



WHITE PAPER

TRIMIT COMPLAINTS 23.1

This document contains information about the Complaints functionality in TRIMIT 23.1 for Microsoft Dynamics 365 Business Central 2023, Wave 1 (W1).

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INTRODUCTION

Unfortunately, deliveries may go wrong. Packages may contain the wrong products, or a product was damaged during the forwarding process. The customer can come with a **Complaint** for which the Customer Service Department need to decide how to follow-up this Complaint together with the Sales Department.

A combination of actions can be taken among which:

1. *The wrong or damaged product is going to be returned by using a Sales Return Order.*
2. *The wrong or damaged product is going to be replaced by sending a new one by creating a Sales Order.*
3. *A damaged product is going to be repaired by creating a Production Order.*
4. *A Credit Memo is going to be sent.*
5. *The wrong or damaged product will be returned to the supplier.*

All these follow-up processes can be tracked by **TRIMIT Complaints**.

Other features are:

- *A function to choose and get the information from the **Sales Invoice Lines**, so you will have the right Sales Price.*
- *The Item can also be configured on the Complaint Line.*
- *Items that need reparation can get a specific unique **Item No**.*
- *Another Item can replace an Item.*

The functionality described is the functionality as of **TRIMIT 23.1 for Business Central W1 BC22.X**.

The pictures in this White Paper are based on the demo database for **TRIMIT 23.1**, which is based on Microsoft Dynamics 365 Business Central 2023 Release Wave 1, in the demo company **CRONUS TRIMIT W1 Ltd.** (based on CRONUS International Ltd. of Microsoft Dynamics 365 Business Central).

COMPONENTS

TRIMIT Complaints contains the following objects:

The tables	6036492	<i>trm API Complaint Header</i>
	6036493	<i>trm API Complaint Line</i>
	6036673	<i>trm Complaint Line Relation</i>
	6036674	<i>trm Complaint Header</i>
	6036675	<i>trm Complaint Line</i>
	6036677	<i>trm Complaint Buffer</i>
	6036688	<i>trm Complaint Line Rel. Compl.</i>
	6036689	<i>trm Complaint Header Completed</i>
	6036690	<i>trm Complaint Line Completed</i>
The pages	6036692	<i>trm Complaint Order</i>
	6036993	<i>trm Complaint Order Subform</i>
	6036995	<i>trm Complaint Orders List</i>
	6036696	<i>trm Completed Complaint List</i>
	6036697	<i>trm Completed Complaint</i>
	6036698	<i>trm Complaint Order Lin Compl</i>
	6036819	<i>trm Complaint Document FactBox</i>
	6036825	<i>trm Complaint Line FactBox</i>
	6036826	<i>trm Complaint Compl FactBox</i>
	6036827	<i>trm Complaint Line Con FactBox</i>
	6036828	<i>trm Complaint ComplDoc FactBox</i>
	6038006	<i>trm Dialog Complaint Line</i>
The reports	6036689	<i>trm Complaint Data</i>
	6036691	<i>trm Complaint Statistics</i>
The codeunits	6036729	<i>trm Complaint Handling</i>
	6038012	<i>trm API Complaint Create</i>

Besides these special objects, also other objects have been customized for TRIMIT Complaints, like i.e., the pages of the Sales Order, Sales Credit Memo, Posted Sales Invoice and Posted Credit Memo: a field **Complaint** indicating that the document is related to a Complaint Yes/No.

SETUP

This chapter contains information about the Setups that you need.

USER SETUP

You can find the **User Setup** via **Search User Setup**.

For each user using TRIMIT Complaints the **System Responsible Sales** should be put to **Yes**.

User Setup






✓ Saved

ADMIN

General >

System Responsibility

System Responsible System Data	Yes	System Responsible Purchase	Yes
System Responsible Finance	Yes	System Responsible PDM	Yes
System Responsible Sales	Yes	Maintain Customer Information	Yes
System Responsible Production	Yes		

SYSTEM RESPONSIBLE SALES

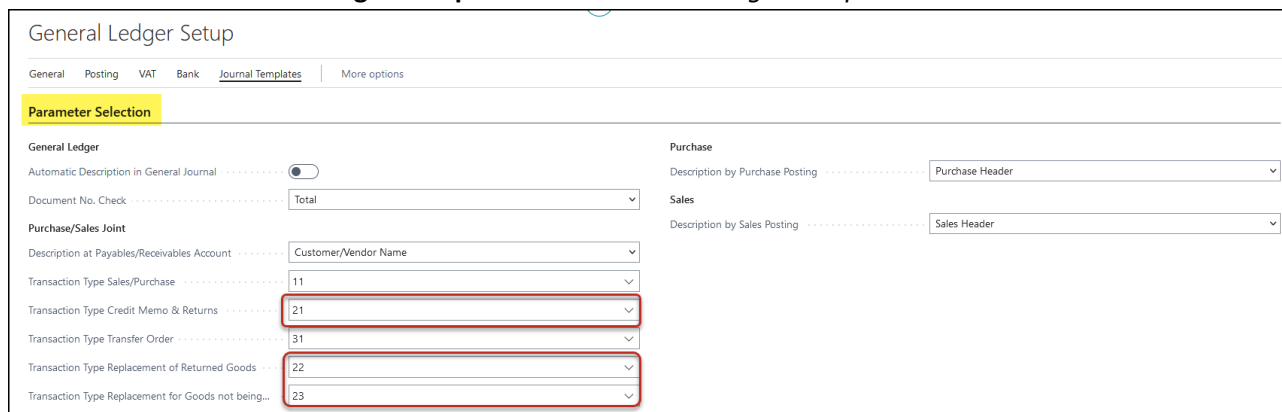
This Parameter set to **Yes** opens the possibility to change fields or delete records.

If set to **No** the fields cannot be changed or action cannot be carried out:

Table	Name	Field / Action
6036674	Complaint Header	Delete record
6036674	Complaint Header	Change Completed Complaints from Yes to No
6036672	Sales Line Discount Type List	Related Information/Line Discount Types/Update Line Discounts/ Regenerate Line Discount Lines
Page	Name	Field/Action/Function
6036672	Sales Line Discount Type List	Related Information/Line Discount Types/Update Line Discounts/ Calculate All Line Discount
6036673	Sales Lines Discount Type Card	Related Information/Line Discount Types/Update Line Discounts/ Regenerate Line Discount Lines
6036673	Sales Lines Discount Type Card	Related Information/Line Discount Types/Update Line Discounts/ Calculate All Line Discount

GENERAL LEDGER SETUP

You can find the **General Ledger Setup** via **Search General Ledger Setup**.



TRANSACTION TYPE CREDIT MEMO & RETURNS

Is used for Intrastat: **Transaction Type**.

This will be the default **Transaction Type** for Return Orders and Credit Memo's in Sales and Purchase when the field **EU Country/Region Code** of the Sell-To/Buy-From Country/Region is filled.

TRANSACTION TYPE REPLACEMENT OF RETURNED GOODS

Is used for Intrastat: **Transaction Type**.

This will be the default **Transaction Type** for Sales Order that is created based on a Complaint with **Solution Customer** is set to *Return on Refund + Replacement* when the field **EU Country/Region Code** of the Sell-To/Buy-From Country/Region is filled.

TRANSACTION TYPE REPLACEMENT FOR GOODS NOT BEING RETURNED

Is used for Intrastat: **Transaction Type**.

This will be the default **Transaction Type** for Sales Order that is created based on a Complaint with **Solution Customer** is set to *Return + Replacement* or *Replacement* when the field **EU Country/Region Code** of the Sell-To/Buy-From Country/Region is filled.

In **Creation of Sales Documents** via our **Complaints**, we set the **Transaction Type** of the created Sales Documents based on the **Solution Customer**.

The numbers refer to the **Transaction Types** (Nature of Transaction) chosen in above picture:

	Sales Order	Sales Credit Memo	Return order	Production Order
	New Item to Customer	No Item returned	Credit Memo when Item is returned	
Refund		Yes, 21		
Refund + Replacement	Yes, 23	Yes, 21		
Refund on Return			Yes, 21	
Refund on Return + Replacement	Yes, 22		Yes, 21	
Replacement	Yes, 23			
Repair				Yes, No Transaction Type

RETURN REASONS

You can use the **Return Reasons** for setting some defaults for the fields in a Complaint Header.

You can find the **Return Reasons** via **Search Return Reason**.

