

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
Pos. 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