



PatrolSuite

Search (exact)

ComplaintPatrol

New Complaint

Search

Dashboard

Configure

ComplaintPatrol

Search Complaints

Status: Incomplete

Additional Filters

1 2 3 4

Complaint Active Step	Order Date	Facility Value	Category Subcategory Defect	Customer Number Customer Name SCAR Number	Product Number Product Name
213 Active Initiation	2125164 2/11/2025 CST	Iowa City \$42,350 USD	Product Quality Color	0070020504 ACME Corporation	17020 FNR SIGN 7" OR S...
205 Active Initiation	2113269	Hilliard IFM	Delivery Freight Damage	0070061437 MARKET EXPRESS ...	01946 BKDPLNFLTBRD120...
204 Active Initiation			Paperwork Incomplete	0070061437 MARKET EXPRESS ...	01946 BKDPLNFLTBRD120...
203 Active Initiation			Product Performa... No Adhesion	0070061437 MARKET EXPRESS ...	01946 BKDPLNFLTBRD120...
202 Active Initiation			Product Packaging Damaged	0070061437 MARKET EXPRESS ...	01946 BKDPLNFLTBRD120...
200 Active Closure			Paperwork Illegible	0070020504 ACME Corporation	52063 RPSHLRASBRY54/2...
197 Active Initiation	2125164 9/19/2024 CDT	Apeldoorn R\$36 BRL	Product Packaging Incorrect	0070020504 ACME Corporation	17020 FNR SIGN 7" OR S...

