section lists the functionalities and system data that will be deprecated in the future releases of Oracle Utilities Application Framework:

- [Support for Cube Viewer](#)
- [Support for Guiding Business Process Assistant \(BPA\) Scripts](#)
- [Workflow and Notification Metadata and Database Tables](#)
- [Mobile Application Framework Metadata and Java Packages](#)
- [Key Ring Validation Scripts, Algorithm Types, and Algorithms](#)
- [UI Metadata Related to Converted Pages](#)
- [Miscellaneous System Data](#)
- [XSLT Managed Content Type](#)
- [REST IWS - Original REST Servlet](#)
- [Append Setting from Pagination](#)
- [Support for Master/Subordinate Servers for Web Service Catalog](#)
- [F1-MAINPROC Business Object Read When Pre-processing Exists Legacy User Experience \(OPE\)](#)
- [Support for DBMS Scheduler](#)
- [Support for Switch UI View](#)

Support for Cube Viewer

In the future, the product plans to remove support for the Cube Viewer. Note that this includes support for the F1-COLOR characteristic type that is only used by Cube Viewer. The product uses the F1-Color extendable lookup going forward.

Support for Guiding Business Process Assistant (BPA) Scripts

In the current release, the product supports guiding BPA scripts that surf on top of one or more application pages and interact with these pages in parallel to script execution. This approach is considered legacy functionality and as such limited to fixed pages. It does not work with portal pages. In the future, the product plans to remove support for such scripts.

Workflow and Notification Metadata and Database Tables

Workflow and notification functionality was an early way to support exchanging messages with an external system (notification) and providing a configurable process for acting on incoming messages (workflow). In more recent years, the functionality for managing external messages is supported using Outbound Message and Inbound Web Service functionality. In addition, there are several features to support processing incoming messages. Service scripts can handle simple use cases. For more complicated processes, the service task or other business object driven objects are available.

The metadata and database tables related to this feature will be removed in a future release. Note that only a portion of the functionality for this feature is managed by Oracle Utilities Application Framework. Most of the functionality is supported in the Oracle Revenue Management and Billing product.

Mobile Application Framework Metadata and Java Packages

Removal of support for the Mobile Application Framework has already been announced in a previous release. However, there is metadata still included in the application related to this functionality.

The metadata and Java packages will be removed in a future release. CM Java code that references services or methods in the `../mobile/..` package should be reviewed.

Key Ring Validation Scripts, Algorithm Types, and Algorithms

The product is removing all scripts, algorithm types, and algorithms that performed validation rules on the K1-SignatureKeyRing business object. The algorithms have been removed from the BO configuration. There are requirements to expand the use of a signature key ring beyond the current implementation for object file storage and the existing validations are not applicable to other planned use cases.

The following metadata is no longer in use and will be removed in a future release:

Object Type	Object Name
Algorithm	K1-KRDCKFS, K1-KRINCKFS
Algorithm Type	KRDCKFS, K1-KRINCKFS
Message	11009 / 1402
Plugin Script	K1-KRDCKFS, K1-KRINCKFS
Service Script	K1-ChkCfgExL

UI Metadata Related to Converted Pages

The UI metadata related to fixed pages that have been converted to portals will be removed in a future release. The navigation keys listed are related to each maintenance page. The related UI program component data will also be removed. Note that the metadata related to the search pages will not be removed at this time in case they are used on other fixed pages.

The following metadata is no longer in use and will be removed in a future release:

User Interface	Related Metadata
To Do Entry Maintenance	<ul style="list-style-type: none"> • toDoEntryCharGrid • toDoEntryDrillKeyValuesListGrd • toDoEntrySortKeyValuesListGrid • todoentrykeyvalue • todoentrymain • toDoEntryMaint • toDoEntryPopupAdd • toDoEntryPopupForward • toDoEntryPopupSendBack • Any help navigation keys
Table Maintenance	<ul style="list-style-type: none"> • metaDataTableFieldsGrid • metaDataTableMainPage • metaDataTableCFldsGrid • metaDataTableConstPage • metaDataTableMaint • metaDataTableRefByConstPage • metaDataTableFieldPage • Any help navigation keys
Message Maintenance	<ul style="list-style-type: none"> • msgMaintDetailsPage • msgMaintGrid • msgMaintPage • msgMaintTabMenu • Any help navigation keys
Display Icon Portal	<ul style="list-style-type: none"> • displayIconRefMaint
Business Object Portal	<ul style="list-style-type: none"> • businessObjectAccordionPage • businessObjectAccordionPrtPage

