

Complaint

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Complaint header

Title	Widget	Widget description
Create complaint	<div><div>+</div><div>CUSTOMER...</div></div>	<div>Click: Opens the new complaint header</div> <div>Available</div> <div>a. Customer details</div>

General

Header

DeDeNet GmbH / Business-, Web,- und Mobile Solutions			<div>2</div>
<div>Posten 0 0</div>	<div>Kundenreklamationsnummer</div>	<div>Mandant Mandant 2</div>	<div>Summe 0,0000</div>

1. Displays the number of items and the total quantity (items | total quantity)

2. The exclamation mark is shown in red if there is a special feature with the complaint, e.g. delivery block.

1. Contains additional order-related information

2. Click: Opens the information

Form

Order

Field	Right	Reference
Reason for complaint	ORDER / complaint / Always show the complaint reason	Code table: Reason for complaint

Order texts

Field	Right	Reference
External complaint text	ORDER / complaint / External complaint text	

Field	Right	Reference
Internal complaint text	ORDER / complaint / Internal complaint text	
Complaint delivery note text	ORDER / complaint / Delivery note	
Complaint picking text	ORDER / complaint / Picking text	

Customer order information

Field	Right	Reference
Customer complaint number	ORDER / complaint / Customer complaint number	
Contact	ORDER / header / Select contact	
ComplaintCheckboxAttribute1	Only visible if the text has been renamed.	
ComplaintCheckboxAttribute2	Only visible if the text has been renamed.	

Summary

Field	Right	Reference
Name	ORDER / complaint / Signature	
Signature	ORDER / complaint / Signature	

Validation

Time	Type	Validation	Display
Completion	Blocked	<div>1. No complaint number has been captured.</div> <div>2. No signature has been captured.</div> <div>3. No reason for complaint has been specified.</div>	Message

Action buttons

Name	Function	Visibility
Save	Saves the order. The order can be further edited later but cannot yet be sent.	Directly when creating the order or when clicking the pencil in the order mask.

Name	Function	Visibility
Complete	Saves the order and sets the status to Completed. The order can be selected and sent in Data Transfer.	When clicking "Completion" in the order mask.
Send	The order is completed and the dispatch of this order is executed immediately.	When clicking "Completion" in the order mask.
Transfer to another device	Transfers the order to another device of the employee.	If you have clicked Save in the order mask and the employee is assigned multiple devices.

Complaint mask

Title
Complaint If a header Reason for complaint is selected: Complaint / "Reason for complaint"

General

Kebab menu (:)

Type	Order header	Explanation
	Send PDF	
	Complete order	
	Interrupt order	
	Customer notes	Coming from the Summary in the Dashboard, Customer is shown as a jump-off point.
	Transfer to another device	Only visible if the Employee is assigned multiple Devices.

Header

DeDeNet GmbH / Business-, Web-, und Mobile Solutions			2	!	3
Posten 1 1	Kundenreklamationsnummer	Mandant Mandant 2	Summe 0,0000		

- 1. Shows the number of Items and the total Quantity (Items | Total quantity)
- 2. The exclamation mark is shown in red if there is a special feature with the order, e.g. Delivery block.
 - 1. Contains additional order-related information
 - 2. Click: Opens the information

3. Jumps to the [Complaint header](#)

Widgets

1. [AVO](#)
2. [product hierarchy](#)
3. Completion
4. PDF
5. Photos
6. Attachments
7. Favourites

Items

Plus (+)

Calls the Item entry to add new Products to the Cart.

Grid

Click	Swipe	Views
Edits the item	<ol style="list-style-type: none">1. Product details2. Product documents3. Delete	<ol style="list-style-type: none">1. Table

Column definition

Name	Visible	Sort	Full Text	Explanation
Colour code	Forced			Red: If the Price was manually changed.
Picture	Hidden			
Item	Hidden	Ascending		
Product	Landscape		Yes	
Name	Always		Yes	
Quantity	Always			
Reason for complaint	Landscape			Composite text from the selected reasons.
Invoice	Landscape			
Note	Hidden			

Name	Visible	Sort	Full Text	Explanation
VeCode	Landscape			
Price	Always			
Total	Always			
Batch	Hidden			
Colour	Hidden			
Size	Hidden			
Item.attribute1-16	Hidden			
EAN	Hidden			
Rank	Hidden			Sorting indicator from product master
Hierarchy	Hidden			Name and Number

FAQ

Release

Grid area

Title
The title shows which products are displayed, e.g. the name of the order template.
If there is no concrete list, the title "Product entry" is used.

