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## Bugs (PAMAC (Cloud Version))

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

**Posted By :** Dipika Yedge

B339

**Date & Time :** 14-12-2018 04:02:PM

FE rate not calculated | Emergency

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Hi,

As discussed, rate not calculated in Billing MIS.

Please check attached file for your reference.

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 RATE NOT MENTION IN RES DEC 2018-1.xls

[Download](#)

**Posted By :** Khamroddin Shaikh

B339

**Date & Time :** 14-12-2018 07:31:PM

As i tested on client rate check it is captured but during billing MIS it is not. Here is attached file for the tested result, and will inform you about the issue why it is not captured in MIS

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 FERATE.docx

[Download](#)

**Posted By :** Dipika Yedge

B339

**Date & Time :** 15-12-2018 11:17:AM

Hi,

We need root cause, why the rate has not calculated by system.

**Posted By :** Dipika Yedge

B339

**Date & Time :** 17-12-2018 09:42:AM

Reply awaiting!

**Posted By :** Bhavana Pachpande

B339

**Date & Time :** 17-12-2018 10:50:AM

Hi,

We are working on this point. Need some time for debugging.

**Posted By :** Khamroddin Shaikh

B339

**Date & Time :** 17-12-2018 10:55:AM

As discussed with Manas sir,

we found that the root cause :

case id:105021188 processed in following manner

Parent case id: 105007574

1)case re-assign 105021188 (new child case)

2)fe submit

3)supervisor set case status on hold

4)case reassign 105034061 (new child case)

5)case close

6)send to client

the above process will do send to client for child case, but the other case is on hold and hence the rate is not captured, parent case id to capture rate on case hold was not discussed or neither the situation occurred, and we are doing the changes as soon as possible.

**Posted By :** Khamroddin Shaikh

B339

**Date & Time :** 17-12-2018 12:34:PM

changes uploaded on test live ,

to get rates :

first use 'check case rate menu, for case ids.

then check in billing MIS.

please check.

**Posted By :** Dipika Yedge

B339

**Date & Time :** 17-12-2018 01:26:PM

Hi,

Please share what changes has been done.

**Posted By :** Khamroddin Shaikh

B339

**Date & Time :** 17-12-2018 02:01:PM

In previous requirement it was:

only close the previous cases(parent case, child case1) when child case(child case2) is closed .

New changes:

capture rate for the parent case and close the all previous cases(parent case, child case1) when child case(child case 2) is closed.

**Posted By :** Dipika Yedge

B339

**Date & Time :** 28-12-2018 02:35:PM

Bug is closed.