

# RCS Web Complaint

RCS Complaint module 100% integrated with RCS WEB Shop and SAP Business One.

RCS WEB Complaint is a single, integrated and affordable ERP software solution for companies whose core value focuses on their customers.



## Features and functions

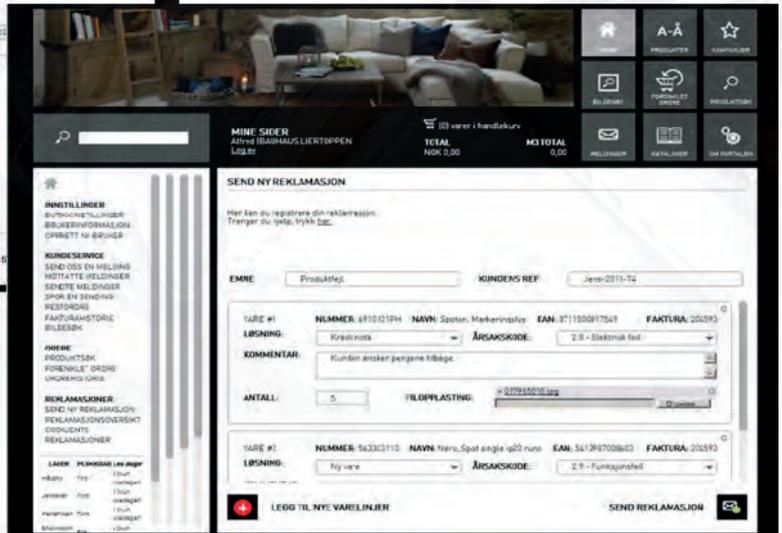
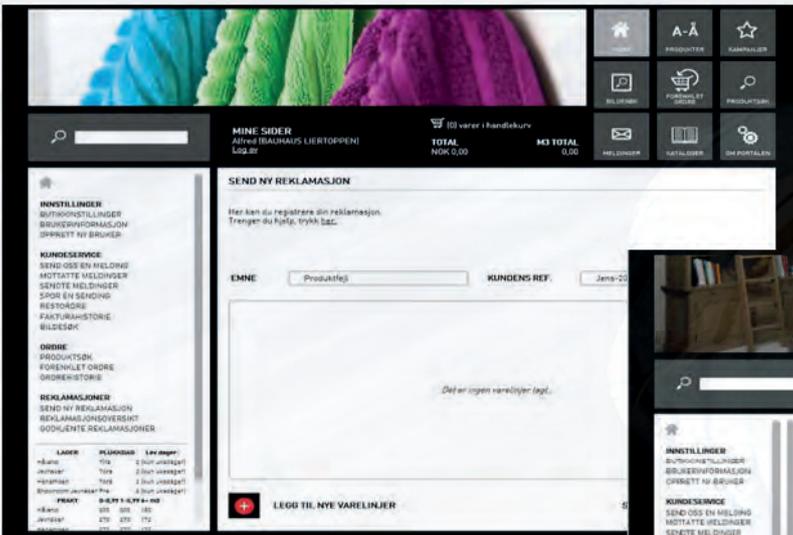
RCS WEB Complaint allows employees and customers to access and use information more efficiently. Your customer can make a service call and send a complaint with images and information in a standardized form. The solution covers all the core functions needed to run a complaints process successfully.

Business problem	Solution
<p>On-line complaint handling - increasing dependence on Internet solutions move a direct sales to online stores. This requires a new way of handling product complaints. Nowadays companies need a tool that enables them to make a claim processing efficient and easy for both parties.</p>	<p>With RCS WEB Complaint web shops can offer the customers to lodge complaints and return products. The solution meets the need for on-line requests from unsatisfied customers regarding a product or service that they have purchased.</p>
<p>Customer dialogue - the sales process at a distance requires reliable channels of communication. Only an efficient and fluent information exchange can keep on the dialogue between service representatives and customers.</p>	<p>RCS WEB Complaint gør processen af reklamationsbehandling synlig, struktureret og interaktivt. Med en mulighed for et personligt og dokumenteret arbejde, kan dine kolleger med adgang til data finde ud af de særlige tilfælde. Kunden bliver gjort opmærksom, hver gang du</p>
<p>Compensation management - on-line complaint process determines the type of compensation that is most appropriate for both the customer and the company. Mutual trust must be supported by the solution that accounts for the time frame and the form of compensation.</p>	<p>With RCS WEB Complaint you are assured that both your client and you are obliged to complete the entire process within a specified time. A compensation form can be exchange, credit, partial credit or rebate. If you need to order a product under the compensation process, you can do it directly from the form.</p>

