

# Management of long term declarations in GTS

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## Version Control

Version	Date	Description	Author
v.1	30.03.2017	Creation	Jeremie Seabra

## Reference Documents

GBU	Queue Members	Case Rules (Complaint, Customer Request, Sample)
Aroma Performance		
Coatis		
Fibras		
Novecare		
Performance Polyamides		
Peroxides		
Silica		
Soda Ash & Derivatives		
Special Chem		

## 1. Functional Process 6 - Complaint Management

### 1.1 Process Overview

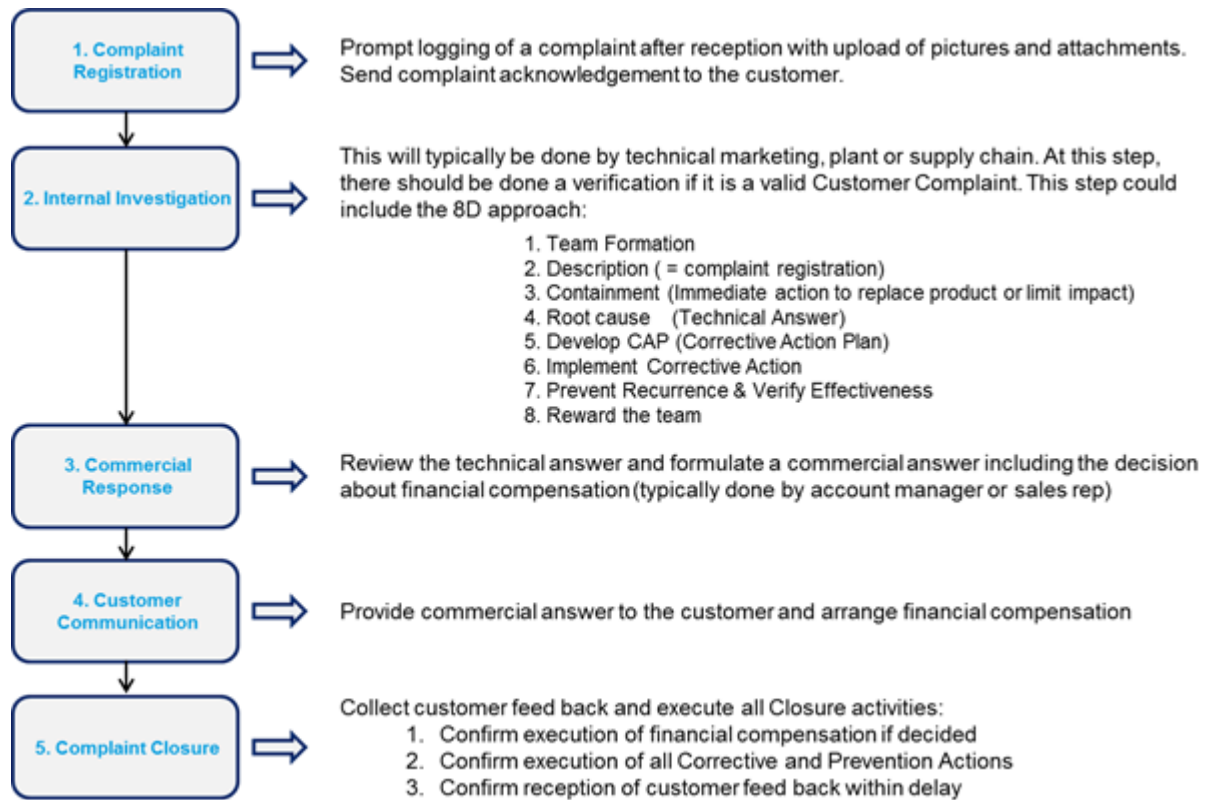
The Complaint Management module allows to capture, log, track, investigate and resolve complaints. This module also enables to communicate with the customer on progress and resolution.

