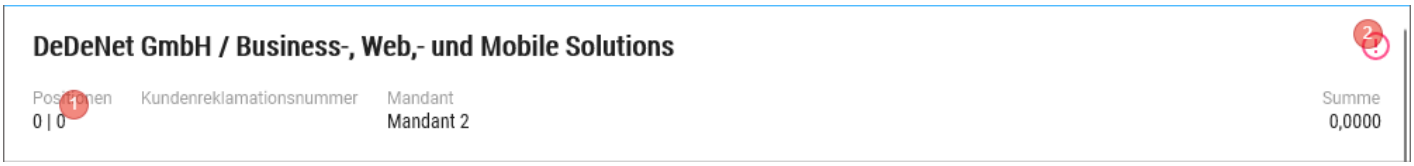
Complaint header

Title	Widget	Widget description
Create complaint	+ CUSTOME...	Click: Opens the new complaint header Available a. Customer details

General

Header



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	1. No complaint number has been captured. 2. No signature has been captured. 3. No reason for complaint has been specified.	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.

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