

Complaint: Create a complaint

Overview

In this section, you will find information about how to create a complaint in Salesforce.com and about the interface between Salesforce.com and SAP. In particular, you will learn about:

- SAP integration flow and process based on the document type and number (Sales Order Number, Outbound Delivery Number or Shipment Number)
- The information to enter at complaint creation, such as Resolution Site, confidentiality, case currency, motive and sub-motive
- The roles or assignees of the persons / teams involved in the Complaints (e.g. originator, investigator, commercial assignee)
- The severity levels & the status of a complaint
- Customer contact information
- Order information, containment / immediate actions, etc.



In Salesforce.com, a Complaint is treated under the object called 'Case'. Cases can be used for the creation and management of Complaints, Customer Requests and Sample Requests.

Table of content

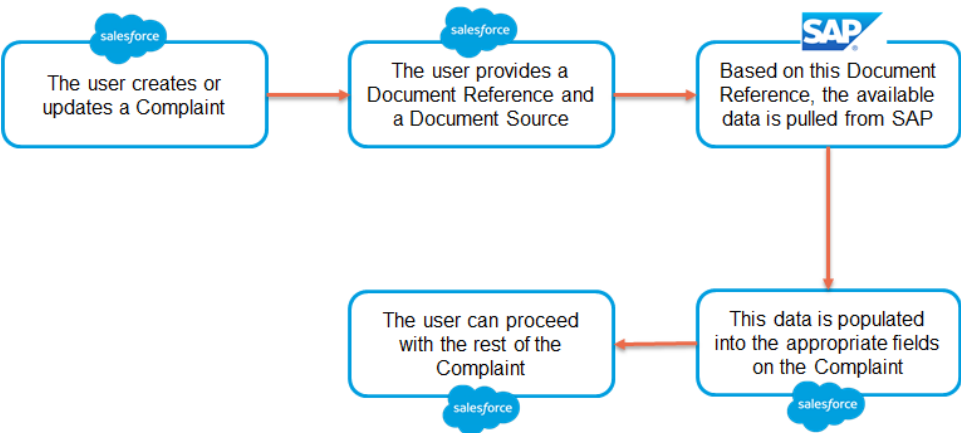
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Concerned profiles:

ALL

Step By Step

SAP Integration



1

An interface exists between SAP and Salesforce to gather transactional data from Sales Order, Outbound Delivery or Shipment Numbers (Document Reference) from SAP to Salesforce*.

•The frequency of the pull is on-demand and as the pull happens when a user creates or updates a Complaint with a Document Reference.

Home

Chatter

Accounts

Contacts

Activities

Visit Reports

Account Plans

Cases

Opportunities

Competitive Insights

Cross BU Leads

Analytics

Create New...

Recent Items

00001070

00001126

BAUER GAS

Ernst & Young

00001185

Sébastien Pittard

Corporate Marketing

00001172

00001176

00001178

00001179

00001177

Custom Links

Messages and Alerts

Search

Search

Christian Cano

Setup

Help & Training

Sales

Cases

Home

View: My Cases

Edit | Create New View

Recent Cases

New

Recently Viewed

Case Number	Account Name	Subject	Contact Name	Product Family	Severity	Status
00001070	BAUER GAS France	-	Lambert, James	-	Anomaly	Completed
00001126	Test.soldTs.CG	-	Smith, John	-	Anomaly	Acknowledged
00001188	-	-	-	-	Minor	Approved
00001172	-	-	-	-	Minor	Rejected
00001176	-	-	-	-	Minor	Approval Pending
00001178	-	-	-	-	Minor	Approved
00001179	-	-	-	-	Minor	Approval Pending
00001177	-	-	-	-	Minor	Approval Pending
00001054	Test.soldTs.CG	Test.Complaint.1	Test.Contact.CG	-	Minor	Completed
00001068	BAUER GAS France	Bollob	Lambert, James	-	Anomaly	Closed

Show 25 Items

If multiple Sales Order or Delivery Numbers exist for the same Complaint, multiple Complaints need to be created.

In most cases, a Complaint is linked to a Sales Order Number, to an Outbound Delivery Number or can be linked to a Shipment Number.

