**Known Error Database**

**For**

**Motor Policy Issuance – Tax Rate Not Found in URM**

**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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# 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

Tax rate not found in URM

## Resolution

Follow below steps for issues related to ‘Tax rate not found in URM’:

**Step 1:** Check if location code is present in **bjaz\_mot\_renewal** table

***SELECT \* from bjaz\_mot\_renewal where policy\_Ref=*** -------policyref

# Document Review Mechanism

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