

Oracle Enterprise Taxation and Policy Management Self Service

Release Notes

Release 1.0.0.0

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Chapter 1

Preface

The *Oracle Enterprise Taxation and Policy Management Self Service Release Notes* provide an overview of the content and known issues in Oracle Enterprise Taxation and Policy Management Self Service Release 1.0.0.0.

Audience

Oracle Enterprise Taxation and Policy Management Self Service Release Notes is intended for anyone installing or using Oracle Enterprise Taxation and Policy Management Self Service.

Table 1: Documentation and Related Resources

Oracle Enterprise Taxation and Policy Management Self Service Documentation Set	The Oracle Enterprise Taxation and Policy Management Self Service documentation set includes the following documents: <ul style="list-style-type: none">• <i>Oracle Enterprise Taxation and Policy Management Self Service Release Notes</i>• <i>Oracle Enterprise Taxation and Policy Management Self Service Quick Install Guide</i>• <i>Oracle Enterprise Taxation and Policy Management Self Service Installation Guide</i>• <i>Oracle Enterprise Taxation and Policy Management Self Service Implementation Guide</i>• <i>Oracle Enterprise Taxation and Policy Management - Self Service Integration Guide</i>
Oracle Technology Network	Visit the Oracle Technology Network (OTN) to access demos, whitepapers, Oracle By Example (OBE) tutorials, updated Oracle documentation, and other collateral. Registering on OTN You must register online before using OTN, Registration is free and can be done at www.oracle.com/technetwork/index.html Oracle Documentation on OTN

The Oracle Documentation site on OTN provides access to Oracle documentation. After you have a user name and password for OTN, you can go directly to the documentation section of the OTN Web site at www.oracle.com/technetwork/indexes/documentation/index.html

Oracle Support

Oracle customers have access to electronic support through My Oracle Support.

Table 2: Documentation Conventions

Convention	Meaning
boldface	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
monospace	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.

Chapter 2

Release Notes

About This Release

Oracle Enterprise Taxation and Policy Management Self Service is a pre-built solution which provides tax authorities with a single citizen portal that can integrate across multiple tax types and tax processing systems. It enables tax authorities to quickly provide more taxpayer services online – such as the ability to make payments, contact the tax agency with questions and requests or receive self-guided automated assistance with policies and tax law. The solution also integrates with leading credit card payment processors for tax payments (i.e. Official Payments Corporation) to ease the electronic payment process.

Release v1.0.0.0 presents a separately licensable product called Oracle Enterprise Taxation and Policy Management Self Service Foundation. The solution provides a casual non-registered self service user with multiple services, such as:

Interactive Tax Assistant

- Provides an interactive aid to taxpayer, helps with common question about tax law related policies such as filing, credits, deductions, withholdings
- Guides user through an interactive dialog to determine an answer based on user's input
- Implemented based on Oracle Policy Automation

Where is my refund

- Gives taxpayer an information about current state of refund processing
- Refund status is determined based on a status of a tax form, overpayment process, refund adjustment

On-line payments

- Banking and credit card payment methods
- Out of box support for tax return, collection notes and pay plan payments

Credit card processing with Official Payments

- One of largest US credit card processor
- Supports debit, credit and other type of electronic payments
- Validates, approves, rejects electronic charges

Service Request

- Supports user interaction with the taxation agency on common subjects:
 - Tax law-related questions
 - Website-related issues
 - Requests for tax certificates

Support and Certification Notices

Refer to the *Oracle Enterprise Taxation and Policy Management Self Service V1.0.0.0 Quick Install Guide* for information about required products and certification information.

Known Issues: Self-Service Application

This section describes known issues in Oracle Enterprise Taxation and Policy Management Self Service Release 1.0.0.0. Patches for these issues will be released at a later date.

Web Browser Support

- **Internet Explorer Compatibility Mode.** When using Microsoft Internet Explorer, the browser settings must be changed to view the list of available Tax Assistant modules. To make the change: In Internet Explorer, choose **Tools > Compatibility View Settings**, uncheck the checkboxes in the Compatibility View dialog, then click **OK**.

