

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

Table of content

- [Step By Step](#)
 - [Next process step](#)
 - [Commercial Assignee notification](#)
 - [Creation and validation of investigation results](#)
 - [Credit Note and Compensation](#)
- [Related articles](#)
- [Need help?](#)

Step By Step

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

Click to add topics: ?

Show Feed

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

Case Details

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/opens?id=1N9L4pqvGXWQBL+TVbzPjdyVf8nO2S2gGNUJQuQpk>

Case Information	
Case Owner	Hugo Costa [Change]
Ship To Account	RD ACCOUNT TEST 2
Sold To Account	TEST
Customer Classification	
Partner Type	Sold-to & Ship-to
GBU	Peroxides
BU	Peroxides
Status	Under Review
Complaint Acknowledgement Sent	<input type="checkbox"/>
Final communication Sent	<input type="checkbox"/>
8D Report completed	<input type="checkbox"/>
Severity	Standard
Motive	Delivery

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Let's follow Laurie, working as a Customer Service Representative and assigned automatically based on her GBU Rules as the Commercial Assignee 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

Click to add topic:

Show Feed

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

Case Details

Edit delete Close Case

Send Acknowledgement Mail Send Customer Response Generate 8D Report Send Internal Email



Process Information <https://drive.google.com/open?id=1N9t4qv9XW6BLxTAbzrPjstYV8aNo2S7zGNIU2uQds>

Case Information

Case Owner	Hugo Costa [Change]	Status	Under Review
Ship To Account	RD_ACCOUNT_TEST2	Complaint Acknowledgement Sent	<input type="checkbox"/>
Sold To Account	TEST		

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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

Credit Note Reference

Credit Note Amount

Compensation Required

Compensation

Compensation Amount

Other Costs

Overall Costs

•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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Select New Owner ! = Required Information

Transfer this case **00003709**

Owner **Queue** **AP C. Req. Proc. - Asia Toll.**

Send Notification Email

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) | Web Reports (2)

Case Details Edit Delete Close Case

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

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

Process Information <https://live.google.com/open?id=1NR4qovGAWORLrTWn2Pj8YV6sN0z6zGNNU2uQs>

Case Information

Case Owner	Hugo Costa [Change]	Status	Communication Ongoing
Ship To Account	RD.ACCOUNT.TEST.2	Complaint Acknowledgement Sent	<input type="checkbox"/>
Sold To Account	TEST	Final communication Sent	<input checked="" type="checkbox"/>
Customer Classification		ID Report completed	<input type="checkbox"/>
Partner Type	Sold-to & Ship-to		
CR#	Device	Country	Channel

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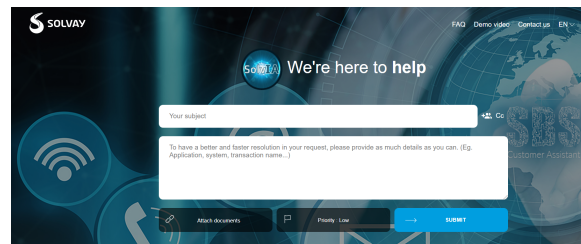
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- [Complaint: Related Lists](#)
- [Complaint: Reporting on Complaints](#)

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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