The scope of this workstream is a Complaint Management flow managed end-to-end in Salesforce which is used to:

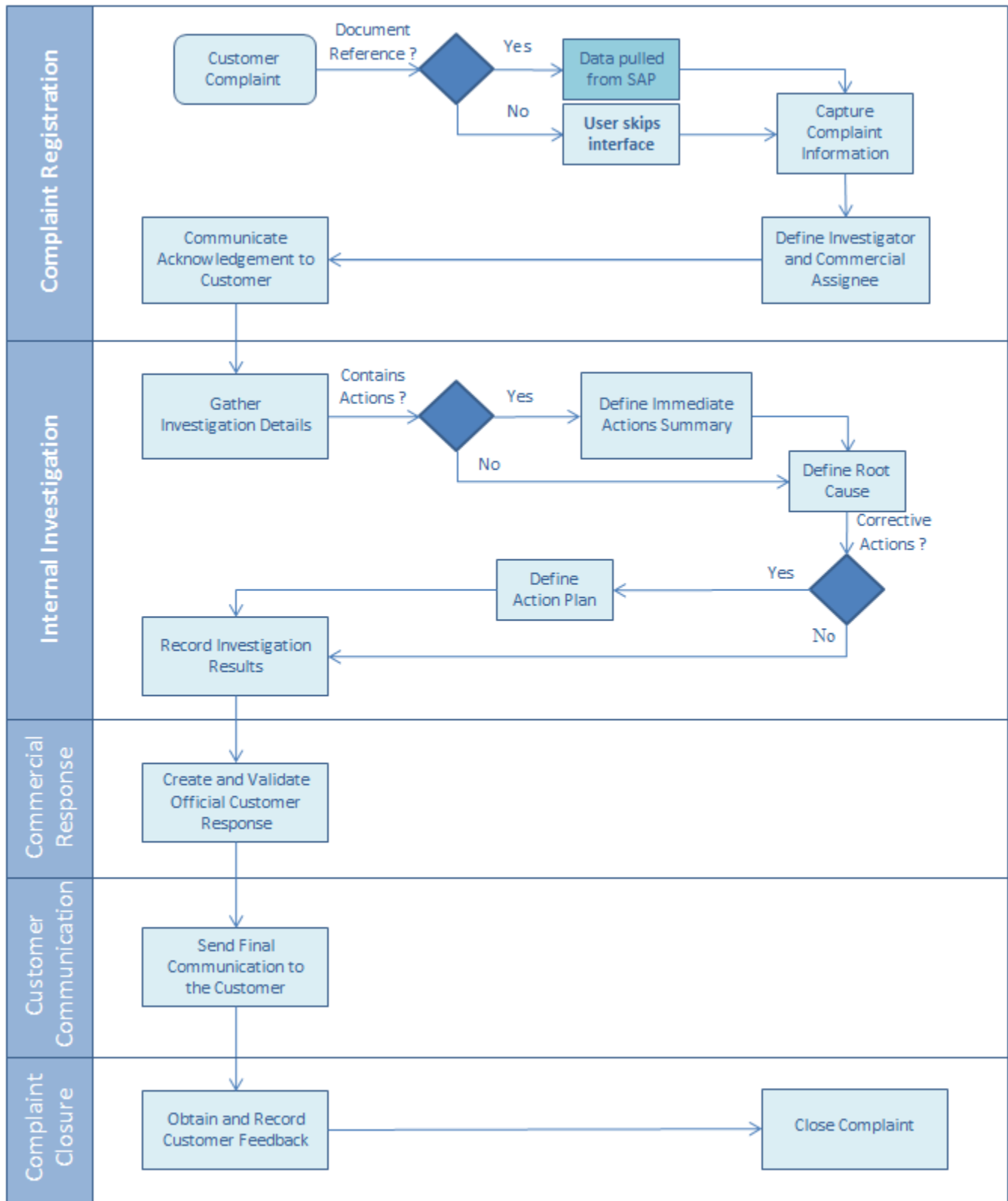
- Capture and log the complaint
- Communicate with the customer
- Define investigation and corrective action plan
- Create, validate and send official response to customer
- Request customer feedback
- Close the complaint

A pull interface allows to bring order information from SAP to Salesforce.