Return Reasons							
✓ Saved							
Search + New Edit List Delete							
Code	Description	Default Location Code	Inventory Value Zero	Solution Customer	Free of Charge	Solution Vendor	
→ WRONG	Wrong Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	No Default	
S-REPAIR	Repair Sold Item	B-CHOICE	☐	Repair	Yes		
SMALL	Small Damage	B-CHOICE	☐	Refund	No Default	No Default	
P-REPAIR	Repair Purchased Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	Replacement	
NONEED	No Current Need		☐		No	No Default	
DEFECTIVE	Defective Item	B-CHOICE	☐	Refund on Return + Replacement	No	No Default	
DAMAGED	Damaged in Shipment	B-CHOICE	☐	Replacement	No	No Default	

SOLUTION CUSTOMER

In the field **Solution Customer**, the appropriate solution can be entered about how to manage a Complaint. There are several options possible. These options have each a different result in what other actions should be taken regarding the creation of Sales Orders, Credit Memos, Return Orders or Production Orders. In the table below you can see what these are:

	Sales Order	Sales Credit Memo	Return order	Production Order
	New Item to Customer	No Item returned	Credit Memo when Item is returned	
Refund		Yes		
Refund + Replacement	Yes	Yes		
Refund on Return			Yes	
Refund on Return + Replacement	Yes		Yes	
Replacement	Yes			
Repair				Yes

FREE OF CHARGE

If this field is set to **TRUE**, the **Unit Price excl. VAT** in the created Sales Documents based on a Complaint will be set to zero. Also, the **Direct Unit Cost** in the created Purchase Documents based on a Complaint will be set to zero.

SOLUTION VENDOR

There are four options how to handle actions towards the Vendor in case of a Complaint. If the *Blank* option is chosen, it will mean that there are no actions towards the Vendor.

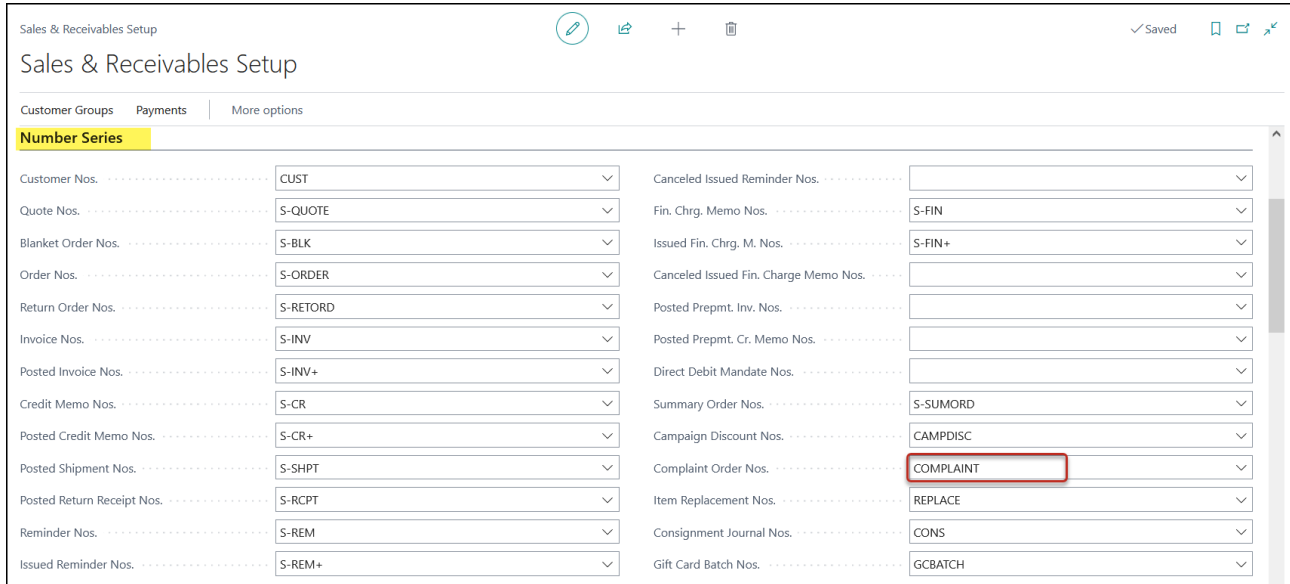
	Purchase Order	Purchase Credit Memo
Blank		
Refund/ Reduction		Yes
Replacement	Yes	
Replacement (Drop Shipment)	Yes*	

* Created as Drop Shipment to Sales Line and only valid if a Solution Customer is set to Replacement

SALES & RECEIVABLES SETUP

In the **Sales & Receivables Setup** the following Setup are necessary for working with TRIMIT Complaints. The Sales & Receivables Setup is found via **Search Sales & Receivables Setup**.

FASTTAB NUMBER SERIES

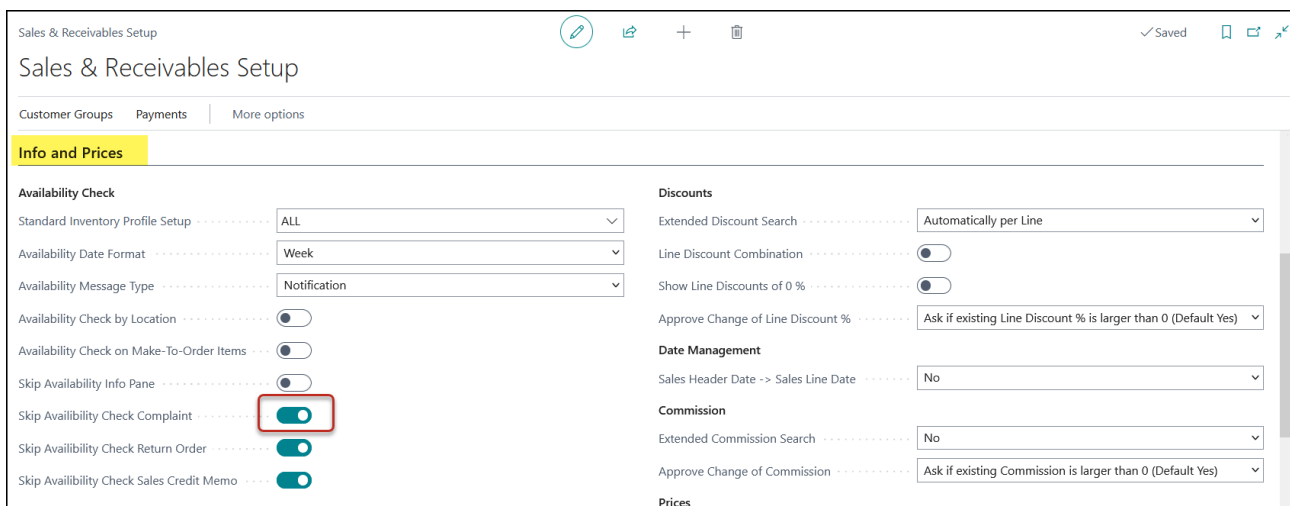


Field	Value	Field	Value
Customer Nos.	CUST	Canceled Issued Reminder Nos.	
Quote Nos.	S-QUOTE	Fin. Chrg. Memo Nos.	S-FIN
Blanket Order Nos.	S-BLK	Issued Fin. Chrg. M. Nos.	S-FIN+
Order Nos.	S-ORDER	Canceled Issued Fin. Charge Memo Nos.	
Return Order Nos.	S-RETORD	Posted Prepm. Inv. Nos.	
Invoice Nos.	S-INV	Posted Prepm. Cr. Memo Nos.	
Posted Invoice Nos.	S-INV+	Direct Debit Mandate Nos.	
Credit Memo Nos.	S-CR	Summary Order Nos.	S-SUMORD
Posted Credit Memo Nos.	S-CR+	Campaign Discount Nos.	CAMPDISC
Posted Shipment Nos.	S-SHPT	Complaint Order Nos.	COMPLAINT
Posted Return Receipt Nos.	S-RCPT	Item Replacement Nos.	REPLACE
Reminder Nos.	S-REM	Consignment Journal Nos.	CONS
Issued Reminder Nos.	S-REM+	Gift Card Batch Nos.	GCBATCH

COMPLAINT ORDER NOS.

No. Series for the Complaints: Documents in which Complaints can be documented and followed up with Credit Memo, Return Order and/or new Sales Order.