When creating a new Complaint providing one of these references is usually the first step during the registration.

•Let's follow **D**avid, working as a Sales Representative while he creates a new Complaint.

Under the Case tab, David clicks on **New** to create a new Complaint.

3

David now needs to select the Record Type for the Case.

•He has the choice between Complaint, Sample Request and Customer Request.

•David selects **Open Complaints** and clicks on **Continue**.

This will open the Complaint edit page.

New Case
Select Case Record Type
Select a record type for the Case. To skip this page in the future, change your record type settings on your personal setup page.

Select Case Record Type

Record Type of new record: **Open Complaint**

Record Type
Chose record type between available options.

Available Case Record Types

Name	Description
Customer Request	
Open Complaint	Changed label from "Open Case" to "Open Complaint" 8-2608

Case Record Types
All the available Case Record Types are referenced here with a description.

Continue **Cancel**

4

David now needs to select the Document Source (PF1 or WP1) and the Document Type (Sales Order Number, Outbound Delivery Number or Shipment Number).

Home Chatter Accounts Contacts Activities Visit Reports Account Plans **Cases** Opportunities Competitive Insights Cross BU Leads Analytics +

Case Creation
New Case

Order Information

Document Source: PF1

Document Type: Sales Order Number

Sales Order Number:

Sales Order Item:

Next Skip Cancel

Document Source
Contact Quality Management Department if not known.

Skip SAP Integration
In the rare case that a Complaint is not related to an order or that the reference number is not available, the user can skip this step and maintain the order information manually.

--None--
--None--
Sales Order Number
Shipment Number
Outbound Delivery Number

For Internal Complaint (Intra-company), the user will need to use the Outbound Delivery Number as Document Reference

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Case Information (1-4)

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The re are 2 different scenarios based on whether there is a document reference obtained from SAP.

Scenario 1	Scenario 2
Information is obtained from SAP: the following fields are auto-populated on the Case Information section.	Information is not available from SAP: the following fields are editable on the Case Information and are filled in manually.
- Ship-to Account - Sold-to Account - GBU	- Ship-to Account - Sold-to Account - GBU

2

The rest of the fields in this section need to be completed manually if required.

Case Information	
Case Number	00024988
Case Owner	Seda Kirian [Change]
(8D) Ship To Account	—
(8D) Customer Classification	—
Sold To Account	—
Partner Type	—
GBU	Aroma Performance
BU	Aroma Ingredients
Product	RHOVANIL
(8D) Material Code	00000000000091294
(8D) Material Description	RHOVANIL BOX 25KG / PAL 300KG
Resolution Site Code	7681
Status	Completed
Severity	Anomaly
Motive	Product
Sub-Motive	Product use issue
Motive & Submotive Definition	http://drive.google.com/open?id=
Recurring Complaint	☐
Confidential	☐
Solvay Company	☐
Case Currency	EUR
Case Origin	Email
Case Record Type	Open Complaint

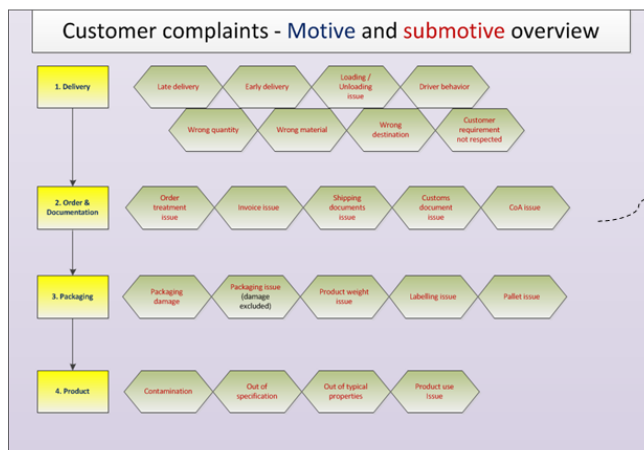
- **Resolution Site**
is
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the
Shipping
Site
(obtained
from
SAP)
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always
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editable.

