**Known Error Database**

**For**

**Auto Mailer – Stop Auto mailer of Cheque Bounce Recovery**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 23-Jan-2020 |  |
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**Approval History**

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# Introduction

## Purpose

The purpose of this document is to record known errors and serve as a knowledge base used for more efficient incident and problem resolution.

## Issue

Stop Auto mailer of Cheque Bounce Recovery.

## Resolution

Follow below steps for resolve issues related to ‘Stop Auto mailer of Cheque Bounce Recovery’:

**Step 1:** Take IMD code from report, which user as attached in their call. (For e.g.: 10042622)

**Step 2:** Check partner id using below script:

***SELECT \* from bjaz\_intermediary where INTERMEDIARY\_ID='10042622'***

**Step 3:** Check mapped email id to said IMD using below script:

***SELECT \* from cp\_partners where part\_id='73152969'***

***Step 4:*** If same is mapped in cp\_partners then you have to inform user to get in touch with respective channel head for removal of email id. Backend updation not recommended for such type of request, they have frontend for this named.

***Note:*** 'update mobile number' in 'IMD maintanance' menu in qlogin portal.

**Step 5:** You have to check IMD channel details using below script and accordingly suggest user.

***SELECT new\_bc from bjaz\_intermediary where INTERMEDIARY\_ID='10042622'***

-----**ML (Multiline)**

User need to get in touch with agency channel spoc)

**# Call closing comments:**

* As checked in system against IMD code: 10042622 email if info@abc.com showing mapped.
* Kindly get in touch with HO-agency team and get email id removed from them.

# Document Review Mechanism

As and when a change takes place, process will be updated accordingly. Periodically process will be reviewed.