ComplaintPatrol

Dashboard

New Complaint

Search

Configure

Download

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Active Step
Initiation

Complete Pause Cancel

Assigned To
John Wick

Workflow

Initiation
Active

Assigned To
John Wick

Started 3 days ago

Assigned To
John Wick

Average days to close

Actual 114 Target 15

Facility Value

99 Complaints

Status Validity

Count Requested \$ Verified \$ Approved \$

Facility Value



Contents

CHAPTER 1: INTRODUCTION..... 4

INTRODUCTION..... 4

ACCESS 4


BROWSER 4


NEW DEFINITIONS..... 4

SYMBOL KEY 8

CHAPTER 2: SECURITY 9

NEW INTRODUCTION..... 9

NEW  ROLES 9

NEW  PERMISSIONS..... 11

CHAPTER 2: COMPLAINT CONFIGURATION 14

NEW INTRODUCTION..... 14

NEW VIEW 14

NEW COMPLAINT CATEGORIES..... 14

NEW COMPLAINT SUBCATEGORIES..... 16

COMPLAINT REMEDIATION..... 17

NEW PRODUCT DEFECTS 19

CHAPTER 3: GLOBAL CONFIGURATION..... 20

NEW INTRODUCTION..... 20

NEW GLOBAL CONFIGURATION SETTINGS..... 20

CHAPTER 4: NEW COMPLAINT 22

NEW INTRODUCTION..... 22

NEW NEW COMPLAINT - CONSUMER 22

NEW NEW COMPLAINT – THIRD PARTY 23

NEW NEW COMPLAINT – DIRECT (B2B)..... 24

CHAPTER 5: SEARCH COMPLAINTS 26

NEW INTRODUCTION..... 26

NEW VIEW 26

NEW FIND 26

NEW SEARCH..... 26

COMPLAINT RESULTS GRID..... 27

NEW OPEN A COMPLAINT 28

NEW **CHAPTER 6: COMPLAINT OVERVIEW 29**

NEW INTRODUCTION..... 29

NEW COMPLAINT HEADER..... 29

CHAPTER 7: COMPLAINT PROCESSING 31

NEW INTRODUCTION..... 31

NEW OPEN THE DESIRED COMPLAINT 31



NEW	ACTIONS BUTTON	32
NEW	CUSTOMER TAB	34
NEW	DETAILS TAB	37
NEW	PRODUCT TAB - ORDERS	38
NEW	PRODUCT TAB – UNITS.....	39
NEW	REMEDATION TAB.....	41
NEW	COST OF POOR QUALITY TAB.....	41
	WORKFLOW TAB	43
NEW	SAMPLES TAB	43
NEW	FILES TAB	45
NEW	RELATED TAB	46
	VALIDITY TAB.....	47
	REPORT TAB.....	48
CHAPTER 7: COMPLAINT WORKFLOW		49
NEW	INTRODUCTION.....	49
	DUE DATES	50
	CANCEL COMPLAINT.....	51
	PAUSE COMPLAINT.....	51
	RESUME COMPLAINT.....	51
NEW	ASSIGN SUBSEQUENT STEPS	51
NEW	COMPLETE ACTIVE STEP.....	52
NEW	INVESTIGATION VERIFICATIONS.....	53
CHAPTER 8: WORKFLOW STEP APPROVAL		56
NEW	STARTING THE APPROVAL ROUTE.....	56
NEW	APPROVAL ROUTE APPROVAL OR REJECTION	58
	CANCEL APPROVAL ROUTE ATTEMPT.....	59
CHAPTER 9: COMPLAINT DASHBOARD		60
NEW	INTRODUCTION.....	60
	VIEW METRIC.....	61
NEW	BREAKDOWN METRIC	62
EXHIBIT A: COMPLAINT WORKFLOW		63




Chapter 1: Introduction

Introduction

ComplaintPatrol™ is a PatrolSuite module that enables users to document, investigate, quantify, and obtain approval for the resolution of customer complaints.

Access

To access the PatrolSuite homepage, obtain the URL and login credentials from your IT department.

 PatrolSuite module access is governed by both PatrolSuite and Active Directory security protocols. Therefore, users will see different homepage content and will have different access levels based on assigned roles. For assistance with security or permissions, contact your IT department.

Browser

PatrolSuite™ is accessed through a web browser. The platform and all its applications are certified for use with Google Chrome, Microsoft Edge, and Safari. To ensure full functionality and the best user experience, MAP strongly recommends using one of these supported browsers.

NEW Definitions

Business Partner – Customers and Suppliers.

Business Unit – Grouping of manufacturing facilities according to the market to which their products are sold.

Comprehensive Testing – This QualityPatrol feature helps to ensure that all tests are performed when samples are created. If an administrator has turned comprehensive testing “on” for a given test location, then all test results must be recorded before the user is allowed to save/close the edit test results window.

Cost of Quality (CoQ) – The total cost of ensuring and maintaining product quality. It includes all costs involved in preventing defects, appraising product quality, and dealing with failures. CoQ is divided into four categories:



-
1. Prevention Costs (Quality Assurance)
 - Costs to prevent defects before they happen such as training, process design, quality planning, policy and procedure documentation, and preventive maintenance.
 2. Appraisal Costs (Quality Control)
 - Costs of measuring and monitoring product quality such as product inspection and testing, audits, calibration of instruments, statistical process control (SPC).
 3. Internal Failure Costs (Nonconforming Product)
 - Costs of defects **found before** the product reaches the customer such as scrap, rework, downtime, re-inspection.
 4. External Failure Costs (Customer Complaints)
 - Costs of defects **found after** the product is delivered to the customer such as customer complaints, warranty claims, returns, product recalls, loss of reputation.

Cost of Poor Quality (CoPQ) – Avoidable costs that result from delivering a substandard product or service. CoPQ = Internal Failure Costs + External Failure Costs. Accordingly, CoPQ is a subset of the CoQ often referred to as “the cost incurred when things go wrong.”

Currency – A system of money in common use within a particular country or economic region, used as a medium of exchange, store of value, and unit of account in financial transactions.

Defect – Flaws, faults, or deviations in a manufactured item that prevent it from meeting design specifications, quality standards, or customer expectations.