-Confidential:

If this checkbox is ticked, the Complaint is visible only to the Originator, Investigator, Commercial Assignee and the members of the Case Team.

-Case Currency: The currency used for the Complaint (mandatory field) is captured during the registration step. The same currency is used during the whole process.

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Motive and Submotive

The dependent fields Motive and Submotive have been changed from Lookup fields to dependent Picklists.

Dependent Fields

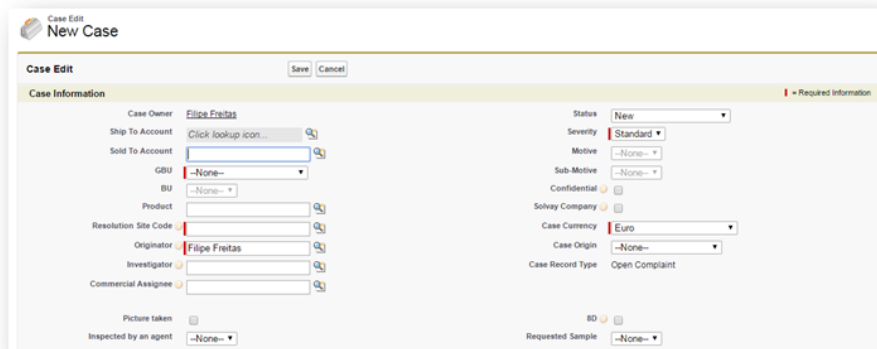
Motive	Product
Sub-Motive	Out of typical properties

OK Cancel

The motive and sub motive describe about which aspect the customer is complaining. Motiv e and sub motive are not intended to describe the cause of the Complaint but only the « experience » of the customer.

•The Motive and Sub motives are inter dependent, mandatory and are as follows:

4



Case Edit New Case

Save Cancel

Case Information Required Information

Case Owner: Filipe Freitas	Status: New
Ship To Account: Click lookup icon...	Severity: Standard
Sold To Account: Click lookup icon...	Motive: -None-
GBU: -None-	Sub-Motive: -None-
BU: -None-	Confidential: ☐
Product: Click lookup icon...	Solvay Company: ☐
Resolution Site Code: Click lookup icon...	Case Currency: Euro
Originator: Filipe Freitas	Case Origin: -None-
Investigator: Click lookup icon...	Case Record Type: Open Complaint
Commercial Assignee: Click lookup icon...	
Picture taken: ☐	BD: ☐
Inspected by an agent: -None-	Requested Sample: -None-

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•As detailed before, some GBUs will not request the originator to specify the assignees because the rules have been implemented to automatically assign d.

•David can't assign 3 different people to the Complaint:

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•In our Case, both Investigator and Commercial Assigne will be managed automatically based on the GB U rules.

*
The field is Investigator and Commercial Assignee are only available on the creation. After, these roles should be managed directly on the Case Team section

Severity

- During the Complaint Registration step, David *needs* to fill-in the **Severity** of the Complaint. There are 4 types of Severity:
 - Critical**: Totally unacceptable situation.
 - Major**: Complaint with a big impact
 - Standard**: Complaint with a low impact
 - Anomaly**: Complaint with very low impact closed directly after registration
- If the Severity is defined as "Anomaly", then the Complaint should only be registered and not investigated. In that case, mandatory fields will only be required for the registration step. No further information is required for closure.
- By default, the Severity of a Complaint is set to « Standard » but remains editable.

The screenshot shows a form with several fields: Severity, Motive, Sub-Motive, and Confidential. The Severity field is highlighted with a red rectangle and has a dropdown menu open. The dropdown menu shows four options: Critical, Major, Standard (which is highlighted in blue), and Anomaly. The Motive field has a dropdown arrow, and the Sub-Motive field has a dropdown arrow. The Confidential field has a question mark icon.

