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

Posted By : Dipika Yedge
Assigned To : (All Members)
B430 High
Date & Time : 06-07-2020 04:18:PM
Dipika Yedge | PMS RES FE Payout data June 2020. | High

Hi Manas,

Kindly find attachment data.

Let me know why FE Rate showing blank for below client where I havent found any issue …

Client Name
 Cases
 Amount

Helios Capital Management (India) LLP
 44
 3970

Regards,
Kavita Lotekar

📄 Final FE Payout_June'2020.xls

⇩ Download

Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
B430 High
Date & Time : 06-07-2020 05:12:PM
ok mam, will check this tomorrow.
Posted By : Manas Dasgupta
Assigned To : Dipika Yedge
B430 High
Date & Time : 07-07-2020 01:40:PM
Hello mam,

I have checked a random case id : 106575505, in the following menus and also direct DB query for rate capture from Case History.
i) Case History,
ii) Employee Rate Master
iii) Check case data

This case id is has >>
activity : PMS ,
center : Bangalore
Sub-Center : Bangalore Sub Ctr,
VT : PMS
Pincode : 560001

In employee rate master however there is no entry for the VT :PMS or Sub-Center : Bangalore Sub Ctr, as such system was unable to capture rate.
You can check with **"Check case data"** menu.

Please add proper Employee Rate , so that system can capture it. If send to client of this cases is already done then use **"Check Case Rates"** menu to update rates again.

Posted By : Super Admin
Assigned To : Dipika Yedge
B430 High
Date & Time : 09-07-2020 08:19:AM
Is this clear, if yes please close the bug.
Posted By : Dipika Yedge
B430
Date & Time : 09-07-2020 10:47:AM
Bug is closed.

Reply | Move to Change | Cancel