User Interface	Related Metadata
	<ul style="list-style-type: none"> • businessObjectAlgorithmsGrid • businessObjectAlgorithmsPage • businessObjectLifecyclePage • businessObjectMainPage • businessObjectOptTypeGrid • businessObjectSchemaPage • businessObjectStatAlgGrid • businessObjectStatTRRRuleGrid • businessObjectStatusOptionGrid • businessObjectSummaryOptTree • businessObjectSummaryPage • businessObjectSummaryUseTree • businessObjectTabMenu
Lookup Portal	<ul style="list-style-type: none"> • ctLookUpMaintListGrid • ctLookUpMaintMainPage • Any help navigation keys
Algorithm Portal	<ul style="list-style-type: none"> • algorithmMainGrid • algorithmMainPage • algorithmTab • Any help navigation keys
User Group Portal	<ul style="list-style-type: none"> • userGroupMainPage • userGroupProfileGrid • userGroupProfilePage • userGroupTabMenu • userGroupTabMenu2 • userGroupUserGrid • userGroupUserPage • Any help navigation keys
Batch Run Portal	<ul style="list-style-type: none"> • batchRunTreeMaint • batchRunTree • batchRunTreePage • batchRunMaintPage • batchRunTabMenu
Batch Submission Portal	<ul style="list-style-type: none"> • batchSubmitMainPage • batchSubmitTabMenu

User Interface	Related Metadata
	<ul style="list-style-type: none"> batchJobParmGrid

Miscellaneous System Data

The following metadata is no longer in use and will be removed in a future release:

Object	Data	Description/Comments
Lookup Value	CHAR_ENTITY_FLG	Characteristic Entity
Lookup Value	F1SE	Sync Request Inbound Exception
Script	F1-TDMgActSS	To Do Management – Process Actions (Deprecated); Replaced by F1TDMgActSS
Script	F1AddDebugLg	Add Log for Monitoring Probe (Deprecated); Replaced by a BS - F1-MONPRBLOG
Script	F1MgOImpMnt	Not in use by base functionality
Script	F1MgoSqlPks	Not in use by base functionality
Script	F1MgOImpPst	Not in use by base functionality
UI Map	F1-MigrObjectImportMaintenance	Not in use by base functionality
Zone	F1-BOMOSRCH	Not in use by base functionality
Zone	F1-CATCHSCH	Not in use by base functionality
Zone	F1-MONAVKEY	Not in use by base functionality
Zone	F1-REVCONQRY	Not in use by base functionality

XSLT Managed Content Type

Entries in the Managed Content table related to XSL should be using the XSLTC managed content type and not the XSLT managed content type. In a future release, the XSLT managed content type will no longer be supported.

REST IWS - Original REST Servlet

The original URL supplied for invoking IWS based REST services included the IWS Service name in its makeup. Support for this will continue for backward compatibility purposes, but it will be deprecated in a future release. You should adjust your existing integrations to use the currently supported URL.

Append Setting from Pagination

There are several known issues with the functionality of the "append" option in pagination. It is recommended that you do not use this pagination setting.

Support for Master/Subordinate Servers for Web Service Catalog

The Service Catalog Configuration (master configuration) enables you to define subordinate servers. Defining subordinate servers is no longer applicable for the Oracle Integration Cloud.

F1-MAINPROC Business Object Read When Pre-processing Exists

In the original implementation of configuration tools, the main framework maintenance BPA (F1-MainProc) did not perform a Read of the BO when a pre-processing script was linked to the BO via options. The pre-processing script was responsible for the Read.

In a subsequent release, a BO Read was added in F1-MainProc (even if a pre-processing script existed) to resolve a UI Hint issue related to child business objects. This solution introduced a problem only visible for specific scenarios and a different fix has been introduced. The new fix made the BO Read unnecessary 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. Due to this situation, the BO Read is still performed as part of the processing of F1-MainProc.

When a pre-processing script exists, we plan to remove the BO Read from F1-MainProc logic. You should review your custom pre-processing scripts that are linked to your BO options to ensure that they properly perform a Read of your BO.

