**Known Error Database**

**For**

**Accounting Application – Float Receipt Not Reflecting While Issuance**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 16-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

Float receipt not reflecting while issuance

## Resolution

Follow below process for resolve issues related to ‘Float receipt not reflecting while issuance’:

* **Check the agent code of the receipt in bjaz\_receipts table**

Either it should be 0 or null for that receipt no., if it has some value then it should be same as the IMD code of the portal.

***Note:*** For every float related issue web statement must be cross checked with inforview. If web statement is correct then directly assign this call to MIS

# Document Review Mechanism

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