Customer Complaint Severity Clarification

Risk	Impact	ON HSE, PRODUCT STEWARDSHIP	ON CUSTOMER PRODUCTION	ON SOLVAY FINISHED PRODUCT QUALITY	Internal investigation
CRITICAL Real unacceptable risk	Direct impact on safety and environment HSE -event on customers site (i.e. declared incident, leakage > 100 kg in storage)	Direct impact on customer production Production line stop Wrong product consumption	Use of product might cause severe damage or high risk Not predictable impurity (i.e. metal pieces) Microbiological contamination Unstable product	YES	
MAJOR Potential unacceptable risk	Potential impact on safety and environment Potential HSE-event due to bad labelling, packaging leakage Potential contamination in customer end product	Potential impact on customer production Production planning change Wrong product in inventory, but not used	Use of product might cause damage or risk Product out of specification Product out of typical properties	YES	
STANDARD Perceptible damage to incident	No impact on safety and environment Customs duty to pay Damaged packaging	No impact on customer production Later arrival of product, but inventory available	Use of product causes no risk Product has unusual aspect (i.e. color) Incorrect weight per bag	YES	
ANOMALY Observation; no risk	No impact on safety and environment Documentation problem (Safety Data Sheet)	No impact on customer production Later arrival due to incidental traffic conditions	Use of product causes no risk Documentation problem (i.e. Certificate of Analysis), Wrong price invoiced	NO	

Status

You can now visualize the GBU specific guidelines and notification rules directly from the Complaint by clicking on the Process Information url

1. Complaint Registration

2. Under Investigation

3. Customer Response U...

4. Customer Communica...

5. Complaint Closure

6. Closed

Process Information

https://drive.google.com/open?id=1b2ZNhIGYG6A_sQoICJT48oEVIJZ_rhpR-rG-Jr_AEA

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- The Status order is as follows:
- New:** As soon as the Complaint is created.
- Acknowledgement Sent:** When the acknowledgement email has been sent to the main Contact of the Complaint.
- Under Investigation:** During the investigation process.
- Customer Response Under Review:** Additional information requested or review after investigation process.
- Customer Communication:** When the Final Communication to the Customer is ready to be sent
- Completed:** When the Customer Response is sent
- Closed:** When the Complaint is closed.

Each status is linked to a step of the process.

Status

New
Acknowledgement Sent
Under Investigation
Under Review
Customer Informed
Closed



Process

Complaint Registration
Acknowledgement Sent
Internal Investigation
Commercial Response
Customer Communication
Closed

Statuts Autocomplete

When the status changed to Completed the fields on sections Case information (except the fields Motive and Sub-Motive), Complaint Description, C Information are now locked and cannot be edited.

The effectiveness Assessment field is now editable at any stage of the Complaint, making the process more agile

•Changing the Status of the Complaint is a manual process for the following Statuses:

- Under Investigation
- Under Review

• Nevertheless, for the other r
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-Customer Communication : Automatically updated whenever the Final Communication to the Customer has been sent to the main Contact

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-Closed : Automatically updated when the Complaint is closed.

Case Information (5)

Internal Complaint can be flagged by ticking the checkbox Solvay Company.

Case Edit

New Case

Save

Cancel

Case Information

Ship To Account

Click lookup icon

Sold To Account

Click lookup icon

GBU

Click lookup icon

BU

Click lookup icon

Product Family

Click lookup icon

Resolution Site Code

Click lookup icon

Country

Click lookup icon

Originator

Christian Cano

Click lookup icon

Investigator

Click lookup icon

Commercial Assignee

Click lookup icon

Status

New

Complaint Acknowledgement Sent

Click icon

Final communication Sent

Click icon

BD Report completed

Click icon

Severity

Standard

Motive

None

Sub-Motive

None

Confidential

Click icon

Solvay Company

Click icon

Received Date

13/05/2016

Case Currency

Euro

Origin

None

- Internal Complaints relate to products sold to other Solvay entities (internal customers).
•The Complaints can have 5 possible origins:
- **Email**
- **Phone**
- **Web**
- **Visit**
- **Letter** (recommended)

It is now possible to flag a Complaint as being an Internal Complaint and by doing so, to bypass some steps that would be mandatory on the normal process

Case Edit

New Case

SaveCancel

Case Information

Required Information

Case OwnerJeremie Seabra

(BD) Ship To AccountClick lookup icon...

