WHITE PAPER – TRIMIT COMPLAINT BC13

This document contains information about the Complaint functionality in TRIMIT for Business Central BC13.

Version: BC13.1
Date: 11-02-2019

CONTENTS

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.
2. The wrong or damaged product is going to be replaced by sending a new one.
3. A damaged product is going to be repaired.
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**.

Compared with older versions of TRIMIT the Complaint functionality has been revised and new features are added. A major one is that the restructured incorporating the standard Microsoft Business Central 365 functionality of the **Return Order**. In addition, the complaint process is simplified regarding the selection of the solution how the complaint should be handled towards the Customer or the Vendor.

Other new features are:

- A function to choose and get the information from the **Invoice Lines** has been incorporated.
- The **Complaint Type** has been replaced by the standard **Return Reason Codes**,
- Order configured Items can now be included.
- Items that needs reparation can get a specific unique **Item No**.
- An Item can be replaced by another Item.

The functionality described is the functionality in **TRIMIT for Business Central BC13**.
The pictures in this White Paper are based on the demo database for **TRIMIT Business Central W1 BC13** (based on Microsoft Dynamics 365 Business Central) 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***	***TRIMIT Service Compl. Header***
	6036493	***TRIMIT Service Compl. Line***
	6036673	***Complaint Line Relation***
	6036674	***Complaint Header***
	6036675	***Complaint Line***
	6036677	***Complaint Buffer***
	6036688	***Completed Complaint Line Rel.***
	6036689	***Completed Complaint Header***
	6036690	***Completed Complaint Line***
The pages	***6036692***	***Complaint Order***
	6036993	***Complaint Order Subform***
	6036995	***Complaint Orders List***
	6036696	***Completed Complaint List***
	6036697	***Completed Complaint***
	6036698	***Closed Complaint Order Subform***
	6036819	***Complaint Document FactBox***
	6036825	***Complaint Line FactBox***
	6036826	***Completed Compl. Line FactBox***
	6036827	***Complaint Line Config. FactBox***
	6036828	***Completed Compl. Doc. FactBox***
	6038006	***Dialog Complaint Line***
The reports	***6036689***	***Complaint Data***
	6036691	***Complaint Statistics***
The codeunits	***6036729***	***Complaint Handling***

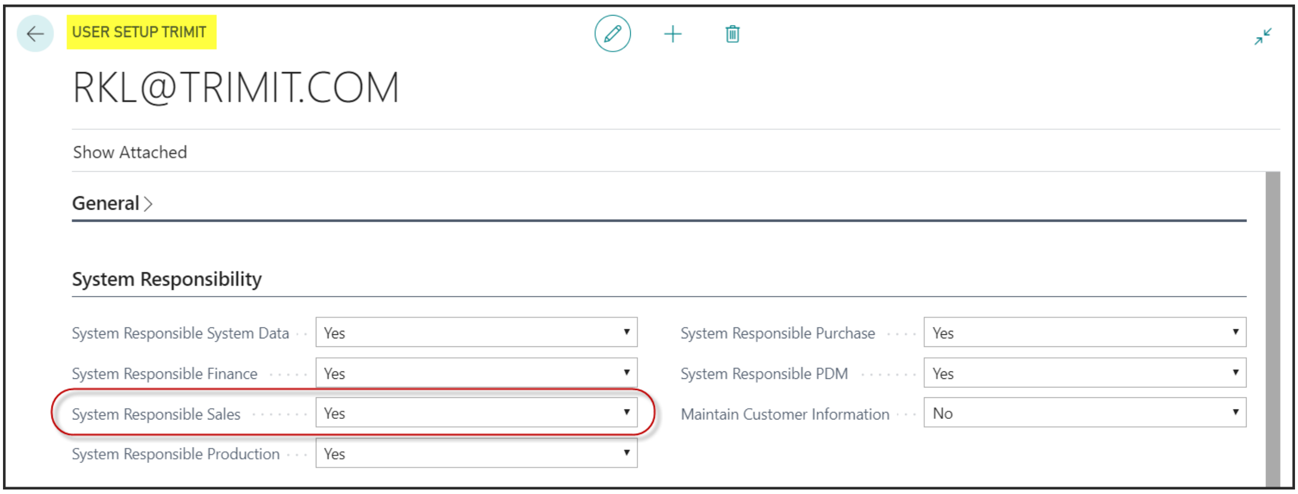
Besides these special objects, also in other objects have been customized for TRIMIT Complaints, like i.e. the pages of the Sales Order, Sales Credit Memo, Posted Sales Invoice and Posted Credit Memo: a field **Complaint** indicating that the document is related to a Complaint Yes/No.

SETUP

This chapter contains information about the Setups that you need.

USER SETUP TRIMIT

You can find the **User Setup TRIMIT** via **Tell me** *User Setup*. From there you can go into the User Setup TRIMIT per User. For each user using TRIMIT Complaints the **System Responsible Sales** should be put on '*Yes*'.



SYSTEM RESPONSIBLE SALES

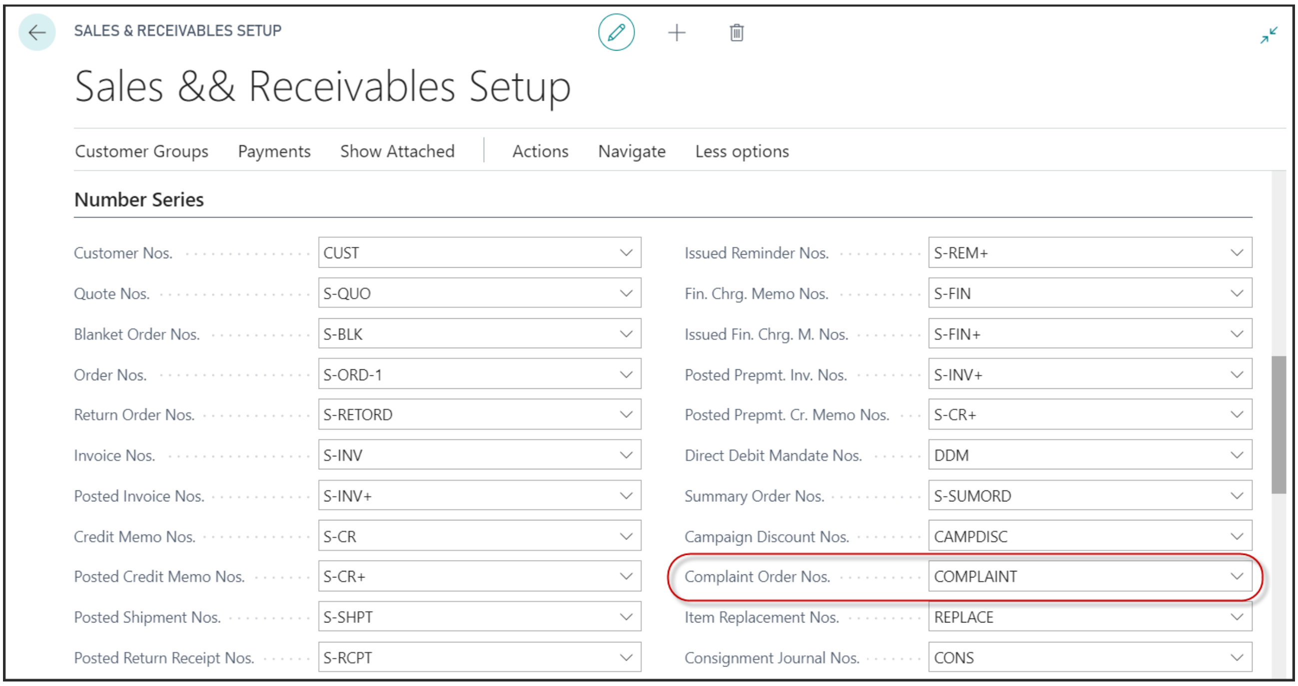
This Parameter set to *Yes* opens the possibility to change fields or delete records.
If set to *No* the fields cannot be changed or action cannot be carried out:

Table	Name	Field / Action
6036674	Complaint Header	Delete record
6036674	Complaint Header	Change **Completed** Complaints from *Yes* to *No*

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 **Tell me** *Sales & Receivables Setup*.

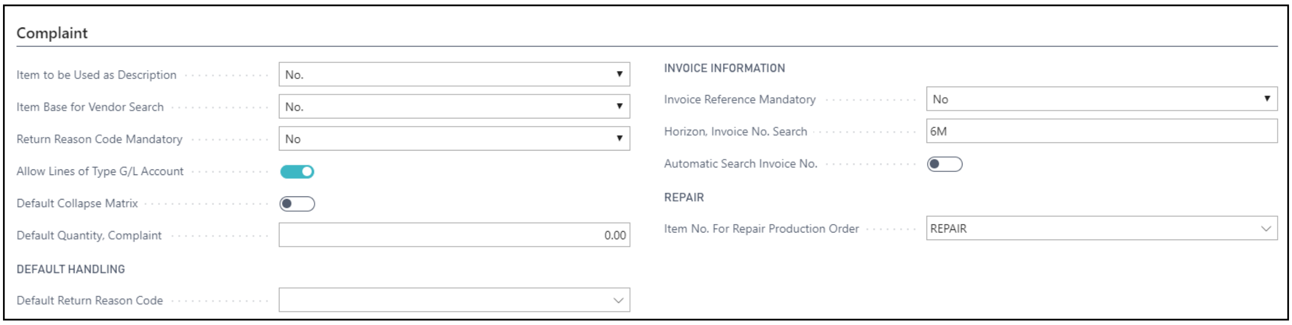
FASTTAB NUMBER SERIES



COMPLAINT ORDER NOS.

In this attribute, you can fill the **No. Series** for the Complaints.

FASTTAB COMPLAINT



DESCRIPTION OF THE FIELDS:

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 on the basis of **Complaint Item No.**
Invoiced Item No.	Descriptions of the Item in current Language will be found on the basis of **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 complaints about
Invoiced Item No. – The Item the customer purchased that 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 on basis of **No.** (Master/Item Number)
Complaint Item No.	**Item Vendor No.** will be found on the basis of **Complaint Item No.**
Invoiced Item No.	**Item Vendor No.** will be found on the basis of **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** is allowed to be posted.
Confirm missing Return Reason Code	You will be asked to accept that **Return Reason** 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 **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 ☑; 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 the 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.** is allowed to 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 its 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 ☑, 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.**

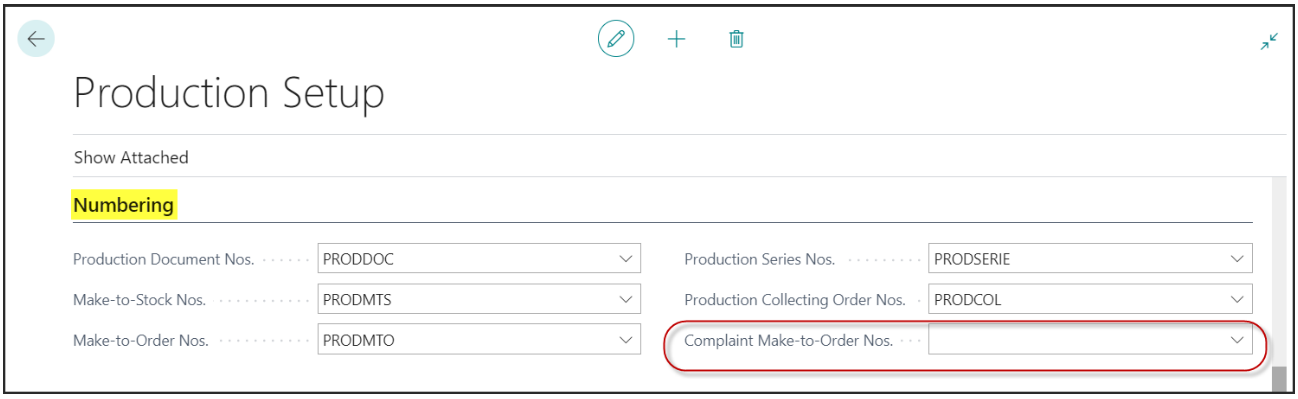
ITEM NO. FOR REPAIR PRODUCTION

If Repair Orders (Production Orders) should be raised as Related Order on the Complaint Line, this Field 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 **Tell me** *Production Setup*.