FASTTAB INFO AND PRICES



Field	Value	Field	Value
Availability Check		Discounts	
Standard Inventory Profile Setup	ALL	Extended Discount Search	Automatically per Line
Availability Date Format	Week	Line Discount Combination	☐
Availability Message Type	Notification	Show Line Discounts of 0 %	☐
Availability Check by Location	☐	Approve Change of Line Discount %	Ask if existing Line Discount % is larger than 0 (Default Yes)
Availability Check on Make-To-Order Items	☐	Date Management	
Skip Availability Info Pane	☐	Sales Header Date -> Sales Line Date	No
Skip Availability Check Complaint	☒	Commission	
Skip Availability Check Return Order	☒	Extended Commission Search	No
Skip Availability Check Sales Credit Memo	☒	Approve Change of Commission	Ask if existing Commission is larger than 0 (Default Yes)
		Prices	

SKIP AVAILABILITY CHECK COMPLAINT

This Parameter determines if an Availability Check should take place when entering a Line in a Complaint. If you choose **Yes**, the Availability will not be calculated.

If you choose **No**, the Availability will be calculated, and you can get messages.

FASTTAB COMPLAINT

Sales & Receivables Setup

Sales & Receivables Setup

Customer Groups | Payments | More options

Complaint

Item to be Used as Description No.

Item Base for Vendor Search No.

Return Reason Code Mandatory No

Allow Lines of Type G/L Account ☒

Default Collapse Matrix ☐

Default Quantity Complaint 0,00

Default Handling

Default Return Reason Code DEFECTIVE

Invoice Information

Invoice Reference Mandatory Confirm missing Invoice Reference.

Horizon, Invoice No. Search 6M

Automatic Search Invoice No. ☒

Repair

Item No. For Repair Production Order REPAIR

DESCRIPTION OF THE PARAMETERS:

ITEM TO BE USED AS DESCRIPTION

This Parameter determines which Item Description to be filled into **Description** and **Description 2** of a Complaint Line.

You can choose between the following four options:

No.	Descriptions of the Item in current Language will be found based on No. (Master/Item Number)
Complaint Item No.	Descriptions of the Item in current Language will be found based on Complaint Item No.
Invoiced Item No.	Descriptions of the Item in current Language will be found based on Invoiced Item No.
Replacement Item No.	Description of the Item in current Language will be found based on Replacement Item No.

NOTE

No. – The Item we will react on

Complaint Item No. – The Item the customer complains about

Invoiced Item No. – The Item the customer purchased and has been invoiced.

Replacement Item No. – The Item that might replace the No.

In fashion it might not have any meaning, but I.e. If a customer buys a chair, he could have the situation that he is missing one screw (the Item he complains about: **Complaint Item No.**). What you want is to give the customer a bag of screw etc. (this is the **No.** and of course in the end the cost of the complaint), and of course, there is the **Invoice Item No.:** the chair.

In the end, both the Complaint Item No. and the Invoice Item No. are more for statistic purpose. This makes it possible to conclude that this Item is always broken when it is used for these Sales Items etc.

ITEM BASE FOR VENDOR SEARCH

This Parameter determines which Item Vendor No. to be filled into **Vendor No.** at Complaint Line.
You can choose between the following four options:

No.	Item Vendor No. will be found based on No. (Master/Item Number)
Complaint Item No.	Item Vendor No. will be found based on Complaint Item No.
Invoiced Item No.	Item Vendor No. will be found based on Invoiced Item No.
Replacement Item No.	Item Vendor No. will be found based on Replacement Item No.

RETURN REASON CODE MANDATORY

This Parameter can be used to ensure that **Return Reason** has been filled before posting a Complaint.
You can choose between the following three options:

No	A Complaint without Return Reason can be posted.
Confirm missing Return Reason Code	You will be asked to accept that Return Reason has not been filled. If you do not accept; the posing of the Complaint will be interrupted.
Yes	The posting of the Complaint will be interrupted if Return Reason has not been filled.

ALLOW LINES OF TYPE G/L ACCOUNT

If this Parameter is *Yes*, Complaint Lines of **Type G/L Account** can be entered and posted.

If Complaint Lines of **Type G/L Account** should be allowed, this Parameter should be set to *Yes*, otherwise an error will be raised at choosing the Type.

Depending on the setting of this Parameter, the **Get Posted Sales Invoice Lines** function in the Complaint will include/exclude the **Type G/L Account** on the Posted Invoice Lines that can be chosen.

NOTE

G/L Account Lines is only set on a Return Order, or a Credit Memo based on **Solution Customer** and not on a Sales Order (in case of Replacement i.e.) or Production Order (Repair).

DEFAULT COLLAPSE MATRIX

If this Parameter is *Yes*, any Matrix used at a Complaint Line will already be collapsed.

You need to put a checkmark in **Expand Matrix** on the Complaint Line to see all the Item Lines.

DEFAULT QUANTITY, COMPLAINT

In this Parameter you can enter a decimal as default **Quantity** for the Complaint Lines.

DEFAULT RETURN REASON CODE

In this Parameter, you can choose a default Return Reason. If chosen, every new created Complaint will get this **Default Return Reason Code**, but this code can be overwritten in the Complaint Header.

Based on the fields of the [Return Reason Code](#), also other fields in the Complaint will be filled by default.

INVOICE REFERENCE MANDATORY

This Parameter can be used to ensure that **Concerning Invoice No.** has been filled before posting a Complaint.

You can choose between the following three options:

No	A Complaint without Concerning Invoice No. can be posted.
Confirm missing Invoice Reference	You will be asked to accept that Concerning Invoice No. has not been filled. It you do not accept; the posing of the Complaint will be interrupted.
Yes	The posting of the Complaint will be interrupted if Concerning Invoice No. has not been filled.

HORIZON, INVOICE NO. SEARCH

If the **Get Posted Sales Invoice Lines** function are used it is mandatory to fill in a Horizon (Date Formula) for the period, the search should be performed (this is to limit the processing time).

I.e., if you enter **3M**, the system will only show you the Posted Sales Invoice Lines with a **Posting Date** between 3 months back and now.

AUTOMATIC SEARCH FOR INVOICE NO.

If this Parameter is **Yes**, the program will automatically search the Customers Posted Sales Invoices for the last invoiced Line of the specific **No.** on the Complaint Line and add it to the **Concerning Invoice** and **Concerning Invoice Line**.

ITEM NO. FOR REPAIR PRODUCTION

If Repairs Orders (Production Orders) should be raised as Related Order on the Complaint Line, this Parameter should be filled with an **Item No.** that should be used for creation of a Production Order. The Item could have a default Item BOM if the repair procedures are general for all Items.

PRODUCTION SETUP

The Production Setup is found via **Search Production Setup**.

FASTTAB NUMBERING

Production Setup

Numbering

Production Document Nos. PRODDOC

Production Series Nos. PRODSERIE

Make-to-Stock Nos. PRODMTS

Production Collecting Order Nos. PRODCOL

Make-to-Order Nos. PRODMTO

Complaint Make-to-Order Nos. PRODMTOCOMPL

COMPLAINT MAKE-TO-ORDER NOS.

If **Repair Orders** are created as **Related Orders** attached to Complaint Lines, this **No. Series** needs to be entered.

INVENTORY PROFILE SETUP

The Inventory Profile Setup is found via **Search Inventory Profile Setup** and determines which Transactions are included to calculate the Availability of an Item.

You can include the **Complaints** into the **Inventory Profile Setup**, which can be used in many pages and in some reports as a filter of Transactions to be included to calculate Availability.

You need to be aware, that the quantity of a **Complaint** could also be on a **Sales Order, Credit Memo, Purchase Order** or **Purchase Credit Memo**. So be careful with this checkmark.

Inventory Profile Setup																			
		✓ Saved																	
		Search + New Edit List Delete Edit View																	
Code ↑	Description	Loc...	Incl... Inve...	Incl... Sales Quo...	Incl... Sales Ord...	Incl... Sales Invo...	Incl... Sales Blan... Ord...	Incl... Sales Credit Me...	Incl... Complaints	Incl... Sales Imp... Lines	Incl... Pro... Sug...	Incl... Pro... Ord...	Incl... Tran... Ord...	Incl... Purc... Quo...	Incl... Purc... Ord...	Incl... Purc... Invo...	Incl... Purc... Blan... Ord...	Incl... Purc... Credit Me...	Incl... Purc... Inte...
→ ALL		☐	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒	☒
B2B		☐	☒	☒	☒	☐	☐	☐	☐	☒	☐	☒	☐	☐	☒	☐	☐	☐	☐
B2C		☐	☒	☐	☒	☐	☐	☐	☐	☐	☐	☒	☐	☐	☒	☐	☐	☐	☐
INVENTORY		☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
INVPUPR		☐	☒	☐	☐	☐	☐	☐	☐	☐	☒	☒	☒	☒	☒	☐	☒	☐	☒
INV-SALES		☐	☒	☒	☒	☐	☒	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒
INVSALPU		☐	☒	☒	☒	☐	☒	☐	☒	☒	☐	☐	☐	☒	☒	☐	☒	☐	☒
INVSALPUPR		☐	☒	☒	☒	☐	☒	☐	☒	☒	☒	☒	☐	☒	☒	☐	☒	☐	☒
ISP		☐	☒	☐	☒	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	☐	☐	☐	☐
PRODUCTI...		☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	☒	☐	☐	☐	☐	☐	☐	☐
PURCHASE		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐	☒	☐	☐	☒	☐	☒
SALES		☐	☐	☒	☒	☐	☒	☐	☒	☒	☐	☐	☐	☐	☐	☐	☐	☐	☒
SALESAGENT		☐	☒	☒	☒	☐	☐	☐	☐	☒	☐	☒	☐	☐	☒	☐	☐	☐	☐

COMPLAINT

The **Complaints** can be found via **Search Complaint Order List** but also in the Role Center *TRIMIT Small Business* directly.

