Escalation Matrix Document

Purpose:

This document outlines the escalation process to ensure timely resolution of issues and seamless communication in case of service interruptions or critical incidents.

Escalation Levels and Contacts

Level	Point of Contact	Role	Contact Details	Time to Escalate
Level 1	Support Team	Client Success Engineers	- Email: care@signdesk.com - Log into the SignDesk Portal to raise a ticket	Immediate upon issue occurrence
Level 2	Customer Success Team	Team Leads	- Phone: 080-466822607 / 080-46682214 / 080-46682661	After 4 business hours without resolution
Level 3	Ganesh A	Customer Success Manager	- Email: ganesh.a@signdesk.com - Mobile: +91-7010351672 - Phone: 080-804682231	After 8 business hours without resolution
Level 4	Suryansh Mishra	Senior Customer Success Lead	- Email: suryansh.m@signdesk.com	After 12 business hours without resolution

Incident Classification

- **Critical**: Portal is down or not functioning for all users.

- **High**: Partial loss of service or significant functionality impacting business operations.

- **Medium**: Minor inconveniences with no major business impact.

Response and Resolution Times

Priority	Response Time	Resolution Time
Critical	5 Business Hours	8 - 12 Business Hours
High	8 Business Hours	2 Business Days
Medium	2 Business Days	5 Business Days

Support Availability

- **Mode of Support**: Email (care@signdesk.com)

- **Working Hours**: Monday to Friday, 9:30 AM to 6:30 PM

- **After Business Hours**: Issues reported outside these hours will be addressed at the start of the next business day.

Steps for Escalation

1. **Level 1**: Raise a ticket via the SignDesk portal or email the support team.

2. **Level 2**: If unresolved within the stipulated time, escalate to the Customer Success Team via phone or email.

3. **Level 3**: For further delays, contact the Customer Success Manager.

4. **Level 4**: Escalate to the Senior Customer Success Lead for critical issues requiring immediate attention.

Error Codes

Error code	Error message
dv-005	Unknown error
dv-006	The required source was not found in the request
dv-007	The document verification services are not configured for this organization
dv-008	The document verification APIs are not configured for this organization
dv-009	The reference_id used in the request should be unique
dv-010	The required x-parse-application-id and x-parse-rest-api-key not found
dv-011	The required x-parse-application-id was not found
dv-012	The required x-parse-rest-api-key was not found
dv-013	The passed x-parse-application-id and x-parse-rest-api-key do not match
dv-014	The reference_id passed in the request is invalid
dv-015	The required reference_id was not found in the request
dv-021	The request could not be processed due to unknown exceptions. Please retry.
dv-035	The value of source passed in the request is invalid
dv-060	The API hit limit is exhausted for the client. Please replenish the hit limit.
dv-070	The encryption certificate does not exist.
dv-073	Encryption is mandatory for internal case
dv-114	The required account_number was not passed in the request
dv-115	The required ifsc was not passed in the request
dv-116	The account_number passed in the request is invalid.
dv-119	Invalid Beneficiary Mobile No / MAS
dv-120	Amount limit exceeded for the customer
dv-121	Frozen Account
dv-122	NRE Account
dv-123	Closed Account
dv-124	Limit exceeded for member bank
dv-125	Transaction not permitted for this account type
dv-126	Transaction limit exceeded for this account type
dv-127	Transaction not allowed as this is non- reloadable card