Sold To Account

GBU--None--

BU--None--

Product

Resolution Site Code

(BD) OriginatorJeremie Seabra

(BD) Investigator

(BD) Commercial Assignee

Picture taken

Inspected by an agent--None--

Internal Complaint

StatusNew

SeverityStandard

Motive--None--

Sub-Motive--None--

Confidential

Solvay Company

Case CurrencyEuro

Case Origin--None--

Case Record TypeOpen Complaint

BD

Requested Sample--None--

Not mandatory to Send Acknowledgment email or to have client feedback back to close the Complaint

Case Information (6)

Some fields are important to be at the Case Information

Case Edit

New Case

SaveCancel

Case Information

Case OwnerFilipe Freitas

Ship To AccountClick lookup icon...

Sold To Account

GBU--None--

BU--None--

Product

Resolution Site Code

OriginatorFilipe Freitas

Investigator

Commercial Assignee

Picture taken

Inspected by an agent--None--

StatusNew

SeverityStandard

Motive--None--

Sub-Motive--None--

Confidential

Solvay Company

Case CurrencyEuro

Case Origin--None--

Case Record TypeOpen Complaint

BO

Requested Sample--None--

Required information

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Field status has a tab used by the 8D Report are now more clearly identified with the text "(8D)"

Case Edit

New Case

Save

Cancel

Case Information

Required Information

Case Owner

Jeremie Seabra

(8D) Ship To Account

Click lookup icon...

Sold To Account

GBU

--None--

BU

--None--

Product

Resolution Site Code

(8D) Originator

Jeremie Seabra

(8D) Investigator

(8D) Commercial Assignee

Status

New

Severity

Standard

Motive

--None--

Sub-Motive

--None--

Confidential

Solvay Company

Case Currency

Euro

Case Origin

--None--

Case Record Type

Open Complaint

Complaint Description

This is the section where the Complaint Subject and Initial Description

Complaint Description

Subject

Initial Description

The Initial Description is the description given by the Customer.

Customer Contact Information

1

Multiple contacts can be maintained on the Complaint. David can maintain a main Contact on the page layout and has the possibility to add Additional Contacts on the Contacts related list.

Information

Case

Contact

Save

Save & New

Cancel

Case Customer Contacts

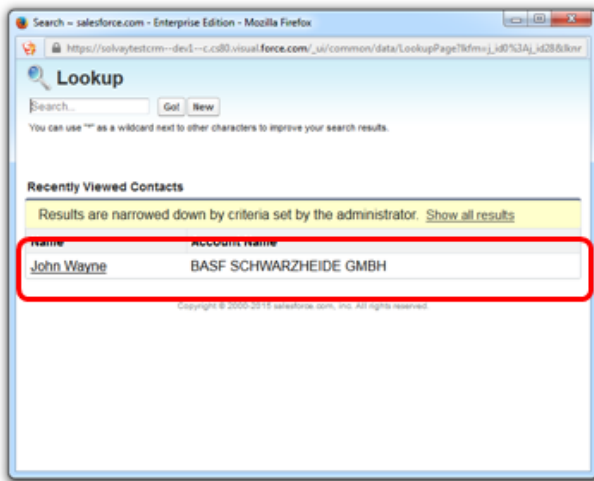
New Case Customer Contact

Case Customer Contacts Help

Action	Name	Contact
Edit Del	R-00004	Peter Parker

Example

When choosing a main Contact, David can search for any Contact but the Contacts related to the Ship-to will be the ones displayed by default



2

Hovering the cursor of the mouse on the Contact reveals additional information on this Contact such as Name, Account Name, Phone, Email, Function and Language.

Customer Contact Information

Contact Name [Christian De Jong](#)

Order Information

Document Source PF1
 Good Issued Date
 Sales Order Number 23453
 Sales Order Item
 Outbound Delivery Number
 Outbound Delivery Item
 Customer Purchase Order Number

Contact

[View](#) [Edit](#)

Name Mr. Christian De Jong
 Account Name [Test Account](#)
 Phone 0499673849
 Email christian.cano-ex@solvay.com 
 Mobile
 Function R&D
 Language French

•All the Contacts on the Complaint are by default recipients of communications when the acknowledgement email or the final communication to the customer is sent. They can nevertheless be changed by the user before sending the Communication.