Support for DBMS Scheduler

With the introduction of the next generation cloud scheduler, the product plans to remove specialist objects supporting the original DBMS Scheduler on the cloud.

The following inbound web services will not be supported in a future release:

- F1-DBMSChain
- F1-DBMSGeneral
- F1-DBMSJob
- F1-DBMSThread

The following business services will not be supported in a future release:

- F1-DBMSCancelJob
- F1-DBMSCancelSteps
- F1-DBMSChain

- F1-DBMSChainAddOrChange
- F1-DBMSGetJobDetails
- F1-DBMSGetJobRuns
- F1-DBMSGetJobs
- F1-DBMSJob
- F1-DBMSList
- F1-DBMSProgram
- F1-DBMSProgramAddOrChange
- F1-DBMSRestartChain
- F1-DBMSRestartThread
- F1-DBMSSchedule
- F1-DBMSScheduleAddOrChange
- F1-DBMSSubmitJob

Support for Switch UI View

In a future release, the F1UIVIEW application service related to the function to switch the user interface to an older user experience will be removed.

Deprecation Notices for ORMB Version 7.0.0.2.0

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

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

Deprecation in This Release

The following user interface and its corresponding metadata are deprecated in this release:

- Reconciliation Object

Deprecation Planned for Future Releases

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

Object Type	Object Name				
Algorithm Type	C1_CURALG, SA_DERV_POPC, C1-AUDEVMPR, C1-PLASGNAU, C1-PRCASGNAU, C1-PLAUALG				
Algorithm	C1-AUDEVMPR, C1-PLASGNAU, C1-PRCASGNAU, C1-PLAUALG				
Feature Configuration	C1_EX_ROUND				
Option Types	Currency Conversion Algorithm and Payment Distribution To-Do (from the C1_MLTCURACC feature configuration)				
Table Columns	<p>The following table lists the columns which will be deprecated in the next release:</p> <table border="1"> <thead> <tr> <th>Table Name</th> <th>Column Name</th> </tr> </thead> <tbody> <tr> <td>CI_ACCT_PER</td> <td>BILL_RTE_TYPE_CD, RECEIVE_COPY_SW, BILL_FORMAT_FLG, NBR_BILL_COPIES, CUST_PO_ID, NOTIFY_SW, and BILL_ADDR_SRCE_FLG</td> </tr> </tbody> </table>	Table Name	Column Name	CI_ACCT_PER	BILL_RTE_TYPE_CD, RECEIVE_COPY_SW, BILL_FORMAT_FLG, NBR_BILL_COPIES, CUST_PO_ID, NOTIFY_SW, and BILL_ADDR_SRCE_FLG
Table Name	Column Name				
CI_ACCT_PER	BILL_RTE_TYPE_CD, RECEIVE_COPY_SW, BILL_FORMAT_FLG, NBR_BILL_COPIES, CUST_PO_ID, NOTIFY_SW, and BILL_ADDR_SRCE_FLG				
Batch Control	GLASSIGN, C1-IAENT, C1-DARSU, BILLING, C1-PNDBL, C1-BLGEN, C1-BLPPR				
View	CI_EFF_ACCT_PRICING_VW, CI_EFF_PER_PRICING_VW				

Object Type	Object Name
Business Service	C1-EffectivePricing, C1_PriceParmBS <div style="border: 1px solid black; padding: 5px; margin-top: 10px;"> <p>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.</p> </div>
Service Program	EFFPRCSERVICE, C1_PRICEPARM
Column	ADDRESS1, ADDRESS2, ADDRESS3, ADDRESS4, CITY, NUM1, NUM2, COUNTY, POSTAL, HOUSE_TYPE, GEO_CODE, IN_CITY_LIMIT, STATE, and COUNTRY from the CI_PER table
Table	CI_PER_ADDR_SEAS