CRONUS TRIMIT W1 Ltd. | Finance ▾ Sales ▾ Purchase ▾ Product Design ▾ Logistics ▾ Production ▾ Portals ▾ Posted Documents ▾

Customers Vendors Sales Orders **Complaints** Purchase Orders Masters Pick Documents

FASTTAB GENERAL

Complaint Order

CO00001 · The Fashion Store UK

Get Posted Sales L...Lines for Complaint ✓ Approve Create Documents Post Sales Documents Post Purchase Documents Create & Post All Sales Document Test Complete Complaint Complete Complaint

General Show less

Document No. CO00001 Salesperson 2

Customer Name The Fashion Store UK Salesperson 3

Your Reference

Replace Order Type

Replace Collection No.

Bill-to

Bill-to Customer No. 2000

Bill-to Name The Fashion Store UK

Complaint Details

Sales Channel

Received By ADMIN

Date of Receipt 1-1-2022

Shipment Date 1-1-2022

Responsible ID

Status Open

Solution Suggested by Cust...

Default Reason

Return Reason Code DEFECTIVE

Handling Customer

Solution Customer Refund on Return + Replacement

Free of Charge ☐

Sales Replacement Docume... Order

Handling Vendor

Solution Vendor

Sell-to

Sell-to Address Station Road, 21

Sell-to Address 2

Sell-to Post Code CB1 2FB

Sell-to City Cambridge

Sell-to Country/Region Code GB

Sell-to County

Sell-to Contact Charley Nelson

Skip Availability Check ☒

Posting Date 1-1-2022

Salesperson JR

DOCUMENT NO.

With pressing **<Enter>**, an automatic Number can be created for a new Complaint based on the Parameter in the **Sales & Receivables Setup**.

CUSTOMER NAME

You can enter a **Customer No.** or a part of the Customer Name, after which the total name of the Customer will be shown.

In addition, many Customers related fields will be filled automatically: see the fields in **green** in the picture above.

YOUR REFERENCE

In this field, **Your Reference** can be entered.

SELL-TO CONTACT

In this field, the **primary Contact Name** of the **Customer Card** will be filled automatically but can be changed.

SKIP AVAILABILITY CHECK

This Boolean determines whether an **Availability Check** is executed, when entering a quantity on the Complaint Line. If this Complaint would not be concerning a Replacement, you should put a checkmark in this field. Otherwise, you could get messages that the Item is not available, even if you are only registering the Item for a Credit Memo.

POSTING DATE

This field specifies the **Date** when the posting of the Complaint will be executed. By default, today's Work Date will be filled.

The **Posting Date** will be copied to the Posting Date of the Credit Memo, Sales Order, Sales Return Order, Sales Invoice, Purchase Order or Purchase Credit Memo when you post the Complaint.

SALESPERSON, SALESPERSON 2, SALESPERSON 3

These fields will be populated automatically by the default **Salesperson** (2 or 3) on the Customer Card. It can be manually changed for this specific Complaint.

REPLACE ORDER TYPE

If you enter a **Replace Order Type**, it will also be copied to any Sales Document Header and -Lines that might be created based on the Complaint.

REPLACE COLLECTION NO.

If you enter a **Replace Collection No.** it will also be copied to any Sales Document Header that might be created based on the Complaint.

SALES CHANNEL

If you enter a **Sales Channel**, it will also be copied to any Sales Document Header and -Lines that might be created based on the Complaint.

This could be for instance the *B2B Portal* or the *Sales Agent Portal*.

RECIEVED BY

This field will automatically be filled by the **User** that created the Complaint.

But you can overwrite it.

DATE OF RECEIPT

This field will automatically be filled with the **Work Date** the Complaint was created. It represents the **Date** the Complaint was received.

But you can overwrite it.

DATE OF SHIPMENT

This field will automatically be filled with the **Work Date** the Complaint was created. It represents the **Date** that a Replacement (Sales Order) will be shipped to the Customer.

But you can overwrite it.

RESPONSIBLE ID

This can be filled with the **User** that will handle this Complaint.

STATUS

The **User** that is reviewing the Complaint can make a judgement. If this is not done, the **Status** will be *Open*. After reviewing, the Status could be *Approved* or *Rejected*.

You are also able to set the **Status** from *Open* to *Approved*, by clicking **Approved**.

Complaint Order
CO00002 · The Fashion Store UK

 Get Posted Sales Lines for Complaint
 **Approve**
 Create Documents
 Post Sales Documents

SOLUTION SUGGESTED BY CUSTOMER

The Customer may have a preference how to solve the Complaint. This can be a *Refund* or a *Replacement*.

RETURN REASON CODE

In this field, the Reason for the Complaint can be entered.

This could be mandatory based on [Return Reason Code Mandatory](#) in the Sales & Receivables Setup, and a default can be filled based on the [Default Return Reason Code](#) in the Sales & Receivables Setup, but can be changed.

The **Return Reason Code** on the Complaint Line will be copied from the Complaint Header but may deviate from the one on the Header describing the Complaint per Line.

When entering the **Return Reason Code**, the **Default Location Code** will be copied to the Complaint Lines, and the **Solution Customer**, **Free of Charge** and **Solution Vendor** will be copied to the Complaint Header. This will also happen when there is a **Default Return Reason Code** in the **Sales & Receivables Setup**.

SOLUTION CUSTOMER

In the field **Solution Customer**, the appropriate solution must be entered about how to manage the Complaint. There are several options possible. These options have each a different result in what other actions should be taken regarding the creation of Sales Orders, Credit Memos, Return Orders or Production Orders. In the table below you can see what these are:

	Sales Order or Sales Invoice New Item to Customer	Sales Credit Memo No Item returned	Return order Credit Memo when Item is returned	Production Order
Refund		Yes		
Refund + Replacement	Yes	Yes		
Refund on Return			Yes	
Refund on Return + Replacement	Yes		Yes	
Replacement	Yes			
Repair				Yes

FREE OF CHARGE

If this parameter is set to *TRUE*, the **Unit Price** and the **Direct Unit Cost** will be set to 0 for all Orders (Sales & Purchase).

SALES REPLACEMENT DOCUMENT TYPE

This field has two options that determine which Sales Document will be created in case of **Solution Customer** is set to *Refund + Replacement*, *Refund on Return + Replacement* or *Replacement*.

Order	A Sales Order is created for replacing the Item of Complaint.
Invoice	A Sales Invoice is created for replacing the Item of Complaint.

SOLUTION VENDOR

There are four options how to handle actions towards the Vendor in case of a Complaint.
If the *Blank* option is chosen, it means that there are no actions towards the Vendor.

	Purchase Order	Purchase Credit Memo
Blank		
Refund/ Reduction		Yes
Replacement	Yes	
Replacement (Drop Shipment)	Yes*	

* Created as Drop Shipment to Sales Line and only valid if a Solution Customer is set to Replacement

FASTTAB SHIPPING AND BILLING

The FastTab **Shipping & Billing** contains Customer information inherited from the Customer card or get from the Concerned Invoice. There is one exception: Location Code Replacement. This field is discussed below.

Shipping and Billing

Ship-to Code	LONDON	Ship-to Country/Region Code	GB
Ship-to Name	The Fashion Store UK - London	Ship-to County	
Ship-to Name 2		Shipment Method Code	
Ship-to Address	20 Savile Row	Shipping Agent Code	
Ship-to Address 2	Mayfair	Shipping Agent Service Code	
Ship-to Contact		Transport Method	
Ship-to Post Code	WC1 3DG	Location Code, Replacement	
Ship-to City	London		

Most of the fields will be copied from the entered **Customer Name**.

LOCATION CODE REPLACEMENT

In this field, you can enter the **Location Code** from which Replacing Items will be shipped to the Customer.

