

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](#)
 - [Final Communication to the Customer](#)
 - [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

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 (4) | Case History (2d) | Google Docs & Attachments (2) | View 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/open?id=1N964pqGXWGBLxTV0zPjzYV6Nq2S2d0NU2uQ6s>

Case Information

Case Owner	Hugo Costa (Change)	Status	Communication Ongoing
Ship To Account	8D ACCOUNT TEST 2	Complaint Acknowledgement Sent	☐
Sold To Account	TEST	Final communication Sent	☒
Customer Classification		8D Report completed	☐
Partner Type	Sold-to & Ship-to	Severity	Standard
GBU	Perioxides	Motive	Delivery
BU	Perioxides	Sub-Motive	Customer requirements not respected
Product		Motive & Submotive Definition	Google Drive Url
Resolution Site Code	SA12		

8D Report

•Laurie can generate an **8D Report** if this is needed by the Customer by clicking on the **Generate 8D Report** button on the top of the Complaint page. Users are able to change the Language of the template of the 8D Report.

•The 8D Report is filled with all the relevant data that have been registered during the Investigation by John. It remains editable and Laurie can change the data or add new data before she generates the Report.

•The 8D Report is saved as a Word Document as an attachment of the Complaint.

Attachment Preview

Language: Thai Japanese English Polish Italian Portuguese Dutch Finnish Spanish German French Chinese trad. Chinese Russian Korean Bulgarian English

Product **Name** **Reference** **Complaint number** 00003709

Customer **Name** **Plant/ Site** **Subject** New Test

Date **Registration** **Update**

Quantity **Shipped** **Disputed** **Champion**

D1/ PROBLEM DEFINITION

D2/ SIMILAR DEFECT CAN POTENTIALLY HAPPEN ON OTHER PRODUCT OR PROCESS ?

D3/ IMMEDIATE CONTAINMENT ACTIONS

Summary : N/A

Actions	Responsible	Due date	Result												
D4/ ROOT CAUSES OF NON-DETECTION (Ishikawa and 5Why's to be performed on separate documents)															
D5/ ROOT CAUSES OF NON-CONFORMANCE (Ishikawa and 5Why's to be performed on separate document)															
D6/ ACTION PLAN (non-detection and non-conformance)															
Summary :															
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N/A															

•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]																																																																																																
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Customer	Name	Plant/Site	Team [ORIGINATOR], [INVESTIGATOR], [COMMERCIAL_ASSIGNEE]																																																																																																	
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Date	Registration	Update																																																																																																		
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Quantity	Shipped	Disputed	Champion: [CHAMPION_NAME]																																																																																																	
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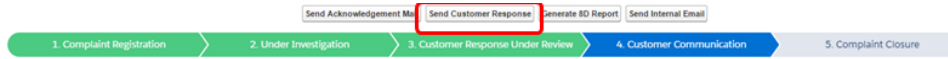
Waiting for Final Investigation

•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 (13-09-2016)
Date/Time Opened	28-07-2016 6:38
Acknowledgment Sent Date	28-07-2016 6:38
Investigation Start Date	28-07-2016 6:38
Review Start Date	
Complaint Acknowledgement Sent	☐
8D Report completed	☐
Final communication Sent	☐
Commercial Response Proposal Date	
First Customer Informed Date	
Customer Informed Date	
Date/Time Closed	
Waiting for final investigation	
Waiting for Final Investigation Date	13-09-2016 12:19

•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.

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

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.

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can also input any valid email address.

- At any time during the Complaint lifecycle, Laurie can send an Internal Email

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

Email Preview

To: test@trainingmaterial.com

From: christian.cano-en@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
Received Date	TEST
Ship To Account	TEST
Sold To Account	ABR AG
GBU	Newcare
Country	India
Product Family	
Originator	Christian Cano
Technical Assignee	Christian Cano
Environmental Assignee	Christian Cano

The language of the email is English only.

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

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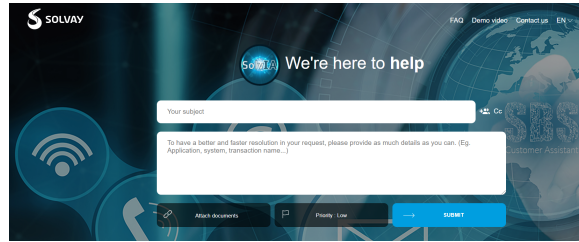
Related articles

- [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 SOLVAY support portal interface. At the top left is the SOLVAY logo. The top right contains links for FAQ, Demo video, Contact us, and EN. The main heading reads "We're here to help". Below this is a form with a "Your subject" input field. A note 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 are buttons for "Attach documents", "Priority: Low", and a blue "SUBMIT" button.

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