General

Kebab menu (:)

Type	Product details	Only visible when a product is active.
	Product documents	Only visible when a product is active.
	Create as new item	Only active when the product is already in the cart. Direct selection inactive: Clicking directly adds the current product to the cart as a new item.
	Product recommendations	AI module required
	Delete	Only visible when the product is already in the cart.

	Cart	
	Direct selection	Inactive: When selecting a product in the grid, only the header is updated. Active: When selecting a product in the grid, the Item entry area is switched to.

Type	Product details	Only visible when a product is active.
	Quick entry	Only available under UWP. Inactive: Pressing ENTER in the "Quantity" field adds the current product to the cart and selects the next product in the grid. Active: Pressing ENTER in the "Quantity" field adds the current product to the cart and exits the entry mask. The cursor moves to the search field.
	Attachments	Only visible when accessed via an order template.

Functions in the title bar

Icon	Explanation
	Enables processing of mass barcodes .

Header

The headers differ depending on whether the product is already in the cart or not.

Product is not yet in the cart

DeDeService									
Produkt	Listenpreis	UVP	VE	Bestand	Menge	Auftragssumme	Summe		
10001	0,0000	0,0000	5 VE		5	0,0000	0,0000		

- The fields to be displayed in the additional item entry line can be configured in the backend under Basic configuration > Settings > "Additional item entry line - new item".
 - Product*
 - List Price*
 - RRP*
 - Packaging unit (e.g. 1 pc.)*
 - Stock level*
 - Item attributes 1-16
- If activated, the live stock level can be queried here.
- Switches to the [Item entry](#) mask to add the product to the cart. The icon is only visible if "Direct selection" is **inactive**.

* these fields correspond to the default setting.

Product is already in the cart

DeDeSales								
 Produkt	Menge	KIP	Bestand	Summe	VE	UVP		
10000	1	0,0000	123	0,0000	1 ST	0,0000		

- The fields to be displayed in the additional item entry line can be configured in the backend under Basic configuration > Settings > "Additional item entry line - item in cart".
 - Product*
 - Quantity (also shows Rebate in kind, e.g. 4+1)*
 - KIP*
 - Discount*
 - Total*
 - Batch
 - Item attributes 1-16
- If activated, the live stock level can be queried here.
- Switches to the [Item entry](#) mask to edit the selected item. The icon is only visible if "Direct selection" is **inactive**.

* these fields correspond to the default setting.

Display format of the stock field

Stock level	Next receipt on	Stock after receipt	Start of Delivery	Available for Delivery from	Title	Content
Any	Any	Any	Available **	Available	Start of Delivery	DD.MM.YYYY
Any	Any	Any	Not available	Available **	Available for Delivery from	DD.MM.YYYY
=0	Available	Not available	Not available	Not available	Available for Delivery from	DD.MM.YYYY
=0	Available	Available	Not available	Not available	Available for Delivery from	DD.MM.YYYY > Stock after receipt
!=0	Available	Not available	Not available	Not available	Stock level	Stock level + DD.MM.YYYY
!=0	Available	Available	Not available	Not available	Stock level	Stock level DD.MM.YYYY > Stock after receipt
Any	Not available	Available	Not available	Not available	Stock level	Stock level > Stock after receipt
Any	Not available	Not available	Not available	Not available	Stock level	Stock level

Not available corresponds in the data to: not delivered, delivered empty or the value 0.

Available corresponds in the data to: value not equal to 0.

** The "Start of Delivery" or "Available for Delivery from" date must be in the future to be considered available.

Grid

Click	Swipe	Views
<p>Direct selection active</p> <ol style="list-style-type: none">1. The product is activated.2. Item entry and Header are displayed. <p>Direct selection inactive</p> <ol style="list-style-type: none">1. The Header is displayed / updated.2. The Item entry is hidden.	<ol style="list-style-type: none">1. DOCUMENTS (shows the documents in which the product appears for the selected customer)2. DETAILS3. DELETE (only available if the product is already in the cart)	<ol style="list-style-type: none">1. Table2. Images