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

Bug Fixes

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

Bug Number	Copy of (Base Bug)	Description
37489568	36877993	UNABLE TO CREATE DEAL ON ACCOUNT LEVEL USING CHAR-BASED PARAMETER PRICING.
37485460	36918180	UNABLE TO COPY PRICING THROUGH ADDITIONAL PRICE ITEM SCREEN (ADHOC) USING CHARACTER-BASED PARAMETER PRICELIST
37478998	36965026	MATCH EVENT NOT UPDATING TO BALANCED STATUS DURING RECON PROCESS
37457146	37440584	STATE FIELD VALUE IS NOT POPULATED IN REFUND REQUEST UI WITH OVERRIDE ADDRESS
37428012	37404349	WHILE DELETING THE DISCREPANCY REPORT FROM UI, SERVER ERROR IS THROWN
37385378	37288671	BUSINESS SERVICE FRT IS ERRORING OUT DUE TO RULE TYPE IS MISSING
37354557	37325897	ADDRESS2 MAINTENANCE ISSUE
37343059	37331586	ISSUE WITH PRICING RULE AND FILTER IN HEALTH PLAN ZONE - FORWARDPORT
37339234	37338348	BILL HOLD/RELEASE - WHEN AN INVALID ACCOUT ID IS PROVIDED ENTIRE REQUEST GETS ERRORED OUT
37330833	-	C1-TXNSQ BATCH IS FAILING WITH NULL POINTER EXCEPTION , AND TXN GOES IN ERROR STATUS
37330070	37154665	PERF ISSUE DISCREPANCY REPORT MONITOR BATCH
37329853	-	CANNOT ADD OFF-PROCESS REQUEST DETAILS DURING OFF-PROCESS CREATION
37329295	36845959	UI DOES NOT HAVE CLEAR VIEW OF ACTUAL BALANCE REPORTED TO A CUSTOMER
37319246	37124189	DELINQUENCY NOT GETTING CREATED WHEN WE HAVE MULTIPLE MEMBERSHIP FOR SAME SUBSCRIBER
37299543	37274957	NJ MEMBER END DATE NOT CHANGED AFTER MEMBER CANCELLATION
37282259	-	LONG LOADING TIME WHEN EDITING RETENTION TYPE ENROLLMENT BASED WITH MULTIPLE PRICING GROUP RULE
37282240	37241715	DELINQUENCIES GETTING CANCELLED WHEN CM-DPMON IS RUN (FORWARD PORT)
37261340	37217877	INDICATOR FOR RESEED (PARENT ACCUM GROUP DISAGGREGATION) & NORMAL DISAGGREGATION REQUEST

Bug Number	Copy of (Base Bug)	Description
37166311	37142684	C1-BILLTOLR ALGORITHM NOT STAMPING BILL ID AS A SORT KEY ON BILL COMPLETION
37140512	37115715	BILL SEARCH ZONE WITH PAID STATUS FILTER
37140436	37057083	BILL LEVEL UPLOAD SORT RECORD CREATION
37140389	37052800	AR EXTRACT BATCH
37140372	37052931	FRT CLAIM TRANSACTIONS - PAID STATUS VS COUNT
37140355	37074452	ACCOUNT CONTRACT CREATION BASED ON ACCOUNT PERSON TYPE
37516342	37509656	C1-AUTOM OFFSET REQUEST BATCH CREATING MULTIPLE OFFSET REQUEST FOR GIVEN ACCOUNT ID
37476090	37270276	PERFORMANCE ISSUE IN PROD SERVER
37474906	37147416	C1-IDENT BATCH CAUSING PERFORMANCE ISSUE WITH PARALLEL HINT IN DRIVER QUERY
37474905	37214864	DEAL PRICING IS NOT EFFECTIVE FOR SOME ITEMS ON CUSTOMER
37451527	37356817	PROD-ISSUE APTC BILLABLE CHARGES ARE NOT CORRECTED POST CORRECTION SEND FROM UPSTREAM
37425865	36755439	- ENHANCEMENT REQUEST FOR DEAL INTEGRATION WITH PRICELIST ASSIGNMENT SEARCH CRAWLING ALGORITHM
37416845	36685482	ERROR ON SAVING MPP PRICING RULE ACCUMULATING CLAIM PRICING WITH PERCENTAGE MARKUP
37416768	36754016	WRONG ENROLMENT LIMIT CALCULATION FOR DISCOUNT SHARE AT BILL GROUP LEVEL
37416426	37246026	ADD SORT KEY FOR ACCOUNT NAME FOR C1-CHKINVRBR ALGORITHM
37416424	37148520	ON BATCH SCHEDULER, FIELDS ARE NOT GETTING DISPLAYED -- FORWARDPORT
37416383	37172573	PERFORMANCE ISSUE IN C1-REPC1 BATCH -- FORWARDPORT
37416023	36868632	DEV- AGE RECALCULATION OPTION AFTER BIRTHDAY MONTH NOT WORKING AS EXPECTED
37415611	37022898	UNABLE TO RAISE MULTIPLE DISAGGREGATION REQUESTS FOR DISCOUNT
37413698	36920367	AFTER DISAGGREGATION, ON THE NEW TRANSACTION CALCULATION IS NOT HAPPENING CORRECTLY
37412983	37189894	BILL SEGMENTS ARE STILL ACTIVE WITH CANCELLED BILLABLE CHARGES -- FORWARDPORT
37412908	37221900	DISCOUNT IS NOT GETTING CANCELED AFTER REPRICING -- FORWARDPORT

