

Complaint

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The Differences in the Type Finalize the Customer Complaint

As soon as you press the Completion button in the client and depending on the role settings, you get different options on how to proceed with the order.



Save

You can use the "Save" button if you may need to edit the order later because you received General Information during completion. It remains on the device and is not displayed or considered during Data Transfer.

Complete

A completed order remains on the device until you select it for transmission during a Data Transfer.

Send

The "Send" button completes the order and sends the order independently of a Data Transfer to the ERP system, provided there is an active internet connection.

Transfer to another device

If the Employee is assigned multiple Devices via the backend, they can transfer orders from one device to another. This makes sense, for example, if the order was documented on an iPhone using the photo scanner, and the remaining details such as Delivery address or Customer order number

are to be added later (perhaps after approval by the customer based on an Order suggestion) on a laptop.

Complaint reasons

Depending on the backend settings, the client offers the possibility to perform an internal control of the complaint on site. For example, to destroy goods directly on site or to initiate a credit note due to shortages. The complaint matrix is documented in the backend and can be supplemented with complaint reasons that are passed on to the ERP system.

It is mandatory to fill out all complaint reasons down to the last level.

If it has been set via the role that these reasons are carried over from one to the next item, you only need to make amendments if the reason has changed.

As soon as you leave the input mask and call it up again, all reasons must be documented again.

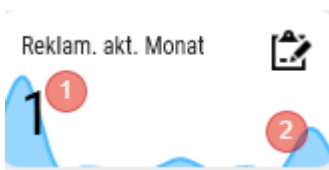
KPI Widgets Complaint

There are 3 widgets available in the Complaint type.

You can find KPI widgets in the "2 x 1 Widgets" type on the dashboard; further information on displaying them can be found [here](#).

Complaint Current month

The basis for the count is the field "Order date" from the complaint header.



1. The number shows the quantity of complaints in the current month.
 - Black, if the value is greater than 0
 - Red, if the value is equal to 0.
2. The blue chart shows the quantity of complaints per month in the last 12 months. In this example screenshot, more orders were generated about 6 months ago than this month or 12 months ago.

Order status	Included in count
Uncompleted complaint	x
Completed, not transferred complaint	x
Completed, transferred complaint	x
Deleted complaint	

Complaint value Current month

The basis for calculating the monthly values is the field "Order date" from the complaint header.



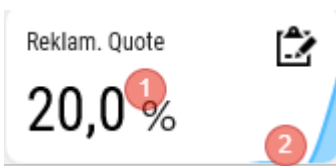
1. The number shows the total of the current month without decimal places.
 - Black, if the value is greater than 0

- Red, if the value is equal to 0.

2. The blue chart shows the values per month from the past 12 months.

Order status	Value included in calculation
Uncompleted complaint	x
Completed, not transferred complaint	x
Completed, transferred complaint	x
Deleted complaint	

Complaint rate



1. The number shows the ratio of complaints to orders of the current month.

- Black, if the value is greater than 0
- Red, if the value is equal to 0.

2. The blue chart shows the rate per month from the past 12 months.