Complaint Management has 5 main steps which are as follows:



The following Flow details the General Complaint Management Process activities for each Step that should be managed by different Actors, according to each GBU rules. These rules are based on each GBU own Business Process that should be detailed and aligned with the General Complaint Management Process bellow:



The Complaint Management process is divided into multiple process steps and Phases, each one related to different Status. This allows not only capturing, log and tracking complaints, but also to be able to assign and notify and to right Actors that should be involved on each step of the Complaint Management Process. Additionally, investigations and corrective actions are also logged in the system. Furthermore, this process enables to communicate with the customer on progress and resolution of the complaint.

## 1.2 Complaint Assignments

Assigning a Complaint to a User or a Group of User is to pass the responsibility to act on the Complaint on a particular phase of the process. On Salesforce, the Complaint Assignment is based on the field **Case Owner**.

A Case Owner can be a **User** (Solvay employee with a Salesforce license) or a **Queue** (a group of Users that should be part of a team to handle Complaints with the same criteria).

Based on each GBU own process and rules, the Complaint Assignment can be performed by:

- **Manually changing the Owner** – at any time, a User with Access to a Complaint can click the button **Change** next to the current owner and select a new User/Queue to be the new Owner
- **Manually choosing the actors** – on the creation (from the fields Originator, Investigator\* and Commercial Assignee\*) or at any time (from the Case Team section) Users are able to select the future actors. The Owner will be changed then automatically based the change of the Status
- **Automatically selecting the actors** – the GBU has provided the rules, based on Complaint criteria, to allow the System to automatically change the Ownership of a Complaint to a specific User or a Queue when the Status changes

### 1.3 Complaint Notifications

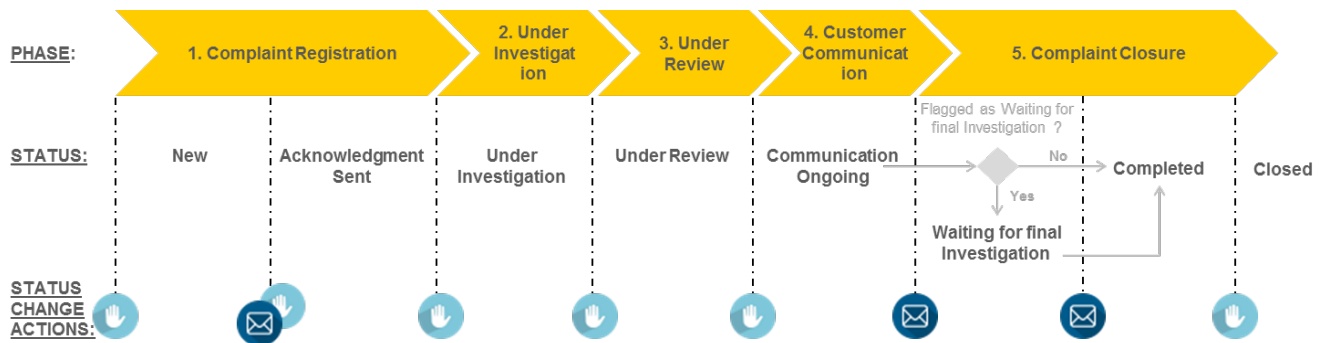
On each step of the Complaint Management Process, a set of Solvay personalities (Salesforce or not Salesforce Users) needs to be notify that a new Complaint has now moved to a specific Status in order to act (Complaint Owners) or to be informed.

On each Status change, an email is sent from Salesforce to a group of users, based on System Rules and GBU Rules that should be stored and displayed in the Activity History Section of a Complaint. There are four types of Addressees on the Complaint Notification Email when the Status is changed:

- The new Owner – if your GBU has implemented assignment rules and the owner is changed automatically to a specific User or to a Queue, the new Owners will receive the Notification Email.
- The previous Owner (if not a Queue) – normally the previous owner is the User that changed the Status and triggered the notification. He/she will be also notified to ensure that the correct Owner has been assigned
- The Case Team – all Case Team Members, independent of their Role will receive the Notification Email
- Solvay Contacts on Notification Rules – group of contacts (not necessary Salesforce Users) that are selected to be notified when the Status is changed based on each GBU Rules.