Order Information

1

Under this section, David will see all the information related to the orders.

Document References

Here you should input the document references such as the Document Source, Sales Order Number, Outbound Delivery Number, etc.

Data Pulled from SAP

If document references are provided, data is pulled from SAP ECC if available.

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity	Returned Quantity
900001	BWF150615	KG	28.56	28.56	
900002	BWF150616	KG	28.56	28.56	

Batch Dependent Fields

The Batch dependent fields which can have multiple values are maintained in a table

Release R5

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

Product reference is captured in the **Material Code** and **Material Description** fields.
•2 types of Packaging Type are can be selected:
- Bulk
- Packed

•The Shipping Site value automatically fills the Resolution Site value but it can still be edited.

3 Under the Order Information section, 3 goods related dates are maintained: -Goods Issued Date : Date the goods are issued.

Order Information

Document Source

--None--

Sales Order Number

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Shipment Number

Customer Purchase Order Number

Preceding Document

Preceding Item

Subsequent Document

Subsequent Item

Material Code

Material Description

Packaging Type

--None--

Shipping Site Code

Shipping Site

Goods Issued Date

19/01/2016

Requested Delivery Date

19/01/2016

Actual Delivery Date

19/01/2016

Carrier Partner Name

Carrier SAP Reference

Equipment

Rail Car/Truck Number

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

-Requested Delivery Date

: Date the Customer would like to receive the delivery of the goods.

-Actual Delivery Date

: Estimated date the goods will be delivered.

4

In addition to the dates, some further references are captured in the Order Information section. -Carrier Partner Name - Carrier SAP Reference - Equipment used

Order Information				
Document Source	--None--			
Sales Order Number				
Sales Order Item				
Outbound Delivery Number				
Outbound Delivery Item				
Shipment Number				
Customer Purchase Order Number				
Preceding Document				
Preceding Item				
Subsequent Document				
Subsequent Item				
Material Code				
Material Description				
Packaging Type	--None--			
Shipping Site Code				
Shipping Site				
Goods Issued Date	19/01/2016			
Requested Delivery Date	19/01/2016			
Actual Delivery Date	19/01/2016			
Carrier Partner Name				
Carrier SAP Reference				
Equipment				
Rail Car/Truck Number				
Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

Order Information				
Document Source	--None--			
Sales Order Number				
Sales Order Item				
Outbound Delivery Number				
Outbound Delivery Item				
Shipment Number				
Customer Purchase Order Number				
Preceding Document				
Preceding Item				
Subsequent Document				
Subsequent Item				
Material Code				
Material Description				
Packaging Type	--None--			
Shipping Site Code				
Shipping Site				
Goods Issued Date	19/01/2016			
Requested Delivery Date	19/01/2016			
Actual Delivery Date	19/01/2016			
Carrier Partner Name				
Carrier SAP Reference				
Equipment				
Rail Car/Truck Number				
Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity

The Batch dependent fields which can have multiple values are maintained in a table at the bottom of the Order Information section and remain editable if no data is pulled from SAP.

- These fields are the following:

- Item Number
- Batch Number
- Unit of Measure
- Document Quantity
- Disputed Quantity

Order Information

Document Source

--None--

Sales Order Number

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Segment Number

Customer Purchase Order Number

Material Code

Material Description

Packaging Type

--None--

Shipping Site Code

Shipping Site

Goods Issued Date

(19/01/2016)

Requested Delivery Date

(19/01/2016)

Actual Delivery Date

(19/01/2016)

Carrier Partner Name

Carrier SAP Reference

Equipment

Rail Car/Truck Number

Preceding Document

Preceding Item

Subsequent Document

Subsequent Item

Item Number

Batch Number

Unit of Measure

Document Quantity

Disputed Quantity

If a **Shipment Number** is *linked* to a **single Delivery**, it can be used as Document Reference and the data from the linked Delivery will be pulled from SAP.

