



The Complaint Handling System for SMS

User Instructions

Version 1.4

Contents

Amendment history	3
Introduction	4
System requirements	4
Process Overview	5
How to handle a complaint within TCHS.....	5
Receive a complaint.....	5
Take decision regarding goods handling	5
Step by step	6
Receive goods.....	8
Step by step	9
Request for more information.....	9
Step by step	9
Send the product for external investigation.....	10
Step by step	10
Respond to the complaint.....	11
Step by step	12
Corrective actions.....	13
Step by step	14
Returning goods after investigation	15
Common Descriptions.....	15
Save.....	15
Send to SMS Purchase.....	15
Online Help	16
Credit/Debit handling	17
Accepted complaints.....	17
Not accepted complaints	17

Step by step	18
--------------------	----

Amendment history

2017-01-30	1.4	<ul style="list-style-type: none"> Added functionality to request for different quantity for investigation than proposed, pictures replaced due to new design of goods handling
2015-10-23	1.3	<ul style="list-style-type: none"> New chapter added, Request for more information Added information regarding reminders sent from the system Updated routines for crediting/debiting part
2015-03-12	1.2	<ul style="list-style-type: none"> New Chapter added, Take decision regarding goods handling Chapter Delegation of decision if goods is needed is removed Pictures replaced due to new design of goods handling
2014-11-11	1.1	<ul style="list-style-type: none"> Added new chapter regarding credit/debit handling System requirements, spam filter: Added one mail address

Introduction

TCHS is a web-based system used by Sandvik Machining Solutions (SMS) Product Areas, Sales, Production and Distribution units to register internal and external complaints.

TCHS stands for 'The Complaint Handling System for SMS'.

The system allows SMS to keep track of our complaints as well as receiving statistics such as lead-times for each complaint.

System requirements

TCHS is a web-based system and require a minimum web browser of Microsoft Internet Explorer 7 to view the pages correctly and ensure the functionality.

The pages are using: JavaScript. Follow below steps to enable them.

1. On web browser menu click "Tools" menu and select "Internet Options".
2. In the "Internet Options" window select the "Security" tab.
3. On the "Security" tab click on the "Custom level..." button.
4. When the "Security Settings - Internet Zone" dialog window opens, look for the "Scripting" section.
5. In the "Active Scripting" item select "Enable".
6. When the "Warning!" window pops out asking "Are you sure you want to change the settings for this zone?" select "Yes".
7. In the "Internet Options" window click on the "OK" button to close it.
8. Click on the "Refresh" button of the web browser to refresh the page.

Cookie settings:

1. Open the desktop, and then tap or click the Internet Explorer icon on the taskbar.
2. Tap or click the Tools button Tools, and then tap or click Internet options.
3. On the Privacy tab, do one or more of the following:
4. Move the horizontal slider to Medium

Mail address of receiver of the complaint:

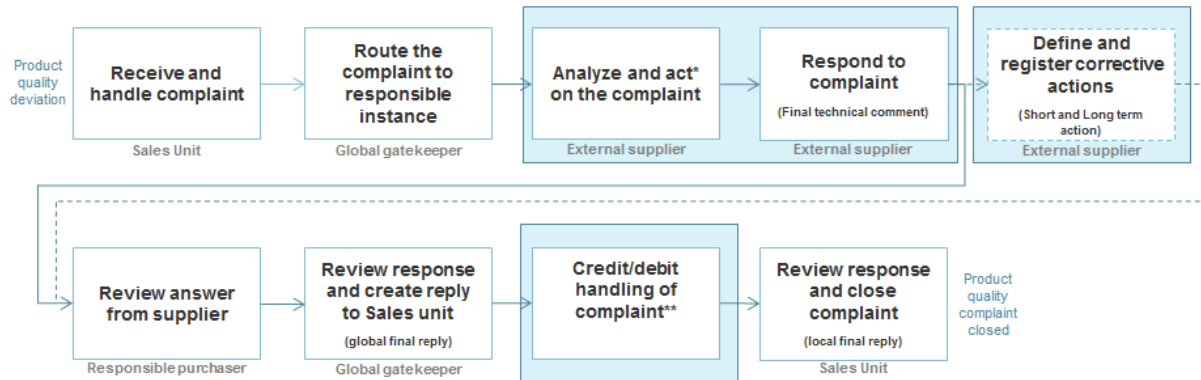
The system is using a mail address to correspond with you. If there is a need to change the mail address we are using, please contact your responsible buyer.

