

# **Digital Application Platform Credit Cards**

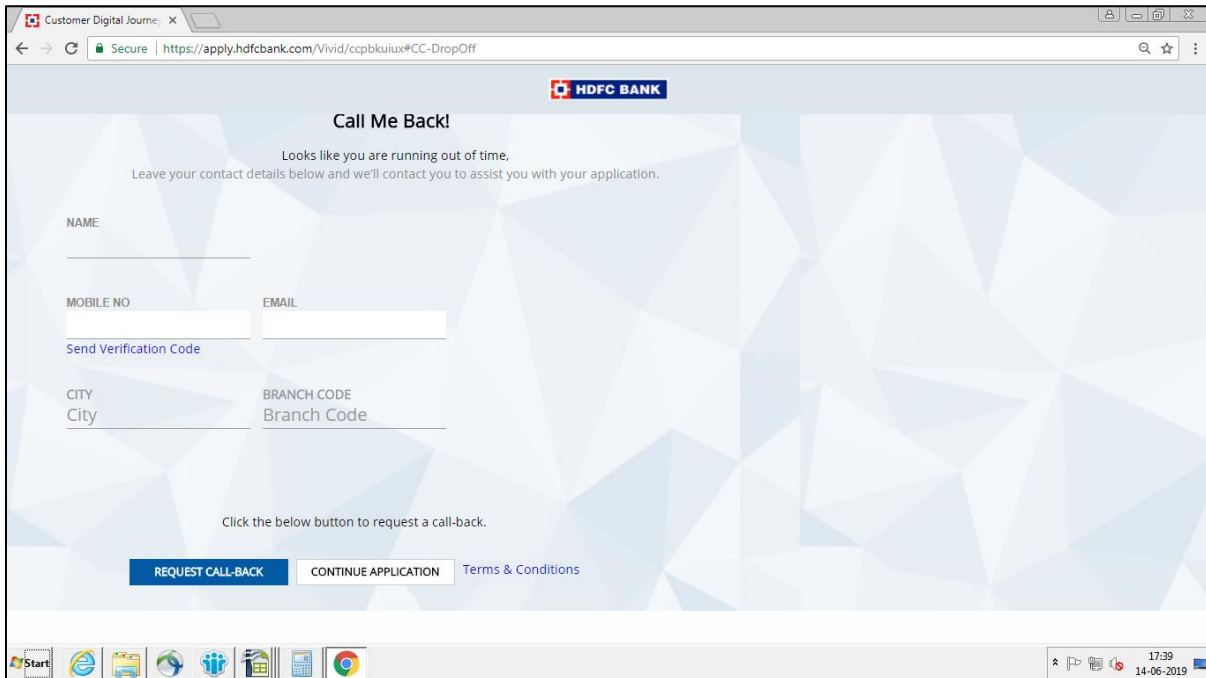
## **Error Messages – FAQs**



**Prepared by**  
**Credit Cards Product Team**  
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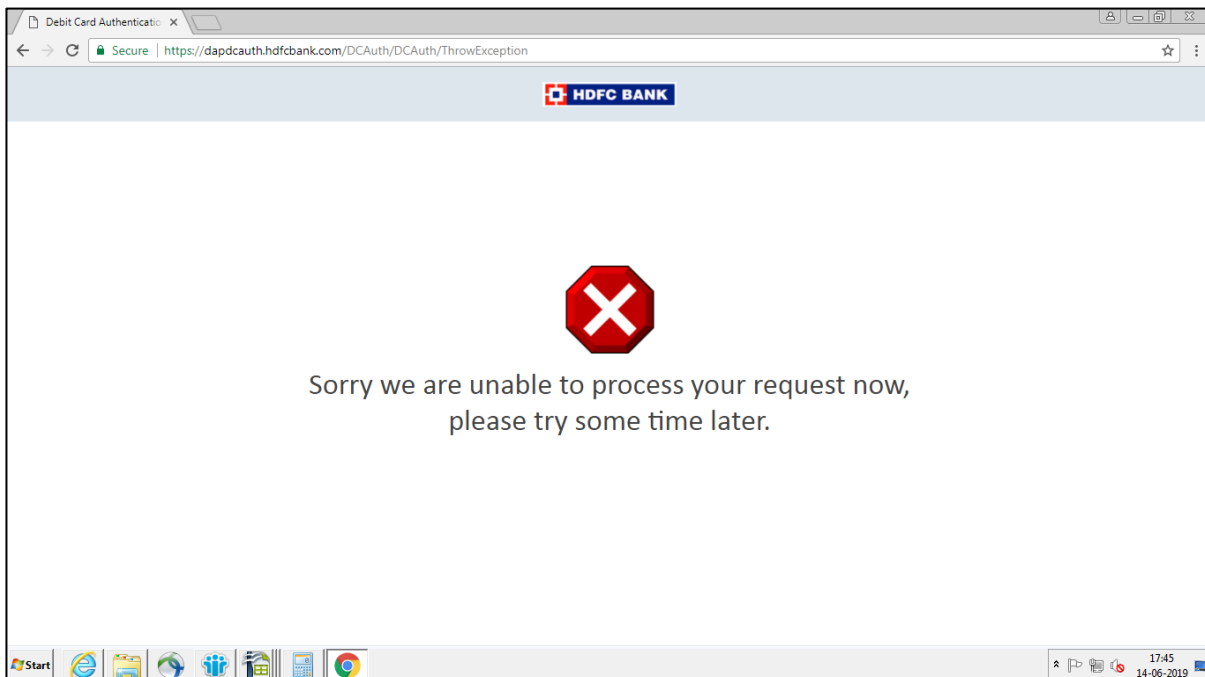
### Error #1:

- Dedupe failure message - Below screen appears in case the customer has failed the dedupe check
- Dedupe failure happens if customer has applied again using the same mobile number in the last 6 months



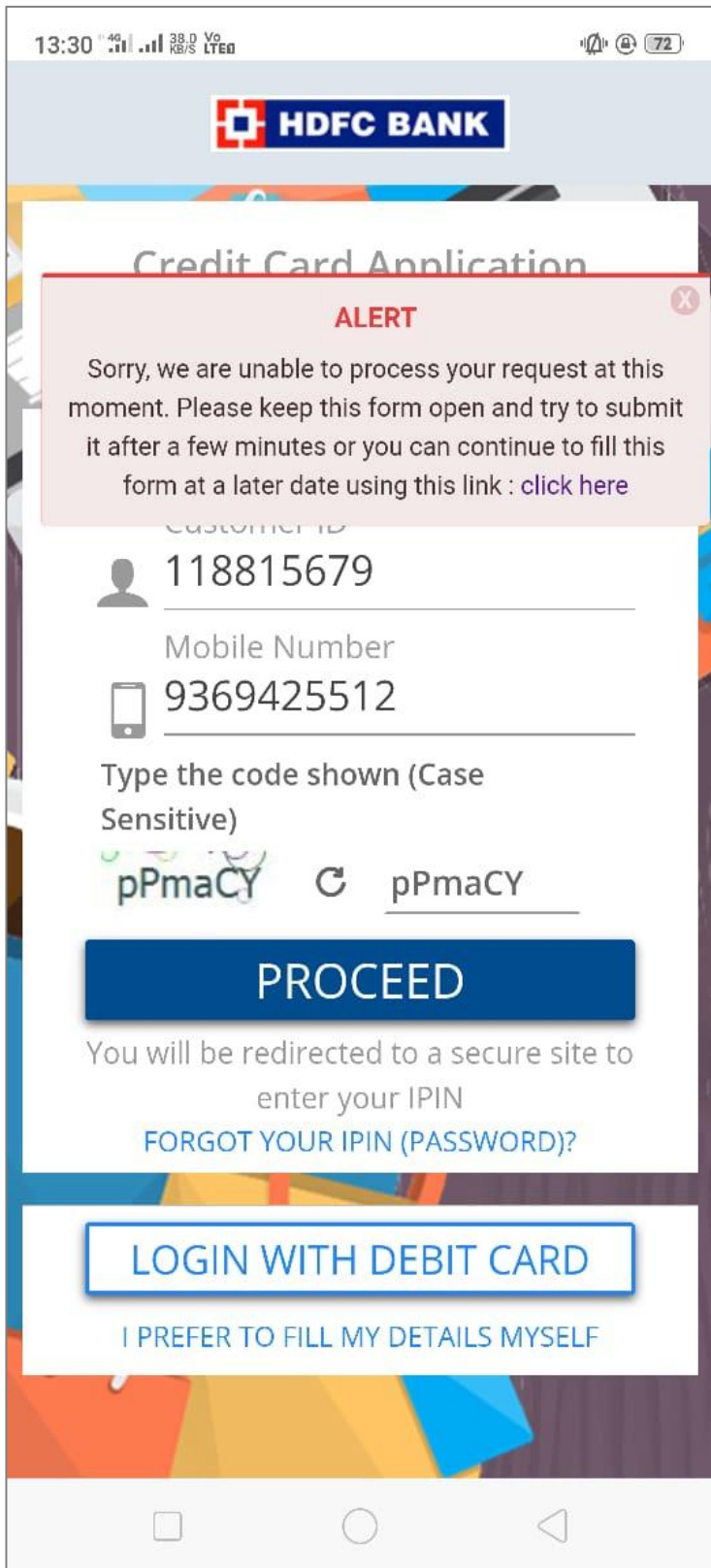
### Error #2:

- DC pin credentials invalid or debit card is blocked gives below error message



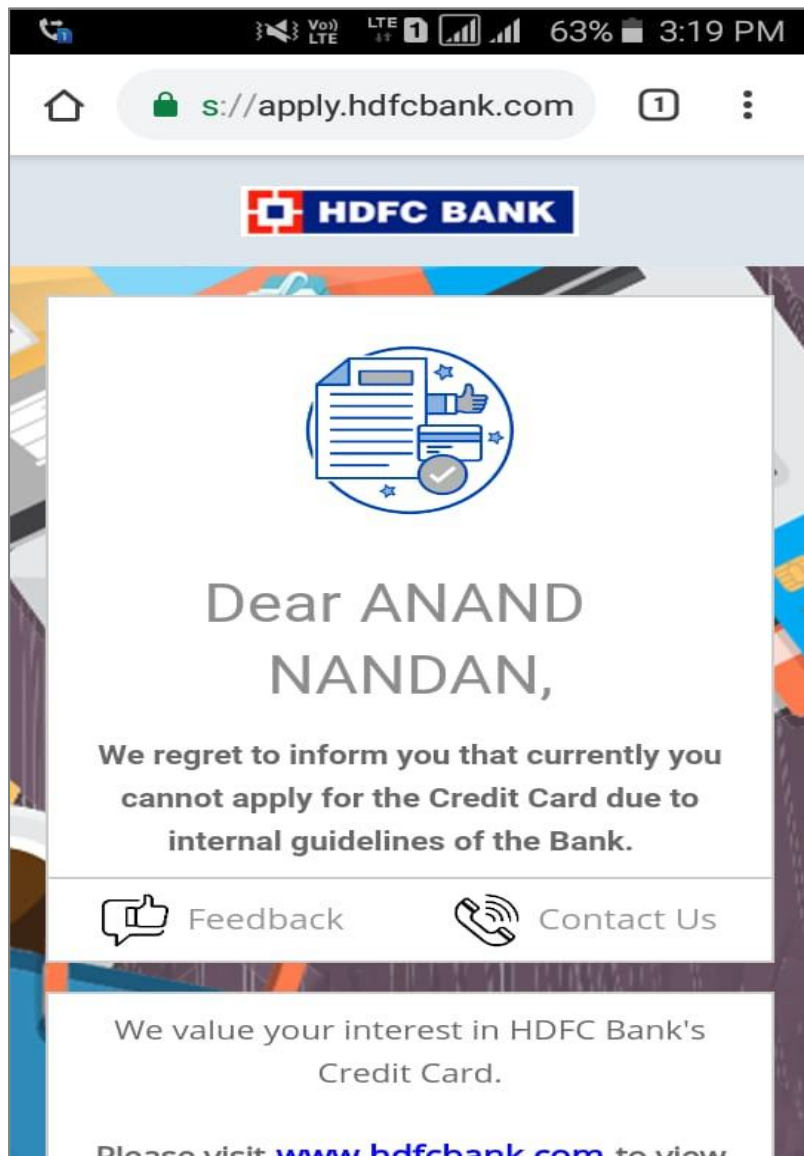
**Error #3:**

- Sorry alert message - This happens due to poor internet connectivity
- Sales action required - Clearing the browser cache and retrying should work in this scenario



