

## Implementation Support - Support #4393

### HELP DESK Online Pay Bill Submission

05/09/2020 07:08 PM - Sajan Das

<b>Status:</b>	New	<b>Start date:</b>	05/09/2020
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Sajan Das	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>		<b>Spent time:</b>	0.00 hour
<b>Description</b>			
1. Description of problems- ALL PROBLEMS FROM HELPDESK- When User try to submit my pay bill for this month system shows that " Invalid Configuration Data" "			
2. How it generates- When the user-id NID doesn't belong to PAY-FIXATION system			
3. Solution- Update the user-id 13 digits NID to 17 digits NID from Update User By Payee Data screen			
N.B.- SOLVED THE PROBLEM FOR 20 USER-ID WHICH PROBLEM WERE CREATED IN HELP DESK FROM 04/05/2020 TO 09/05/2020			
4. Pay Point- CAFO EDUCATION, CAFO HEALTH, CAFO WORKS, CAFO LGD			