### 1.4 Complaint Management Process

The Complaint Management process is divided into 5 different **Phases** and 8 different **Status**.



The 8 different Statuses are defined as described in the following table. The Statuses from New to Completed are associated with the **'Open Complaint'** Record Type, that allow Users to access the Complaint Layout in a Read/Write mode (if the User have permissions to edit the Complaint). For Complaints with Status Closed, the Record Type linked is the **'Close ReadOnly Complaint'** that will only allow Users to access the layout in Read mode.

Phase	Status	Definition	Record Type
Complaint Registration	New	As soon as the Complaint is created and registered in the System	Open Complaint
	Acknowledgement Sent	When the acknowledgement email has been sent to the main Contact of the Complaint	

Under Investigation	Under Investigation	When all the Complaint information is gather and Investigation can begin.	
Under Review	Under Review	When the Investigation has been completed and the Review and the Commercial Response Proposal can be built	
Customer Communication	Communication Ongoing	When the Final Communication to the Customer is ready to be sent	
Complaint Closure	Waiting for Final Investigation	When a Communication is sent to the Customer but the agent is still waiting for more feedback	
	Completed	When the Final Communication has been sent to the Customer	
	Closed	When all the closure activities and tasks and the Complaint is closed	Close ReadOnly

### 1.4.1 Complaint Registration

When creating a new Complaint, the user needs to input transactional reference numbers in order to pull a set of data from SAP ECC

These fields are :

- Document Source: choice between the 2 SAP systems
  - WP1
  - PF1
- Document Type
  - Sales Order Number
  - Shipment Number
  - Outbound Delivery Number
- Document Reference
- Item Number

In the case that the Sales Order is linked to a single Delivery, the Delivery number is pulled from SAP along with the data of the Delivery.

The user can enter the Shipment number as document reference to pull Delivery information in case of a relationship 1:1 between Shipment number and Delivery number.

For Internal Complaint, the user will need to use the Outbound Delivery Number as Document Reference. The Purchase Order Number cannot be used as a Document Reference.

In the case that the user does not have any reference number, a "Skip" button allows him to create the complaint without pulling any data from SAP. Nevertheless, the user will still be able to update the document reference fields at a later stage and the data will be pulled from SAP if he does so.

All fields populated by SAP are read-only and not editable in Salesforce by the users with the exception of the Disputed Quantity, Ship to and GBU. If no SAP transaction is maintained on the Complaint, the fields should stay editable.

Once the transactional data is pulled from SAP or that the user skipped this step, he has the ability to read and/or record the following information:

#### Case Information

Field	Definition
Case Owner	User or a Group of User is to pass the responsibility to act on the Complaint on a particular phase of the process
(8D) Ship To Account	The Ship To Account related to the Complaint
Sold To Account	The Sold To Account related to the Complaint
GBU	GBU related to the Complaint
BU	BU related to the Complaint