Bug Number	Copy of (Base Bug)	Description
37412899	37221867	C1-REPC1 IS CREATING ADDITIONAL COVERAGE FOR CHILD PRICEITEMS -- FORWARDPORT
37412044	37246365	RETENTION TYPE CLAIM BASED ROUNDING ISSUE
37411729	37382239	APPROVAL TRANSACTION LINK NOT WORKING IN UI
37407664	37371428	WHEN EDITING PRICING GROUPS, RULES ARE NOT SORTED IN ASCENDING ORDER BY PRIORITY NUMBER
37396925	37275025	MEMBERSHIP INFO STRING ALGO NOT WORKING FOR FUTURE DATED MEMBERSHIP - FORWARDPORT
37394903	37305889	NOT ABLE TO ADD MULTIPLE ONE TIME FLAT FEE PRS WITH THE SAME PRICE ITEM FOR THE SAME PERIOD
37394891	37214705	UNABLE TO RAISE MULTIPLE DISAGGREGATION REQUESTS FOR DISCOUNT
37394874	37232652	LEVEL PAYMENT AMOUNT NOT ACCUMULATING CORRECTLY FOR MCP CUSTOMER
37394854	37258557	RESEED IS DELETING THE PREVIOUS ACCUMULATION CYCLE RECORDS FROM C1_LF_ACCUM_AMT TABLE
37369545	37284364	BILL SEGMENT SQ START DATE AND END DATE IS MISMATCHING WITH THE BSEG START DATE AND END DATE
37338402	36681124	FROZEN PAYMENTS ARE NOT DISPLAYING AT TOP OF THE ZONE IN THE PAYMENT EVENT SCREEN
37324505	37089003	FORWARDPORT- DELINQUENCY CREATED EVEN IF INDIVIDUAL IS PAID TO CURRENT
37313477	37013750	C1-REPC1 BATCH RUN ERRORS
37302850	37196228	FIBCR BATCH - LONG RUNNING IN NON-PROD
37302821	37228645	PROVISION TO EXTRACT PRICE CALCULATION TABLES VIA DTEX
37261326	37252980	SEARCH BY MEMBERSHIP CHAR IS NOT WORKING
37183816	37172088	REPRICING CREATES CHARGES WITH EFFECTIVE DATE AFTER MEMBERSHIP END DATE
37183673	36977123	ORMB STOP LOSS RULES MALFUNCTIONING
37158806	37157742	REPRICING ERROR - UNABLE TO FETCH BILL LEVEL EVEN IF MEMBERSHIP IS ACTIVE
37131042	37121767	BILLABLE CHARGE SPLITTING ISSUE/INCORRECT CHARGES WHEN WE HAVE NEW BORN
37067971	35595860	AUTOPAYRULES.SIZE() CAUSING HEAVY WAITS DURING EXECUTION - FORWARDPORT
37051941	36907848	RPS_HC_580 ENHANCEMENT FOR SPLIT AT DEPENDENT TIMELINE

Known Issues

This section lists the known issues in Oracle Revenue Management and Billing Cloud Service, Premium Edition Version 7.0.0.2.0 along with workarounds available to handle these issues. The known issues are grouped into the following categories:

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

Framework

Issue	GETTING EXCEPTION ERROR MESSAGE ON "CONVERSION ENTITY" UI.
Description	While viewing the details of a conversion entity, an exception error occurs in the Duplicate Keys zone of the Conversion Entity Dashboard screen.
Workaround	None

Issue	SERVER ERROR OCCURRING AFTER DELETING A "MIGRATION REQUEST".
Description	While deleting a migration request, a server error appears in the right panel even though the migration request is deleted from the system.
Workaround	None

