**Known Error Database**

**For**

**GIOS Application – Unable to Approve Scrutiny**

**(Standard Fire and Special Perils Policy (4001))**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 24-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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

**Table of Contents**

[Introduction 4](#_Toc30090319)

[Purpose 4](#_Toc30090320)

[Issue 4](#_Toc30090321)

[Resolution 4](#_Toc30090322)

[Document Review Mechanism 4](#_Toc30090323)

# 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

Unable to approve scrutiny in GIOS.

**Product code:** 4001 (Standard Fire and Special Perils Policy)

## Resolution

Follow below steps for investigating issues related to ‘Unable to approve scrutiny’:

**Step 1:** Check in the below table with User\_ID location code and product\_codes and TOP\_INDICATOR

***Select \* from bjaz\_approval\_limits where USER\_ID = 'I\_SINGH1000' and LOC\_CODE = '1100' and PRODUCT\_CODE = '4001' and TOP\_INDICATOR = 'Y';***

**Step 2:** Need to confirm SI limits CD limits which user is trying to process and expire date

As checked user having rights up to SI limits 5000000000, so this user cannot approve above this limits. Hence this scrutiny is not approved.

# Document Review Mechanism

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