Product	Represents product Level 3,4,or 5 related to the Complaint (Not the same product level filter is applied depending on the selected GBU)
Resolution Site Code	Resolution Site Code
(8D) Originator	Solvay Agent that has initiate the Complaint  Note: this fields is only available on the creation of a Complaint. After this point, if the User needs to identify this actor, it needs to be managed on the Case Team.
(8D) Investigator	Solvay Agent that is responsible for the Complaint investigation  Note: this fields is only available on the creation of a Complaint. After this point, if the User needs to identify this actor, it needs to be managed on the Case Team.
(8D) Commercial Assignee	Solvay Agent that is responsible for the communication with the Client  Note: this fields is only available on the creation of a Complaint. After this point, if the User needs to identify this actor, it needs to be managed on the Case Team.
8D	Flag that indicates that this Customer requires a 8D Report
Requested Sample	Indicates if a Sample has been requested to the Customer
Status	Indicates in which status the Complaint currently is. See details <a href="#">here</a>
Severity	Critical - Totally unacceptable situation Major - Complaint with a big impact Standard - Complaint with a low impact. This is the value by default Anomaly - Complaint with very low impact closed directly after registration  If the Severity is defined as "Anomaly", then the complaint should only be registered and not investigated. Mandatory fields will only be required for the registration step. No prerequisite is required for closure
Motive	Complaint Motive
Sub-Motive	Complaint Sub-Motive
Motive & Sub-motive Definition	Url to file containing Motive and Sub-motive definitions to help originator select the most accurate options.
Confidential	If the Complaint is flagged as being confidential, only the Case Team members and users hierarchically above will be able to see it
Solvay Company	Indicates if the Complaint is received from an internal customer (Solvay Company). This flag is only informative
Case Currency	Currency that is used for all monetary information related to the Complaint
Case Origin	Channel from which the Complaint was received: Email, Phone, Web
Case Record Type	Case Record Type. See details <a href="#">here</a>
Picture taken	Identify if pictures of the items related to the Complaint have been taken
Inspected by an agent	Indication if the Complaint has been inspected by an agent
Internal Complaint	Indicates that the Complaint should be treated as an Internal Complaint. By flagging the Complaint with this option, some steps, such as acknowledgement email, customer communication, complaint survey on completion, can be skipped

**[DRAFT]**

## Complaint Timeline Stream

ToDo

Field	Definition
Received Date	Effective date when the Case has been received by Solvay
Waiting for final Investigation	Indicates if the Complaint is still waiting for Final Investigation

Waiting for Final Investigation Date	Date when the Final Investigation is expected
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## Complaint Description

In this Section the initial description of the Complaint is captured

Field	Definition
Subject	
Initial Description	
Impact on Customer	

## Customer Contact Information

ToDo

## Order Information

ToDo

## Containment/Immediate Actions

ToDo

### 1.1.1.3 Complaint Description

In this section, the initial description of the Complaint is captured (R-0114)

It contains the 2 following fields:

- Subject
- Initial Description
- Impact on Customer

### Figure 18: Complaint Description Page Layout

#### 1.1.1.4 Customer Contact Information (R-0260)

Multiple contacts can be maintained on the Complaint. There is a primary Contact on the Complaint page layout and the additional Contacts are maintained in the Contacts related list.

There is only one field in the Customer Contact Information section:

- Contact Name

### Figure 19: Customer Contact Information Page Layout

The additional Contacts are maintained in the Case Customer Contacts related list [R2.0/ R-1156].

### Figure 20: Contact Related List

When choosing a Contact, any Contact can be selected but the Recently Viewed Contacts related to the Ship-to will be the ones displayed by default (R-0266).

If searching for a Contact that is not related to the Ship-to, the user needs to first search for the Contact and then click on "Show all results" to reveal the Contact (related to defect D-0484).

Hovering the cursor of the mouse on the Contact reveals additional information on this Contact such as Name, Account Name, Phone, Email, Function and Language (R-0267).

**Figure 21: Additional Contact Information**

The main Contact on the Complaint is by default the recipient of communications when the acknowledgement email or the final communication to the customer is sent. This can nevertheless be changed by the user.

1.1.1.5 Order Information

Under this section, there is all the information in regards to the orders. The left column is where the document references are displayed (Sales Order Number, Outbound Delivery Number, Shipment Number).

**Figure 22: Order Information**

These fields are :

- Document Source (R-0404)
- Sales Order Number (R-0404)
- Sales Order Item (R-0404)
- Outbound Delivery Number (R-0404)
- Outbound Delivery Item (R-0404)
- Shipment Number [R2.0/ R-0699]
- Customer Purchase Order Number
- Preceding Document Number [R1.1/R-0584]
- Preceding Document Item [R1.1/R-0584]
- Subsequent Document Number [R1.1/R-0584]
- Subsequent Document Item [R1.1/R-0584]

If applicable and in reference to the Sales Order Number and its Item, to the Outbound Delivery Number and its Item or to the Shipment Number, some fields will auto-populate with data pulled out of SAP ECC.