Spam filter:

To ensure you will receive mails sent from TCHS please be sure that your spam filter will not protect you from receiving mail from following mail address:

complaints_tools.gatekeeper@sandvik.com
The_Complaint_Handling_System_for_SMS@sandvik.com

Process Overview



***Analyze and act on complaint:** Contact responsible purchaser at SMS if you see a need to freeze stock and/or ask for a consolidation and return the full batch of products.

** **Credit/debit handling of complaint:** See separate process overview in chapter Credit/Debit handling.

How to handle a complaint within TCHS

In general all communication should go through the system. If you for any reason have a need to discuss issues outside the system, do so through your contact person at SMS Purchasing department.

If a field is mandatory to answer you will be given an alert.

Note: You can whenever you want to click the **Save button** to continue fill in the form later. Be sure to keep the link you got in the mail as that is your only way in to the complaint.

Receive a complaint

You will receive a mail notification when a complaint is routed to you as the responsible instance.

When you receive the mail you will (by following the link in the mail) be transferred into TCHS to the complaint to handle.

Please read through the complaint information before you make any decision and start by act on if you need goods or not for further investigation. Complaint information can be found in the bottom of the page.

If you have a need to receive more information to be able to take a decision or have other issues you cannot solve by using the functionality "Request for more information " please contact your contact person at SMS Purchasing department.

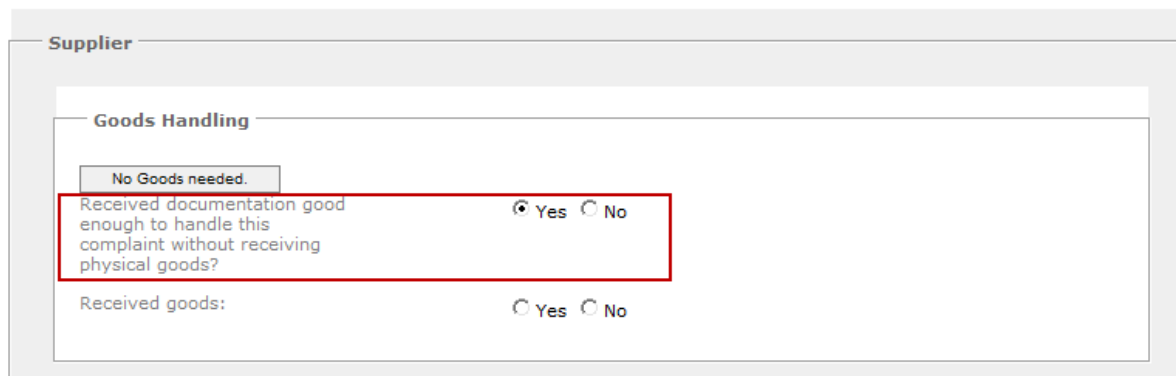
Note: The link is the only way into the specific complaint and therefor it is important for you to keep the link during the handling time.

Take decision regarding goods handling

It is important that you as soon as you receive the complaint (**within 5 working days**) take decision if you need the goods or not for further investigation. This in order to avoid confusion about what is required from Sales Units and thereby might have unnecessary transport of goods.

Note: It is mandatory to attach pictures/documents to all product related complaints (Tools-, Inserts- and Round Tools complaint). However, if there for some reason is no possibility to attach a digital photo, the complaint can contain (for example) a WORD-document including a text that they have no possibility to take a photo.

