**Known Error Database**

**For**

**Motor Policy Issuance – Data Removal**

**(Motor Dealer Cases)**

**Revision History**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **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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# 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

Data removal in motor dealer cases

## Resolution

Follow below steps for issues related to ‘Data removal in motor dealer cases’:

**Step 1:** Check the reason for removing data from table. Also if policy has been issued and receipt active in system

* **HYUNDAI:** ***Select \* from bjaz\_dealer\_data*** and ***bjaz\_dealer\_data\_extn***
* **HONDA:** ***Select \* from bjaz\_hsci\_data***
* **JCB:** ***Select \* from bjaz\_jcb\_ws\_Data*** and ***bjaz\_jcb\_ws\_data\_extn***
* **NISSAN:** ***Select \* from bjaz\_nissan\_data***

# Document Review Mechanism

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