Contender – Item / Task to Fault Code linking

Currently Contender is using the following System keys:

- **COMP CODE>ITEM LINK**
- **COMP CODE>TASK LINK**
- **LIST_COMP_CODES**
- **COMP CODE>DEFRN LINK**

to identify the Fault Code permissible when raising a Customer Care Request.

The System key: **COMP CODE>DEFRN LINK**, although maintained via the System Configuration should be always be set to Y (ie: is now obsolete). This will then guarantee that the Complaint Fault code mirror images that of the Rectification, it was the 'old' V4 style of Default Algorithms that catered for the Complaint and Rectification Fault Codes being different.

The System key: **LIST_COMP_ CODES** should always be set to Y (ie: is now obsolete) as it was utilised in the 'old' V4 Release as has been superseded by the System key: **COMP CODE>ITEM LINK.**

For the Service: Trade (System key: TRADE_SERVICE setting) then when the System key: **COMP CODE>TASK LINK** has been set ON the fault codes are derived from the Task / Fault Code (Table: ta_c). When the System key: **COMP CODE>TASK LINK** has been set OFF then when the System key: **COMP CODE>ITEM LINK** is set ON the Fault Codes are derived from the Item / Fault Code (Table: it_c) otherwise all ACTIVE allk (COMPLA) are listed.

For all Services, other than Service: Trade (System key: TRADE_SERVICE setting), then when System key: **COMP CODE>ITEM LINK** is set ON the Fault Codes are derived from the Item / Fault Code (Table: it_c) otherwise all ACTIVE allk (COMPLA) are listed.