**Known Error Database**

**For**

**Motor Policy Issuance – Change the kind of Damage**

**(TOTAL LOSS to PARTIAL)**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 17-Jan-2020 |  |
|  |  |  |  |  |

**Approval History**

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| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
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**Table of Contents**

[Introduction 4](#_Toc30180165)

[Purpose 4](#_Toc30180166)

[Issue 4](#_Toc30180167)

[Resolution 4](#_Toc30180168)

[Document Review Mechanism 4](#_Toc30180169)

# 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

Change the kind of damage from TOTAL LOSS to PARTIAL

## Resolution

Follow below steps for issues related to ‘Change the kind of damage from TOTAL LOSS to PARTIAL’:

**Step 1:** Update in **bjaz\_mot\_clm\_ip\_dmg\_extn** table

***UPDATE bjaz\_mot\_clm\_ip\_dmg\_extn set KIND\_OF\_DAMAGE='Partial' where claim\_id= (select claim\_id from clm\_bases where clm\_ref='OC-18-2201-1801-00011217');***

# Document Review Mechanism

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