**Known Error Database**

**For**

**GIOS Application – Generic Endorsement Error While Calculating Premium**

**(Applicable Tax rates not found)**

**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

While calculate premium system showing error of, 'Applicable Tax rates not found'

## Resolution

Follow below process for issues related to ‘While calculate premium system showing error of, 'Applicable Tax rates not found’:

* **Please check the scrutiny status in scrutiny table.**
* **The scrutiny status should be 'RECEIPT GENERATED'**

# Document Review Mechanism

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