FASTTAB MISC. PARAMETERS

Misc. Parameters

Language Code	ENG	Currency Code	
Phone No.		Comment	No

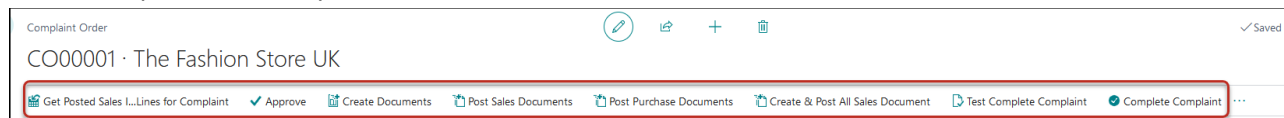
Most of the fields will be copied from the entered **Customer Name**.

COMMENT

This field will automatically be set to Yes, after you have entered the Comments to this Complaint via **Actions, Complaint, Comments**.

FUNCTIONS ON COMPLAINT HEADER

In the Complaint Header, you can find several actions that can be executed.



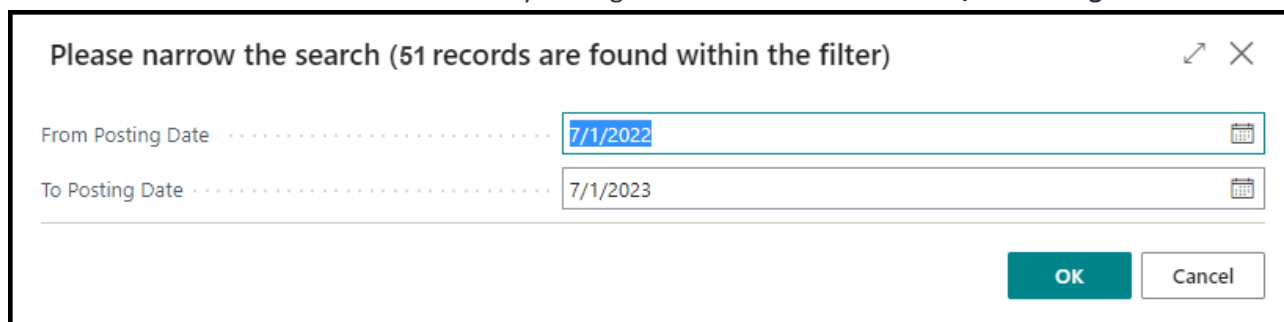
GET POSTED SALES INVOICE LINES FOR COMPLAINT

With this Function, a Page opens showing all Sales Invoice Lines for a specific Customer (with **Currency** and **Bill to Customer** on the Header) within the [Horizon, Invoice No. Search](#) set in the Sales & Receivables Setup. From this Page, appropriate Invoice Lines can be selected.

The [Concerning Invoice](#) and [Concerning Invoice Line](#) on the Complaint Line will be populated.

Based on the maximum length of a Text Variable in BC, we decided to set the Limit of Posted Sales Invoices that could be shown to 50.

It there are more than 50 Posted Sales Invoices for the current Customer, you will get an extra Dialog to limit the number of Posted Sales Invoices by setting an extra Filter for the **From-/To Posting Date**:

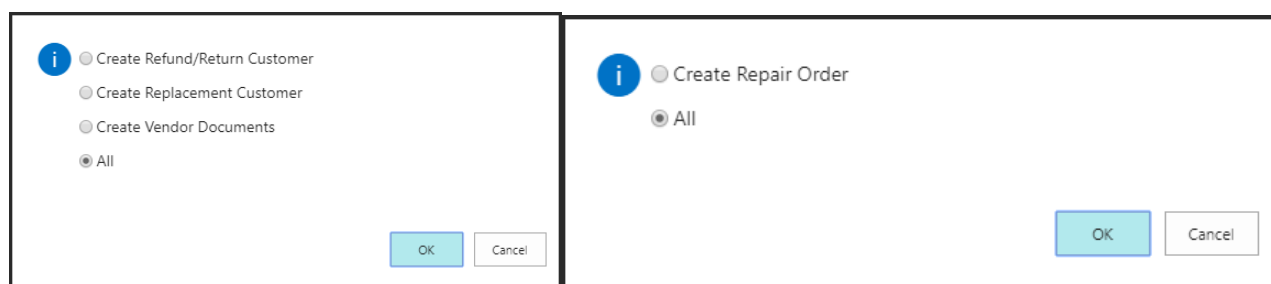


APPROVE

With this Boolean, the Complaint gets the Status *Approved*. This is mandatory if the Function **Create Documents** should be executed.

CREATE DOCUMENTS

Depending on the settings for **Solution Customer** and **Solution Vendor**, this Function enables the user to create the appropriate Sales, Purchase and/or Production Documents. Below you find two examples.



POST SALES DOCUMENTS

With this Function, the **Sales Order**, **Sales Return Order** or **Sales Credit Memo** can be posted directly from the Complaint. Only valid documents to post will be shown.

POST PURCHASE DOCUMENTS

With this Function, the **Purchase Order** or **Purchase Credit Memo** can be posted directly from the Complaint. Only valid documents to post will be shown.

CREATE & POST ALL SALES DOCUMENTS

With this Function, all appropriate Sales Documents are created and posted.

TEST COMPLETE COMPLAINT

This Function test, if the Complaint can be completed; if all Lines have been processed and if all attached Documents have been posted. If not, an error will appear.

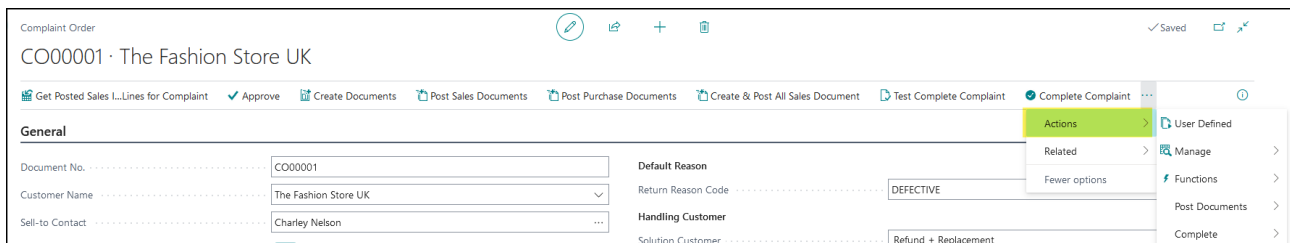
COMPLETE COMPLAINT

The Function **Complete Complaint** moves the Complaint Header and -Lines to **Completed Header** and -**Lines** Tables. This can only happen, if all Lines have been processed and all attached Documents have been posted.

You can find the Completed Complaints via **Search Completed Complaints**.

The Layout of the page will be the same as for the normal Complaint, but you are not able to change it anymore.

ACTIONS ON COMPLAINT HEADER



The screenshot shows the 'Complaint Order' form for 'CO00001 - The Fashion Store UK'. The top bar contains several action buttons: 'Get Posted Sales L...Lines for Complaint', 'Approve', 'Create Documents', 'Post Sales Documents', 'Post Purchase Documents', 'Create & Post All Sales Document', 'Test Complete Complaint', and 'Complete Complaint'. The 'Complete Complaint' button is highlighted in green. Below the top bar, the 'General' section contains fields for 'Document No.' (CO00001), 'Customer Name' (The Fashion Store UK), 'Sell-to Contact' (Charley Nelson), 'Default Reason' (DETECTIVE), 'Return Reason Code' (DETECTIVE), 'Handling Customer', and 'Solution Customer' (Refund + Replacement). A dropdown menu is open next to the 'Complete Complaint' button, showing options: 'Actions', 'Related', 'Fewer options', 'User Defined', 'Manage', 'Functions', 'Post Documents', and 'Complete'.

USER DEFINED

This will open the **Page Actions** in which you are able to make 'shortcuts' to other programs.

MANAGE, EXPAND ALL / COLLAPSE ALL

With these Functions, the user can **Expand** or **Collapse** all Matrix Lines on the Complaint Lines.

