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Bugs (PAMAC (Cloud Version))

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

Posted By : Dipika Yedge
B328
Date & Time : 21-11-2018 11:21:AM
FE rate not calculated | Emergency

Hi,

FE rate not showing in Billing MIS.
Pincode wise rate is available in RES.

Case ID- 104855225
Activity- Audit

Case ID- 104812100
Activity- CPV
Posted By : Bhavana Pachpande
B328
Date & Time : 22-11-2018 12:04:PM
Case id : 104855225 was closed and submitted on : 30-10-2018 18:11:27 by Shweta Chikate whereas the employee rate for pincode 411018 was added on 20/11/2018 as : West > Pune > Audit > Asset > Audit   > 20 INR

Process to check :

TEST URL :
https://pms.resoftech.com/user/checkrate/setClientEmpRates/104855225

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.

Important : Please check if (added date / modified date) of employee rate and client rate also is ahead of case close date then rate might not capture properly or may be blank.

Also 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 : Bhavana Pachpande
B328
Date & Time : 22-11-2018 02:53:PM
Hello,

I have checked the, now please use the menu in Super Admin login "Check case rate" to update the employee rate of the case.

The pincode captured for both the case id : 104855225 and 104812100 were in string type instead of integer as such the error excel sheet was downloaded.

Now i have converted the pincode value to integer type as such , cases emp rate can be updated.

Please check and close bug.
Posted By : Dipika Yedge
B328
Date & Time : 22-11-2018 03:13:PM
Yes done..
Posted By : Dipika Yedge
B328
Date & Time : 22-11-2018 03:14:PM
Bug is closed.
Posted By : Dipika Yedge
B328
Date & Time : 23-11-2018 04:09:PM
While updating rate through check case rate menu screen goes blank.
case id- 104894972, <
104894973
Posted By : Manas Dasgupta
B328
Date & Time : 26-11-2018 10:48:AM
Hello,

I have checked the issue. It is because the case ids (104894972, 104894972) have ML captured as product_id instead of a numeric id.

This is causing error in the query and page goes, blank. But i have checked tbl_cases for both the case ids emp_rate is already captured as 20 there.
Posted By : Dipika Yedge
B328
Date & Time : 05-12-2018 03:31:PM
Bug is closed.

Reply | Move to Change | Cancel