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

Posted By : Dipika Yedge
B367
Date & Time : 05-02-2019 11:06:AM
Dubai- Rates not calculated in Billing MIS | Emergency

Hi,

For below case id's FE & Client rate not showing in billing MIS, though the required data available in RES.
　101993571
　101993572
　101993573

Posted By : Khamroddin Shaikh
B367
Date & Time : 11-02-2019 03:37:PM
Hi,
Please provide the search criteria details for Billing MIS.
Posted By : Khamroddin Shaikh
B367
Date & Time : 11-02-2019 05:02:PM
As discussed with Manas sir and checked in history table
It is found that in template design Dubai - Network International - BV
[Template ID] => 411

1)case status field is editable to FE
2) the case is closed by FE
Hence the rate is not captured.

For reference an image is attached.

⤓ Download

Posted By : Dipika Yedge
B367
Date & Time : 11-02-2019 05:45:PM
Bug is closed.

Reply | Move to Change | Cancel