**Known Error Database**

**For**

**Websales – Duplicate Transaction**

**(Online)**

**Revision History**

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| --- | --- | --- | --- | --- |
| **Sr. No.** | **Author Name** | **Version Number** | **Date** | **Remarks** |
| 1 | Rajesh Ramakrishnan | V1.0 | 21-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

We may get user request for receipt number if customer has paid the premium twice and wants refund for the failed transaction.

## Resolution

Follow below steps for fetching ‘Receipt number of failed transaction’:

**Step 1:** We need to check given policy number in ‘ocp\_policy\_bases’ table in RDR database by using below query:

***SELECT \* from ocp\_policy\_bases where policy\_ref ='OG-20-9906-8436-00000251'***

***Note:*** We will get contract id from above query.

**Step 2:** After that, we will find in 'bjaz\_temp\_receipts' table in RDR against contract id to fetch receipt number by using below query:

***SELECT \* from bjaz\_temp\_receipts where contract\_id ='133971052'***

**Step 3:** After that, we will search in 'bjaz\_receipts' table in RDR against receipt number to fetch trace number:

***SELECT CC\_TRANS\_NO,TRANS\_AMOUNT,RECEIPT\_REQ\_ID, a.\* from bjaz\_receipts a where***

***receipt\_no = '9906-03278084'***

**Step 4:** Then we will search in 'bjaz\_pg\_logs' table from 24\*7 database against that trace number:

***SELECT prev\_policy\_no,TRANS\_STATUS,PG\_TRACE\_NO,mobile\_no, a.\* from bjaz\_pg\_logs a***

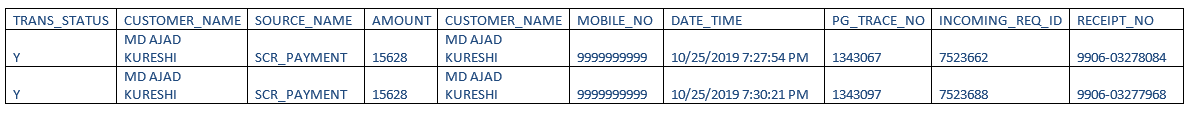
***where PG\_TRACE\_NO = '1343067'***

Once we get scr\_payments cases we need to create below update script and send it to your approval authority, once approved send it to DBA for execution:

***SELECT TRANS\_STATUS, CUSTOMER\_NAME,a.\* from bjaz\_pg\_logs a where***

***amount = '15628' and trunc(date\_time) = '25-OCT-2019'***

**Output of script:**



# Document Review Mechanism

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