

# Problem Code

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## Overview

Problem codes can be setup and later assigned to items that are being repaired on repair orders.

### Set up a repair Problem Code

To access the Discount settings, click on the Gear icon in the upper right corner of the screen. Under the General section, click on **Profile Lists**. On the **Profile Lists**, under the Repairs section click on Problem Code.

- Use Problem Codes to track what issues were found on the various repairs being performed. Mark a problem code as *INACTIVE* if it should no longer be an option to be selected and assigned to a new repair.
- Enter the Problem Code's Name, a Description of the Problem Code and If the Code is Active.
- Click on Save when done.



The screenshot displays the OrderTime software interface. At the top, there is a navigation bar with the OrderTime logo and menu items: Home, Sales, Purchasing, Production, Warehouse, and Reports. A user profile icon labeled 'All Orders Demo' is in the top right. Below the navigation bar, a breadcrumb trail reads 'Admin > Profile Lists > Problem Code'. The main content area is titled 'Problem Code' and includes a 'Save' button and a 'Reset' button. On the left side, there is a sidebar with 'Active Status' (radio buttons for Active, Inactive, Both), a 'Records' section with a green plus icon, and a list of records: 'FIX SERVICE', 'Led', and 'WORK 1', each with a green plus icon. The main form area contains a 'Name' text input field, a 'Description' text area, and an 'Active' checkbox which is currently checked.