Step by step



Supplier

Goods Handling

No Goods needed.

Received documentation good enough to handle this complaint without receiving physical goods? ☒ Yes ☐ No

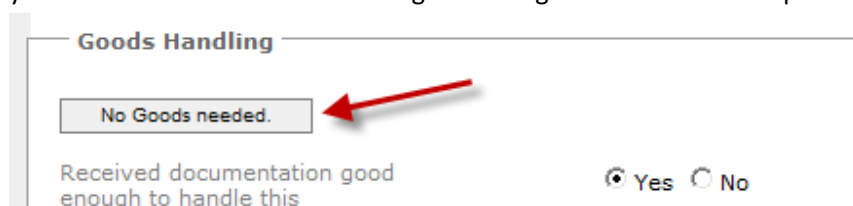
Received goods: ☐ Yes ☐ No

1. Take decision if goods is needed for further investigation

Goods not needed

If you can handle the complaint without need of the physical goods

- a) Select **Yes** at "Received documentation good enough to handle this complaint without receiving physical goods?" By default it is set to **Yes**.
- b) Press the button **No Good needed**. A message will be sent to the holder of the goods that you have received documentation good enough to handle the complaint from.



Goods Handling

No Goods needed.

Received documentation good enough to handle this ☒ Yes ☐ No

Goods needed

If you need the physical goods to handle the complaint:

- a) Select **No** at "Received documentation good enough to handle this complaint without receiving physical goods?" By default it is set to **Yes**.

- b) Review the proposed quantity to send for investigation (this is available in the product information at the bottom of the web form).

Subsidiary Complaint info

Product	
Brand code:	COR
Product code:	1
Tool type /Inserts type:	Turning
Batch number:	1
Grade:	
Total quantity:	1,00
Quantity for Investigation:	1,00
Product group:	1
Account:	880 - Turning tools - standard

- c) If you want to request for a different quantity than proposed you need to fill in the new amount in the field *“Enter if you need other quantity for investigation than proposed by complaint initiator”*

Note! You will only need to fill in the field if you want to change the quantity.

Goods Handling	
<input type="button" value="Send goods address information"/>	
Received documentation good enough to handle this complaint without receiving physical goods?	<input type="radio"/> Yes <input checked="" type="radio"/> No
Enter if you need other quantity for investigation than proposed by complaint initiator	<input type="text"/>
Received goods:	<input type="radio"/> Yes <input checked="" type="radio"/> No

- d) Press the button ***Send goods address information***. The system will send a message to the holder of the goods where to send the goods.

Goods Handling

Send goods address information

Received documentation good enough to handle this complaint without receiving physical goods?

☐ Yes ☒ No

Enter if you need other quantity for investigation than proposed by complaint initiator

Note! The visibilities of the buttons are based on the answer in the question “*Received documentation good enough to handle this complaint without receiving physical goods?*”

2. The decision you have taken is visible at the bottom of the legend for Goods handling. Click the arrow to expand/collapse.

No Goods needed.

Received documentation good enough to handle this complaint without receiving physical goods?

☒ Yes ☐ No

Received goods:

☐ Yes ☒ No

History

'Do not send Goods Information' mail sent by TEST LEVERNATL 2015-02-11 13:09:54

Receive goods


Note! It is important that you as soon as you receive goods/documentation, fill in the information in the complaint as the system otherwise will start to:

- Send reminders to the sender of the goods if it hasn't arrived to you within 5-8 days.
- Send reminders to you if goods has not received 5 working days after goods is sent from our location.

If you have not received the goods within 15 days from the day you sent “goods address information”, Please decline the complaint with “No”, and with the final comment that you need goods to be able to handle the complaint.