FASTTAB NUMBERING



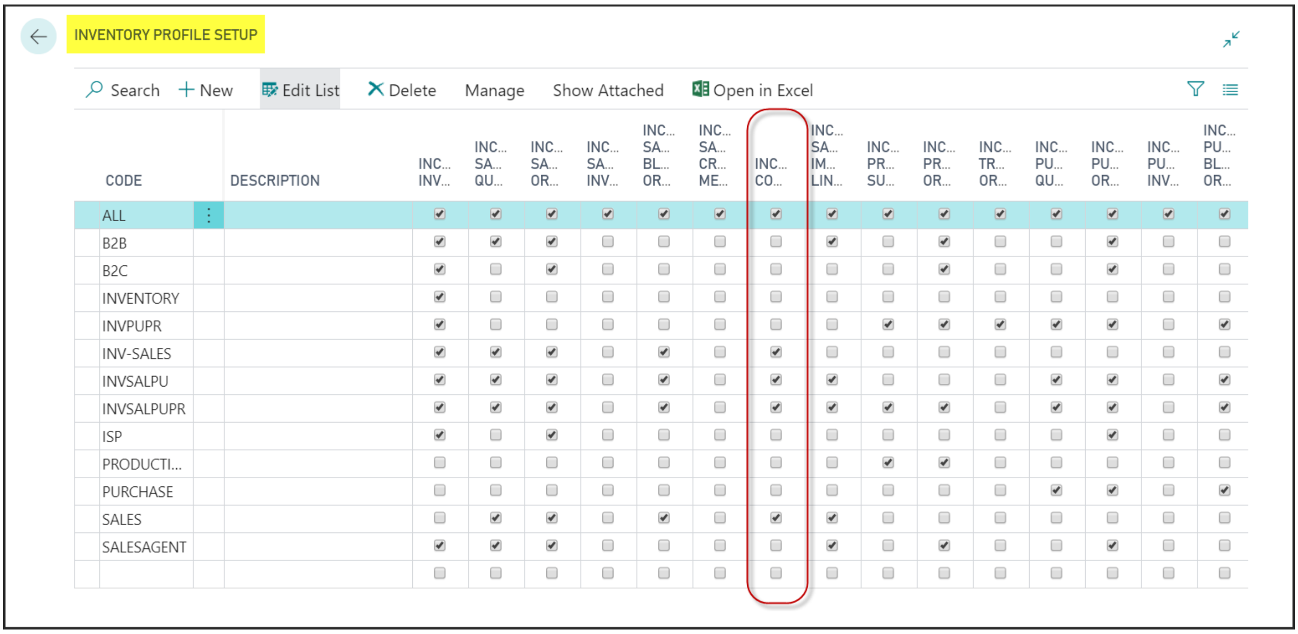
COMPLAINT MAKE-TO-ORDER NOS.

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

INVENTORY PROFILE SETUP

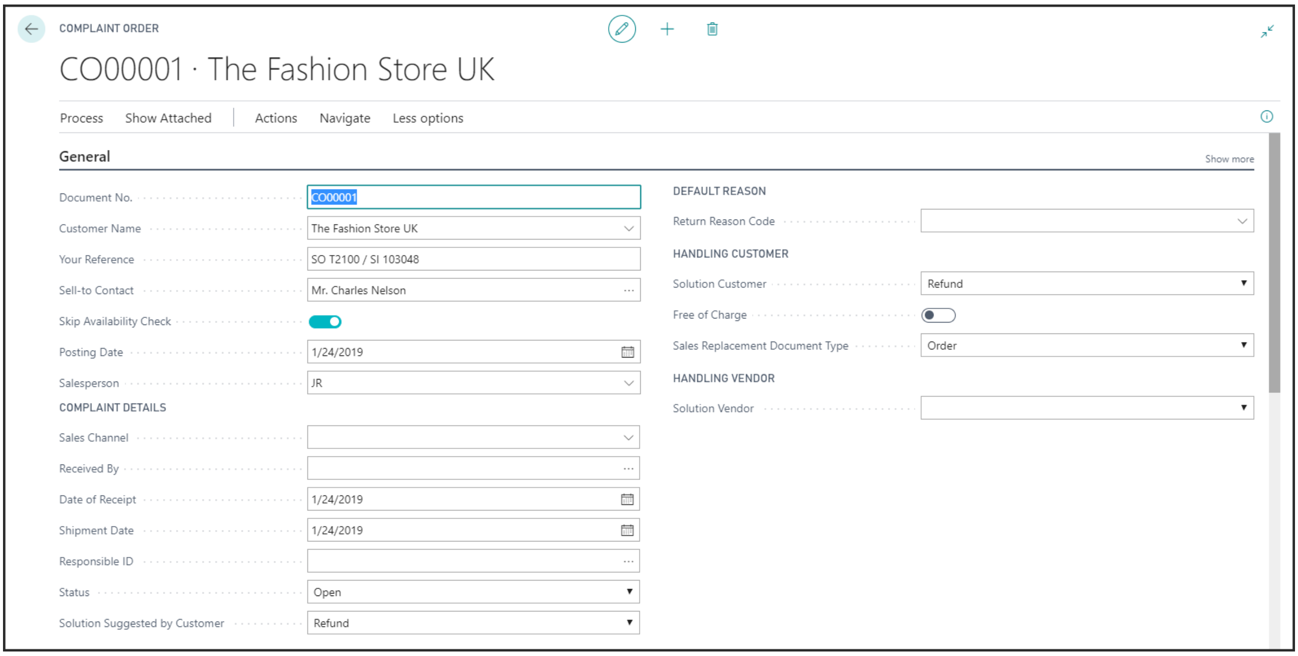
The Inventory Profile Setup is found via **Tell me** *Inventory Profile Setup*.

You are able to include the **Complaints** into the **Inventory Profile Setup,** which can be used in many pages and in some reports as a filter of transactions.
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.



COMPLAINT

The **Complaint** can be found via **Tell me** *Complaint Order List*. From there you can select one of the Complaints or create a new one.



FASTTAB GENERAL

DOCUMENT NO.

With **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 Customer related fields will be filled automatically: Sell-to Customer Name, Sell-to Customer Name 2, Sell-to Address, Sell-to Address 2, Sell-to Contact, Sell-to Post Code, Sell-to City, Sell-to Country/Region Code and Sell-to County.

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 recorded. 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, Purchase Order or Purchase Credit Memo when you post the Complaint.

SALESPERSON

This field will be populated automatically by the default **Salesperson** on the Customer Card. It can be manually changed for this specific Complaint.

SALES CHANNEL

The field **Sales Channel** can be populated by the Sales Channel. This could be for instance the *B2B Portal* or the *Sales Agent Portal*.

REVIEWED BY

In this field the **User** can be entered, which is responsible for reviewing this Complaint.

STATUS

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

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 can be entered. By setup, this could be mandatory or not. It is used to describe the Complaint.
The Return Reason on the Complaint Line may deviate from the one on the Header describing the Complaint per Line.
It is possible to setup default **Location Code** (standard BC13 Field), **Solution Customer**, **Free of Charge** and **Solution Vendor**. Furthermore, it is possible to establish whether the Inventory value should change when receiving the Item with a Complaint via the Boolean **Inventory Value Zero** (standard BC13 Field).
The Table with Return Reason Codes is found via **Tell me** *Return Reasons*.