These fields are :

<ul style="list-style-type: none"><li>▪ Item Number</li><li>▪ Material Code (R-0255)</li><li>▪ Material Description (R-0116)</li><li>▪ Batch Number (R-0398)</li><li>▪ Packaging Type (R-0117)</li><li>▪ Document Quantity (R-0116)</li><li>▪ Disputed Quantity (R-0284)</li><li>▪ Unit of Measure (R-0116)</li></ul>	<ul style="list-style-type: none"><li>• Goods Issued Date</li><li>• Requested Delivery Date</li><li>• Shipping Site (R-0118)</li><li>• Carrier Partner Name</li><li>• Carrier SAP Reference</li><li>• Equipment</li><li>• Rail Car/Truck Number</li></ul>
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These fields are read-only in the case that data is pulled from SAP with the exception of the Disputed Quantity which can be manually overwritten all the time.

The Batch dependent fields which can have multiple values are maintained in a table (R-0398). The fields that are in the table are the following:

- Item number
- Batch Number
- Unit of Measure
- Document Quantity
- Disputed Quantity

[R1.1/R-0584] If no data is pulled from SAP, the fields in the table can also be edited.

#### 1.1.1.6 Containment/Immediate Action

This section captures the immediate actions that can be taken to deal with the Complaint. The following fields are maintained under this section (R-0206):

- Immediate Action Required
  - Yes/No picklist
- Completed Date
- Immediate Actions Summary

**Figure 23: Containment / Immediate Actions Section Page Layout**

#### 1.1.1.7 Communicate Complaint Acknowledgement to Customer

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Once the complaint is logged in the system, it is time to communicate a complaint acknowledgement to the customer. The objective of the communication is to acknowledge to the customer that the complaint has been logged correctly and that it is taken into consideration.

The complaint acknowledgement is issued by email to the main contact (by default) on the complaint (R-0125).

The following information is included in the email template:

<ul style="list-style-type: none"><li>● Complaint Reference Number</li><li>● Received Date</li><li>● Originator Name</li><li>● Originator Phone Number</li><li>● Originator Email Address</li><li>● Ship to Account Name and Address</li></ul>	<ul style="list-style-type: none"><li>● Contact Name and Address</li><li>● Customer Purchase Order Number</li><li>● Product Name</li><li>● Subject</li><li>● Document Reference Numbers</li><li>● Additional Data</li></ul>
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The email is in a structured format with limited information based on standard requirements (R-0129). For more information, see templates in the Email Templates section.

The user can send the email by clicking on the "Send Acknowledgement Mail" button. In addition to the predefined Contact, the user can also input any valid email address as CC. The Account manager and the CSR, in the Case Team, are automatically put in CC (R-2166).

**Figure 24: Sending the Acknowledgement Email**

Additionally, the user can select any attachments from the Complaint to be sent as attachments with the email.

**NEW / Next release**

R-2314 / Change about massa risus, vestibulum in nunc vitae, sagittis dignissim est.

**Last modifications :**

User	Last Update
<a href="#">Jeremie Seabra-ex</a>	3286 days ago
<a href="#">GILLES, Anne</a>	368 days ago
<a href="#">Sebastien Rouxel</a>	1290 days ago
<a href="#">Silva, Gonçalo</a>	1860 days ago
<a href="#">Filipe Freitas-ex</a>	3286 days ago
<a href="#">MARTINS, Sandra Regina</a>	394 days ago
<a href="#">MARKUS, Evita</a>	1019 days ago
<a href="#">Julien Andreoli-ext</a>	2763 days ago
<a href="#">PEYTRAUD, Josiane</a>	2151 days ago
<a href="#">BRAHIM, Walid</a>	
<a href="#">KANJA-ext, Zakaria</a>	
<a href="#">NWANGWU, Daniel</a>	