Step by step

The screenshot shows the 'Goods Handling' section of a form. At the top is a button labeled 'Send goods address information'. Below it is a question: 'Received documentation good enough to handle this complaint without receiving physical goods?' with radio buttons for 'Yes' and 'No', where 'No' is selected. Underneath is a text input field with the label 'Enter if you need other quantity for investigation than proposed by complaint initiator'. Further down is another question: 'Received goods:' with radio buttons for 'Yes' and 'No', where 'Yes' is selected. Below this is a date picker icon (a calendar icon with the number 16) and a text input field with the label '- enter date:' and a placeholder '(yyyy-mm-dd)'. At the bottom is a question: 'Send for external investigation:' with radio buttons for 'Yes' and 'No', where 'No' is selected.

1. Select **Yes** or **No** if you have received the goods. If goods received, click the date picker icon  to select the date you received the goods.
 - a. If you select **No**, remember to Click **Save** button in the top of the form before leaving the form.
 - b. If you select **Yes** that you have received the goods new fields will be shown to be used if you need to send the goods further for external investigation or not. Click **Save** button in the top of the form before leaving the form.

Request for more information

You can communicate with the gatekeeper by using the request more information functionality.

The screenshot shows the 'Request for More Information' section of a form. It has a title 'Request for More Information' and a label 'More Info:'. Below the label is a large text area with the placeholder text 'Please provide more Info for this complaint.' and a vertical scrollbar on the right. At the bottom of the text area is a button labeled 'Send complaint for more info'.

Step by step

1. Enter your question and press the button **Send complaint for more info**
2. You will receive a notification via mail when the gatekeeper has answered you.



Note! You cannot request for more information during the time when you have asked for goods and not yet has received it (i.e. filled in the goods received date). Similarly if you have asked for more information then you cannot send goods address information until you have received answer from the gatekeeper.

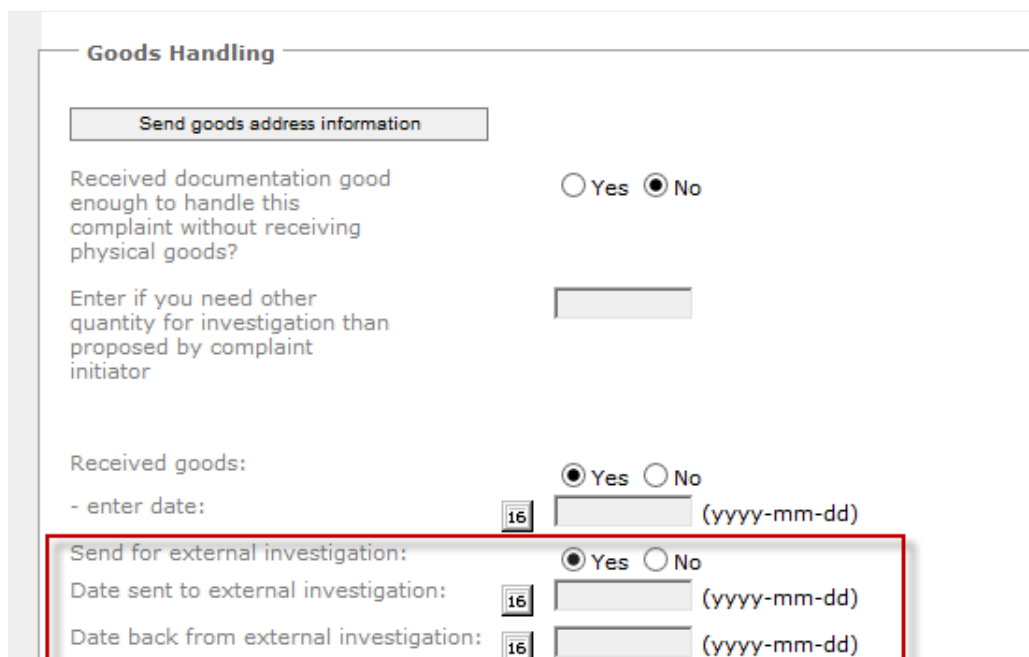
Send the product for external investigation

Sometimes a product needs to be sent for an external investigation (e.g. steel investigation). To avoid that lead time increase, ensure that you fill in the information needed.