Defect Category – Grouping of defects to help identify, analyze, and correct issues systematically. Common defect categories include:

- Aesthetic or Cosmetic Defects - Visual imperfections that do not affect the product's functionality but can impact customer perception and marketability.
- Design Defects - Flaws inherent in the product's design that make it unsafe, ineffective, or prone to failure, even if manufactured perfectly.
- Documentation/Labeling Defects - Inaccurate or missing product information, which may lead to misuse, safety issues, or regulatory non-compliance.
- Functional Defects - The product does not perform as intended or fails under specific conditions.
- Manufacturing Defects - Flaws introduced during the production or assembly process, even when the design is correct.
- Material Defects - Deficiencies in raw materials or components that affect product performance, safety, or durability.
- Packaging Defects - Issues related to how the product is packaged for shipping, storage, or display.
- Process Defects - Defects caused by errors in the manufacturing process settings, procedures, or conditions.

Department – An organized unit within a company that is responsible for managing a specific set of functions, processes, or activities that contribute to the organization's overall goals and operations.

Disposition – The remediation instructions assigned to a product with a rejected quality state. The goal of the remediation is to minimize the financial loss due to making product that does not meet quality requirements.

Enterprise Resource Planning (ERP) – Software system that enables management of the day-to-day business activities such as accounting/finance, procurement, supply chain, human resources, sales order conversion to manufacturing orders, distribution, project management, compliance, and others.

Facility – A physical location where raw materials are converted into finished or semi-finished products through various production processes, machinery, labor, and technology.



Manufacturing Execution System (MES) – Software system that tracks and documents the transformation of raw materials into finished goods, including inventory consumption and product genealogy. In a world class manufacturing environment, the MES is integrated to communicate bi-directionally with the ERP and the Quality System (PatrolSuite).

Market (“Customer Market”) – Groups of consumers that a company targets to sell its products or services, based on shared needs, characteristics, or behaviors. These markets help companies focus their marketing, product development, and sales strategies by understanding who their customers are and what they need.

Order – A set of data with a unique order number (typically originating from the MES or ERP) to identify a:

- Inbound Receiving order (often a “purchase order”) for raw materials
- Manufacturing order and its related product and customer
- Outbound Shipping order for finished goods being shipped to customers.

Product – A tangible output or item that is created through a controlled process involving raw materials, labor, machinery, and other inputs, intended for use, sale, or further processing. Types of products include:

- Finished Goods: Ready for sale to end users (e.g. computers, bicycles, paper).
- Semi-Finished Goods: Used as components in other products (e.g. engine parts, circuit boards).
- Raw Materials: Basic inputs for production (e.g., glue, steel, plastic pellets, lumber).

Product Group – A collection of related products that share common characteristics, functions, markets, manufacturing processes, or branding, and are managed together for strategic, operational, or marketing purposes.

Quality Assurance (QA) – A proactive process that focuses on preventing defects by ensuring that the processes used to manage and create deliverables are effective and followed correctly.

- Focus: Process-oriented
- Goal: Prevent defects before they happen
- When: Throughout the product development and prior to the manufacturing process
- Methods: Process audits, training, standard operating procedures (SOPs), continuous improvement
- Responsibility: Business management, quality management, and process engineers

Quality Control (QC) – A reactive process that focuses on identifying defects in the finished product through inspection and testing.

- Focus: Product-oriented
- Goal: Detect and fix defects after they occur
- When: After production or at specific checkpoints during production
- Methods: Inspections, measurements, product testing, sampling, statistical process control (SPC)
- Responsibility: Laboratory technicians, quality inspectors, or testing personnel

Quality Plan – A formal set of electronic files or settings that define the specific quality practices, resources, standards, procedures, responsibilities, and inspection or testing methods to be applied to a particular product or process during manufacturing.

Quality State – The assessment of a sample’s conformance to quality requirements. For example, a sample for which all tests are completed, and all are in spec, might have a quality state of “Approved.”