RETURN REASONS

Search + New Edit List Delete Show Attached Open in Excel

CODE	DESCRIPTION	DEFAULT LOCATION CODE	INVENTORY VALUE ZERO	SOLUTION CUSTOMER	FREE OF CHARGE	SOLUTION VENDOR
DAMAGED	Damaged in Shipment	B-CHOICE	☐	Replacement	No	No Default
DEFECTIVE	Defective Item	B-CHOICE	☐	Refund on Return + Replacement	No	No Default
NONEED	No Current Need		☐		No	No Default
P-REPAIR	Repair Purchased Item	B-CHOICE	☐	Refund on Return + Replacement	Yes	Replacement
SMALL	Small damage	B-CHOICE	☐	Refund	No Default	No Default
S-REPAIR	Repair Sold Item	B-CHOICE	☑	Repair	Yes	
WRONG	Wrong Item		☐	Refund on Return + Replacement	Yes	No Default
			☐			

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 will 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 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.

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

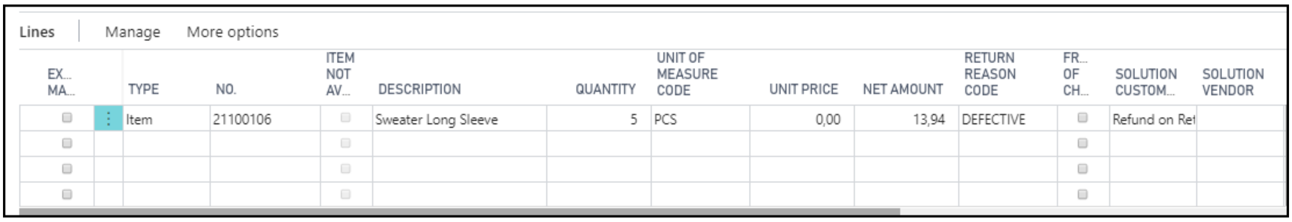
SOLUTION VENDOR

There are four options how to handle actions towards the Vendor in case of a Complaint. If the *Blank* option is chosen, it 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

COMPLAINT LINES



In the Complaint Lines the Items, for which there is a Complaint, can be entered. Most columns are comparable to the columns on other Order Lines. In this paragraph, only the fields are discussed that are specific for the Complaint Lines.

ITEM NOT AVAILABLE

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

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.

CONCERNING INVOICE LINE

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

REFUND/RETURN DOCUMENT CREATED

If Refund and/or Return Documents are created, this Boolean will be set on *YES*.

REPLACEMENT DOCUMENTS CREATED

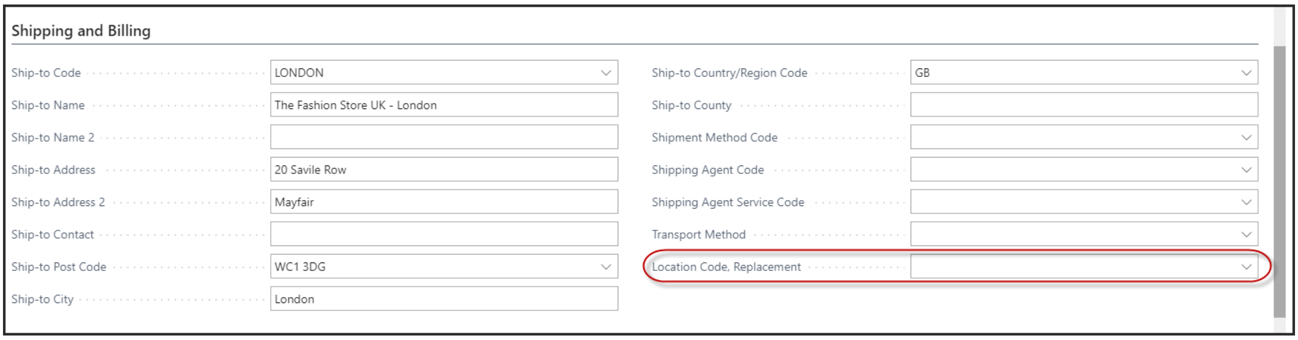
If Replacement Documents are created, this Boolean will be set on *YES*.

PURCHASE DOCUMENTS CREATED

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

FASTTAB SHIPPING & 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.

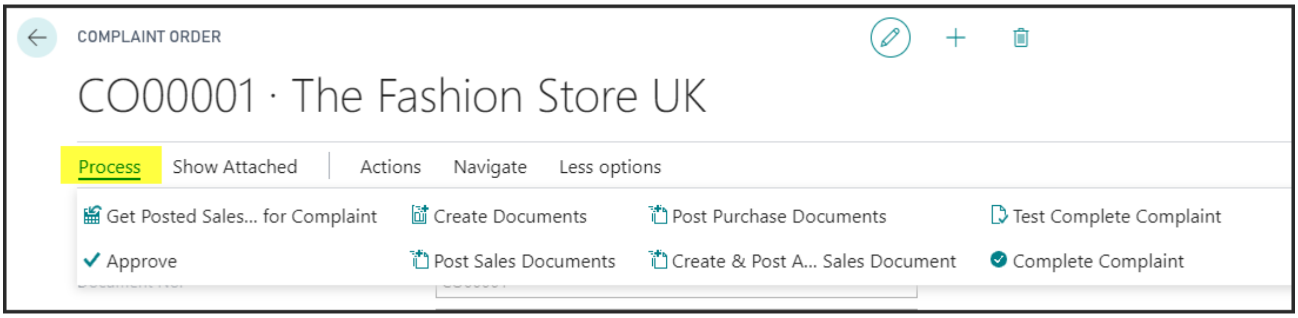


LOCATION CODE REPLACEMENT

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

FUNCTIONS ON COMPLAINT HEADER / PROCESS

In the Complaint Header, you can find below the *Process* several actions that can be executed. Below the functions will be described.



GET POSTED SALES INVOICE LINES FOR COMPLAINT

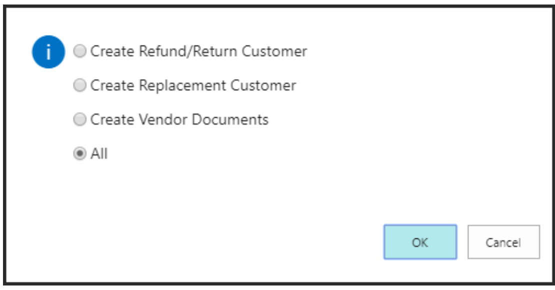
With this Function, a Page opens showing all Sales Invoice Lines for a specific Customer (with **Currency** and **Bill to Customer** on the Header) within the **Horizon, Invoice No. Search** set in the Sales & Receivables Setup. From this Page, appropriate Invoice Lines can be selected. The **Concerning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