It is important that you are entering the date from when you send the product for external investigation as well as when you return the product. The external investigation lead-time will be included in the total lead-time per complaint. However the lead-time will be excluded when looking at your lead-time as supplier.

Step by step

1. Select **Yes** "Send for external investigation", two more date picker  will pop up to capture – "Date sent to external investigation" and "Date back from external investigation". Please remember to click **Save** button on top of form to save latest changes on form.
2. When sending the product to external investigation. Click the date picker icon  to select the "Date sent to external investigation".




Goods Handling

Send goods address information


Received documentation good enough to handle this complaint without receiving physical goods? ☐ Yes ☒ No


Enter if you need other quantity for investigation than proposed by complaint initiator


Received goods: ☒ Yes ☐ No

- enter date:  (yyyy-mm-dd)

Send for external investigation: ☒ Yes ☐ No

Date sent to external investigation:  (yyyy-mm-dd)

Date back from external investigation:  (yyyy-mm-dd)

3. Click **Save** button in the top of the form.
4. When receiving the product from external investigation, click the date picker icon  to select the "Date back from external investigation".
5. Click **Save** button in the top of the form. (No need if you want to continue to fill the form.)

Respond to the complaint

The reply should be written in English.

If you have requested to freeze stock during your investigation it is important that you respond with if we should release, recall or scrap the material. This can be done in the field "*Other comments*".

Note: Be aware of when you answer the complaint that every complaint should be seen as one unique and therefor the answer also should be seen as a unique answer, i.e. it is not OK to refer to other complaints when answering.

Note: You should never make a replacement with new products for an accepted complaint. You should always compensate with a credit note and request new order.

Step by step

Answer from Supplier

1. Complaint accepted:

☐ Yes ☐ No

2. Product re-worked:

☐ Yes ☒ No

3. Main cause/Root cause:

4. If approved mark categories for approval:

☐ Material incl treatment

☐ Tool incl machining

☐ Packing and handling

☐ Other

5. Final technical comment:

Answer these questions on your final comment:

What has been investigated?

What is the result of the investigation


Has the stock been checked?

If the complaint is accepted:

What caused the problem

What action has been/will be done to prevent the problem from occurring again

6. Other comments:

7.  Attachments:

Browse...

Save attachment

There are no attachments in this complaint.

1. Complaint accepted:

Select **Yes** or **No** based on your decision to accept the complaint or not.

2. Product re-worked

Select **Yes** or **No** if product is re-worked or not.

Note: To be able to select Yes you need to have this agreed with the purchasing organization.

3. Main cause/Root cause:

Enter the main cause/Root cause of the complaint.

4. If approved mark categories for approval:

If you accepted the complaint, you need to select categories for approval.

When you have selected the category/categories you will also need to fill in Codes for approval.

12

If approved mark categories for approval: Codes for approval:	<input checked="" type="checkbox"/> Material incl treatment <input type="checkbox"/> Tool incl machining <input type="checkbox"/> Packing and handling <input type="checkbox"/> Other <input type="checkbox"/> Wrong material/analysis <input type="checkbox"/> Wrong hardness <input type="checkbox"/> Wrong surface treatment <input type="checkbox"/> Wrong structure <input type="checkbox"/> Pores or pollution <input type="checkbox"/> Carbonised <input type="checkbox"/> Decarbonised <input type="checkbox"/> Corrosion <input type="checkbox"/> Other material faults
--	--

5. Final technical comment:

Final technical comment is the answer regarding the technical investigation. This answer is the source for the gatekeeper to formulate a final reply back to the Sales Unit. Below the field you can find a list of questions to help you in formulating a reply.

