**Known Error Database**

**For**

**GIOS Application – Error While Cancelling Policy**

**(Travel (9910) or any GIOS Product)**

**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

When user trying to cancel the policy system showing error as 'Error While Canceling Policy'

## Resolution

Follow below process for issues related to ‘When user trying to cancel the policy system showing error as 'Error While Canceling Policy’:

***select IP\_UNQ\_CODE from bjaz\_scrutiny\_ip\_dtls where scrutiny\_no = '87995241' and IP\_TYPE ='PHI';***

***select bjaz\_utils.get\_partner\_pincode(115544098) from dual;***

***select \* from azbj\_pincode where pincode=144304;***

***The pincode should be available in the pincode master.select IP\_UNQ\_CODE from bjaz\_scrutiny\_ip\_dtls where scrutiny\_no = '87995241' and IP\_TYPE ='PHI';***

***select bjaz\_utils.get\_partner\_pincode(115544098) from dual;***

***select \* from azbj\_pincode where pincode=144304;***

***The pincode should be available in the pincode master.select IP\_UNQ\_CODE from bjaz\_scrutiny\_ip\_dtls where scrutiny\_no = '87995241' and IP\_TYPE ='PHI';***

***select bjaz\_utils.get\_partner\_pincode(115544098) from dual;***

***select \* from azbj\_pincode where pincode=144304;***

***The pincode should be available in the pincode master.***

# Document Review Mechanism

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