Search bar

Symbol	Explanation
	The full text search is used.
123 ABC	<ol style="list-style-type: none">1. First it checks if there is a product with the input. If not, it checks if the input starts with 0, trims all leading zeros and searches again for a product.2. If still no result, it searches in Ean, EanVpe or Single EAN.3. If nothing found, it searches in DAI for an item.4. If nothing found, it checks against the "Rules for item suggestions" from the backend -> Settings. <p>From version 20: By default, the rule states that all products starting with the entered number are now found.</p> <p>123: iOS/Android opens the numeric keyboard for input. ABC: Opens the standard alphanumeric keyboard for input.</p>

Column definition

Name	Visible	Sort	Full Text	Explanation
Colour code	Forced			
Image	Landscape			

Name	Visible	Sort	Full Text	Explanation
Name	Always			
Product	Landscape			
Quantity	Always			
Nat.disc.	Hidden			
Module 1	Hidden			
Module 2	Hidden			
Module 3	Hidden			
Module 4	Hidden			
Additional column 1	Always			Only available when accessed via an order template.
Additional column 2	Always			Only available when accessed via an order template.
Additional column 3	Always			Only available when accessed via an order template.
Product columns	Hidden			

Scrolling

1. Scrolling down (rows move down) displays the header when a product is activated.
2. Scrolling up (rows move up) hides the header.

Settings

1. If a column configuration is made after accessing this mask via an order template, the setting applies to the selected order template.

Scan function

A successful scan of a product directly opens the [Item entry](#) area

- for creating a new entry if the product is not yet in the cart.
- for editing if the product is already in the cart.

FAQ

Release

Version 18

- 1. ** Date must be in the future.

Entry Area

Title
Product entry

General

Kebab menu (:)

The entry area has the same [kebab menu](#) as the grid area.

Header

In portrait view, the [header](#) starts with the definition from the grid area.

Function	Explanation
	Jumps one item back in the grid area.
	Adds the product to the cart. The entry area is exited/closed.
	Adds the product to the cart and jumps one item forward in the grid area.
	Jumps one item forward in the grid area.

Following the functions is the [tab bar](#).

Validation

Time	Type	Validation	Display
------	------	------------	---------

Item call	Warning	1. Comment present 2. Status general information	Message
Item call	Blocked	1. Product locked 2. Not in closed listing 3. Product not intended for client.	

Scan function

- Scanning the same product increases the quantity by 1.
- Scanning a different product
 - adds the current product (like the "Save" function)
 - Checks if the scanned product exists
 - Yes: Adds the new product directly into the entry mask.
 - If a batch is required, the [batch selection](#) now appears, unless the batch is already included in the barcode.
 - No: Switches to the [grid area](#) and displays the standard message for not found.

FAQ

Release

Product documents

Title
Product documents "<Produktbezeichnung>"

General

Grid

Click	Swipe	Views
Document Header		1. Table

Column definition

Name	Visible	Sort	Full Text	Explanation
Colour code	Forced			Red: If cancelled
Document type	Visible			
Document number	Visible		Yes	
Document date	Visible	Descending		
Batch	Hidden			
Quantity	Visible			
Price	Visible			
Cancelled	Hidden			
Reason for cancellation	Hidden			

Tab bar of the entry mask

The tab bar contains further information about the currently selected product or offers you the possibility to make additional entries. Depending on the activated rights, the tabs may not be visible or contain less information.

TAB: POS

The display of the individual fields depends on the activated rights in the employee's role.

Field	Right	General Information
Quantity	This field is Always present.	
 		
Unit		This is not an input field.
Price	This field is Always present.	If the price is manually Edited, it is displayed in red.
Total		This is not an input field. The total changes automatically with the input.
Complaint description		The Configuration of the Complaint matrix is done in the backend under Basic configuration > Settings Complaint matrix.
Invoice	ORDER / complaint / Select Invoice	
Note	This field is Always present.	
Batch		

```
{{DDN-01@125#bkmrk-tab%3A-details}}  
  
{{DDN-01@125#bkmrk-tab%3A-module}}  
  
{{DDN-01@125#bkmrk-tab%3A-staffel}}  
  
{{DDN-01@125#bkmrk-tab%3A-einheiten}}  
  
{{DDN-01@125#bkmrk-tab%3A-st%C3%9Cckliste}}
```

The Sales rep. must select the reasons for a complaint anew with each entry, this is very time-consuming. Can this be optimised?

Via the right ORDER / return / Remember the reasons for a complaint you can choose whether the reasons for a complaint are retained when entering a new item.

Despite an Active listing, the Sales rep. can enter any Products in the complaint entry. How can I change this?

You must activate the check via the right ORDER / return / Check for item listings.

Release