

# Complaint Management

A complaint is a flow managed end-to-end in Salesforce which is used to:

- Capture and log the complaint
- Communicate with the customer
- Define investigation and corrective action plan
- Create, validate and send official response to customer
- Request customer feedback
- Close the complaint

Yes, all CRM user can create a complaint

The current Complaint process forces the user registering the complaint to select colleagues to be the Investigator and the Commercial Assignee (Actors).

If the Actors assigned to one of this roles are unavailable or have left the company, the Quality Manager with Write Access to the complaint should change the User name on the fields to available Users. The new Users assigned will be notified.

Users managing GBU Complaint Teams should have available a report that list all Complaints filtered by User being the Investigator and Commercial Assignee to be able to reassign easily the Complaints assigned to unavailable Users

All Users from the Case Team are able to reassign Complaints for the different roles - Originator, Investigator and Commercial Assignee Users are always and automatically added to the case team.

All Users above the Users on the Case team on the GBU Salesforce Hierarchy are able to reassign Complaints.

\*Is necessary to identify the Users for each GBU that should manage the unavailability of the Complaints Teams to make sure that right role of the Hierarchy

It depends off the error message but it means that a value doesn't exist.

It should concern the fields "Sold to Account", "Resolution Site Code", "Product" or "Contact Name".

To be sure, click on the lookup. If the search doesn't find any value, it means that it doesn't exist.

We can create complaints for the 2 types of PO: Customer Purchase Order and Supplier Purchase Order. But the way to do that is different.

The Customer Purchase Order Number is the reference of Customer in his system. This information is indicated on SAP Sales Order:

|                  |              |
|------------------|--------------|
| Standard Order   | 3541540      |
| Sold-To Party    | 88316        |
| Ship-To Party    | 88316        |
| Purch. Order No. | 244926148100 |

If it's indicated on only 1 Sales Order, then we can use the option "Customer Purchase Order Number" when creating the complaint.

The Supplier Purchase Order is a different object in SAP and the only way to retrieve information from it, and so to create a complaint based on it, is to do it with the delivery number of this order.

Document Source

☒ WP1

☐ PF1

Document Type

☐ Sales Order Number

☒ Outbound Delivery Number

☐ Shipment Number

☐ Customer Purchase Order Number

\*Outbound Delivery Number

0281053682

\*Outbound Delivery Item

10

Example: For , you'll get

\*Outbound Delivery Number

0281053682

\*Outbound Delivery Item

900003

▼ Order Information

|                                            |                        |
|--------------------------------------------|------------------------|
| Shipping Site                              | Shipping Site code     |
| 7424 / IDC Pasadena SOLVAY USA INC C/O IDC | 8784                   |
| Document source                            | Packaging Type         |
| WP1                                        | PACK                   |
| Sales Order Number                         | Sales Order Item       |
| 4504907272                                 | 000010                 |
| Outbound Delivery Number                   | Outbound Delivery Item |
| 0281053682                                 | 900003                 |

You can see that the Supplier PO Number is indicated in the Sales Order Number. The title is not correct, but it's the only workaround which has been found to have it working.  
The case contact is linked to the account, if you want to search for a contact from another account you have to click on "Show all results".