

Complaint: Customer Communication

Table of content

Overview

In this section, you will find information about all the communication which can be sent to the customer:

- Acknowledgement
- Final communication
- Ad-hoc email
- 8D report

- [Step By Step](#)
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 - [8D Report](#)
- [Related articles](#)
- [Need help?](#)

Concerned profiles:

ALL

Step By Step

Final Communication to the Customer

- As Laurie updated the **Status** to **Communication Ongoing** and since Laurie's GBU request to be herself to send the Communication to the Client, she will remain the owner of the Complaint and need to perform the Communication Actions
- Laurie will be able to first generate the 8D report if it's requested by the Client and then to prepare and send the Communication emails to the Client.

Case 00003709

Click to add topics

Show Feed

Case Customer Contacts (2) | Open Activities (2) | Case Team (2) | Case Comments (2) | Activity History (4) | Case History (2) | Google Docs & Attachments (2) | Visit Reports (2)

Case Details

Edit | Delete | Close Case

Send Acknowledgement Mail | Send Customer Response | Generate 8D 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=1N9t4pqGXWQBLxTVbzFPjgYV5ANQ28Z60NU2u0e>

Case Information	
Case Owner	Hugo Costa (Change)
Ship To Account	BD ACCOUNT TEST 2
Sold To Account	TEST
Customer Classification	
Partner Type	Sold-to & Ship-to
GBU	Peroxides
BU	Peroxides
Product	
Resolution Site Code	S&I2
Status	Communication Ongoing
Complaint Acknowledgement Sent	<input type="checkbox"/>
Final communication Sent	<input checked="" type="checkbox"/>
8D Report completed	<input type="checkbox"/>
Severity	Standard
Motive	Delivery
Sub-Motive	Customer requirements not respected
Motive & Submotive Definition	Google Drive Url

8D Report


•All the relevant data that has been registered during the Investigation by John is mapped to the 8D Report.

•For a more detailed view of the mapping, please double click on the Word Document.

Actions on 8D Report are now linked with the Actions on the Complaint.

The Containment task appears on section D3 /Immediate Containment Actions, the Corrective Action task appears on D6/ Action Plan, and the other task appears at the bottom of the 8D Report

=> New Winter 17' Release

8D – Form																																				
Product	Name	Reference	Complaint number	[CASE_NUMBER]																																
	[MATERIAL_DESCRIPTION]	[MATERIAL_CODE]	Subject	[SUBJECT]																																
Customer	Name	Plant/Site	Team [ORIGINATOR], [INVESTIGATOR], [COMMERCIAL_ASSIGNEE]																																	
	[SHIP_TO_ACCOUNT]	[SHIPPING_SITE] - [SHIPPING_CITY]																																		
Date	Registration	Update	Champion: [CHAMPION_NAME]																																	
	[CREATED_DATE]	[LASTMODIFIED_DATE]																																		
Quantity	Shipped	Disputed																																		
	[DOCUMENT_QUANTITY]	[DISPUTED_QUANTITY]																																		
D1/ PROBLEM DEFINITION																																				
[INTERNAL_DESCRIPTION]																																				
D2/ SIMILAR DEFECT CAN POTENTIALLY HAPPEN ON OTHER PRODUCT OR PROCESS ?																																				
[IMPACT_ON_OTHER_PRODUCTS]																																				
[IMPACT_ON_OTHER_CUSTOMERS]																																				
D3/ IMMEDIATE CONTAINMENT ACTIONS																																				
Summary : [IMMEDIATE_ACTION_SUMMARY]																																				
<table border="1"> <thead> <tr> <th>Actions</th> <th>Responsible</th> <th>Due date</th> <th>Result</th> </tr> </thead> <tbody> <tr> <td>[CONTAINMENT_TASKS]</td> <td></td> <td></td> <td></td> </tr> </tbody> </table>					Actions	Responsible	Due date	Result	[CONTAINMENT_TASKS]																											
Actions	Responsible	Due date	Result																																	
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D4/ ROOT CAUSES OF NON-DETECTION (Ishikawa and 5Why's to be performed on separate documents)																																				
[NON_DETECTION_ANALYSIS]																																				
D5/ ROOT CAUSES OF NON-CONFORMANCE (Ishikawa and 5Why's to be performed on separate documents)																																				
[ROOT_CAUSE_INVESTIGATION_SUMMARY]																																				
D6/ ACTION PLAN (non-detection and non-conformance)																																				
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Actions	Responsible	Due date	Result																																	
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D8/ LESSONS LEARNED																																				
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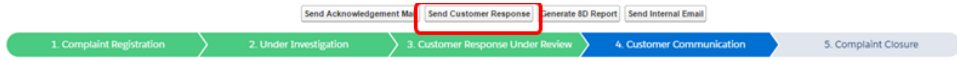
Waiting for Final Investigation