•If a Sales Order Number and item is *linked* to single Delivery, the data from the linked Delivery will be pulled from SAP and the Delivery Number and item will be referenced in the Subsequent Document.

•If an **Outbound Delivery Number** and item is used as Document Reference, the data from the Delivery will be pulled from SAP and the **Sales Order Number** and item will be referenced in the **Preceding Document**.

--	--

7

If available and in reference to the Sales Order Number and its Item , to the Outbound Delivery Number and its Item or to the Shipment Number, some fields will auto-populate with data pulled out of SAP EC.C.

•Th

Order Information

Document Source -None- ▼

Sales Order Item

Outbound Delivery Number

Outbound Delivery Item

Shipment Number

Customer Purchase Order Number

Preceding Document

Preceding Item

Subsequent Document

Subsequent Item

Sales Order Number

Packaging Type

Shipping Site Code

(RD) Shipping Site

Goods Issued Date

Requested Delivery Date

Actual Delivery Date

Carrier Partner Name

Carrier SAP Reference

Equipment

Rail Car/Truck Number

Account Manager

Sales Office Code

Sales Office Description

Release R5

Item Number	Batch Number	Unit of Measure	(RD) Document Quantity	Disputed Quantity	Returned Quantity

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The **Document Quantity** represents the total quantity of the Sales Order or Delivery.

- The **Disputed Quantity** represents the quantity in dispute for this Complaint which can be different from the total quantity.

- By default, the Disputed Quantity is populated with the data from the Document Quantity field.

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity	Returned Quantity
900001	POSSL	KG	24.980,00	24.980,00	

- Nevertheless, the Disputed Quantity field remains editable and can be updated manually

Item Number	Batch Number	Unit of Measure	Document Quantity	Disputed Quantity	Returned Quantity
900001	POSSL	KG	24.980,00	15.000,00	

Containment/Immediate Actions

David reviews if any containment/immediate actions are required and takes the

Containment/Immediate Actions	
Immediate Action Required	--None--
Immediate Actions Summary	Completed Date [13/07/2015]

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Case Record Type

•Once the Complaint is saved, the field Case Record Type will appear to show the record type of the Case. For Complaints, 2 possible record types:

- Open Complaints
- Close ReadOnly Complaint

Case Details

Edit Delete Close Case

Send Acknowledgement Mail Send Customer Response Generate RD Report Send Internal Email

1. Complaint Registration 2. Under Investigation 3. Customer Response U... 4. Customer Communica... 5. Complaint Closure 6. Closed

Process Information <https://drive.google.com/open?id=1cvR9saYyP710pA09b45PQs5v6qg6PzzFZqE6td1ts>

Case Information

Case Number	00019469	Status	New
Case Owner	Julien Gasqueton [Change]	Severity	Standard
(RD) Ship To Account	A I R BEATA DOBOSIEWICZ	Motive	Delivery
(RD) Customer Classification		Sub-Motive	Driver behaviour
Sold To Account	A I R BEATA DOBOSIEWICZ	Motive & Submotive Definition	http://drive.google.com/open?id=0B7qPzzFZqE6td1ts
Partner Type	Sold-to & Ship-to	Confidential	☐
GBU	Special Chem	Solvay Company	☐
BU	Catalysis	Case Currency	EUR
Product		Case Origin	
Resolution Site Code	☐ PQS	Case Record Type	Open Complaint

Case Team

Once the case is created, the account manager from the account team is automatically added to the case team based on GBU rules.

They will be notified about the various complaint advancements.

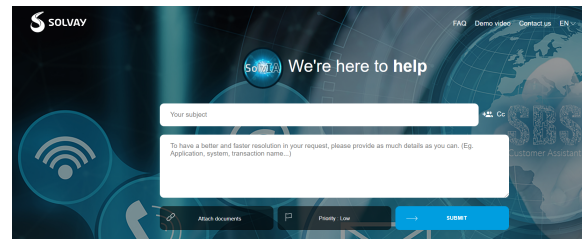
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Related articles

- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Customer Communication](#)
- [Complaint: Close a complaint](#)
- [Complaint: Related Lists](#)
- [Complaint: Reporting on Complaints](#)

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