Raw Material – A basic, unprocessed, or minimally processed substance that is used as the starting input in the production or manufacturing of goods and products.

Reasonable Data Limit (RDL) – The range in which all test results would normally be expected to fall. If an



RDL is defined and a test result is entered that exceeds the RDL, then QualityPatrol will provide a warning.

Sample – A QualityPatrol record reflecting a point in time at which product characteristics (i.e. test results) or process parameters (i.e. process conditions) are recorded. Samples are related to the Operation and Workcenter where they are being manufactured.

Sample Status “Incomplete” – A sample that has one or more data yet to be collected. For example, if a Sample requires 5 tests to be performed, but only 4 tests have been completed, then the sample is incomplete.

Sample Status “Completed” – A sample for which all tests are completed. Note that complete/incomplete has nothing to do with whether the results are in spec or out of spec.

Sample Location – A physical location on a single sample from which tests are performed for X-bar testing.

Sample Type “Start Up” – Identifies a sample of product that is not intended to be sold to a customer or used in further processing. [Use Case](#): When a manufacturing line begins producing “Product 123,” the first few samples are identified as Start Up and are used to determine when the product meets quality requirements. Once quality requirements are met, then the next sample is identified with the sample type “Production.” [Note](#): Start Up samples are typically omitted from statistical analysis (DataPatrol & DashPatrol).

Sample Type “Production” – Identifies a sample of product that is expected to meet quality requirements and be sold to a customer or used in further processing.

Specification Limit – The product measurements within which confirm the acceptability of a product, or the process conditions within which likely result in the production of acceptable product. Product specification limits are typically defined by the customer. Process specification limits are typically defined by the manufacturer.

Specification Limit “Upper” – The highest value that a test result can be and still be considered acceptable to the customer.

Specification Limit “Lower” – The lowest value that a test result can be and still be considered acceptable to the customer.

Test Location – A physical location within the Facility where tests are completed.

Unit – The smallest measurable or sellable quantity of a product. Units are typically used for production, inventory, pricing, sales, and distribution purposes.

Unit of Measure – A standard quantitative unit used to specify, track, and manage the amount of a product, material, or resource in the manufacturing, inventory, sales, or procurement processes.





Warning Limit – A numerical value that, when exceeded, raises a flag prompting a timely, proactive response to eliminate or minimize the possibility of the parameter from reaching an alarm limit such as a specification.

Workcenter – A sub-division of an Operation. An Operation can have one or more Workcenters. Often, a workcenter reflects a unique manufacturing machine or asset.



Symbol Key

The following symbols are used in this user guide.

Typeface	Description
	Indicates a “required” data entry field within a UI.
	Indicates a new feature, or new information regarding existing functionality.
	Indicates rules regarding access security.
	Click the help icon to view additional information.



Chapter 2: Security

NEW Introduction

To grant a permission to a user, the user must be placed into a Role that has the permission activated. Roles are user defined. Permissions are not user-defined, they are part of the PatrolSuite software.

PatrolSuite, and therefore ComplaintPatrol, security is integrated with Microsoft Active Directory. Each ComplaintPatrol Role must be associated with an Active Directory group. See the “PatrolSuite Core” user guide for detailed information regarding security.

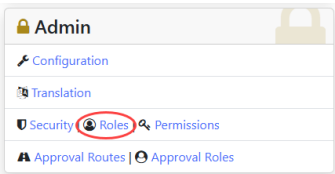
In summary, the process of defining user security in ComplaintPatrol is as follows:

- I) Define the ComplaintPatrol Role.
- II) Activate the desired ComplaintPatrol permissions for the Role.
- III) Create the Active Directory group that corresponds to the ComplaintPatrol Role.
- IV) Place the desired people into the Active Directory group.
- V) Add the Active Directory group into the ComplaintPatrol Role.