•The Complaint has been reviewed but Laurie is waiting for more details from the Investigation Team (for example waiting information from the Plant). Nevertheless, Laurie needs to send a Communication to the Customer. •Before sending the Communication to the Client, Laurie should flag this Complaint has **Waiting for Final Investigation**. Laurie can also provide an expected date for the Final Investigation on the field **Waiting for Final Validation Date**.

Complaint Timeline Stream

Received Date	28-07-2016 (13-08-2016)	Commercial Response Proposal Date	
Date/Time Opened	28-07-2016 6:38	First Customer Informed Date	
Acknowledgment Sent Date	28-07-2016 6:38	Customer Informed Date	
Investigation Start Date	28-07-2016 6:38	Date/Time Closed	
Review Start Date			
Complaint Acknowledgement Sent	<input type="checkbox"/>	Waiting for final investigation	
8D Report completed	<input type="checkbox"/>	Waiting for Final Investigation Date	13-09-2016 12:19
Final communication Sent	<input type="checkbox"/>		

•Laurie can send the email by clicking on the **Send Customer Response** button. After the email is sent, and since Laurie has flag the Complaint as Waiting for Final Investigation, the Status is automatically changed to Waiting for Final Investigation and the field First Customer Informed Date is filled in with the date of the action.



Final Communication to the Customer

• Once the Complaint has been completed reviewed

The language of the email is defined by the language of the main Contact but can be changed by the user.

Customer Complaint Reference
If a Customer Reference is specified on the Complaint, that reference is automatically added to the email subject.

Customer
The Sold-to account is referenced in the Customer section.

Document Reference
Sales Order, Outbound Delivery and Shipment Number are referenced in the template.

Credit Note
Credit Note values are display on the template. Corrective actions information has been removed

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Send Acknowledgement Mail Send Customer Response Generate ID Request **Send Internal Email**

1. Complaint Registration 2. Under Investigation 3. Customer Response Under Review 4. Customer Communication 5. Complaint Closure

Email Preview

To: test@trainingmaterial.com
From: christian.cano-ee@solray.com
CC: abc@xyz.com
Subject: Adhoc mail

Body

*** internal usage only ***

This is an adhoc mail

To display the Customer Request, please click on this link: [LINK TO CASE](#)

Case Number	00000079
Revised Date	TEST
Ship To Account	TEST
Sold To Account	ABB AG
GBU	Nowcare
Country	India
Product Family	
Originator	Christian Cano
Divisional Assignee	Christian Cano
Environmental Attribute	Production Lines

The language of the email is English only.

prepopulated with Complaint Information to be used only for Internal purposes. Lauricansen d the email by clicking on the **Send In**

terminal Email button. In addition to the predefined in e d C o n t a c t s, L a u r i e c a n a l s o i n p u t a n y v a l i d e m a i l a d d r e s s a s C C.

[Back to the top](#)

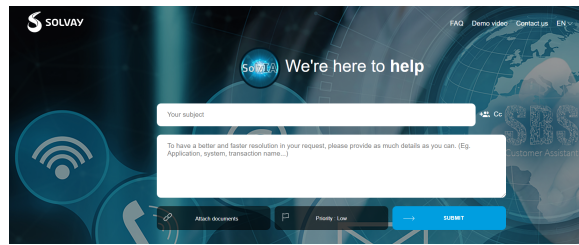
Related articles

- [Complaint: Create a complaint](#)
- [Complaint: Sending the Acknowledgement Email](#)
- [Complaint: Internal Investigation](#)
- [Complaint: Commercial Response](#)
- [Complaint: Close a complaint](#)
- [Complaint: Related Lists](#)

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/>

- [Complaint: Reporting on Complaints](#)



The screenshot displays the SOLWAY support portal interface. At the top left is the SOLWAY logo. The main heading reads "We're here to help". Below this is a form with a "Your subject:" label and a text input field. A note below the input field states: "To have a better and faster resolution in your request, please provide as much details as you can. (Eg. Application, system, transaction name...)" At the bottom of the form, there is an "Attach documents" button, a "Priority: Low" dropdown menu, and a blue "SUBMIT" button. The background features a dark blue theme with a globe and various icons.

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