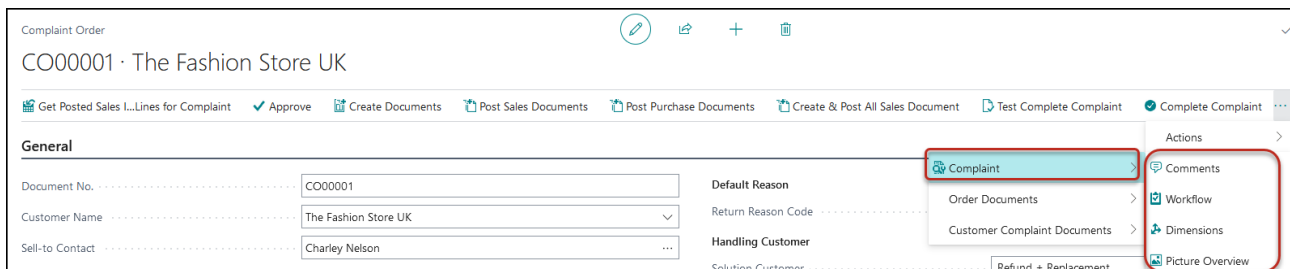
FUNCTIONS, POST DOCUMENTS, COMPLETE

These Actions are already described in [Functions on Complaint Header](#).

RELATED ON COMPLAINT HEADER

In this paragraph, menu items below Navigate are discussed below.

COMPLAINT



The screenshot shows the 'Complaint Order' form for 'CO00001 - The Fashion Store UK'. The top bar contains several action buttons: 'Get Posted Sales L...Lines for Complaint', 'Approve', 'Create Documents', 'Post Sales Documents', 'Post Purchase Documents', 'Create & Post All Sales Document', 'Test Complete Complaint', and 'Complete Complaint'. The 'Complete Complaint' button is highlighted in green. Below the top bar, the 'General' section contains fields for 'Document No.' (CO00001), 'Customer Name' (The Fashion Store UK), 'Sell-to Contact' (Charley Nelson), 'Default Reason' (DETECTIVE), 'Return Reason Code' (DETECTIVE), 'Handling Customer', and 'Solution Customer' (Refund + Replacement). A dropdown menu is open next to the 'Complete Complaint' button, showing options: 'Complaint', 'Order Documents', 'Customer Complaint Documents', 'Comments', 'Workflow', 'Dimensions', and 'Picture Overview'. The 'Complaint' option is highlighted in red.

Drilling down from **Related, Complaint**, the user can attach all kinds of specific Complaint Information, such as **Comments**, a TRIMIT **Workflow**, and Financial **Dimensions** or get an overview of **Pictures** attached.

ORDER DOCUMENTS

Complaint Order

CO00001 · The Fashion Store UK

Get Posted Sales L...Lines for Complaint ✓ Approve Create Documents Post Sales Documents Post Purchase Documents Create & Post All Sales Document Test Complete Complaint Complete Complaint

General

Document No. CO00001

Customer Name The Fashion Store UK

Sell-to Contact Charley Nelson

Skip Availability Check ☒

Posting Date 1-1-2022

Salesperson JR

Default Reason

Return Reason Code

Handling Customer

Solution Customer Refund + Replacement

Free of Charge ☐

Sales Replacement Document Type Order

Handling Vendor

Related

Order Documents

Customer Documents

Vendor Documents

Sales Orders

Sales Return Orders

Posted Invoices

Posted Credit Memos

Posted Return Receipts

Posted Sales Shipments

Under **Related**, you can find all Documents (Open and Posted) that are related to this Complaint. These Documents are divided in **Customer Documents** or **Vendor Documents**.

CUSTOMER COMPLAINT DOCUMENTS

Complaint Order

CO00001 · The Fashion Store UK

Get Posted Sales L...Lines for Complaint ✓ Approve Create Documents Post Sales Documents Post Purchase Documents Create & Post All Sales Document Test Complete Complaint Complete Complaint

General

Document No. CO00001

Customer Name The Fashion Store UK

Sell-to Contact Charley Nelson

Skip Availability Check ☒

Posting Date 1-1-2022

Salesperson JR

Default Reason

Return Reason Code

Handling Customer

Solution Customer Refund + Replacement

Free of Charge ☐

Sales Replacement Document Type Order

Handling Vendor

Related

Order Documents

Customer Complaint Documents

Customer

Vendor Documents

Sales Orders

Sales Return Orders

Posted Invoices

Posted Credit Memos

Posted Return Receipts

Posted Sales Shipments

Under **Related**, all Complaint Documents (Open and Posted) that are related to this Customer (so also Documents that are not related to this specific Complaint, but to other Complaints of the same Customer) can be reviewed.

COMPLAINT LINES

Complaint Lines can be created via [Get Posted Sales Invoice Lines for Complaint](#) or can be entered manually.

Lines	Manage	Line	VarDim	Related Order No.	Functions	Fewer options										
Expand Matrix	Type	No.	Item not Available	Description	Description 2	Invoiced Item No.	Complaint Item No.	Return Item No.	Replacement Item No.	Location Code Replacement Order	Location Code Return Order	Quantity	Unit of Measure Code	Unit Price	Net Amount	Return Reason Code
☒	Matrix	2030	☐	Ella Trousers		2030	2030	2030	2030	BLUE	B-CHOICE	1	PCS	41,00	41,00	DEFECTIVE
☐	Item	20303038	☐	Ella Trousers	Yellow.38	20303038	20303038	20303038	20303038	BLUE	B-CHOICE	1	PCS	41,00	41,00	DEFECTIVE
☒	Matrix	2100	☐	Lily Blouse		2100	2100	2100	2100	BLUE	B-CHOICE	2	PCS	0,00	71,98	WRONG
☐	Item	21009901	☒	Lily Blouse	Black.XS	21009901	21009901	21009902	21009903	BLUE	B-CHOICE	2	PCS	0,00	71,98	WRONG
→ ☐	Item	3200	☐	Sofa Helios 2 Seater			M3240105520	M3240105520	M3240208827	BLUE	B-CHOICE	1	PCS	0,00	0,00	WRONG

Lines	Manage	Line	VarDim	Related Order No.	Functions	Fewer options										
Expand Matrix	Type	No.	Free of Charge	Solution Customer	Solution Vendor	Vendor No.	Rejected	Related Order No.	Concerning Invoice	Concerning Invoice Line	Refund/Return Documents Created	Replacement Documents Created	Purchase Documents Created			
☒	Matrix	2030	☐	Refund on Return + Replacement		2300	☐		103005	42466	☒	☒	☒			
☐	Item	20303038	☐	Refund on Return + Replacement		2300	☐		103005	45680	☐	☐	☐			
☒	Matrix	2100	☐	Refund on Return + Replacement		STD	☐		103006	10000	☒	☒	☒			
☐	Item	21009901	☒	Refund on Return + Replacement		STD	☐		103006	19215	☐	☐	☐			
→ ☐	Item	3200	☒	Refund on Return + Replacement		STD	☐			0	☐	☐	☐			

Most fields are comparable to the columns on other Order Lines. In this paragraph, only the fields are discussed that are specific for the Complaint Lines.

NO.

The Item the Customer is complaining about.

If the Item is filled via the [Get Posted Sales Invoice Lines for Complaint](#), also the field **Invoiced Item No.** will be filled with the same No.

ITEM NOT AVAILABLE

This Boolean Field shows whether there is availability for this Item to be replaced.

DESCRIPTION / DESCRIPTION 2

The **Description** and **Description 2** will be filled based on the **No.** or **Invoiced Item No.**

Then **Type** is *Master* or *Item*, the fields are filled based on the parameter [Item to be Used as Description](#) in the Sales & Receivables Setup.

RETURN ITEM NO. (NOT DEFAULT SHOWN IN PAGE)

The Item the Customer returns.

I.e., he should have received Item 20303038 but got the wrong Item 20303036.

In that case, the **No.** and **Invoiced Item No** would be 20303038, but the **Return Item No.** would be 20303036.

Another example is regarding a wrong pillow for his sofa: he is complaining about the bought sofa, but he sends back the wrong pillow he received.

REPLACEMENT ITEM NO. (NOT DEFAULT SHOWN IN PAGE)

The Item the Customer wants to receive as a Replacement.

LOCATION CODE REPLACEMENT ORDER

This is the **Location Code** from which a Replacement Sales Order should be shipped.

LOCATION CODE RETURN ORDER

This is the **Location Code** in which the returned Items will be received.

Default filled based on the **Return Reason Code**.

UNIT PRICE / NET AMOUNT

If the Complaint Line was taken via [Get Posted Sales Invoice Lines for Complaint](#), it will be filled with the same **Unit Price excl. VAT** from the Posted Sales Invoice Line.

Otherwise, the user needs to determine the **Unit Price** that might have to be credited or replaced.

RETURN REASON CODE

In the Line, a **Return Reason Code** can be entered deviating from the one in the Header.

The **Return Reason Code** on the Line is leading, and can also change the fields **Solution Customer**, **Location Code Return Order** (Default Location Code in the Return Reason Code), **Free of Charge** and **Solution Vendor** again on the Line.