NEW Roles

Roles are located on Page: {PatrolSuite URL}/Security/Roles

- To access the PatrolSuite Roles page, click on the Roles hyperlink in the Admin card on the PatrolSuite homepage.



Note: MAP recommends creating the following ComplaintPatrol Roles:

ComplaintPatrol Admin	1	View
ComplaintPatrol Manager	5	View
ComplaintPatrol Reporter	5	View
ComplaintPatrol Coach - Facility	5	View
ComplaintPatrol Coach - Corporate	5	View
ComplaintPatrol Coach	5	View
ComplaintPatrol Admin	1	View

- To create a Role, click on the ‘Add New Role’ button.



Name	Active Directory Group	Permissions
------	------------------------	-------------

- a. Enter the name of the role and click 'Save Changes'.

no name

Name: Ecosystem Admin

Active Directory Group:

☐ Grant Facility Access (All)

Note: Each PatrolSuite Role must be associated with a Microsoft Active Directory group.

3. To associate a ComplaintPatrol Role with an Active Directory group:
 - a. Contact your IT department and ask them to create an Active Directory group for the ComplaintPatrol Role. The Active Directory group name is typically the same as the ComplaintPatrol Role name.
 - b. Provide the IT department with the names of all users who need to be added into each Active Directory group.
 - c. Click on the desired Role name.

ComplaintPatrol Admin	7	Active
ComplaintPatrol Closer	2	Active
ComplaintPatrol Coord - Corporate	2	Active
ComplaintPatrol Coord - Facility	2	Active
ComplaintPatrol Initiator	2	Active
ComplaintPatrol Investigator	2	Active
ComplaintPatrol Viewer	1	Active

- d. Click on the 'Edit' button.

ComplaintPatrol Admin

Edit Remove

View Users

- e. Enter the name of the applicable Active Directory group and click 'Save Changes.'

ComplaintPatrol Admin

Name: ComplaintPatrol Admin

Active Directory Group: ComplaintPatrol_Admin

☐ Grant Facility Access (All)

Note: Granting facility access is typically not done for a ComplaintPatrol Role. Accordingly, MAP recommends leaving the Grant Facility Access checkbox unchecked.

4. To see the users who are in the Active Directory group associated with the Role, click the 'View Users' button.

ComplaintPatrol Admin

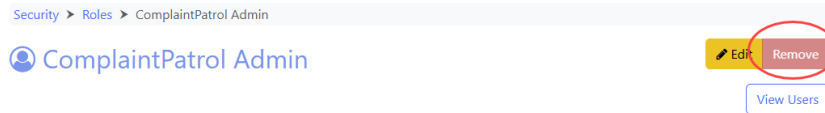
Edit Remove

View Users

5. To remove a ComplaintPatrol role, click the 'Remove' button and click the 'Remove' button in the confirmation window.



Note: The 'Remove' button will not be actionable until all permissions are set to "no."



Permissions









Permissions are located on Page: {PatrolSuite URL}/Security/Permissions

6. To grant permissions to a ComplaintPatrol Role, click on the desired Role name.









ComplaintPatrol Admin	7	Active
ComplaintPatrol Closer	2	Active
ComplaintPatrol Coord - Corporate	2	Active

- Scroll down to the ComplaintPatrol section and click on the 'No' button for the desired permission. This will change the button to read 'Yes' which means the permission has been granted to the Role, and therefore to all users in the Role.

The **ComplaintPatrol Admin** Role is typically granted the following permissions:

ComplaintPatrol		
	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
	Dashboard	Allows users to view the ComplaintPatrol dashboard.
	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.

The **ComplaintPatrol Closer** Role is typically granted the following permissions:

ComplaintPatrol		
	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
	Dashboard	Allows users to view the ComplaintPatrol dashboard.
	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.