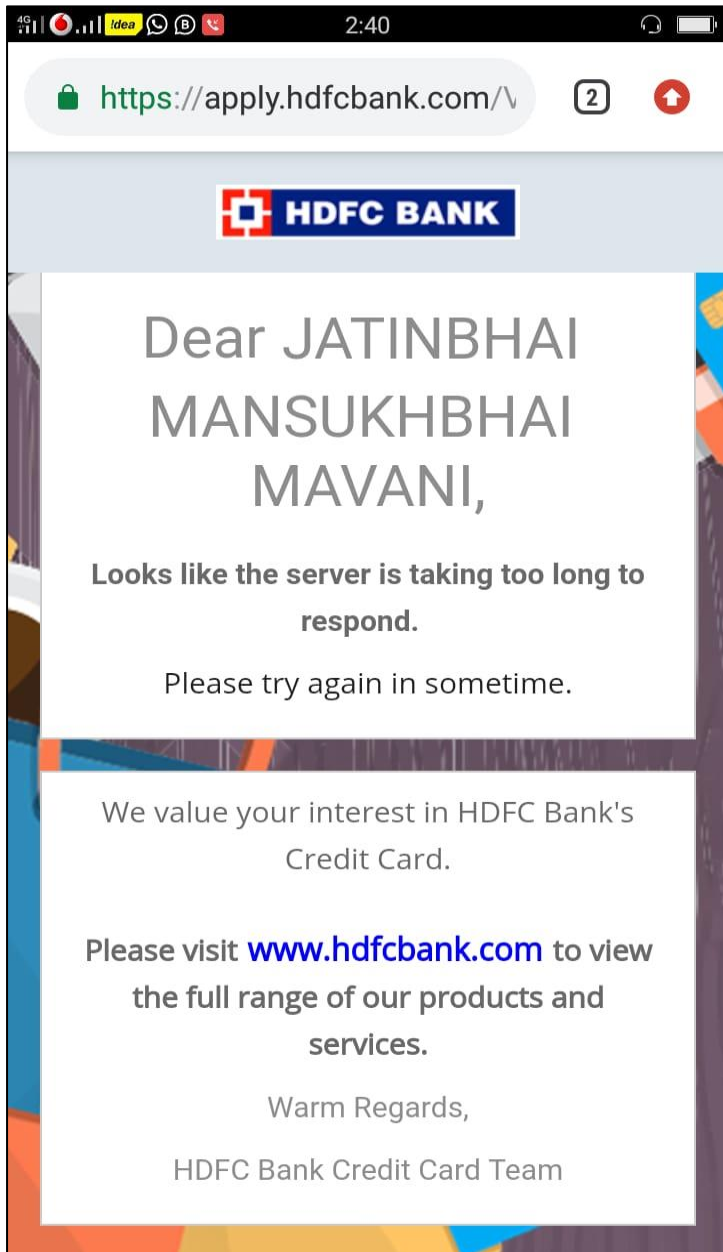
**Error #4:**

- Product eligibility regret message – If cards are not provided in response by APS or there is product eligibility service timeout below message is displayed
- Sales action required – To retry after some time



