

ISOXpress - Licensed to: AQA Company, Inc.

Select Module: **Customer Complaints** Log Out User: Dave Lubinski Exit Setups Admin Help

Customer Complaints

Report	No	Complaint Title	Date	Customer	Category	NC Prd	CAR	Status
Add New	0002	ISBN 1-882711-11-4 Damaged in transit	8/18/2008	Safety Consultants, Inc.	Product Damage...	0001		OPEN
Edit	0001	Wrong lamination film width (32" instea...	7/23/2008	SEPCOL Inc.	Wrong Product			OPEN

Report Add New Edit Delete Print List

ISOXPRESS

Setup Categories

Module

Def Menu

Def Control

Corrective Action

Internal Audits

Print Review

Training

Tutorials

AQA COMPANY

About

Use the [sidebar menu](#) to add, edit, or delete a customer complaint record.

Read more about the sidebar menu in tutorial [Navigation And Common Features - General Navigation](#).

Use this [Customer Complaints](#) module to document, process and track your customer complaints. You can also generate a [PDF report](#) for a particular complaint, and a [PDF printout](#) of all complaints as they appear in the table (read more about reports in tutorial [Navigation And Common Features - Reports](#)). To [sort](#) the table, click on the column header.

Use the [Setups](#) menu to set up customer complaints categories.

Customer PO Ref./Date: SC-58633 8/ 6/2008

Internal Order Ref./Date: Inv. 22783 8/ 7/2008

This is a portion of the Customer Complaints form

Open and complete t

History, Notes and

Ship replacement to

Status: OPEN

Attachments

Corrective Action

Select existing Corrective Action Request (CAR) or generate new.

CAR Number:

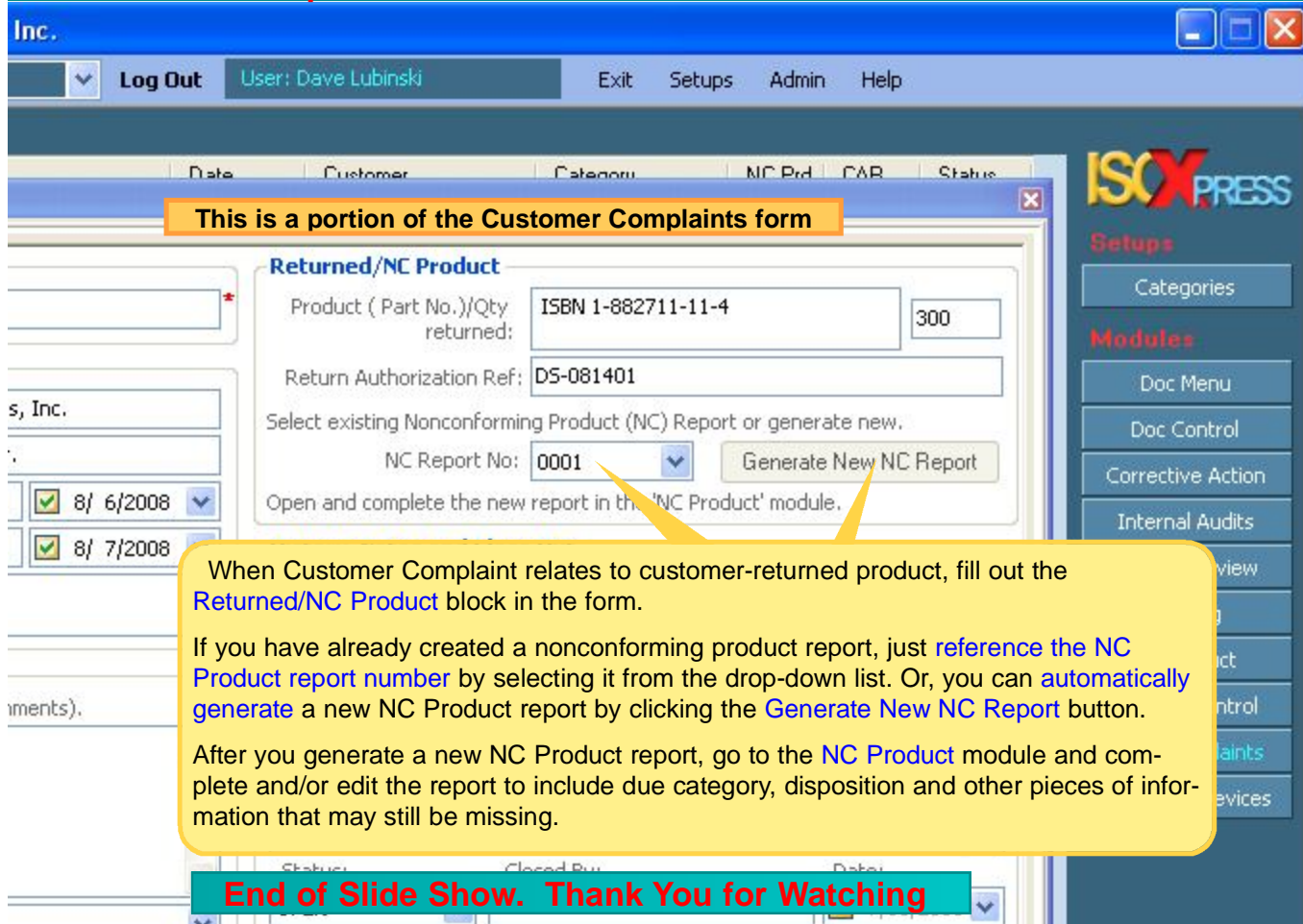
Open and complete the new CAR in the 'Corrective Action' module.

Edit Caption Labels Spell Check

Where appropriate, [create a corrective action request \(CAR\)](#) to identify and correct the underlying causes of customer complaint.

If you already initiated a corrective action, just [reference the CAR number](#) by selecting it from the drop-down list. Or, you can [automatically generate](#) a new CAR by clicking the [Generate New CAR](#) button.

After you generate a new CAR, go to the [Corrective Action](#) module and complete and/or edit the CAR to include due date, category, and other pieces of information that may still be missing.



This is a portion of the Customer Complaints form

Returned/NC Product

Product (Part No.)/Qty returned: ISBN 1-882711-11-4 300

Return Authorization Ref: D5-081401

Select existing Nonconforming Product (NC) Report or generate new.

NC Report No: 0001

Open and complete the new report in the 'NC Product' module.

When Customer Complaint relates to customer-returned product, fill out the [Returned/NC Product](#) block in the form.

If you have already created a nonconforming product report, just [reference the NC Product report number](#) by selecting it from the drop-down list. Or, you can [automatically generate](#) a new NC Product report by clicking the [Generate New NC Report](#) button.

After you generate a new NC Product report, go to the [NC Product](#) module and complete and/or edit the report to include due category, disposition and other pieces of information that may still be missing.

End of Slide Show. Thank You for Watching