**Known Error Database**

**For**

**HCM Application – Incorrect Cumulative Bonus/Sum insured reflecting**

**(Under select cover tab for product 8430)**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 14-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

Incorrect Cumulative Bonus/Sum insured reflecting under select cover tab for product 8430

## Resolution

Follow below steps for resolve issues related to ‘Incorrect bonus/sum insured’:

**Step 1:** In table ba\_hcp\_dt\_mem,

* Check column COL57 for cumulative bonus
* Check column COL54/COL6 for sum insured

**Step 2:** Update CB and SI from policy schedule.

***Note:*** You can take policy schedule from registration there is one button view policy schedule.

**Step 3:** Create below script and send it to your approval authority, once approved send it to DBA for execution:

***UPDATE ba\_hcp\_dt\_mem***

***SET COL57=50000/\*Old value 30000\*/***

***WHERE TOP\_INDICATOR='Y'***

***and CONTRACT\_ID=(SELECT contract\_id***

***FROM ocp\_policy\_bases***

***WHERE policy\_ref = 'OG-19-2203-8430-00000399'***

***AND top\_indicator = 'Y'); UPDATE ba\_hcp\_dt\_mem***

***SET col6 = 750000/\*old value 999975\*/***

***WHERE contract\_id =83939182***

***AND top\_indicator = 'Y'***

***AND part\_id = 95962787; UPDATE ba\_hcp\_dt\_mem***

***SET COL57=50000/\*Old value 30000\*/***

***WHERE TOP\_INDICATOR='Y'***

***and CONTRACT\_ID=(SELECT contract\_id***

***FROM ocp\_policy\_bases***

***WHERE policy\_ref = 'OG-19-2203-8430-00000399'***

***AND top\_indicator = 'Y'); UPDATE ba\_hcp\_dt\_mem***

***SET col6 = 750000/\*old value 999975\*/***

***WHERE contract\_id =83939182***

***AND top\_indicator = 'Y'***

***AND part\_id = 95962787;***

# Document Review Mechanism

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