**Known Error Database**

**For**

**Accounting Application – Generic Call Description**

**(Premium/Receipt Not Reflecting)**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 16-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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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

Generic call description like premium / receipt not reflecting

## Resolution

Follow below process for resolve issues related to ‘Generic call description like premium / receipt not reflecting’:

If in a call general description like Premium / Receipt is not reflecting,

* **First check and confirm with user that in which portal same is not showing and give details.**

# Document Review Mechanism

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