



## The Oriental Insurance Company Limited

### Information Technology Department, Head Office

#### CHECK TRANSACTION STATUS / GENERATION OF POLICY AGAINST FAILED TRANSACTION

**INPUT:** (User to input any one or combination of below)

1. Previous policy no
2. Proposal no
3. Bllldesk Transaction id

**OUTPUT:** (The following fields to appear as output subject to different scenarios)

1. Proposal number
2. Old Policy number
3. Transaction Code
4. PRODUCT CODE
5. PRODUCT NAME
6. Insured name
7. Premium amount
8. Transaction status : Successful
9. Payment status : Received
10. Refund Status
11. Download Policy : Link to Download Policy- subject to the validation of the OTP that is sent to the mobile no/mail id existing in the proposal
12. Generate Policy :- subject to the validation of the OTP that is sent to the mobile no/mail id existing in the proposal

The screenshot shows the Oriental Insurance website interface. At the top, there are 'LOG IN' and 'RENEW ONLINE' buttons. Below this is a banner for 'LAUNCHES ITS FIRST END TO END DIGITAL SACKET HEALTH INSURANCE POLICY'. A navigation menu is visible on the right side, listing various options: HOME, ABOUT US, PRODUCTS, BUY ONLINE, OPEN EIA, RENEW, LOCATOR, DOWNLOAD, CHECK TRANSACTION STATUS / RETRY POLICY GENERATION, FAQ, and CONTACT US. A red arrow points to the 'CHECK TRANSACTION STATUS / RETRY POLICY GENERATION' option. Below the navigation menu, there is a footer with contact information: Toll free - 1800118485 / 011-33208485, PRITHVI, AGNI, JAL, AKASH, and Sab Ki Suraksha Hamare Paas. At the bottom, there is a form titled 'Check Transaction Status / Retry policy Generation' with input fields for Proposal number, Transaction id, and Old Policy Number, and 'SUBMIT' and 'BACK' buttons.



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#### CHECK TRANSACTION STATUS / GENERATION OF POLICY AGAINST FAILED TRANSACTION

#### Scenario 1

#### Payment Received and Policy created

Check Transaction Status / Retry policy Generation

Proposal number :

Transaction Id :

Old Policy Number :

Transaction Details

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	Action
1	R/261702/31/2020/9840		VSBI9635387586	MOT-PRD-001	PRIVATE CAR	SH. NEERAJ KUMAR S/O SH. MANI RAM	11993.4	Success	Success	2021-01-07 13:17:24.0	<input type="button" value="DOWNLOAD POLICY SCHEDULE"/>

Check Transaction Status / Retry policy Generation

Proposal number :

Transaction Id :

Old Policy Number :

OTP will be sent to this email & mobile number for validation.

Email : sk\*\*\*\*\*0@gmail.com

Mobile : 94\*\*\*\*\*13



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#### CHECK TRANSACTION STATUS / GENERATION OF POLICY AGAINST FAILED TRANSACTION

#### Scenario 2

#### Payment not received and Policy not created

Check Transaction Status

Proposal number :

Transaction Id :

Old Policy Number :

Transaction Details

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	Failure Reason	Action
1	R/10000/48/2020/15118306/1		UCIT0001080335				1.00	FAILURE	Not Generated	2019-11-06 12:31:00.0	ERR_PMT_02NA:Invalid checksum	

#### Scenario 3

#### Payment received and Policy not created (Policy Generation Allowed with in the same day before refund is processed)

Check Transaction Status / Retry policy Generation

Proposal number :

Transaction Id :

Old Policy Number :

Transaction Details

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	Action
1	R/132000/47/2021/27519920/1		U4560001794122					Success	Not Generated	2021-01-12 11:17:24.0	<input type="button" value="GENERATE POLICY"/>

**Disclaimer:** Premium against the transaction is received at our end the refund will be initiated against it as policy is not created.

**Tip :** This action is valid only for transactions done through OICL portal and mobile app



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#### CHECK TRANSACTION STATUS / GENERATION OF POLICY AGAINST FAILED TRANSACTION

*After Clicking “Generate Policy” -> OTP Verification page comes*

Check Transaction Status

Proposal number :

Transaction Id :

Old Policy Number :

OTP will be sent to this email & mobile number for validation.

Email : qw\*\*\*y@ggg.com

Mobile : 80\*\*\*\*\*81

*After OTP Validation -> Action Page*

Check Transaction Status

Proposal number :

Transaction Id :

Old Policy Number :

Transaction Details

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	Action
1	R/211691/47/2021/27519912/1		U4560001794108					Success	Not Generated	2021-01-12 11:11:09.0	<input type="button" value="CREATE POLICY"/>

Disclaimer: Premium against the transaction is received at our end the refund will be initiated against it as policy is not created.

**TIP:** Generation of policy against failed transaction needs to be done on the same date of the transaction. If policy is not generated even after using “Generation of policy against failed transaction functionality” then amount will be refunded to account by which transaction was carried out.



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### Information Technology Department, Head Office

#### CHECK TRANSACTION STATUS / GENERATION OF POLICY AGAINST FAILED TRANSACTION

#### Scenario 4

#### Payment received and Policy not created (Policy Generation NOT allowed if not done with in the same day and refund is being processed)

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Check Transaction Status

Proposal number :

Transaction Id :

Old Policy Number :

[SUBMIT](#)

Transaction Details

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	Action
1	R/132000/47/2021/275 19920/1		U4560001794122					Success	Not Generated	2021-01-12 11:17:24.0	<a href="#">DETAILS</a>

**Disclaimer:** Premium against the transaction is received at our end the refund will be initiated against it as policy is not created.

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Check Transaction Status

Proposal number :

Transaction Id :

Old Policy Number :

[SUBMIT](#)

Transaction Details

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	Refund Status	Action
1	R/132000/47/2021/275 19922/1		U4560001794125					Success	Not Generated	2021-01-13 11:26:18.0	Please check status after next Business day	<a href="#">DETAILS</a>

**Disclaimer:** Premium against the transaction is received at our end the refund will be initiated against it as policy is not created.



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### Information Technology Department, Head Office

#### CHECK TRANSACTION STATUS / GENERATION OF POLICY AGAINST FAILED TRANSACTION

#### Scenario 5

#### Payment received and Policy not created (Policy Generation NOT done with in the same day and refund has been processed)

Check Transaction Status / Retry policy Generation

Proposal number :

Transaction Id :

Old Policy Number :

**Transaction Details**

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	IRN	MRN	Refund Status
1	R/222105/31/2020/9835		VHMP9648026397					Success	Not Generated	2021-01-11 17:59:06.0	41080	2469	SENT_TO_BILL_DESK

**Disclaimer:** Premium against the transaction is received at our end the refund will be initiated against it as policy is not created.

**Tip :** This action is valid only for transactions done through OICL portal and mobile app

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Check Transaction Status

Proposal number :

Transaction Id :

Old Policy Number :

**Transaction Details**

Sr. No.	Proposal number	Old Policy Number	Transaction Code	Product code	Product name	Insured name	Premium amount	Transaction Status	Policy Creation Status	Transaction date	IRN	MRN	Refund Status	Action
1	R/121301/48/2017/2294		JAXG5469279275					Success	Not Generated	2021-01-01 11:50:43.0	14790	517	REVERTED	<input type="button" value="DETAIL"/>

**Disclaimer:** Premium against the transaction is received at our end the refund will be initiated against it as policy is not created.