

# PIE : Proof By Pass

KB0010054



2468 views

## PIE : Proof By Pass

Application/Hardware	PIE
Issue Description	Proof by Pass
Ticket Categorization	<b>Request Type : Incident</b> <b>Category:</b> Application <b>Sub Category:</b> PIE <b>Item:</b> Proofs issue
Next level escalation	<b>Next Line Resolver Group:</b> ACC-CPW-Retail

### Description of the Issue:

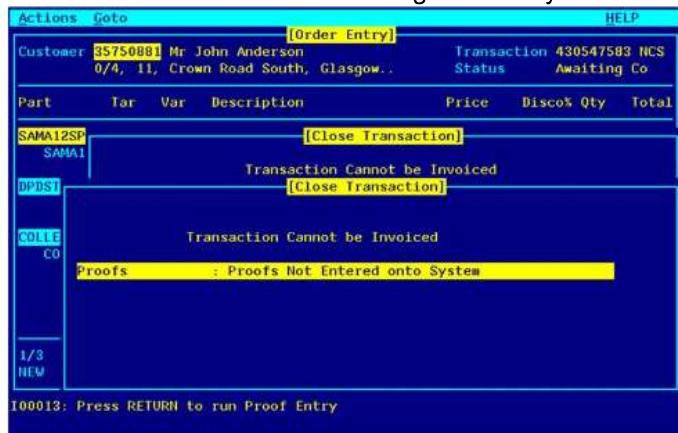
Proof by Pass

### Pre-requisites:

- PIE Front Office
- PIE Back Office
- Transaction number
- Lead Number

### Procedure :

- User contacts SD with the error message “Proof by Pass”



- Take the transaction number from user
- Open PIE back Office, click on IT Functions >> Processes >> Run Any Form
- Type **FFTRANS** open the transaction number
- Check if it is **open** or not in trans open flag
- Open another windows and not type command as "**FFCREDITCHECK1**"
- Put the lead number in the Field which says as "**Customer**" and retrieve

- Check the present date and also the **Exp. Flg**
- Change the status from “F” to “T” and save

Customer	Title	Forename	Surname
21740745	MISS	HOLLY	MCFARLANE

Creditcheck	Credit	Expiry date	Units	No.Used	cctstatus	CurrDecision	paybydd	Exp. Flg	Created By	Creation Date
382588489	VFRS	13-AUG-2021	0		COMPL	224518743		F	TAYLOG30	14-JUL-2021 17:54
382588066	VFRS	13-AUG-2021			COMPL	224517725		T	TAYLOG30	14-JUL-2021 17:04
382588465	VFRS	13-AUG-2021			COMPL	224518416		T	TAYLOG30	14-JUL-2021 17:51

### Service Now Template:

Pie Proofs issue

### Resolution Comments:

Proofs have been bypassed

### Most recent tasks [INC2424165 - Pie Proofs issue \(task.do?\)](#)

[sys\\_id=9ceb07c6fb6c62104cd4f46daaefdc9&sysparm\\_referring\\_url=kb\\_view.do](#), [INC2424168 - Pie Proofs issue \(task.do?sys\\_id=c99d43caf6c62104cd4f46daaefdc9&sysparm\\_referring\\_url=kb\\_view.do\)](#), [INC2415513 - Pie Proofs issue \(task.do?sys\\_id=cb567fffb946210e020feceaeefdc73&sysparm\\_referring\\_url=kb\\_view.do\)](#), [INC2424308 - Pie Proofs issue \(task.do?\)](#),  
[sys\\_id=02daf3c2fba4a2104cd4f46daaefdc38&sysparm\\_referring\\_url=kb\\_view.do](#), [INC2416042 - Pie Proofs issue \(task.do?sys\\_id=140a58d8fbe4e210e020feceaeefdc91&sysparm\\_referring\\_url=kb\\_view.do\)](#), [INC2416077 - Pie Proofs issue \(task.do?sys\\_id=e55ba81cfb68e210e020feceaeefdc2&sysparm\\_referring\\_url=kb\\_view.do\)](#), [INC2407669 - Pie Proofs issue \(task.do?\)](#),  
[sys\\_id=055e940efb9caad04cd4f46daaefdc67&sysparm\\_referring\\_url=kb\\_view.do](#), [INC2407695 - Pie Proofs issue \(task.do?sys\\_id=9699e442fb10ead04cd4f46daaefdc94&sysparm\\_referring\\_url=kb\\_view.do\)](#), [INC2416917 - Pie Proofs issue \(task.do?sys\\_id=75cdf828fbe8a610e020feceaeefdc5&sysparm\\_referring\\_url=kb\\_view.do\)](#), [INC2416096 - Pie Proofs issue \(task.do?\)](#),  
[sys\\_id=9c33f4d8fba8e210e020feceaeefdc9&sysparm\\_referring\\_url=kb\\_view.do](#).



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Helpful?

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