FREE OF CHARGE

In the Line, the **Free of Charge** Boolean can be entered deviating from the one in the Header. The **Free of Charge** Boolean on the Line is leading.

SOLUTION CUSTOMER

For every Complaint Line, a specific **Solution Customer** can be chosen deviating from the Complaint Header, so that each Complaint Item can have different follow up actions.

SOLUTION VENDOR

For every Complaint Line, a specific **Solution Vendor** can be chosen deviating from the Complaint Header, so that each Complaint Item can have different follow up actions towards the Vendor.

VENDOR

This will be filled with the **Vendor No.** on the Item Card but can be changed.

REJECTED

A Complaint can have multiple Complaint Lines. May be not all of them will be approved or rejected. On the Complaint Line can be established which Complaint Lines should be **Rejected** or not.

CONCERNING INVOICE

With the function **Get Posted Sales Invoice Lines for Complaint**, you can establish for an Item with a Complaint what the **Concerning Invoice** is. This could be different Invoices for each Complaint Line. But you are also able to enter a Posted Sales Invoice manually.

CONCERNING INVOICE LINE

With the function **Get Posted Sales Invoice Lines for Complaint**, you can establish for an Item with a Complaint what the **Concerning Invoice Line** is.

But you are also able to enter a Posted Sales Invoice manually.

A **Concerning Invoice Line** can have multiple Complaint Lines connected. This field contains the appropriate Invoice Line of the **Concerning Invoice**.

REFUND/RETURN DOCUMENTS CREATED

If Refund (Sales Credit Memo) and/or Return Order is created, this Boolean will be set to **YES**.

REPLACEMENT DOCUMENTS CREATED

If Replacement (Sales Order) is created, this Boolean will be set to **YES**.

PURCHASE DOCUMENTS CREATED

If Purchase Documents are created, this Boolean will be set to **YES**.

ACTIONS ON LINES / MANAGE

Lines	Manage	Line	VarDim	Related Order No.	Functions	Less options
Create Documents for Line New Line Delete Line						
☐	Item	21100106		Sweater Long Sleeve	5 PCS	0.00 13.94
☒	Matrix	2110		Sweater Long Sleeve	0 PCS	0.00 0.00
☐	Item	21109906		Sweater Long Sleeve	0 PCS	20.75 0.00

CREATE DOCUMENTS FOR LINE

This Function creates the appropriate Sales-, Purchase- and/or Production Documents for the selected Complaint Line.

NEW LINE/DELETE LINE

With these Functions, you can create a New Line on the Complaint or remove the selected Complaint Line, respectively.

ACTIONS ON LINES /LINE

Lines	Manage	Line	VarDim	Related Order No.	Functions	Fewer options
Get Posted Sales L.Lines for Complaint Get BOM Component From Invoiced Item No. Inventory Profile Dimensions Bill of Materials Comments Pictures Related Item Tracking						

GET POSTED SALES INVOICE LINES FOR COMPLAINT

With this Function, a Page opens showing all Sales Invoice Lines for a specific Customer (with **Currency** and **Bill to Customer** on the Header) within the [Horizon, Invoice No. Search](#) set in the Sales & Receivables Setup. From this Page, appropriate Invoice Lines can be selected.

The [Concerning Invoice](#) and [Concerning Invoice Line](#) on the Complaint Line will be populated.

GET BOM COMPONENT FROM INVOICED ITEM NO.

This Function works both on Inventory Items and on Order Configured Items. If the **Complaint Item No.** that must be replaced is different from the **Invoiced Item No.**, for instance in case of a spare part needs to be exchanged or repaired, this Function expands the Bill of Materials of the **Invoiced Item No.** and makes it possible to take back an Item No. from the generated BOM as the No. on the Complaint Lines.

INVENTORY PROFILE

This Function shows the **Inventory Profile** of the selected **No.** from the Complaint Line. Note that there is a different view for a *Matrix* Line compared to a Complaint Line of Type *Item*.

DIMENSIONS

Here the **Dimensions** of the selected Complaint Line can be entered.

BILL OF MATERIALS

With this Function you can view the (temporary) **BOM** for the Item on the selected Complaint Line. This Function does not work on Matrix Lines.

You will be asked the **Specify Item No.** for which you want to see the (temporary) BOM.

Edit - Dialog - CO00003 - 42429

Specify Item No.
3200

COMMENTS

In the **Comments**, you can enter Comment Lines attached to selected Complaint Line.

PICTURES

With this Function, Pictures can be attached regarding a specific Complaint Item, for instance: details of the damage.

RELATED ITEM TRACKING

This Function can show you the **Item Tracking Codes** that have been used on the different Documents that have been created based on the current Complaint.

You could get a Dialog to select for which Document you want to see the **Relating Item Tracking Codes**. I.e.:

i
☒ Return Order
 ☐ Order

OK
Cancel

If the Document was already Posted, it might look as follows:

View - 20110140 - Posted Item Tracking Lines

Search

Serial No.	Lot No.	Quantity	Warranty Date	Expiration Date
	LOT0004	2		

If the Document was not Posted yet, it might look as follows:

Edit - Item Tracking Lines - 20110140 - Amelia Tracking

Source

Item Tracking

Undefined

Sales Line

Quantity

2

2

Qty. to Handle

2

2

Qty. to Invoice

2

2

Item Tracking Code

LOTALL

Description

Lot specific tracking

Manage

Process

Line

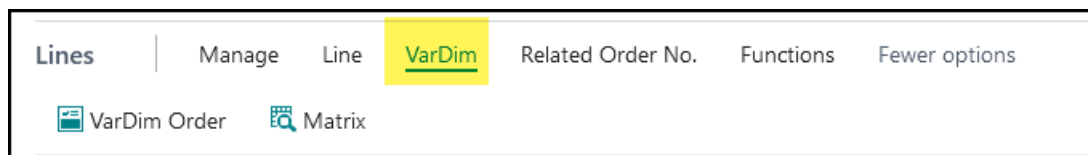
Actions

Related

Fewer options

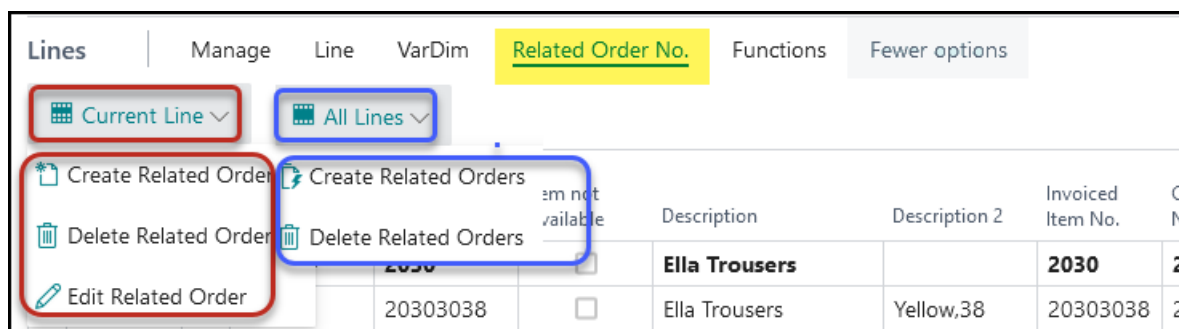
Availa... Serial No.	Serial No.	Availa... Lot No.	Lot No.	Quantity (Base)	Qty. to Handle (Base)	Qty. to Invoice (Base)	Appl.-to Item Entry
→ Yes		Yes	LOT0003	2	2	2	0

FUNCTIONS ON LINES /VARDIM



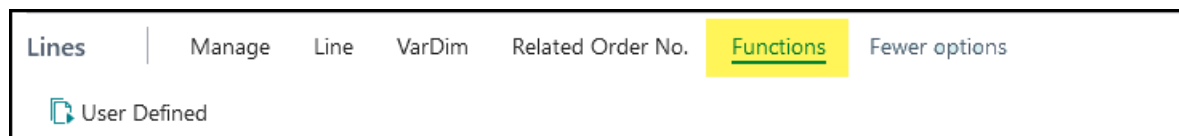
With the Functions below *VarDim*, you can show and enter quantities in a Matrix View, if the selected Complaint Line is of Type **Matrix**. If the selected Complaint Line has/needs Configuration Values, you can show/enter them via **VarDim Order**.

FUNCTIONS ON LINES /RELATED ORDER NO.



Below the **Related Order No.**, you can find functionality that enables the user to create and maintain Related Orders. This works identical to the same functions on a Sales Order Line.

