System Reason Code Maintenance

Contents

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The System Reason Code Maintenance page allows maintenance of reason codes.
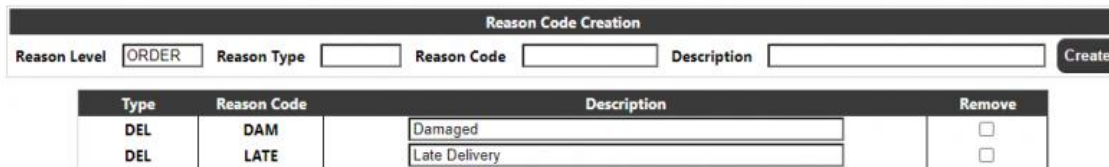

The user may create reason codes using the header section of the page, selecting the appropriate Reason Level:

- STOP Trip/stop level codes displayed in the Trip/Stop enquiry (see section 3.1.1).
- ORDER Order level code displayed in the Order Enquiry Reasons tab (see section 3.1.2.5).
- ITEM Order detail level codes displayed in the Order Enquiry Detail tab (see section 3.1.2.43.1.2.5).

Once the user clicks 'Find' the existing reason codes will be displayed, along with a Reason Code Creation section which can be used to add new Reason Codes.

The user can update the description or remove the reason code(s).

Note: The Reason Type is specific to the type of the reason codes being created e.g. DEL for delivery reasons, or CSRC for Customer Service reason codes. These types will be supplied by OBS.

Note: Reason codes sent in via XML upload will *automatically* get created on the reason codes table if they do not exist.

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