

Sample: Follow up actions and Closure

Overview

In this section, you will find information about:

- The meaning of the status
- The customer feedback
- The closure

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Step By Step

Follow up actions

After the sample is approved, the change of Status is automatically based on the information available according to the process step.

Status change

The status will change according to the process step.

1. New

G1

2. Pending approval

G2

3. Approved

G3

4. Rejected

G4

5. Ordered

G5

6. Shipped

G6

7. Delivered

G7

8. Closed

1. New: First status is new when the sample request is created

2. Pending approval: When the request is submitted for approval.

3. Approved: Request approved

4. Rejected: Request rejected or more information needed

5. Ordered: Order date is reached

6. Shipped: Shipping date is reached

7. Delivered: 'Estimated delivery date after order' date is reached

8. Closed: sample request closed

Chatter feed

The Chatter

Case 00001224

Hide Feed

Click to add topics

Customize Page | Edit Layout | Printable View | Help for this Page

Post

File

New Lead

More

Write something...

Share

Followers

Show All Updates

No followers.

Yasmina Fares created this case.

00001224

Subject:

Severity: Medium

Status: New

Case Number: 00001224

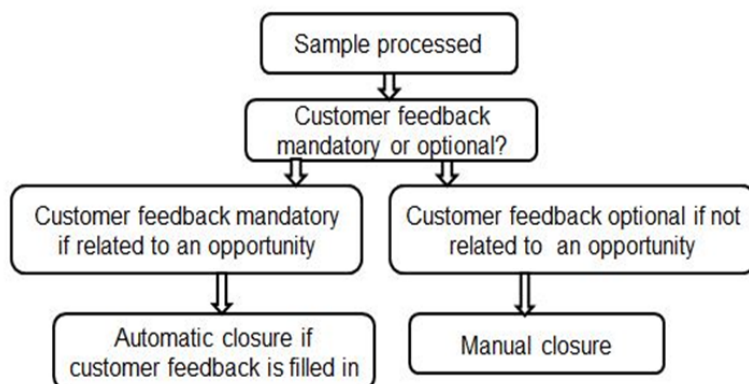
Comment · Like · 16 February 2016 at 17:30

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one in particular.
For example, the CSS R can update the Sale price when the order is created in SAP.

Closure

5. Closure



Customer feedback

Customer feedback can be entered in the sample request in the customer feedback section as follows:

▼ Customer Feedback

Comments

Approved by cust.

Reason not approved

As shown in the screen 3 fields are available :

- Approved by customer Yes/ NO
- Reason not approved
- And comments

The user can update and save this information

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Automatic closure

Once the customer feedback has been updated, the sample request **closes automatically**

Case

00001224

Customize Page | Edit Layout | Printable View | Help for this page

Show Feed

Click to add topics: ?

Back to List: Custom Object Definitions

Approval History | Open Activities | Activity History | Google Docs & Attachments | Case History

Case Detail

Edit | Delete | Close Case | Clone | Sharing | Submit for Approval

Process

1. New

2. Pending approval

3. Approved

4. Rejected

5. Ordered

6. Shipped

7. Delivered

8. Closed

Sold To Account

A + E FISCHER-CHEMIE GMBH & CO. KG
CHEMIKALIENGROSSHANDEL

Case Number

00001224

Contact/Demand

testing vas

Status

Closed

Opportunity

Follow up date Reminder

Complaint

Severity

Medium

Initial Description

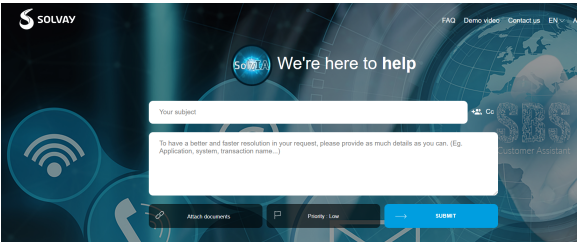
GBU Performance Polyamides

Related articles

- [Sample: Create a Sample](#)
- [Sample: Approval Process](#)
- [Sample: Processing the Sample](#)

Need help?

To request any support or if you have identified a bug or incident , please create a Freshdesk ticket using Solvia platform : <https://solvia.solvay.com/>



*you can copy users with email address , default priority is Low , then
Submit . We advise you to put keywords in subject to ease dispatching
to correct Agent : CRM - Complaint for example*