



e-OSCAR[®] RELEASE NOTES

Release eo2026.07

September 3, 2026

Release eo2026.07 Summary:

The **eo2026.07** release scheduled for September 3, 2026, includes a variety of enhancements related to the e-OSCAR System.

The following enhancements apply to the e-OSCAR System.

I. MODIFICATION TO THE DEFINITIONS OF RESPONSE CODE 12 AND RESPONSE CODE 13

The definitions of Response Codes 12 and 13 have been refined to better reflect how many Data Furnishers respond to disputes (based on data as of the Date Last Furnished), thereby enhancing accuracy.

Specifically, Response Code 12 now more clearly captures accuracy confirmation alongside recent furnishing or account activity. The new definition for Response Code 12 is “Information accurately reported by Data Furnisher. Account information updated to report most recent furnishing, new furnishing, or account activity that occurred.”

Response Code 13 received similar tightening around accuracy and tradeline deletion per internal procedures. The new definition is, “Information accurately reported by Data Furnisher. Delete account per Data Furnisher procedure.”

II. IMPROVEMENTS TO LINKING SIMILAR CASES (ACDVs & NOTIFICATIONS)

This update improves how e-OSCAR identifies and groups similar cases when you're working with ACDVs and Notifications (DR, Block, and AUD). The system now more accurately sorts similar cases into two categories — **Multiple** and **Related** — based on the type of account you're working with:

- **Student Loan accounts:** "Multiple" cases are those sharing the same SSN. "Related" cases are those sharing the same Account Number.
- **All other account types:** "Multiple" cases share both the same SSN *and* Account Number. "Related" cases share the same Account Number but have a *different* SSN.

Additionally, a new "**Guide Me**" button has been added to all Notification case types (DR, Block, and AUD). This interactive walkthrough — previously only available for ACDVs — now guides you through the case-linking process for Notifications as well. The existing Guide Me tour for ACDVs has also been refreshed with updated content.

III. LINKED CASE BEHAVIOR UPDATE FOR AUD AND DR NOTIFICATIONS

The way linked (connected) cases work for **AUD Notifications** and **DR Notifications** has been updated to behave consistently with how linked cases already work for Block Notifications and ACDVs. Previously, linking and unlinking cases for AUD and DR Notifications did not follow the same rules, which could cause unexpected case movement between your worklist and the work queue.

End-User Impact: When you respond to or use **Save & Exit** on a parent case, the parent and all linked cases will remain in your worklist. If you click **Unlink Cases** before submitting the parent case, the parent stays in your worklist and any previously linked cases (that are not open) move back to the shared work queue.

IV. BUG FIX – FIX FOR INACCURATE TOTALS ON THE PRODUCTIVITY REPORT

A bug has been fixed where the "**Registration Administrator Information Update**" confirmation email was not showing the correct information after making changes to your registration.

Previously, when a Registration Administrator (RA) changed the **RA of Record** through the View/Update Registration screen, the confirmation email was supposed to display two sections: the **old** contact information (before the change) and the **new** contact information (after the change). Instead, the email was displaying the same old information in both sections — making it look as though no change had been made at all.

V. BUG FIX – UPDATES TO OPERATOR ADMINISTRATOR OF RECORD CHANGES

A bug has been fixed on the **View/Update Registration** screen that prevented Registration Administrators of Record (RAoR) from successfully changing the **Operator Administrator of Record (OAoR)** specifically when the same person was currently assigned to both roles.

VI. BUG FIX – FIX FOR INACCURATE TOTALS ON THE PRODUCTIVITY REPORT

A bug has been fixed where the **Productivity Report** displayed an incorrect total count at the top of the report. The summary number did not match the actual number of cases shown in the report results

VII. BUG FIX – MISSING ENTRIES ON THE OPERATOR PROFILE CHANGES REPORT

A bug has been fixed where the **Operator Profile Changes > Operator Details** report did not display all results. Previously, the report was capped at showing a maximum of 500 entries (50 pages of 10 records each), which meant that if your organization had more operator changes than that limit, some entries were simply cut off and never appeared — regardless of how far you scrolled or paged through the results.

VIII. BUG FIX – DISPLAY ISSUE IN ACTIVITY REPORTS CAUSING CONTROL NUMBERS WITH MULTIPLE IMAGES TO BE DISPLAYED ON MULTIPLE REPORT ROWS, CAUSING DUPLICATE ROWS AND INCONSISTENT TOTALS

A system bug was identified in certain Activity Reports that duplicated row entries when transactions included multiple images. In some cases, when there were multiple images associated per control number, the system duplicated rows and listed image ID information on separate rows within the report. While the control numbers were duplicated, image ID data was unique in each row. The duplication of rows created difficulties and inconsistencies in fully understanding the data presented.

End-User Impact: Activity Reports have been updated to eliminate the duplicated control number rows. All image IDs associated with each transaction are now displayed on the same row within the Activity Report.

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.

NOTE: In some cases, AI assisted tools may be employed to support User customer service interactions, content development, and communications. Any such use of AI will follow appropriate safeguards and have human oversight in place.

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