Note: Be aware of when you answer the complaint that every complaint should be seen as one unique and therefor the answer also should be seen as a unique answer. I.e. it is not OK to refer to other complaints in the answer.

6. Other comments:

Enter other comments which you do not think is relevant for the final technical comment but information that can be useful for the gatekeeper/purchaser in this field. E.g. how to handle freezed stock.

- To add attachments (pictures, documents, etc.) to the complaint click **Browse** button to add your file. Remember to click on the **Save attachment** button for each attachment you add.

 Attachments:

Corrective actions

In some of our complaints we have requirements of documentation from your corrective actions.

When the planned date is reached, the given mail address will receive a reminder mail to finish the corrective action.

Note: All information in corrective actions is gathered in a report that will be sent to the sales unit.

Step by step


The screenshot shows a web form titled "Corrective actions". It contains six numbered steps for data entry:

- 1 Short term action : (quick fix)**: A large text area for describing the short-term action.
- 2 Planned date:**: A date picker icon (a small calendar) followed by a text field and the placeholder "(yyyy-mm-dd)".
- 3 Short term responsible person:**: A text field for the name of the responsible person.
- 4 Long term action :**: A large text area for describing the long-term action.
- 5 Long term responsible person:**: A text field for the name of the responsible person.
- 6 Planned date:**: A date picker icon (a small calendar) followed by a text field and the placeholder "(yyyy-mm-dd)".

1. Short term action:

Fill in which type of short term action or quick fix has been done in production to avoid this to happen again until the long term action is implemented.

2. Planned date:

Click the date picker icon  to select the planned implementation date for the short term action.


3. Short term responsible person:

Enter the name of the person responsible for the short term action in your organization.

4. Long term action:

Register what long term action has been planned/have been done to prevent this kind of error/s. It should be able to receive an answer how to prevent this not to happen again within 3 months.

5. Planned date:

Click the date picker icon  to select the planned implementation date for the long term action.

6. Long term responsible person:

Enter the name of the person responsible for the long term action in your organization.

Returning goods after investigation

The information regarding how to handle the goods after investigation can be found at the bottom of the form in section "Customer requirements". The requirement to return goods is only valid when you decline the complaint.


When there is a need for you to return the goods please wait for 5 days, as it might be that your response will be rejected and you need to further perform some investigation.

Customer requirements	
Return goods after investigation:	Yes
Transport agreement:	
Transport instructions:	
Return goods address:	Sandvik Korea Ltd Coromant Changwon office 641-740 Rm 303, Korea International Trade Association Gyeongnam Branch, 257, Jungang-daero, Uichang-gu, Changwon-si, Gyeongsangnam-do, Korea
Customer requires corrective actions:	No

Subsidiary Complaint Reason

Common Descriptions

Save	Send to SMS Purchase	Online Help
------	----------------------	-------------



Sandvik Machining Solutions
Complaint handling system

Inserts

Supplier
Complaintnumber: 0000 - 000865

Information

- Start by considering if you need physical goods or not to answer the complaint, please use the buttons "Goods needed, send delivery address information" or "No goods needed"
- All information shall be written in english
- Reply to this complaint within 10 days after goods / documentation is received

Save

During filling of complaint details you can always use this button to save latest changes in complaint. So next time you open complaint you can continue from latest changes in complaint.

Send to SMS Purchase

When all information is updated, click the **Send to SMS Purchase** button (placed on top of the form). The complaint is now sent to SMS Purchasing department for review of your answer.

Send to SMS Purchase

Note: When the complaint has been sent it's no longer possible for you to edit or view the complaint and information sent. Please save your own copy of the information if needed.

Online Help

The online help contain the latest version of this document.

Credit/Debit handling

The credit/debit parts of the complaints will be handled on a monthly base and is initiated via mail correspondence through the system.