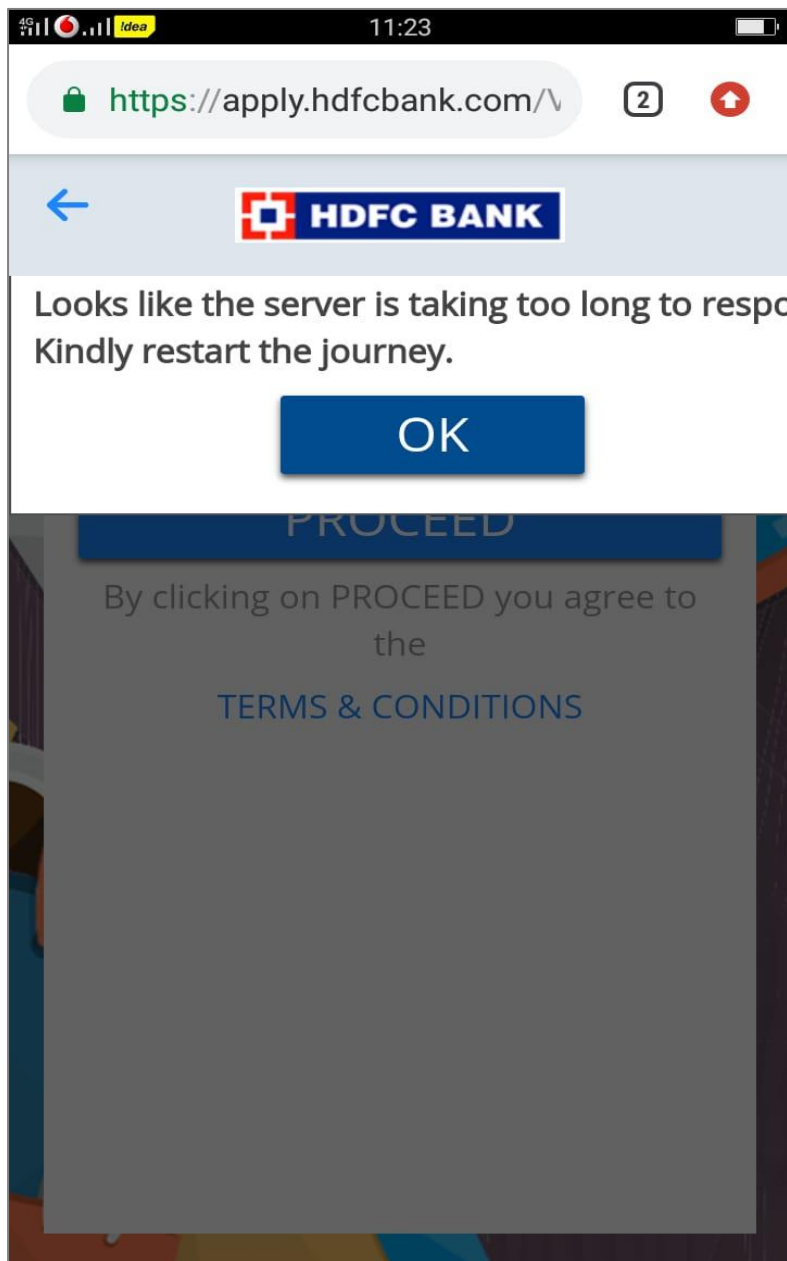
**Error #5:**

- Message appears either due to interface or IPA timeout
- If it is IPA timeout, then case will still get integrated to APS
- If it is interface timeout, then case will not integrate to APS. Status can be checked by SM in CRM – if integrated successfully to APS, the STP status will be Success



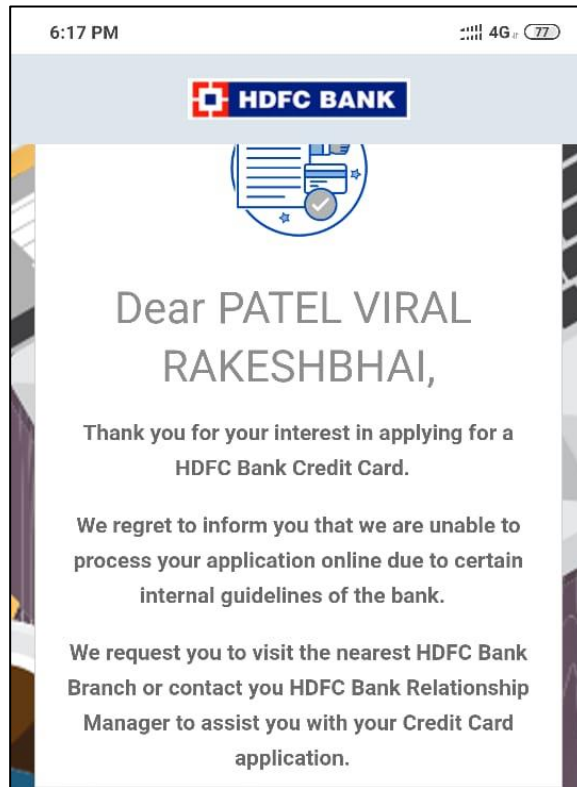
**Error #6:**

- Following message will appear in rare scenarios – if DAP is not able to generate application number in DB
- Sales action - User has to restart the journey by refreshing the page as mentioned below. This will happen on click of Proceed in product eligibility page



**Error #7:**

- **Error Screen**



- Above message will appear in one of the below scenarios:
  - PAN validation failure
  - When 'I am an Indian Resident and Indian National' selected as **No** (see snapshot)
  - When 'I confirm details appearing above are correct' is selected as **No** (see snapshot)

Online Application

Personal Details

CUSTOMER NAME SRISHTI	MOBILE NUMBER xxxxx87834	VALIDATED	
NATIONALITY Indian citizen	EMAIL ID dxd@gmail.co	EDIT	
<input type="checkbox"/> Do you want to change name	NAME TO APPEAR ON CREDIT CARD SRISHTI TANWAR		
STD	PHONE		
MARITAL STATUS	<input type="radio"/> Single	<input checked="" type="radio"/> Married	<input type="radio"/> Other
I AM AN INDIAN RESIDENT AND INDIAN NATIONAL	<input checked="" type="radio"/> Yes	<input type="radio"/> No	
I CONFIRM DETAILS APPEARING ABOVE ARE CORRECT	<input checked="" type="radio"/> Yes	<input type="radio"/> No	

CONTINUE