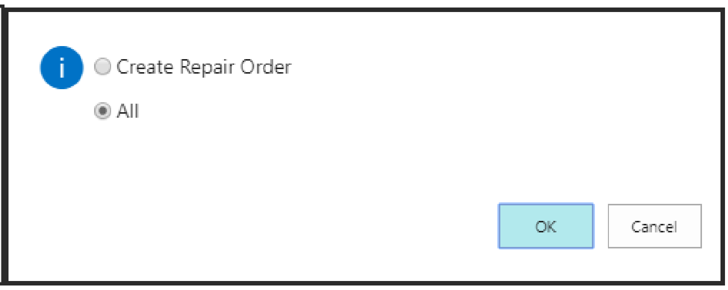
APPROVE

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

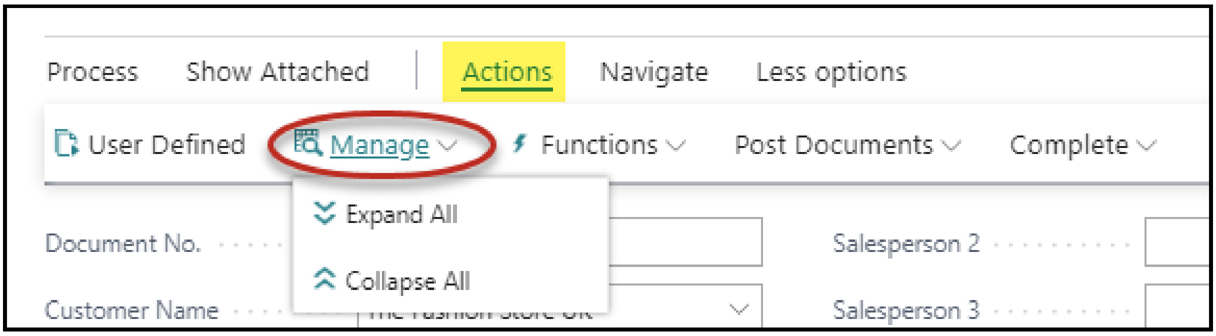
This Function test, if the Complaint can be completed; if all Lines have been processed and if all accompanying Documents have been posted. If not an error will appear.

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 accompanying Documents have been posted.

You can find the Completed Complaints via **Tell me** *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.

FUNCTIONS ON COMPLAINT HEADER / ACTIONS



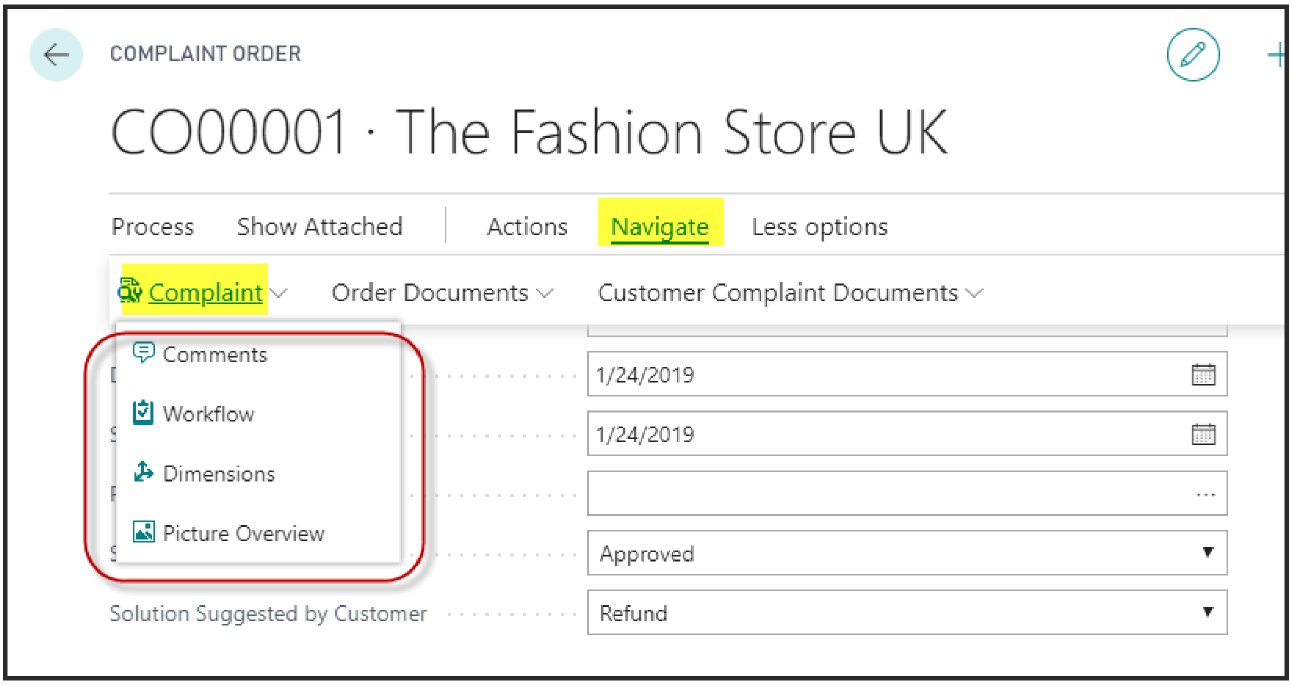
EXPAND ALL / COLLAPSE ALL

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

FUNCTIONS ON COMPLAINT HEADER / NAVIGATE

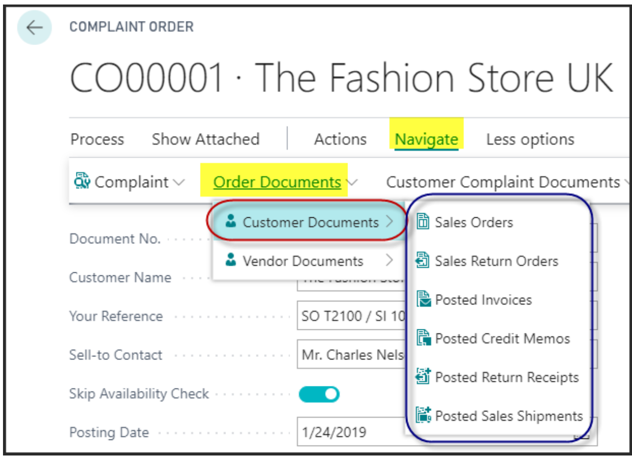
In this paragraph, menu items below Navigate are discussed below.