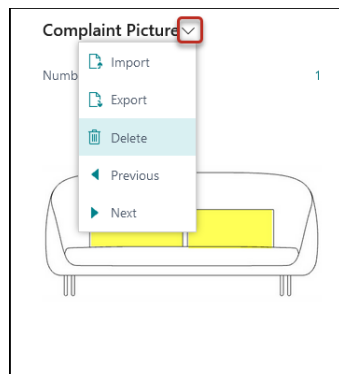
FUNCTIONS ON LINES /FUNCTIONS



If the system requires extra Functionality regarding Complaint Lines as a **Customization**. TRIMIT has created a Menu **User Defined**. The required Customization can be put under **User Defined**. This keeps the system upgradeable.

FACTBOX COMPLAINT PICTURE

In this FactBox, you can import Pictures that the complaining Customer has send so you can see the flaws, etc.



FACTBOX COMPLAINT LINE DETAILS

The Complaint contains a FactBox called **Complaint Line Details**.

When Sales-/Purchase-/Production Documents are created, it will be possible to see this in the FactBox and from there view the attached Document.

This can be done for both **Open Documents** and **Posted Documents**. This enables the user to see, what has happened on a specific Complaint Line.

This is only applicable for Complaint Lines with **Type Item**.

Complaint Line Details

Document No.

CO00003

Line No.

13214

Item Details

No.

20303038

Complaint Item No.

20303038

Return Item No.

20303038

Replacement Item No.

20303038

Open Documents

Sales Order

0100013

Sales Invoice

—

Sales Credit Memo

—

Sales Return Order

1005

Purchase Order

—

Purchase Credit M...

—

Production Order

—

Posted Documents

Posted Sales Invoice

—

Posted Sales Credit Memo

—

Posted Purchase I...

—

Posted Purchase C...

—

Finished Productio...

—

FACTBOX COMPLAINT LINE CONFIGURATION

This FactBox can show the VarDim Order (Configuration) of the Complaint Line of **Type Item**.

Line Configuration

originText

Shown for Replace...

VarDim Type	Value	Name
S_PILLOW	20	Large
SEAT_MAT	88	Fabric
SEAT_COL	27	Navy

<

>

COMPLAINT REPORTS

COMPLAINT STATISTICS

This **Complaint Statistics** will show the Statistics of the Complaints:

How many Items were sold, and for how many did you receive a Complaint and with which Return Reason Code. These Statistics will include Open and Completed Complaints.

You can find this report via **Search Complaint Statistics**.

The **Request Page** looks as follows:

Complaint Statistics

Printer

(Handled by the browser)

Print For

Customer

Specify

- Specified for the Field

Master No.

Return Reason Code Specific

Complaint in Period, From:

Complaint in Period, To:

Sales in Period, From:

Sales in Period, To:

Filter: Integer

Advanced

Send to...

Print

Preview

Cancel

DESCRIPTION OF THE OPTION FIELDS:

PRINT FOR

You can choose between the following six options:

Customer	The report will be sorted per Customer
Vendor	The report will be sorted per Vendor for which Credit Memos have been created
Item No.	The report will be sorted per Item Number of the Complaint Line
Master No.	The report will be sorted per Master Number of the Complaint Line
Complaint Item	The report will be sorted per Complaint Item Number of the Complaint Line
Invoiced Item No.	The report will be sorted per Invoiced Item Number of the Complaint Line

SPECIFY

You need to enter a checkmark in this Option if you want to have detailed information per **Specified for the Field** within a **Print For**.

SPECIFIED FOR THE FIELD

This field determines the second level in the report, beneath the chosen **Print For**. The same options apply as for the **Print For**: *Customer, Vendor, Item No., Master No., Complaint Item, and Invoiced Item No.*

RETURN REASON CODE SPECIFIC

With this Boolean set on **YES**, the Statistics will show the details per **Return Reason**

COMPLAINT IN PERIOD, FROM AND COMPLAINT IN PERIOD, TO

These Dates determine the Filter for the Complaint Lines that needs to be printed based on the **Date of Receipt** from the Complaint.

SALES IN PERIOD, FROM AND SALES IN PERIOD, TO

These Dates determine the Filter for the Item Ledger Entries that needs to be printed based on the **Posting Date** to determine the **Quantity Sold** in the report.

Therefore, a Filter on the Invoiced Items. You can find an example below.

Complaint Statistics		Date: 5-7-2022				
CRONUS TRIMIT W1 Ltd.		Time: 09:17:48				
		ADMIN				
		Page:	1			
Customer		Complain ↑ Qty.	Qty. Sold	Complai nt Pct.	Complain ↑ Cost	Qty. per Reason
2000	The Fashion Store UK	15	93	16,13	317,54	0
	Master No.					
2011	Amelia Tracking	2	5	40	66	2 DEFECTIVE
2030	Ella Trousers	3	2	150	60	3 DEFECTIVE
2100	Lily Blouse	9	86	10,47	159,82	7 DEFECTIVE
						2 WRONG
M3240	Sofa Pillow	1	0	0	31,72	1 WRONG
List Total		15,00	93,00	16,13	317,54	

DESCRIPTION OF THE REPORT FIELDS:

QUANTITY COMPLAINT

The total Quantity of the Complaint Lines.

QUANTITY SOLD

The total Quantity Invoiced of the Items, based on Item Ledger Entries.

COMPLAINT PCT.

Calculated based on **Quantity Complaint / Quantity Sold * 100**

COMPLAINT COST

Unit Cost of the Item multiplied by the **Quantity Complaint**

QTY. PER REASON

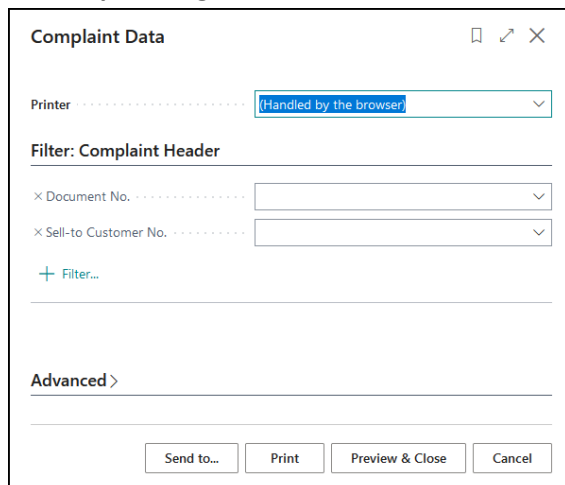
Per **Return Reason Code**, which will only be shown if the **Return Reason Code Specific** will be set to Yes, the quantity will be shown.

COMPLAINT DATA

This Report provides an overview of **Complaint** information.

You can find this report via **Search Complaint Data**.

The **Request Page** looks as follows:



The screenshot shows a web form titled "Complaint Data". It includes a "Printer" dropdown menu set to "(Handled by the browser)". Below this is a "Filter: Complaint Header" section with two dropdown menus: "Document No." and "Sell-to Customer No.". There is also a "+ Filter..." button. At the bottom, there is an "Advanced >" link and four buttons: "Send to...", "Print", "Preview & Close", and "Cancel".

In this Request Page, you can set Filters on any field of the **Complaint Header**.

An example of the result after running this Report is shown below. You can see every **Complaint** broken down on **Item** level on attached **Sales Document**. You can see the **Replacing Items**, the **Quantity**, the Person Responsible (**User**), **Receipt Date** of the Complaint Item and the **Status**.

COMPLAINT REPORT		Date	5-7-2022
CRONUS TRIMIT W1 Ltd.			ADMIN
Complaint No.	: CO00002		
Person Responsible	:	Received By	: ADMIN
Customer No.:	2000	Receipt Date:	: 1-1-2022
		Status	: Approved
Sales Item	:	Quantity	: 3 PCS
Complaint Item	: 21002003		
Complaint Component:	21002003	Complaint Reason Code	: DEFECTIVE
		Solution	:
Complaint No.	: CO00003		
Person Responsible	:	Received By	: ADMIN
Customer No.:	2000	Receipt Date:	: 1-1-2022
		Status	: Approved
Sales Item	: 20303038	Quantity	: 1 PCS
Complaint Item	: 20303038		
Complaint Component:	20303038	Complaint Reason Code	: DEFECTIVE
		Solution	: Refund on Return + Replacement
Sales Item	: 21009901	Quantity	: 2 PCS
Complaint Item	: 21009901		
Complaint Component:	21009903	Complaint Reason Code	: WRONG
		Solution	: Refund on Return + Replacement
Sales Item	: 3200	Quantity	: 1 PCS
Complaint Item	: M3240105520		
Complaint Component:	M3240208827	Complaint Reason Code	: WRONG
		Solution	: Refund on Return + Replacement