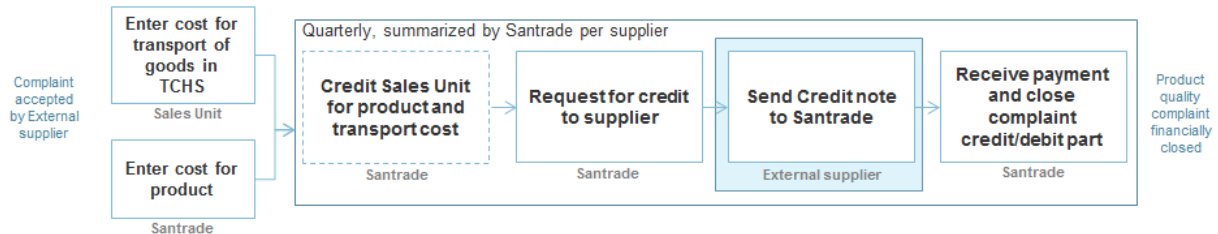
Accepted complaints

Santrade will request for credit based on

- Accepted complaint quantity * purchased price of the product
- taken transportation cost of the goods sent to you

Note: Two requests for credit will be sent out, one for product cost and one for transportation of product.

Process overview



Receive a request for credit

An email will be sent to you of all the accepted complaints within the period where we request for a credit note. You will receive two emails, one request for credit regarding the product and one request for credit regarding taken cost (if any) for transport cost.

If the product has been re-worked, you will as supplier take all cost for transport when returning the goods.

Content needed in Credit note sent to us

When sending us a credit note we want you to per order line specify the complaint no., price per product and total amount. Regarding transport costs specify if it is for freight or customs.

If possible we prefer not receiving any credit notes before we have sent out the request to you.

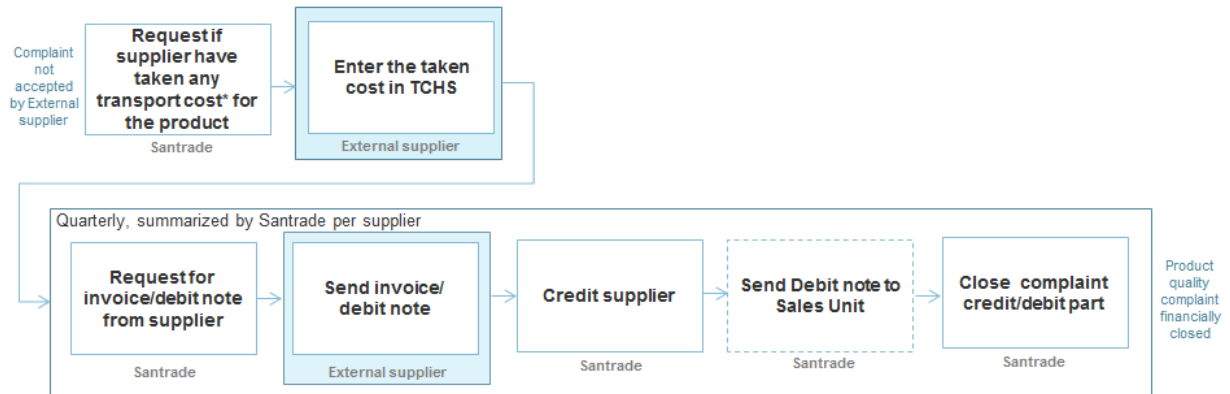
Not accepted complaints

Santrade will ask for the taken cost and will based on your information request for invoice/debit note regarding

- Customs cost for declined Quality/Product complaints
- Freight costs, if you as requested have taken cost for sending back products for not accepted Quality/Product complaints.

Note: You can ignore the emails sent to you if you have not taken any cost.

Process overview



*Transport cost

Compensation for the customs if any and for the freight if we have requested you as supplier to return the goods.

Step by step

Receive a request of cost taken – customs

When each complaint has been handled by our global gatekeeper the system will automatically generate an email requesting you to fill in a form of taken cost for customs.