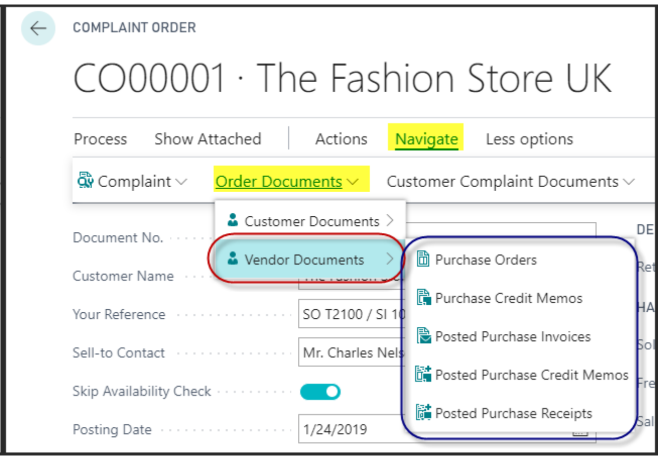
COMPLAINT



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

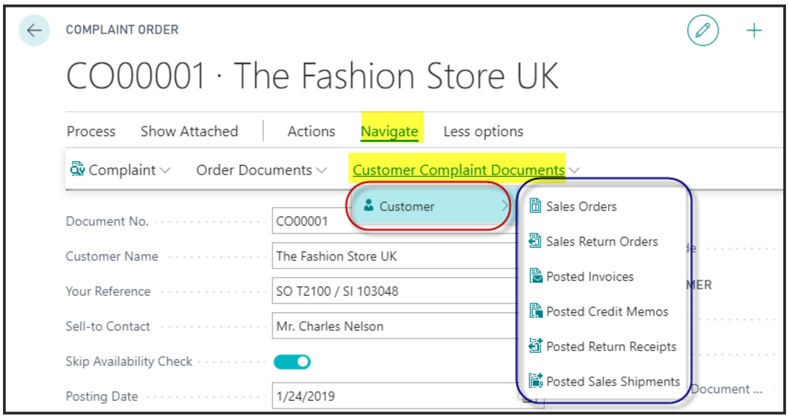
ORDER DOCUMENTS





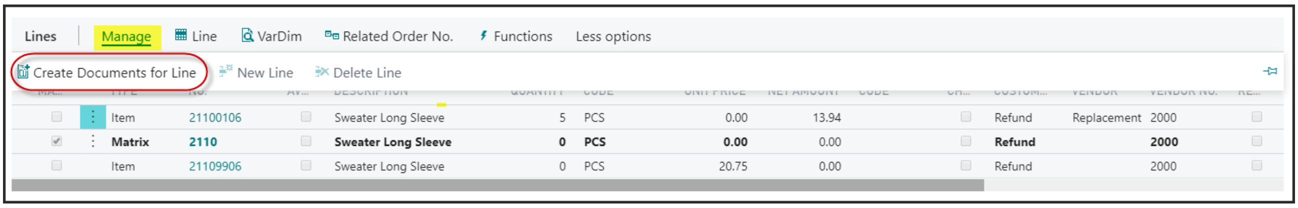
Under *Navigate*, you can find all Documents that are related to this Complaint. These Documents are divided in **Customer Documents** or **Vendor Documents**. In addition, Posted Documents can be viewed.

CUSTOMER COMPLAINT DOCUMENTS



Under *Navigate*, all Complaint Documents related to this Customer (so also Documents that might not be related to this specific Complaint, but to other Complaints of the same Customer) can be viewed including the Posted Documents.

FUNCTIONS ON COMPLAINT LINES / MANAGE



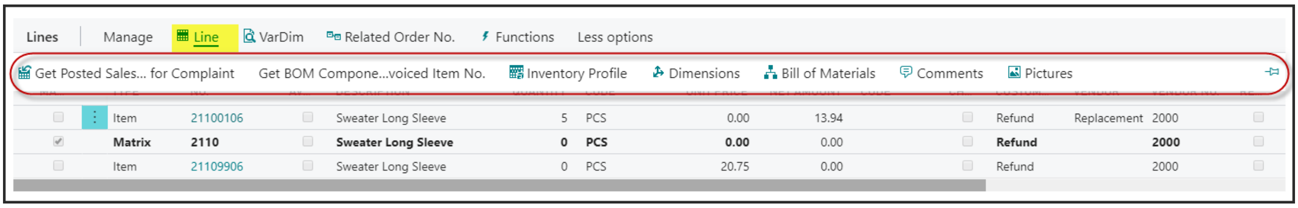
CREATE DOCUMENTS FOR LINE

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.

FUNCTIONS ON COMPLAINT LINES /LINE



GET POSTED SALES INVOICE LINES FOR COMPLAINT

With this Function, a Page opens showing all Posted 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, an appropriate Posted Sales Invoice Line can be selected. The Concerning Invoice Line Field 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 Item No. that has to 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 BOM 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 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.

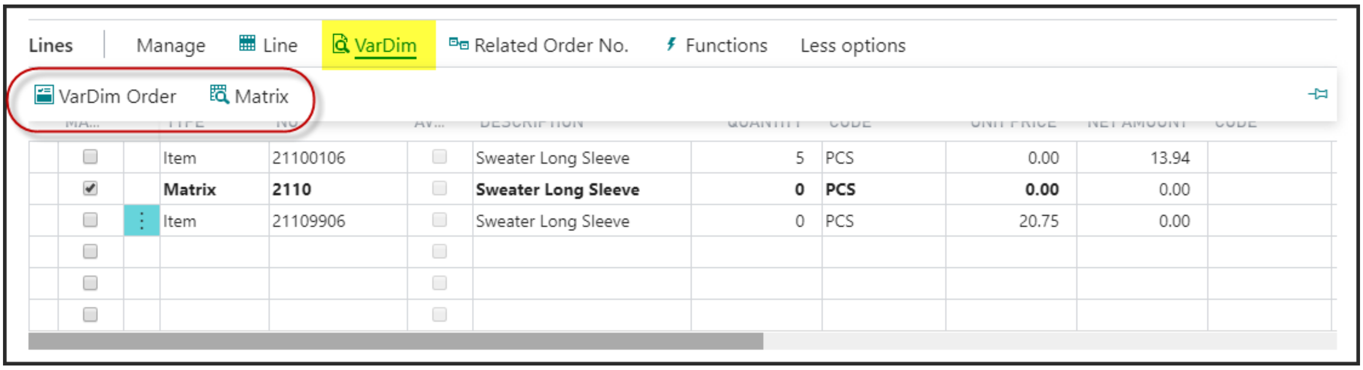
COMMENTS

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

PICTURES

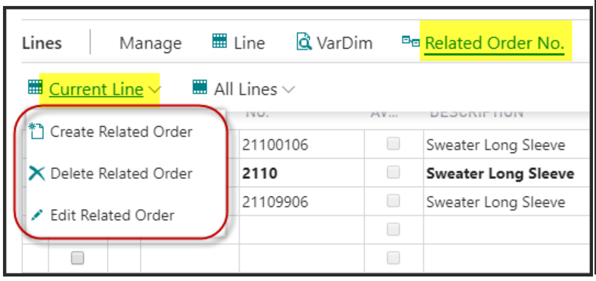
With this Function, Pictures can be attached regarding a specific Complaint Item, for instance: details of the damage done.

