**EAS ACTIVITIES**

1. **Template Load**

* **SSIS Errors** – Connection issues, NULL Values, Headers Mismatch, Amount column in Client Pricing sheet should not have null values or Blank values (EAS File), it should have Sum values, or 0 (we should check before loading the templates).
* **Data Errors-** e.g: For Update Records, if those records didn’t exist in DB, then it will throw error, we need to check in the DB for the error.
* If Rate team face any issues while loading the Templates or after load in QA/UAT Environments, we are giving support to them to resolve the issue.
* Doing the code changes related to the Template Load Stored Procedures (like Preval sproc, loading sproc, Golden copy sproc) if it is needed

1. **Support Items**

* EAS Contract Errors (through Support ticket and via CMS Rate Error Report email)

**EAS** **Errors**:

* Cost Mismatch in both EAS and CMS tables
* Product not Assigned to the Dealer
* Coverage code / Product not Valid for the Contract
* Term miles / SKU parameters not eligible for the particular contract
* Dealer Product Mapping end dated or Not Mapped
* Rate system not mapped for the Dealers
* Classing records / Pricing Records excluded
* Form is not valid for the Particular Dealer
* Issue in getting Products from the Portal (need to check in Geteverything)
* Sometimes creating the SQL scripts as per the requirements came from the Respective team

E.g.: Updating (or) End dating the records manually through backend, which we shouldn’t be able to update through Template load

* Issue in Processing claims for Contracts

1. **KTBR Tickets**

* New Development (like Creating the new Procedures, Tables, Views, or Functions as per the need)
* Performance Enhancement things (E.g.: Procedure Reorg)
* Data Insertion to the Vehicle Details table for YAMAHA (Previously we worked on so many tickets regarding this which came from AM team, but recently we are not receiving this requirement)

1. **RF (Rates and Forms**)

* If we receive any Defects/tickets as part of the RF Project regarding data issue, then we are giving Support to them.