Note: You can ignore the emails sent to you if you have not taken any cost.

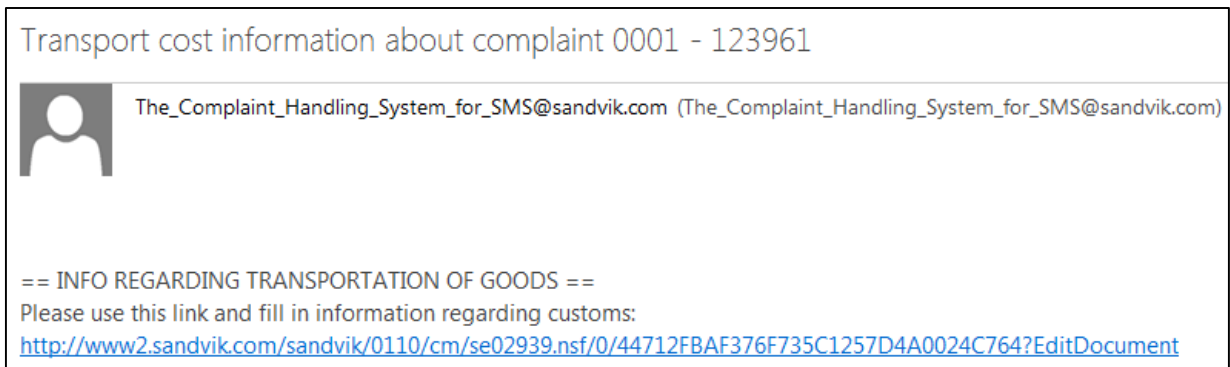


Figure 1. Mail sent from TCHS to enter cost taken for customs

By following the link in the email you will be transferred into TCHS to the form:

Transport information

General information	
Cost document created by:	SUPPLIER USED FOR TEST
1. Transport cost category:	Customs
Complaint number:	0001 - 123961
ABC UPS:	
Transport agreement:	
Transport instructions:	

Cost information	
2. Shipment id/Colli id:	<input type="text"/>
3. Costs:	<input type="text"/>
4. Currency:	SEK <input type="button" value="v"/>


1. The Transport cost category tell you what cost you should enter in the form
2. Enter your Shipment id/Colli id used
3. Enter the cost taken for Customs
4. Select the currency used
5. Press the button **Send & Close**

Receive a request of cost taken – freight

In cases where we have requested you to return the goods, the system will automatically generate an email requesting you to send goods to the address and also fill in a form of taken cost for freight.

Note: You can ignore the emails sent to you if you have not taken any cost.

Transport cost information about complaint 0001 - 123961

 The_Complaint_Handling_System_for_SMS@sandvik.com (The_Complaint_Handling_System_for_SMS@sandvik.com)

== INFO REGARDING TRANSPORTATION OF GOODS ==

Please send the goods to the following address:

Address where to send goods to

Please use this link and fill in information regarding freight of goods:

<http://www2.sandvik.com/sandvik/0110/cm/se02939.nsf/0/4553D13A64E4D492C1257D4A0037B2C8?EditDocument>

Figure 2. Mail sent from TCHS to enter cost taken for freight

By following the link in the email you will be transferred into TCHS to the form:

Transport information

General information

Cost document created by: SUPPLIER USED FOR TEST
1. Transport cost category: Freight
Complaint number: 0001 - 123961
ABC UPS:
Transport agreement:
Transport instructions:

Cost information

2. Shipment id/Colli id:
3. Costs:
4. Currency:

Send & Close

Open complaint

1. The Transport cost category tell you what cost you should enter in the form
2. Enter your Shipment id/Colli id used
3. Enter the cost taken for Customs
4. Select the currency used
5. Press the button **Send & Close**

Note: That two different documents can be sent regarding this, one for customs cost and one for freight cost.

Note: The link is the only way into the specific complaint and therefor it is important for you to keep the link during the handling time.