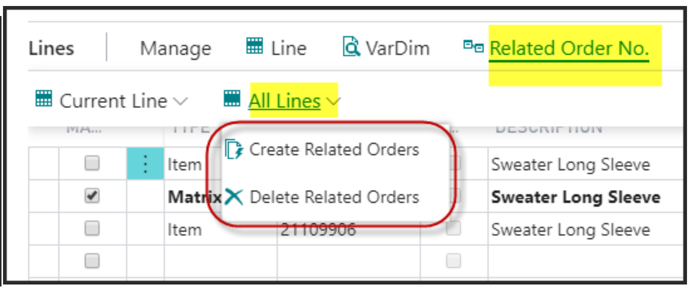
FUNCTIONS ON COMPLAINT LINES /VARDIM



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 **VarDimOrder**.

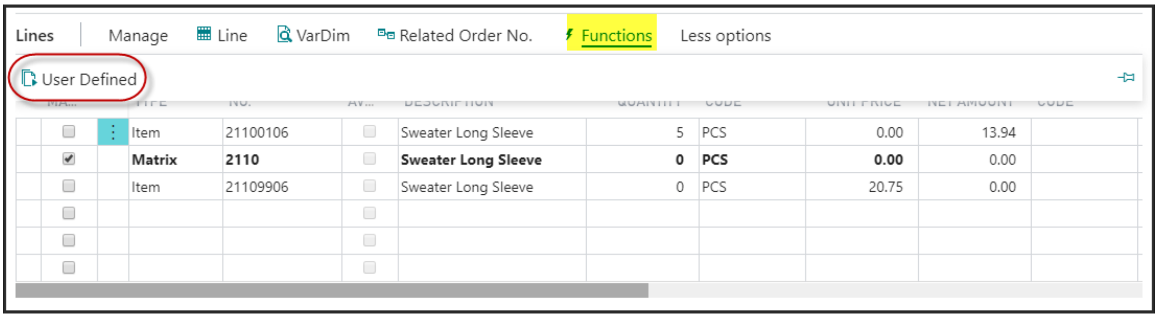
FUNCTIONS ON COMPLAINT LINES /RELATED ORDER NO.





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 the Sates Order.

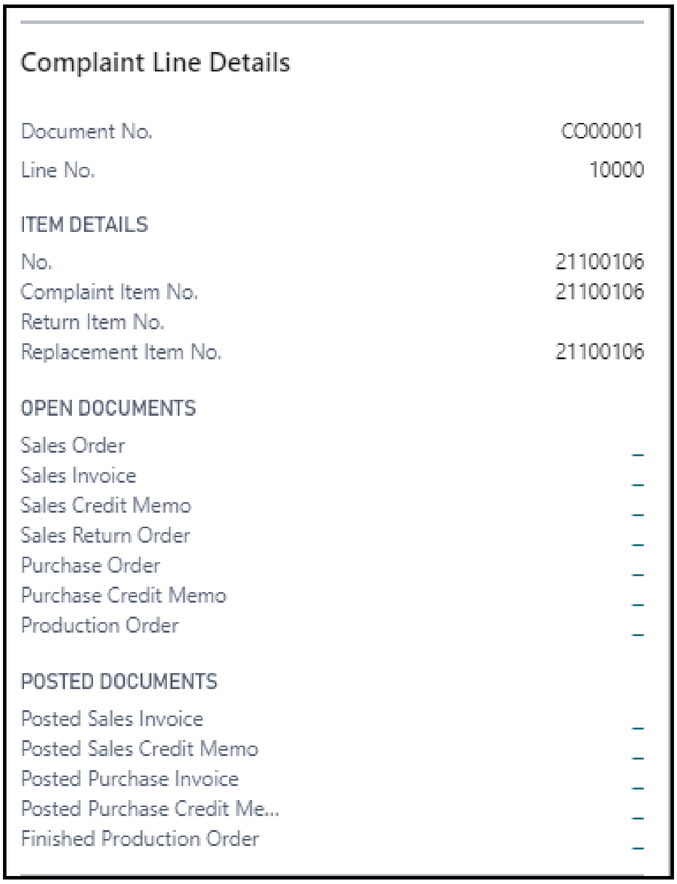
FUNCTIONS ON COMPLAINT LINES /FUNCTIONS



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

FACTBOX COMPLAINT LINE DETAILS

The Complaint contains a FactBox called **Complaint Line Details**. When a Document has been 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 this specific Complaint.

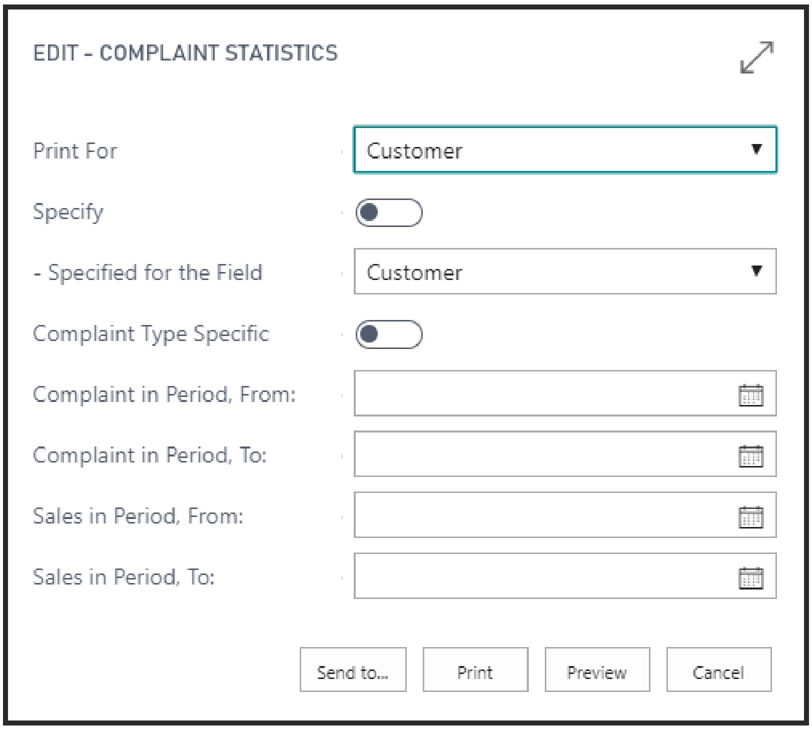


COMPLAINT REPORTS

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.
This report is found via **Tell me** *Complaint Statistics*.

