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● = Emergency, ● = High, ● = Medium, ● = Low

Posted By : Dipika Yedge

B368

Date & Time : 11-02-2019 01:08:PM

FE Rate not showing | Emergency

Hi,

Required reason for not calculating FE rate of below case id

105141459

Client Name => Aditya Birla Finance

Activity => CPV

Product => Retail Loan

VT => BV Salaried

Posted By : Khamroddin Shaikh

B368

Date & Time : 11-02-2019 03:51:PM

Hi,

It is found that above case is the parent case of **105141460**.

for case id 105141459 following values found:

pincode = 0

Fe assign Pincode Field value as per Template Design = 000000

105141459 Processed in following manner

Send to client
Reopen

Send to client

Posted By : Dipika Yedge

B368

Date & Time : 15-02-2019 11:39:AM

Hi,

We have validation for 000000 pincode.

If FE enters this pincode, error message will pop up to supervisor's login while closing the case.

Posted By : Bhavana Pachpande

B368

Date & Time : 15-02-2019 05:19:PM

Hi,

I have checked the same using test function the "Template" :

Aditya Birla Finance - RL - BV (Salaried)

was modified for field "pmt_pincode" on "2019-01-19 13:20:45" whereas the case **105141460** was send to client on "2019-01-09 16:45:00".

Means that the Visited Pincode checkbox was added later for the "pmt_pincode" field in the template which allowed the user to add "00000" as pincode.

The validation is applicable only for pincode fields which are either Visited Pincode or Fe Assign Pincode.

Excel sheet of field modification in table added for Template Design.



tbl_template_global_meta.csv

↓ Download

Posted By : Dipika Yedge

B368

Date & Time : 15-02-2019 05:54:PM

Bug is closed.

Reply

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