Issue	COLOR CONTRAST DOES NOT MEET ACCESSIBILITY REQUIREMENTS
Description	At present, the application color contrast does not meet the accessibility guidelines.
Workaround	None

Issue	GETTING EXCEPTION ERROR MESSAGE ON "MESSAGE" UI.
Description	While searching using the percentage (%) symbol in the numeric fields (i.e. Message Category From and Message Category To), an exception error occurs instead of showing an appropriate error message in the Message Search zone.
Workaround	None

Banking

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	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	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	C1-TXCNC BATCH GETS EXECUTED SUCCESSFULLY EVEN IF C1-TXNCU BATCH FAILS
Description	<p>When you execute the C1-TXNCU batch with either of the following parameters during the cancellation process, an error occurs:</p> <ul style="list-style-type: none"> • Transaction Source • Division <p>If you further execute the C1-TXCNC batch during the cancellation process, the status of all transactions in the feed is changed to Cancelled (CNCL). But, in this case, the SQIs on the billable charges are not accurate.</p>
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	INCORRECT RESULTS IF DISAGGREGATION BATCHES NOT EXECUTED IN SEQUENCE
Description	<p>During the transaction disaggregation process, you must execute the following batches in the specified order:</p> <ol style="list-style-type: none"> 1. Identify Affected Transactions (C1-IAENT) 2. Process Non Aggregated Transactions (C1-PDTXN) 3. Clean Up (C1-TXNCU) 4. Update Disaggregation Request Status (C1-DARSU) <p>Otherwise, erroneous results might occur.</p>
Workaround	None

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

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

Issue	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	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	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	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	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	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 an 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	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	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, rate schedule details after modification are 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	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	SEASONAL ADDRESS ID DOES NOT APPEAR IN THE BILL ROUTINGS TAB OF THE BILL SCREEN
Description	At present, the seasonal address which is effective at the time of billing is considered for bill routing. You can view the seasonal address details in the Bill Routings tab of the Bill screen. However, the seasonal address ID does not appear corresponding to the Address ID field.
Workaround	None

Issue	ACCOUNT OVERRIDE ADDRESS IS NOT DELETED WHEN THE BILL ROUTING RECORD IS DELETED
Description	Once you delete a bill routing record for a person from the Account screen where the Address Source field is set to Account Override , the corresponding account override address is not deleted from the system. You can still view the account override address on the screen.
Workaround	None

Issue	ERROR OCCURS ON USING A VALUE WITH HYPHEN FOR A CHARACTERISTIC TYPE
Description	At present, an error occurs on a screen where a characteristic value with hyphen (-) is defined for a characteristic type.
Workaround	None

Issue	AN ERROR OCCURS ON THE TEMPLATE SEARCH WINDOW
Description	If you do not specify at least one account selection template while defining a construct, an error occurs indicating that at least one account selection template must be specified. Now, when you search for an account selection template using the Search icon corresponding to the respective field, the Template Search window appears with the same error (indicating that at least one account selection template must be specified). The system should not display any error in the Template Search window.
Workaround	None

Issue	DISPUTE AMT AT BILL LEVEL INCORRECT WHEN BILL SEGMENT OF PREVIOUS BILL CANCELED
Description	If a bill segment of the previous bill is canceled and you create a dispute request against an account for the corresponding next bill, the dispute amount displayed against the bill in the Dispute Details zone is incorrect.
Workaround	None

Issue	SAVE BUTTON IS ENABLED WHEN A BILL IS IN THE COMPLETE OR CANCELED STATUS
Description	The Save button in the Page Title area on the Bill screen should be disabled when a bill is in the Complete or Canceled status. However, at present, the Save button is enabled when a bill is in the Complete or Canceled status.
Workaround	None

Issue	APAYCRET BATCH DOES NOT CONSIDER ECR ADJUSTMENTS CREATED ON PENDING BILL
Description	You can only use an adjustment type where the Print by Default and Impact Next Bill Balance check boxes are not selected to create transfer adjustment while distributing earnings credit rate. Therefore, an ECR adjustment created against a pending bill is not stamped on the bill. As a result, the Automatic Payment Creation (APAYCRET) batch creates automatic payment for the bill without considering the ECR adjustment.
Workaround	None

