



e-OSCAR[®] RELEASE NOTES

Release eo2026.02

February 5, 2026

Release eo2026.02 Summary:

The **eo2026.02** release scheduled for February 5, 2026, introduces the following key updates to enhance the e-OSCAR platform's functionality and user experience.

This summary provides an overview of updates, corrections and remediations relating to previously identified system bugs that are included in this release.

I. FIX FOR INCORRECT ACDV VALIDATION ERRORS ON DELETE RESPONSES SUBMITTED VIA API SERVICES

When Data Furnishers responded to ACDV disputes via API Services using **Delete response codes (RC03, RC07, or RC13)** the system was sometimes returning **Error code 41244** – “Either SSN or Date of Birth needs to be entered if the Account Date Opened is on or after September 15, 2017.” In practice this meant that some valid delete responses could have failed even when all required information was correctly provided or that Data Furnishers were blocked from responding to certain ACDVs unless they added SSN or Date of Birth, even though those fields should not have been required for these delete response codes. Now, this validation error is no longer triggered when a RC03, RC07, or RC13 is used, even if the Account Date Opened is on or after September 15, 2017 and the Date of Birth or SSN are not included in the response.

II. FIX FOR INSTANCES WHERE THE ‘TRANSFER WORK COMMENT’ DROPDOWN WAS EMPTY ON SOME NOTIFICATION TRANSFERS

When Data Furnishers Operators tried to **transfer work** on certain **Block Notifications, DR Notifications, or AUD Notifications** the ‘Transfer Work Comment’ dropdown list was empty (there were no values to choose from). This meant that Operators could not pick a standard reason/comment when transferring work, potentially resulting in slowed down processing or inconsistent or missing documentation as to *why* work was transferred. Now, appropriate selections are included in the dropdown list.

III. FIX FOR ERRORS WHEN DEACTIVATING OPERATORS WHO HAD PREVIOUSLY SCHEDULED ARCHIVES

Archives can be configured to be sent to specific recipients on a schedule. When an operator who had been set as an **archive recipient** was **deactivated** within the e-OSCAR System, the System’s archive update process could throw an error instead of handling the change cleanly. Now, archive handling has been updated so that when a user is **deactivated**, they are **removed from any archive recipient lists** where they appear. If they are the **only** recipient on an archive schedule, the archive schedule is also removed.

IV. FIX FOR BLANK SSN FIELDS IN CASE SEARCH RESULTS FOR ACDVS, BLOCK NOTIFICATIONS, AND DISPUTE RESPONSE NOTIFICATIONS

When Operators used **Case Search** for ACDV, Block Notifications and Dispute Response Notifications and viewed the results list, there were instances where the **SSN column** was shown as blank for relevant records, even though the underlying record actually had a SSN or ITIN on file. The Case Search logic has been corrected so that the **SSN column** now correctly displays the SSN or ITIN as expected.

V. FIX FOR INCORRECTLY DISPLAYED WARNING MESSAGE ABOUT DNRs ON REPORT CARDS

Some Data Furnisher Report Cards included a **warning message** that indicated they had **more than 500 DNRs**, even when their DNR count for the period **was actually less than 500 or even zero**. The logic that controls when the DNR warning message appears on the Report Card has been corrected so that the warning message **only appears** when the actual DNR count is **greater than 500**.

VI. FIX FOR MULTIPLE ISSUES RELATING TO 'TRANSFER ASSIGNMENTS' FOR NOTIFICATION CASES

Some Operators experienced issues when attempting to transfer **Notification cases**, including the following: (a) when transferring a notification to a **work queue** a new screen would open after clicking **submit**, but the screen did not include buttons or any way to close the screen, leaving Operators no way to close the screen without restarting their session, (b) after selecting **Transfer To = Work Queue** and then switching to **Transfer To = Operator** without picking a specific operator, the system would accept the transfer without an operator selected, potentially leaving the assignment unassigned. The **Transfer Assignments** behavior has now been corrected to disallow these specific outcomes.

VII. FIX FOR ACDV 'RECEIVED' EMAILS BEING SENT TO INCORRECT OPERATORS

In certain specific circumstances where ACDVs were transferred from one responder to another by **changing the skill**, the system was sending **ACDV Received** emails to the wrong set of users. The system has been modified to ensure that only users whose **unit and skill match the current ACDV details** will receive the ACDV Received email.

VIII.FLEXIBILITY RESTORED FOR ASSIGNING DIVISION / NON-DIVISION MANAGERS TO SKILLS AND UNITS

A recent change unintentionally **restricted how managers could be assigned** to skills units and unit groups. The system required at least one non-division manager to be assigned to any skill, meaning that Data Furnishers could not freely configure only **division managers**, or only **non-division managers**, or any other combination needed for a given skill, unit or unit group. The assignment rules have been updated so that division manager permission **no longer restricts or drives skill / unit assignment**, meaning you can now assign any combination of division managers and non-division managers to **any skill, unit or unit group**.

NOTE: For additional information, please contact the e-OSCAR Help Desk at 1.866.696.7227 Monday through Friday between the hours of 8:00 a.m. – 6:00 p.m. ET.

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