

PIE : Proof By Pass

KB0010054



2468 views

PIE : Proof By Pass

Application/Hardware	PIE
Issue Description	Proof by Pass
Ticket Categorization	Request Type : Incident Category: Application Sub Category: PIE Item: Proofs issue
Next level escalation	Next Line Resolver Group: 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

Creditcheck	Credit	Expiry date	Units	No Used	ccstatus	CurrDecision	paybydd	Exp.flg	Created By	Creation Date
382588489	VFRES	13-AUG-2021	0		COMPL	224518743		F	TAYLOG30	14-JUL-2021 17:54
382588086	VFRES	13-AUG-2021			COMPL	224517725		T	TAYLOG30	14-JUL-2021 17:04
382588465	VFRES	13-AUG-2021			COMPL	224518416	F	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=9ceb07c6fb6c62104cd4f46daeefdc9&sysparm_referring_url=kb_view.do\)](#) [INC2424168 - Pie Proofs issue \(task.do?sys_id=c99d43cafb6c62104cd4f46daeefdcc&sysparm_referring_url=kb_view.do\)](#) [INC2415513 - Pie Proofs issue \(task.do?sys_id=cb567ffbf946210e020feceaeefdc73&sysparm_referring_url=kb_view.do\)](#) [INC2424308 - Pie Proofs issue \(task.do?sys_id=02daf3c2fba4a2104cd4f46daeefdc38&sysparm_referring_url=kb_view.do\)](#) [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 \(task.do?sys_id=055e940efb9caad04cd4f46daeefdc67&sysparm_referring_url=kb_view.do\)](#) [INC2407695 - Pie Proofs issue \(task.do?sys_id=9699e442fb10ead04cd4f46daeefdc94&sysparm_referring_url=kb_view.do\)](#) [INC2416917 - Pie Proofs issue \(task.do?sys_id=75cdf828fbe8a610e020feceaeefdc5&sysparm_referring_url=kb_view.do\)](#) [INC2416096 - Pie Proofs issue \(task.do?sys_id=9c33f4d8fba8e210e020feceaeefdc&sysparm_referring_url=kb_view.do\)](#)



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Helpful?

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