Issue	SINGLE MATCH EVENT CREATED WHEN MULTIPLE BILL SEGMENTS OF A CONTRACT ARE NETTED
Description	At present, the system creates single match event for all bill segments of a contract which are netted. For example, there are two bill segments – BS1 (50\$) and BS2 (-50\$) of the C1 contract on a bill. In this case, the system nets the BS1 and BS2 because it results in zero contract balance, and then creates single match event for BS1 and BS2.
Workaround	None

Issue	RECOGNITION SCHEDULE NOT GENERATED FOR BX/AX WHEN DRR FOR BS/AD DOES NOT EXIST
Description	There might be situations when you have attached the C1-REVRECSCH algorithm to a contract's contract type for which bill segments and adjustments are already generated. Now, if already generated bill segments or adjustments are canceled, the system will generate the deferred revenue recognition for BX and AX even if the deferred revenue recognition does not exist for the corresponding BS and AD. But, the recognition schedule is not generated. You cannot even edit the recognition schedule of a deferred revenue recognition which is created for BX and AX.
Workaround	None

Issue	AUTO PAY ID IS NOT UPDATED WHEN A REOPENED BILL IS COMPLETED
Description	When you reopen and complete a bill, the bill's due date is recalculated. On completing a reopened bill, the system does not check whether there are rule based auto pay instructions for the account which are effective on the latest bill due date. In other words, the system does not update the auto pay ID against the financial transactions in the C1_FT_EXT table. In addition, the entries in the CI_BILL_ACH table are not updated.
Workaround	None

Issue	CUSTOMER SIMULATION NOT WORKING FOR CUSTOMER HAVING LARGE DATA
Description	If a customer has large number of accounts in its hierarchy or if there are large number of billable charges for distinct price items, the corresponding prospect hierarchy will not be created successfully when you create a deal for the customer using the simulation type as Customer .
Workaround	Create a deal for such customers using the simulation type as Deal

Issue	INCORRECT AVG PRICE AND COST CALCULATION WHEN VOLUME/COMMITEMENT HAVE MULTIPLE SQIS
Description	The system calculates the average price and cost incorrectly when there are multiple SQIs in the SQI-based billable charges.
Workaround	None

Issue	HIERARCHY UI-APPROVED PRICE ITEMS GETTING UNAPPROVED AGAIN IF RM CHANGES THE PRICING AND DOES THE SIMULATION AGAIN
Description	If an approver request the submitter to resubmit the deal for approval and if the submitter makes any changes in the pricing for a price item, the system should only change the status of the price item to Pending for Approval while simulating the deal. But, the system changes the status of all price items in the deal to Pending for Approval .
Workaround	None

Issue	DEAL END DATE IS NOT CONSIDERED FOR PRICE ASSIGNMENT PRICELIST ASSIGNMENT AND PRODUCT ENROLLMENT
Description	In the Apply Back feature, the system does not use the deal end date while creating price assignments, price list assignments, and product enrollments.
Workaround	None

Issue	SAME ORASEARCH ZONE APPEARS FOR MULTIPLE BIND VARIABLES WHILE DEFINING CONSTRUCT
Description	If a template has multiple bind variables and zone is specified for two or more bind variables, the system displays the same OraSearch window for all bind variables when you define a criteria in a construct. It shows the OraSearch zone of the bind variable which is added first in the template.
Workaround	None

Issue	INCONSISTENT DATA LENGTH FOR SRCH_CHAR_VAL AND ADHOC_CHAR_VAL
Description	At present, the ADHOC_CHAR_VAL and SRCH_CHAR_VAL columns have different column length. The SRCH_CHAR_VAL column can only store 50 characters. Therefore, an adhoc characteristic value above 50 characters is truncated and then stored in the SRCH_CHAR_VAL column. As a result, erroneous results appear when you search for an entity using a string from an adhoc characteristic value which is beyond 50 characters.
Workaround	None

Issue	ORASEARCH ICON FOR FK REF CHAR TYPE IS DISABLED IN AWB SCREENS
Description	At present, the Search icon in the Characteristic Value column is disabled when you select a foreign key value characteristic type in the screens which are designed using the Application Workbench (AWB).
Workaround	None