Service Requests

- **Recipient field on service request definition.** The recipient field defined on base-owned service request types is used to indicate the email address of the support group that will handle requests of this type. This field is not editable, which makes the base-owned sample request type not applicable for production use. Implementers must create a new service request type for requests that need to send emails. *[Bug Number 14691362]*
- **Currency symbol display on service requests.** The currency symbol is not displayed on fields defined as currency data type for service requests. *[Bug Number 14546645]*
- **Email signature.** The email signature that the portal application uses when sending emails is not customizable and is currently set to: "Thank You! Oracle Web Self Service". *[Bug Number 14740182]*

Credit Card Payment Integration

- **Audit information on payment messages from external payment vendors.** Messages that are sent from an external payment vendor (e.g., Official Payments) to the revenue management back-end system via a special BPEL process do not include the Web User ID, Web User Name, and IP Address audit fields. As a result, this information is not recorded in the audit record created for such requests. *[Bug Number 14662304]*

Other Issues

- **Messages and Multi-Language Support.** Messages shown on the portal application currently can only be displayed in English language. To support multi-language, a Java bundle resource file must be created for each of the supported languages. Currently, the only Java bundle file supplied with the base product is for the English language. *[Bug Number 14755943]*
- **Page not found error after session timeout (admin pages)** Depending on the specific web server settings in the implementation, if a system timeout occurs while a user is using the admin pages, the system will not automatically navigate back to the login page. Instead, a "page not found" error is displayed and the user must manually navigate to the login page. *[Bug Number 14595946, Oracle WebCenter Bug Number 13421349]*

Known Issues: Oracle Enterprise Taxation and Policy Management - Self Service Integration

The following are known issues in Oracle Enterprise Taxation and Policy Management - Self Service Integration, which is included in Oracle Enterprise Taxation and Policy Management Release 2.3.1, Service Pack 1. Patches for these issues will be released at a later date.

Note: These issues are relevant only if Oracle Enterprise Taxation and Policy Management is used as the revenue management back-end system connected to the self-service application.

Web Browser Support

- **Mozilla Firefox dropdown display for To-Do Roles.** When using Mozilla Firefox to edit the Self Service Master Configuration, the values in the To-Do Role dropdown list do not refresh when the To-Do Type is updated. This issue occurs intermittently. *[Bug Number 14688009]*

Service Requests

- **Audit information for refund status requests.** When an inquiry audit is enabled for the Refund Status Inquiry service task, the audit record created for this service task does not include the information related to the request keys (e.g., Person ID). *[Bug Number 14709164]*
- **Email sending algorithm logic.** The C1-SSCONFREM algorithm type is used to send confirmation email to the web self service user. It is designed to work with any Service Task business object whose schema includes the data area C1-SelfServiceConfirmMessage. The confirmation message is constructed using only the message category and message number taken from the data area. It does not take into account the message parameters. *[Bug Number 14699699]*
- **Taxpayer identification and eligibility for refunds algorithm logic.** The C1-DETRFSTAT algorithm performs both taxpayer identity verification and refund status evaluation. The logic that locates the taxpayer's forms and overpayment processing needs to be modified to account for some cases that are not currently covered. *[Bug Number 14688038]*
- **Lookup Values for Tax Clearance Purpose.** The customizable lookup C1_TAX_CLEARANCE_PURPOSE_FLG should not have any base values. This lookup should be only populated by implementers. *[Bug Number 14768298]*

Payments

- **Payment agreement check for payment requests.** The C1-CHKACHAGR algorithm is used to check if the taxpayer has filed an ACH payment agreement when the payment tender type is one that should be processed via ACH. It is currently plugged into the pending state for base BO C1-StandardOneTimePaySSTask. This algorithm should not be plugged in to the base product. Implementers should have the option to plug this in if this functionality is required. *[Bug Number 14697629]*

Oracle Enterprise Taxation and Policy Management Self Service Licensing and Packaging Reference

Oracle Enterprise Taxation and Policy Management Self Service includes separately licensable product modules. Oracle Enterprise Taxation and Policy Management Self Service v1.0.0.0 is packaged with only Oracle Enterprise Taxation and Policy Management Self Service Foundation. Future releases of Oracle Enterprise Taxation and Policy Management Self Service will be packaged with additional separately-licensed product modules.

Oracle Enterprise Taxation and Policy Management Self Service Foundation includes:

- Interactive Tax Assistance
- Refund Status Request
- On-line Payments
- Service Request
- Transaction Status Request
- Integration with Official Payments for Credit Card Processing