The **ComplaintPatrol Coordinator – Corporate** Role is typically granted the following permissions:

ComplaintPatrol		
<input type="radio"/> No	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
<input type="radio"/> No	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
<input checked="" type="radio"/> Yes	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
<input checked="" type="radio"/> Yes	Dashboard	Allows users to view the ComplaintPatrol dashboard.
<input type="radio"/> No	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
<input type="radio"/> No	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
<input type="radio"/> No	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
<input checked="" type="radio"/> Yes	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.

The **ComplaintPatrol Coordinator – Facility** Role is typically granted the following permissions:

ComplaintPatrol		
<input type="radio"/> No	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
<input type="radio"/> No	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
<input type="radio"/> No	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
<input checked="" type="radio"/> Yes	Dashboard	Allows users to view the ComplaintPatrol dashboard.
<input checked="" type="radio"/> Yes	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
<input type="radio"/> No	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
<input type="radio"/> No	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
<input checked="" type="radio"/> Yes	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.

The **ComplaintPatrol Initiator** Role is typically granted the following permissions:

ComplaintPatrol		
<input type="radio"/> No	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
<input type="radio"/> No	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
<input type="radio"/> No	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
<input checked="" type="radio"/> Yes	Dashboard	Allows users to view the ComplaintPatrol dashboard.
<input type="radio"/> No	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
<input checked="" type="radio"/> Yes	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
<input type="radio"/> No	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
<input checked="" type="radio"/> Yes	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.

The **ComplaintPatrol Investigator** Role is typically granted the following permissions:

ComplaintPatrol		
<input type="radio"/> No	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
<input type="radio"/> No	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
<input type="radio"/> No	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
<input checked="" type="radio"/> Yes	Dashboard	Allows users to view the ComplaintPatrol dashboard.
<input type="radio"/> No	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
<input type="radio"/> No	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
<input checked="" type="radio"/> Yes	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
<input checked="" type="radio"/> Yes	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.



The **ComplaintPatrol Viewer** Role is typically granted the following permissions:

ComplaintPatrol		
<input type="radio"/> No	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint
<input type="radio"/> No	Close	Allows users to be chosen as a Complaint Closer and to perform corresponding tasks.
<input type="radio"/> No	Corporate Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to a Facility Coordinator or an Investigator.
<input checked="" type="radio"/> Yes	Dashboard	Allows users to view the ComplaintPatrol dashboard.
<input type="radio"/> No	Facility Coordinator	Allows users to evaluate an initiated complaint and, if sufficient information exists, assign the complaint to an Investigator.
<input type="radio"/> No	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
<input type="radio"/> No	Investigate	Allows users to be chosen as a Complaint Investigator and perform corresponding tasks.
<input checked="" type="radio"/> Yes	View	Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.



Chapter 2: Complaint Configuration

NEW Introduction

The ComplaintPatrol configuration pages enable PatrolSuite administrators to define the information and rules that will govern the customer complaint resolution process.

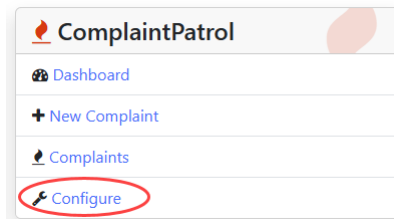
Page: {PatrolSuite URL}/Complaint/Setup

 Only users in the ComplaintPatrol Administrator role will be able to access Configuration.

ComplaintPatrol		
Yes	Admin	Allows users to edit all complaints, regardless of whether they are part of the complaint

NEW View

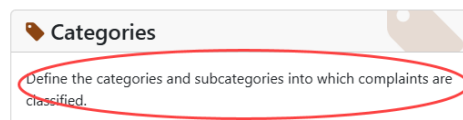
- To view the ComplaintPatrol configuration menu page, click on the ComplaintPatrol Configure link on the PatrolSuite homepage.



NEW Complaint Categories

Categories enable the organization of complaints into logical groups based on the nature of the complaint. Each category can have one or more subcategories.

- To view the complaint categories, open the ComplaintPatrol configuration page and click on the Categories card.