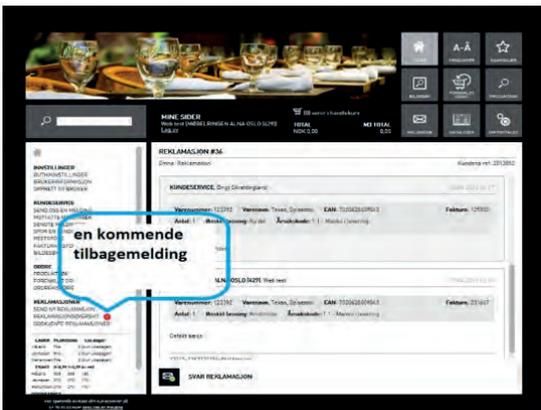
Complaints module is dedicated to manage the dialogue between service staff and customers. Use the Complaint module RCS WEB application to close sales faster and provide your customers with a better service. Those tools automate processes and efficiently manage the activities throughout the after-sales service and support.

## Customer service call

Standardized form for complaints - the ability for customers to submit a service call of goods or services that they find unsatisfactory. For any claim, customers explain why their expectations are not met, and specify actions which they expect from the shop.



Alerts - when you send a feedback regarding the complaint, it will be notified on the client's side. It makes the program more interactive and visible.



Track and trace - under the process of return, the system provides a report which the customer can print. The system generates also an ID that the clients can use to search for their complaint or return, add additional information or check the status and current actions.

Print a confirmation - the customer can generate a confirmation, which can be printed directly from the form. It gives a guarantee that all procedures are recorded and are the basis for the documentation.

## An incoming service call

Activity - complaint is being recorded at once and allows the others with access to the data, to see the complaint's history with links to the related order.

Information of the customer - part of the complaint field contains the customer details, such as name, number, cause of action, wishes, subject and attachments. You can check what type of client you are dealing with, or if there is any record in the personal shopping history.

#	Dato	Kl.	Behandlet av	Aktivitet	Gjort	Inhold
1	05.02.13	08:17	manager	05.02.13	Ingen	Kunden ønsker pengene tilbake.
2	05.02.13	08:17	manager	06.02.13	Ingen	Erdlingsvare ønsket

Attachments - customers can upload attachments. It is very important when you cannot see the item directly and when it's hard for instance to describe a defect in the word. Customers can also update their existing claims with providing the attachments.

Opret	Nr.	Sagsbehandler	Dato	Kundenr.	Kunde navn	Årsak	Kunden ønsker	Erne	Attachments	Kundens melding
<input type="checkbox"/>	36	Web test	30-04-2013	33145	MØBELRINGEN ALNA C	1.1 - Manko i levering	credit_note	Reklamation	<a href="#">33145-1367320</a>	Defekt sæde
<input type="checkbox"/>	37	Web test	30-04-2013	33145	MØBELRINGEN ALNA C	2.4 - Overlatefeil	credit_note	Defekte varer	<a href="#">33145-1367320</a>	Bordplades overflade krakeleret. Ny bordp
<input type="checkbox"/>	37	Web test	30-04-2013	33145	MØBELRINGEN ALNA C	2.3 - Sprekking	credit_note	Defekte varer	<a href="#">33145-1367320</a>	Forreste ben revnet. Ønskes ombyttet.
<input type="checkbox"/>	38	Web test	30-04-2013	33145	MØBELRINGEN ALNA C	2.4 - Overlatefeil	credit_note	Defekt bord		Bordplades overflade krakeleret. Ny bordp

## Responding to customer complaints

Login - you have a secure and personalized access to all complaints through the login function. When you or your co-worker creates a reply to your customer, it will be registered. A recorded message improves, among other, quality of service.