The **Request Page** looks as follows:



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
Sales Item No.	The report will be sorted per Sales 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 *Sales Item No.*

COMPLAINT TYPE SPECIFIC

With this Boolean set on *YES*, the Statistics will be broken down into Statistics Lines per **Return Reason Code**.

*Note: the **Complaint Type** is a field from older version than BC13 and should have to be renamed to **Return Reason Code Specific**!*

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 Sales** in the report. Therefore a Filter on the Invoiced Items. You can find an example below.

Complaint Statistics
CRONUS TRIMIT International Ltd.

Date: 5-2-2019 15:46
Time: 15:46
CORNATOR\KBI
Page: 1

Customer		Complaint Qty.	Qty. Sold	Complaint Pct.	Complaint Cost	Qty. per Reason
2000	The Fashion Store UK	**24**	333	7,21	329,97	0
Master No.						
2110	Sweater Long Sleeve	24	333	7,21	329,97	11 BLANK
						11 DEFECTIVE
						2 DAMAGED
2010	The Shoe Store Europe	**1**	17	5,88	7,24	0
Master No.						
2820	Trouser Folded	1	17	5,88	7,24	1 SMALL
	List Total	**25,00**	**350,00**	**7,14**	**337,21**	

DESCRIPTION OF THE REPORT FIELDS:

QUANTITY COMPLAINT

The total quantity of the Complaint Lines.

QUANTITY SOLD

The total Quantity sold and 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**

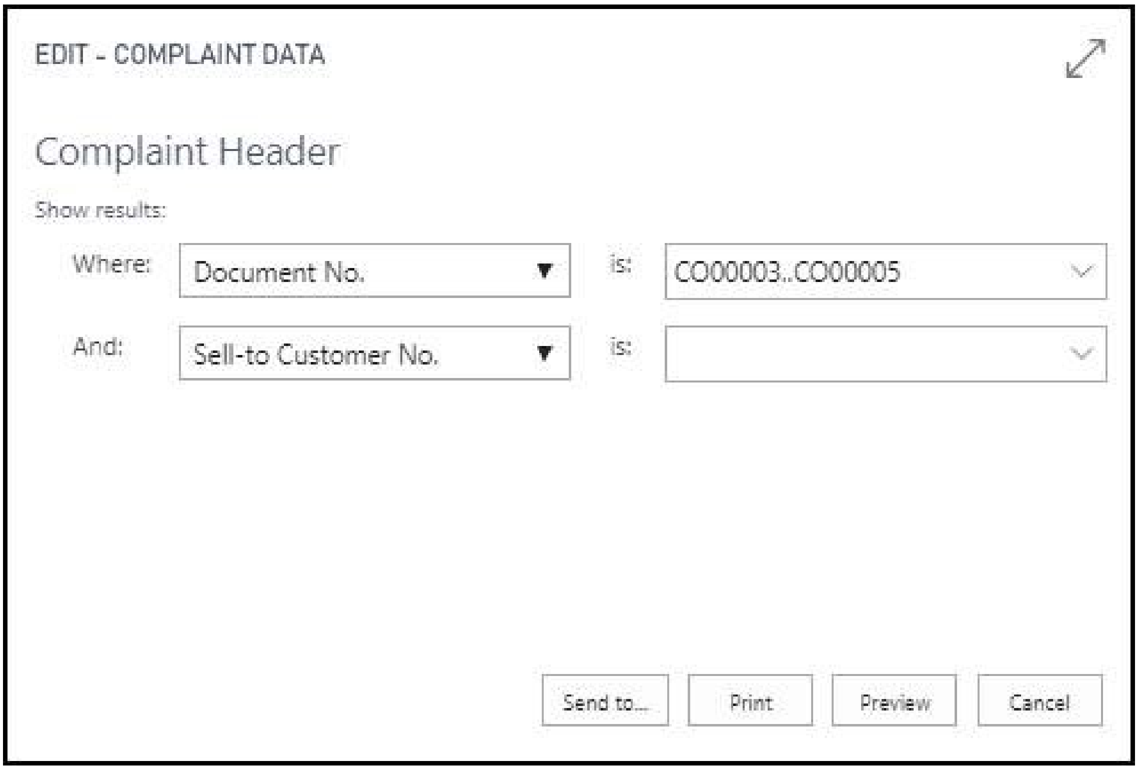
QTY. PER REASON

Per **Return Reason Code**, which will only be shown if the **Complaint Type Specific** (or in future releases Return Reason Code Specific) will be set to *Yes,* the quantity will be shown.

COMPLAINT DATA

This Report provides an overview of **Complaint** information.
This report is found via **Tell me** *Complaint Data*.

The **Request Page** looks as follows:



In this Request Page, you can set ranges on Document Numbers and/or Customer Numbers.

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

CRONUS TRIMIT International Ltd.

Date 6-2-2019

CORNATOR\KBI

Complaint No.	:	**CO00003**				
Person Responsible	:		Received by	:	CORNATOR\KBI	
Customer No.:		2000	Receipt Date:	:	5-2-2019	
			Status	:	Approved	
Sales Item	:	**21100102**	Quantity	:	1	PCS
Complaint Item	:	21100102				
Complaint Component:	:	21100102	Complaint Reason Code	:	DEFECTIVE	
			Solution	:	Refund on Return + Replacement	
Sales Item	:	**21100103**	Quantity	:	2	PCS
Complaint Item	:	21100103				
Complaint Component:	:	21100103	Complaint Reason Code	:	DEFECTIVE	
			Solution	:	Refund on Return + Replacement	
Sales Item	:	**21100104**	Quantity	:	3	PCS
Complaint Item	:	21100104				
Complaint Component:	:	21100104	Complaint Reason Code	:	DEFECTIVE	
			Solution	:	Refund on Return + Replacement	
Sales Item	:	**21100105**	Quantity	:	3	PCS
Complaint Item	:	21100105				
Complaint Component:	:	21100105	Complaint Reason Code	:	DEFECTIVE	
			Solution	:	Refund on Return + Replacement	
Sales Item	:	**21100106**	Quantity	:	2	PCS
Complaint Item	:	21100106				
Complaint Component:	:	21100106	Complaint Reason Code	:	DEFECTIVE	
			Solution	:	Refund on Return + Replacement	
Complaint No.	:	**CO00005**				
Person Responsible	:		Received by	:	CORNATOR\KBI	
Customer No.:		2010	Receipt Date:	:	5-2-2019	
			Status	:	Approved	
Sales Item	:	**2820250006**	Quantity	:	1	PCS
Complaint Item	:	2820250006				
Complaint Component:	:	2820250006	Complaint Reason Code	:	SMALL	
			Solution	:	Refund	