**Known Error Database**

**For**

**Accounting Application – 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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| **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

Receipt not reflecting while issuance

## Resolution

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

* **Check RI effective date of the receipt**

Term start date in BJAZ\_SCRUTINY\_DTLS table (If it is referred case then BUSINESS\_START\_DATE from ocp policy versions table) and RI effective date in Bjaz\_receipts table in case of OURRNW cases, for other business type check the ocp\_policy\_versions table for the business\_start\_Date

# Document Review Mechanism

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