**RCS WEB COMPLAINT**

Søk Reklamationer Meldinger

**LOG INN**

Skriv inn ditt brukernavn og passord

Account Information

Brukernavn:

Passord:

Internal note - it is possible to write a note of activities that have been applied in the case. It for instance may be to post a question regarding missing pictures and so one. Internal note is not visible to the customer. Internal memo is for internal com-

pany use. It helps you to keep all the complaints in order and to give the customer a quick answer.

Opsett	Nr.	Sagtehandlert	Intern Note	Tidligere Kredit	Varenavn	Varebeskrivelse	Kommentar	Kunde navn	Kunde email	Svar
<input type="checkbox"/>	1				Frøgg	Spil mynrammer	34057	FEEL SANDNES	credit_note	Svarfelt
<input type="checkbox"/>	2				Våstemsing	Bilåe	34057	FEEL SANDNES	credit_note	Svarfelt
<input type="checkbox"/>	2				Celine	Ramme	34057	FEEL SANDNES	credit_note	Svarfelt
<input type="checkbox"/>	2				Frøgg	Spil mynrammer	34057	FEEL SANDNES	credit_note	Svarfelt
<input type="checkbox"/>	2				Martini	La-2-boy recliner	30771	ALFRED SAND A	credit_note	Svarfelt
<input type="checkbox"/>	3				Delli	Barnestolier	30771	ALFRED SAND A	item	Svarfelt
<input type="checkbox"/>	3				R-Oxford/Sola	Myggnett sett til gasbe	30771	ALFRED SAND A	credit_note	Svarfelt
<input type="checkbox"/>	4				Hennette	Bank med lakk	32820	BOHUS ALESUN	credit_note	Svarfelt
<input type="checkbox"/>	5				Milano	Bilåe	34809	CASA DESIGN G	credit_note	Svarfelt
<input type="checkbox"/>	6				George	Pall	32820	BOHUS ALESUN	credit_note	Svarfelt
<input type="checkbox"/>	7				George	Pall	32820	BOHUS ALESUN	credit_note	Svarfelt
<input type="checkbox"/>	7	Brigt Skrettingland			Sperton	Mærkeinglys	34300	BALHAUS LERT	credit_note	Svarfelt
<input type="checkbox"/>	8	Brigt Skrettingland			Nann	Spot single ip20 rund	34300	BALHAUS LERT	item	Svarfelt

Credit and other compensation possibilities – which are exchange, credit, partial credit or rebate. However, customers can return only one item at a time, and return must occur within a valid time frame.

Utgått	Pris	Svar	Intern Note	Kreditnota	Kredit ant.	Ombytning	Ombyt ant.	Reserve	Reserve dele	Retur	Retur ant.	Servicekald	Aktivitet
No	211,85							<a href="#">velg reserv</a>		No		36	107
No	1004,99							<a href="#">velg reserv</a>		No		37	109
No	211,85							<a href="#">velg reserv</a>		No		37	108
No	1004,99	Sag avventer dokumentation i fo	Kontrol på lager om					<a href="#">velg reserv</a>		No		38	110

The line was successfully saved...

Search for complaints or reports - to find a specific complaint among hundreds, you do not have to go all the way through the list. Just type in the search engine word for customer, customer group, call status, properties (i.e. product) or date. The availability of each of the above options depends on the choices you make in the search window.

