



# MyProject

- [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 :** Sandeep Ghuge

B273

**Date & Time :** 17-11-2016 12:54:PM

FE Payout(CPV FE PAYOUT QUERY) differences in cases & Amount shows blank | High

---

There are differences in cases & Amount shows blank which check & update us  
Please check attachment.

---



Oct Fe Payout query.xls

↓ Download

**Posted By :** Rakhi Gaud

B273

**Date & Time :** 21-11-2016 09:28:AM

Working on it.

Discussing this with Sandeep.

**Posted By :** Ganesh Sawant

B273

**Date & Time :** 05-12-2016 04:21:PM

Please check the attached printscreen for India - Billing MIS it does not show the client and employee rate ( FE).

---



Doc2.docx

↓ Download

**Posted By :** Rakhi Gaud

B273

**Date & Time :** 06-12-2016 10:50:AM


Hello Sir,

Checked Billing MIS with reference of given screenshot.

Took one sample case - 102587284, There is no matching employee rate added in employee master to this case, find attached screen.

And also there is no record in client rate master.  
Please verify.

---

 B273.zip

[↓ Download](#)

**Posted By :** Navika Desai

B273

**Date & Time :** 02-01-2017 04:03:PM

@Sandeep - Please close this bug, it has been discussed internally.

Will open the bug again if required.

**Posted By :** Navika Desai

B273


**Date & Time :** 03-01-2017 09:38:AM

@Shimbi

The client rate is incorrect for the attached Dubai cases.

I have also mentioned the rate as generated in the billing MIS and also the rate that is updated in Master. Please check and resolve.

---

 Billing - client rate error-Dubai-3 Jan.xlsx

[↓ Download](#)

**Posted By :** Rakhi Gaud

B273

**Date & Time :** 03-01-2017 10:09:AM

Ok.

I will check and update.


**Posted By :** Navika Desai

B273

**Date & Time :** 03-01-2017 03:44:PM

Additional cases with incorrect client rate. refer column AM

---

 Billing-rate error-file2.xlsx

[↓ Download](#)

**Posted By :** Rakhi Gaud

B273

**Date & Time :** 06-01-2017 04:00:PM

**Incorrect client rate issue-**

Checked function used to fetch client rate for selected cases.

Found one database query related issue.

One condition was getting skipped because of different syntax used in condition for client id.

Now, issue have been resolved.

Please verify and confirm.

**Posted By :** Navika Desai

B273

**Date & Time :** 07-01-2017 04:56:PM

The payout is correct now. Will open again if any further issue faced with regards to fe payout and client rate.

@Sandeep - please close the bug

**Posted By :** Sandeep Ghuge

B273

**Date & Time :** 09-01-2017 03:23:PM

Bug is closed.

**Posted By :** Navika Desai

B273

**Date & Time :** 30-01-2017 06:19:PM

Many FE & Client rate not captured.

Please check attached file, refer to column AD & AE and resolve.

Dubai cases

Added date range 23-jan to 30 Jan all clients CPV

---

 Billing MIS.xlsx

 Download

**Posted By :** Rakhi Gaud

B273

**Date & Time :** 31-01-2017 12:28:PM

Checked the issue and discussed it with Navika(on skype).

System updates rates in cases table at the time of closing the case using web app only.

Found that cases mentioned in sheet where employee rate and client rate is blank, these cases have been closed using mobile app.

Found only two cases where cases are closed by web app and client rate is updated but employee rate is not updated.

Because employee rate have been added in master after closing cases.

case close time

101921961 : 2017-01-23 13:45:16

101921962 : 2017-01-23 13:41:12

Employee rate rate added date : 2017-01-23 16:15:06

Please verify.

And let me know if any other issue is there.

Note : system updates rates only when user have rights to close the case(case status field is editable to that user).

**Posted By :** Navika Desai

B273

**Date & Time :** 31-01-2017 03:57:PM

Will check

**Posted By :** Navika Desai

B273

**Date & Time :** 10-02-2017 02:13:PM

Missed replying. Checked okay.

Query: If a tele caller closes case from Web (open / close) and Sup does send to client, will FE & Client rates be captured for that case?

**Posted By :** Rakhi Gaud

B273

**Date & Time :** 10-02-2017 03:26:PM

Query: If a tele caller closes case from Web (open / close) and Sup does send to client, will FE & Client rates be captured for that case?

- Yes, system check and update rates if user(any) select case status as "close".

**Posted By :** Navika Desai

B273

**Date & Time :** 10-02-2017 06:18:PM

Okay thanks.

@Sandeep - Please close the bug.

**Posted By :** Sandeep Ghuge

B273

**Date & Time :** 16-02-2017 03:15:PM

Bug is closed.