



- [Dashboard](#)
- [My Projects](#)
- [Holiday List](#)
- [More Help](#)
- [R](#)
- [Ramakrishnan V](#)
[Manage Profile](#) [Preference](#) [Change Password](#)
[Logout](#)

Bugs (PAMAC (Cloud Version))

[Home](#) [Requirements](#) [Discussions](#) [Documents](#) [Daily Updates](#) [Changes](#) [Bugs](#)

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

Posted By : Dipika Yedge

B317

Date & Time : 04-08-2018 04:37:PM

Client rate not captured | High

Hi,

Client rate not captured for some case id.

Please check attached mis for your reference.

 Client Rate.xls

↓ Download

Posted By : Bhavana Pachpande

B317

Date & Time : 08-08-2018 11:41:AM

Hi,

I have checked the sheet for cases whose client Rate was not captured, i have checked randomly for some case ids and found that the client id of the case and that of client rate are different.

Example : **104529061** which has pincode : **401208** and "**Bank of Baroda**" as client, but in Client rate master as i have checked for the pincode 401208, the client was "**HDFC LIMITED**".

TEST URL :

<https://testres.resoftech.com/user/checkrate/setClientEmpRates/104529050>

Please use the following URL to check the case id Rate parameters, after Login as Super Admin and proceed to

country India, open new tab and paste the URL to check what Employee rate and client rate is captured for that case.

Take the pincode from result generated in the URL and check it in the Client rate master or Employee rate master to compare further details.

Please make sure that the client rate combination are same as per the case id rate parameters Region,center,sub-center,client,activity, product,VT and pincode.

Posted By : Dipika Yedge

B317

Date & Time : 09-08-2018 01:16:PM

Hi,

We have updated client rate pin code wise & category wise in client master.

The rate calculation should be done both way.

Right now RES calculation is based on pin code as 1st criteria which is wrong, as it is client rate- criteria should be Client name, product, VT and then pin code.

Posted By : Dipika Yedge

B317

Date & Time : 17-08-2018 11:41:AM

Hi,

Reply awaiting!

Posted By : Bhavana Pachpande

B317

Date & Time : 22-08-2018 05:00:PM

Currently working on ICL/OCL flag to be captured during import,multi import, case add and case entry with a change in function for getting icl/ocl flag for visited pincode also. "Check case rate" will also get affected. Once done we shall work on T

ele System capture date/datetime and then on this point.

Posted By : Super Admin

B317

Date & Time : 12-11-2018 10:49:AM

What is further updates here?

Posted By : Dipika Yedge

B317

Date & Time : 12-11-2018 11:17:AM

Bug is closed.

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