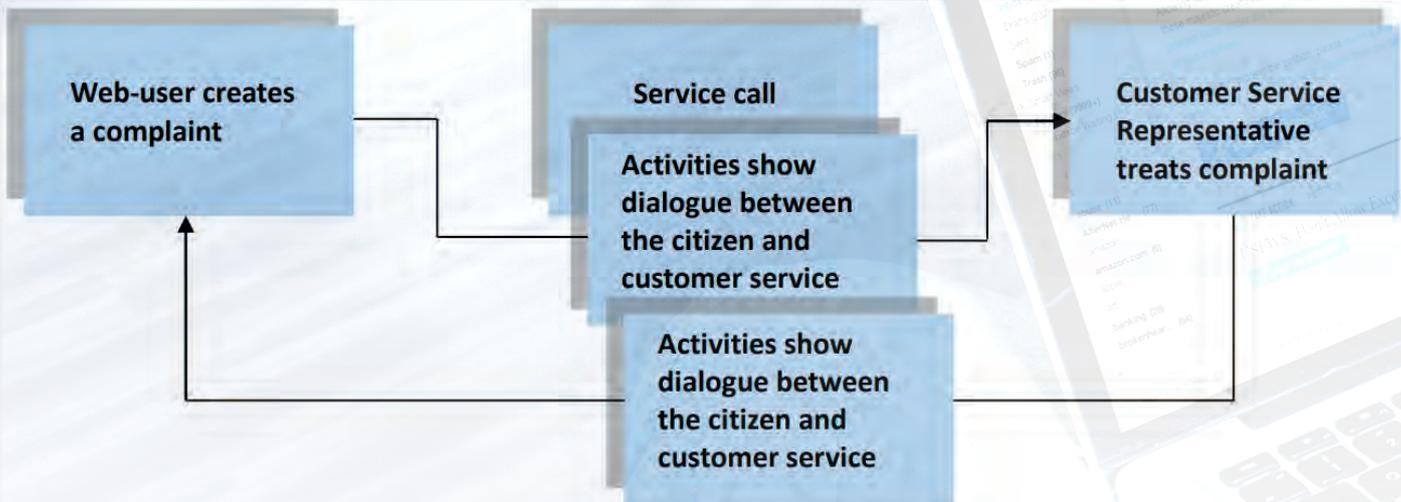
Reply form - a response to the client can be written easily and professionally. In this form we can create credit, create order with a new product, select parts and create order with spare parts. The order is created with the selected spare parts and number. Specifying of whether the customer must send the item back before the issuance of a new product.

is	Svar	Intern Note	Kreditnota	Kredit ant.	Ombytning	Ombyt ant.	Reserve	Reserve dele	Retur	Retur ant.	Servicekald	Aktivitet
1.85	Ny sæde fremsendes			0,00		0,00	velg reserv		No	0,00	36	107
104.99							velg reserv		No		37	109
1.85							velg reserv		No		37	108
104.99							velg reserv		No		38	110

ItemCode	ItemName	FrgnName	Antal
143774	R-Texas	Brune front ben	<input type="text" value="0"/>
143775	R-Texas	Sete til spisestol	<input type="text" value="1"/>
143776	R-Texas	Komplett rygg til stol	<input type="text" value="0"/>
143777	R-Texas	Skruer til spisestol	<input type="text" value="1"/>

## An overview of processflow



## Business benefits

### Your customer gets:

Intuitive, automated, standardized complaintshipment with email templates for every workflow step in the complaint process.

Easy, constant contact with customer service via message system that automatically sends job alerts by e-mail to service personnel when they have tasks to be performed.

A better service experience based on mutual trust and professional communication.

### Your service gets:

A system to control the process, where you can have costs and details of orders to make comparisons and where you can create the material reservation by a service order.

Operating efficiency is improved and increased by a record, capture and load of the complaint into the database.

Complaints are categorized by importance, so one chooses to either inform other users of the complaints or get them to implement the "defect" study and identify the cause.

Maintaining customers after the first sale. You get more customers through "word of mouth" advertising from satisfied.

RCS IT specializes in providing value-added and fully integrated software solutions for small and medium businesses. Solutions that increase the efficiency of your business and gives you a better overview of your business. RCS IT advises personally and offers unique customized solutions as well as standard solutions that meet your business needs.