dv-128	No routing for institution/network
dv-129	Original transaction has been Timeout – BC to perform Query transaction to check final transaction status
dv-130	Bank not live on IMPS account / IFSC based fund transfer
dv-131	Invalid amount
dv-132	Duplicate transaction in IMPS
dv-133	Beneficiary is Merchant
dv-134	Format Error
dv-135	Financial P2P/P2A Transaction not found. Initiated Transactional Inquiry API after 300 seconds (5 minutes)
dv-136	NPCI/Issuing bank is not connected or down
dv-137	Unconfigured RC
dv-138	Invalid Response Code
dv-139	Decline on verification
dv-140	Transaction not permitted from remitter account
dv-141	Transaction not allowed - Amount greater than 2 lakh
dv-142	Original transaction has been Timeout – BC to perform Query transaction to check final transaction status
dv-143	Original transaction has been Timeout – BC to perform Query transactions to check final transaction status. Kindly check the debit account statement.
dv-144	Original transaction has been Timeout
dv-145	Original transaction has been Timeout – BC to perform Query transactions to check final transaction status. Kindly check the debit account statement.
dv-146	Suspect Fraud
dv-147	Invalid Message
dv-148	Invalid Transaction
dv-149	Invalid Amount
dv-150	Transfer amount exceeds limit
dv-151	Time out at CDCI for outward transaction
dv-152	Time out at CDCI for intra-bank transaction

dv-153	Transaction not processed as client txn date expired
dv-154	Transaction declined by beneficiary bank due to insufficient funds
dv-155	Invalid Account
dv-156	Reason Unknown (Technical decline by IMPS)
dv-157	Reason Unknown (Technical decline by CBS)
dv-158	Reason Unknown (Technical decline by NPCI)
dv-159	Original transaction has been Timeout – BC to perform Query transactions to check final transaction status.
dv-160	Exceed Account limit
dv-161	Customer reversed
dv-162	OCH - Technical Failure
dv-163	OCH – Invalid Amount
dv-164	OCH Invalid account number
dv-165	Original transaction has been Timeout – BC to check final status of transaction after RECON
dv-166	BC to credit amount in current or nodal account to avoid uninterrupted service
dv-167	Duplicate transaction in OCH
dv-168	BC to credit amount in current or nodal account to avoid uninterrupted service
dv-169	Balance Inquiry has been declined due to technical error
dv-170	Duplicate transaction request received from the client (Omit processing). – BC to perform Query transaction to check final transaction status
dv-171	Unable to process
dv-172	IMPS Switch Not reachable
dv-173	BC to perform Query transaction to check final transaction status
dv-174	Invalid Beneficiary IFSC Code or NBIN
dv-175	Customer Limit Exceeded
dv-176	Foreign inward remittance not allowed
dv-177	Transaction not allowed as invalid payment reference
dv-178	Transaction amount less then Rs.1
dv-179	Transaction not allowed as invalid remitter account
dv-180	Transaction not allowed as general error

dv-181	Foreign inward remittance for P2P only
dv-182	Unauthorized API Access
dv-183	Invalid BC
dv-184	Authentication failed
dv-185	Invalid BC Retailer
dv-186	No response from DCMS
dv-187	Card Validation failed
dv-188	BC Nodal Account not supported
dv-189	BC Nodal Account not Found
dv-190	BC Retailer code mapping not Found
dv-191	BC daily amount high
dv-192	BC monthly amount high
dv-193	BC min invalid amount
dv-194	BC max invalid amount
dv-195	Channel GST amount missing
dv-196	Channel service charge amount missing
dv-197	Channel retailer state missing
dv-198	Duplicate transaction with settlement ID
dv-199	Funds returned from beneficiary bank
dv-200	CHECK TRANSACTION LIMIT EXCEEDED
dv-201	SUSPECTED FRAUD, DECLINE TRANSACTIONS DECLINED BASIS RISK SCORE
dv-202	SUSPECTED FRAUD, DECLINE TRANSACTIONS DECLINED BASED ON MODEL RISK SCORE
dv-203	The request is duplicate
dv-204	Amount CAP is exceeded
dv-205	Net debit CAP is exceeded
dv-206	Request is not found
dv-207	Transaction ID is mismatched
dv-208	Beneficiary is not registered
dv-209	Beneficiary not available

dv-210	Transaction id is not present
dv-211	Request message id is not present
dv-212	Beneficiary orgId not found
dv-219	Status over Recon API is available after T+1 days of original transaction