

Complaint: Commercial Response

Overview

In this section, you will find information about:

- How to find a complaint assign to you
- Investigation result
- Credit note and Compensation

Concerned profiles:

ALL

Step By Step

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Next process step

• A S J O h n u p d a t e d t h e S t a t u s t o U n d e r R e v i e w , t h e n e w O w n e r (a s p

Case 00003709

Customize Page | Printable View | Help for this Page

Click to add topics:

Show Feed

Case Customer Contacts (2) | Open Activities (2) | Case Team (2) | Case Comments (2) | Activity History (2) | Case History (2) | Google Docs & Attachments (2) | Visit Reports (2)

Edit | Delete | Close Case

Send Acknowledgement Mail | Send Customer Response | Generate BD Report | Send Internal Email

1. Complaint Registration

2. Under Investigation

3. Customer Response Under Review

4. Customer Communication

5. Complaint Closure

Process Information <https://drive.google.com/open?id=1N9L4qvGXWQBLxTVbzPjdyVfsnO2SZsGNIUQzOgk>

Case Information

Case Owner	Hugo Costa [Change]	Status	Under Review
Ship To Account	RD ACCOUNT TEST 2	Complaint Acknowledgement Sent	☐
Sold To Account	TEST	Final communication Sent	☐
Customer Classification		BD Report completed	☐
Partner Type	Sold-to & Ship-to	Severity	Standard
GBU	Peroxides	Motive	Delivery
BU	Peroxides	Sub Motive	Customer responsible not reported

specific User, as specific Queue or the designated Investigator from the Case Team) is notified by email that the

Let's follow Laurie, working as a Customer Service Representative and assigned automatically based on her GBU Rules as the Commercial Assignee for while she reviews and completes the Complaint.

Commercial Assignee notification

•In order to get to the Complaint page, Laurie can either *find* the Complaint on the **Case** object or simply *click* on the Complaint link in the **notification email**.



**** Internal usage only *****

The investigation for the Complaint 00001126 registered in Salesforce by David Rampel is complete and has been updated to status "Under Review".

Please update the Complaint with information in regards to the resolution, credit note and compensation to prepare the answer to the customer and update the status to "Completed".

To display the complaint, please click on this link : <https://solvaytestcrm--Dev1.cs80.my.salesforce.com/50025000000cSRf>

Case Number	00001126
Received Date	1/07/2015
Ship To Account	BASF SCHWARZHEIDE GMBH
Sold To Account	BASF SCHWARZHEIDE GMBH
GBU	Novecare
Country	Germany
Product Family	
Originator	David Rampel
Technical Assignee	John Smith
Commercial Assignee	Laurie Clark

Creation and validation of investigation results

rie was a significant automated atic ally to this Complaint as the Complaint e rcial As signed, she is al ready the Own e

Case 00003709

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Click to add topics:

Show Feed

Case Customer Contacts | Open Activities | Case Team | Case Comments | Activity History | Case History | Google Docs & Attachments | Vint Reports

Case Details

Edit

Delete

Close Case

Send Acknowledgement Mail

Send Customer Response

Generate SD Report

Send Internal Email

1 Complaint Registration

2 Under Investigation

3 Customer Response Under Review

4 Customer Communication

5 Complaint Closure

Process Information <https://drive.google.com/open?id=1N9t4pvcGXW6BLxTAbszPJstYVtSaN02StzG2NtUQuQds>

Case Information

Case Owner	Hugo Costa [Change]	Status	Under Review
Ship To Account	RD ACCOUNT TEST 2		
Sold To Account	TEST	Complaint Acknowledgement Sent	

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Credit Note and Compensation

•On the Complaint page, there are 2 different ways to record compensation of a Complaint.

- Credit Note
- Compensation



Credit Note
Credit Note Reference
Credit Note Amount
Compensation Required
Compensation ⓘ
Compensation Amount

Type of Compensation	Description
• Credit Note	This is the Credit Note coming from SAP. It is a clear amount that will be reimbursed to the Customer.
• Compensation	Compensation is in the form of a commercial gesture such as a discount or an additional unit for example.

•Under this section, Laurie can fill-in details about how the Complaint was resolved in the Commercial Response Proposal text box section.

Proposal Customer Response

Commercial response proposal

Credit Note

--None-- ▼

Credit Note Reference

Credit Note Amount

0,00

Compensation Required

--None-- ▼

Compensation ⓘ

Compensation Amount

0,00

Other Costs

0

Overall Costs

0

•Furthermore, she can indicate if a **Credit Note** or a **Compensation** are applicable to the Complaint. In the case that they are, Laurie can mention the **Credit Note Reference, Compensation** details and their **Amounts**.

•Last but not least, she can indicate if there were any **Other Costs** and the sum of the **Credit Note Amount, Compensation Amount** and **Other Costs** is automatically calculated in the **Overall Costs** field. The **Overall Costs** field can also be changed

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element that the Complaint is assigned to a signees should also be the agent responsible to send the Com

Select New Owner

Transfer this case

00003709

Owner

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AP C. Reg. Proc. - Asia Toll

☒ Send Notification Email

Save

Cancel

Case

00003709

Customize Page | Printable View | Help for this Page

Click to add topics:

Show Feed

Case Customer Contacts (2) | Open Activities (2) | Case Team (2) | Case Comments (2) | Activity History (5) | Case History (5) | Google Docs & Attachments (2) | View Reports (2)

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 Under Review

4. Customer Communication

5. Complaint Closure

Process Information

<https://drive.google.com/open?id=1N9R4qcyGAWORLxTWa2Pj8tYV8aWQ2S2dGNuU2uQds>

Case Information

Case Owner	Hugo Costa [Change]	Status	Communication Ongoing
Ship To Account	RD ACCOUNT TEST 2	Complaint Acknowledgement Sent	☐
Sold To Account	TEST	Final communication Sent	☒
Customer Classification		RD Report completed	☐
Partner Type	Sold-to & Ship-to	RD Report completed	☐
CRM	Device	Completed	Checked

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the Case Team) or a specific Queue for the purpose

- Once Laurie has completed the Review process

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ally assigned the Complaint to a particular Collector along with the Queue used as available on the System, which

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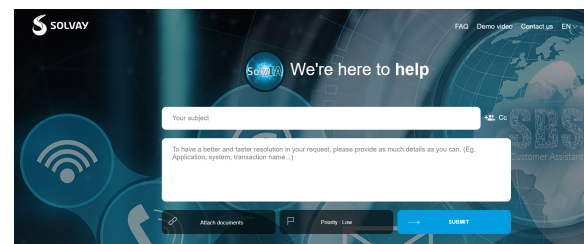
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Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [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