Issue	Original and Proposed Revenue Not Calculated Correctly
Description	At present, the original and proposed revenue of a price item are not calculated properly due to some rounding issue in the rate schedule API. Therefore, the average price of each price item, revenue of each account and customer, revenue from each product, division, and deal, and revenue variation calculated in a deal are not accurate.
Workaround	None

Issue	ON APPLY BACK THROWING DUPLICATE KEY ERROR
Description	If a deal of an entity is already in the Fully Orchestrated status and you create another deal for the same entity, the system throws duplicate key error when you apply back the subsequent deal.
Workaround	None

Issue	INCORRECT PROPOSED TRANSACTION VOLUME GETTING EXPORT IN PRINT DEAL PDF FORMAT
Description	If the default commitments are defined in a deal type, the system fetches default commitments for a price item and parameter combination even if the proposed commitments are available for the price item and parameter combination while extracting the details of the respective deals in the PDF format.
Workaround	None

Issue	ON DEAL CREATION IF WE REFERUSAGE FROM ANOTHER DEAL WHICH HAVE BILLABLE CHARGE ON ACCOUNT THEN COPING INCORRECT COMMITMENT I.E. TWICE OF ORIGINAL VOLUME
Description	While referring usage from another deal, the proposed commitments for a price item and parameter combination are copied incorrectly (i.e. twice the original volume).
Workaround	None

Issue	UNABLE TO READ OUT THE CUSTOMER OR ACCOUNT ID IN NUMBERS
Description	While using the Speech to Text facility in the Chatbot window, we need to read out the account or customer ID in words. For example, the customer ID 1337049295 should be read out as One Billion Three Hundred Thirty-Seven Million Forty-Nine Thousand Two Hundred Ninety-Five and not as One Three Three Seven Zero Four Nine Two Nine Five. Otherwise, erroneous results might occur.
Workaround	None

Issue	UNABLE TO EXPORT ALL PRICING OF PRICE ITEM IN EXCEL IF FOR SAME PRICE ITEM THERE IS POST PROCESSING PRICING AND REGULAR PRICING
Description	If you select a price item in a deal for which there are two pricings in the system – one where the price assignment type is set to Regular and another where the price assignment type is set to Post Processing , the system shows both the pricing in the Pricing and Commitments screen. But, while simulating the deal or printing the deal, the system will randomly consider only one pricing for such price items. As a result, the deal simulation and deal print functionalities do not return the expected results in the above-mentioned scenario.
Workaround	None

Insurance

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	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	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	OVERRIDE DESCRIPTION APPEARS INSTEAD OF DESCRIPTION IN THE SOURCE SYSTEM LIST
Description	At present, the override description of the source system appears in the Source System list instead of the description when you select the Policy option from the Search By list in the Customer 360-Degree View screen.
Workaround	None

Issue	UNABLE TO SELECT AUDIT EVENT TYPE IN PRT WHEN UPDATE ALL IS CONFIGURED IN AET
Description	At present, you cannot use an audit event type of the C1-Membership and C1_PERSON_BO business objects in the Age Based and Tier Based pricing rule types when the Update All option is selected in the audit event type.
Workaround	Therefore, we recommend you to select an audit event type of the C1-Membership and C1_PERSON_BO business objects where the Update All option is not selected.

Documentation

Issue	REMOVE APPLICATION VIEWER CROSS REFERENCES (DATADictionary) FROM DOCUMENTATION
Description	Application viewer is no longer supported. However, all cross references to application viewer still exist in the documentation.
Workaround	You can view the information about the objects, such as algorithm types in the Javadocs viewer.

Issue	COLUMN DATA OVERLAPPING IN SOME TABLES IN PORTABLE DOCUMENT FORMAT
Description	Text in some columns is not wrapped properly and is overlapping with adjacent columns in the table due to some technical limitation with XSL-FO.
Workaround	We recommend you refer the respective section in the online help for better clarity.

Issue	" That page is not available." - ONLINE HELP IS NOT WORKING
Description	<p>At present, an error occurs when you access online help for the following screens:</p> <ul style="list-style-type: none"> • COBOL Program • Contract Type - Charge Type Mapping • Contract Type - Pay Plan Template Mapping • External Statement • FK Validation Summary • Pay Plan Template • Reason Code • 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: <ul style="list-style-type: none">• Collection Type In addition, the online help is not available for the following tabs: <ul style="list-style-type: none">• Rate Schedule – SQ Rule Tab
Workaround	None