- To add a new complaint category, click on the 'New Category' button.



ComplaintPatrol > Configure > Categories

Categories


- a. Enter the category name and click the Save Changes button.

ComplaintPatrol > Configure > Categories > New Category

New Category ☒ Active



Note: Define the categories at a very high-level; do not get too granular. The out-of-the-box categories in ComplaintPatrol (**Delivery, Packaging, Paperwork, Price, Product Performance, Product Quality, and Service**) should cover 99% of complaints received by a typical manufacturer.

10. To localize a complaint category (translate the category name into other languages), click on the localization icon next to the desired category.

 Users must be in a role with localization permissions granted to see the localization icon.

ComplaintPatrol > Configure > Categories

Categories

Name	Abbreviation	Subcategories	Modified
Delivery 	DEL	6	8/18/2025  John Wick

- a. Click the 'Edit' button.

Text Translation

Source Text
Delivery

Language	Text
Chinese - 中国人	<input type="text" value="送货"/>
Dutch - Nederlands	<input type="text" value="Levering (OTIF)"/>

- b. Enter the localized text for the desired languages and click the 'Save Changes' button.



Edit Data Translation

Source Text
Delivery

Language	Text
Chinese - 中国人	<input type="text" value="送货"/>
Dutch - Nederlands	<input type="text" value="Levering (OTIF)"/>

11. To view a complaint category and its subcategories, click on the desired category name.

Categories


Name	Abbreviation	Subcategories	Modified
Delivery 	DEL	6	2021-04-05  John

12. To edit the complaint category name or abbreviation, click on the 'Edit' button.







ComplaintPatrol > Configure > Categories > Delivery

Category

Delivery 

Abbreviation DEL


Modified  John Wick 8/18/2025 1:23 PM 

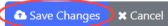

- a. Edit the name, abbreviation, and active/inactive status as desired and click the 'Save Changes' button.

ComplaintPatrol > Configure > Categories > Delivery

Edit Category

Delivery 

☒ Active



Name Delivery




Abbreviation DEL

NEW Complaint Subcategories


Subcategories reflect the more granular items that are part of a complaint category.




13. To view the subcategories of a complaint category, open the complaint category and click on the desired category name.

Categories Search Categories  

Name	Abbreviation	Subcategories	Modified
 Delivery	DEL	6	2021-04-05   John

14. To add a new subcategory, click on the 'New Subcategory' button.



Subcategories 

Name	Abbreviation	Modified
 Early	ELY	10/11/2023   John Wick

- a. Enter the name and abbreviation and click the 'Save Changes' button.

ComplaintPatrol > Configure > Categories > Delivery >


New Subcategory ☒ Active




 

Name

Abbreviation

15. To edit an existing subcategory, click on the subcategory name.

Subcategories 


Name	Abbreviation	Modified
 Early	ELY	10/11/2023   John Wick

- a. Click on the 'Edit' button.





ComplaintPatrol > Configure > Categories > Delivery > Early

Delivery

Early 


Abbreviation ELY

- b. Edit the name, abbreviation, and active/inactive status as desired and click the 'Save Changes' button.



ComplaintPatrol > Configure > Categories > Delivery > Early

Delivery

Early  ☒ Active

Name Early



Abbreviation ELY


16. To localize a complaint subcategory (translate the subcategory name into other languages), click on the localization icon next to the desired subcategory.

 Users must be in a role with localization permissions granted to see the localization icon.

Subcategories 

Name	Abbreviation	Modified
Early 	ELY	10/11/2023  John Wick



- a. Click the 'Edit' button.

Text Translation 



Source Text
Delivery

Language Text

- b. Enter the localized text for the desired languages and click the 'Save Changes' button.

Edit Data Translation  

Source Text
Delivery

Language	Text
Chinese - 中國人	 送货
Dutch - Nederlands	 Levering (OTIF)

Complaint Remediation

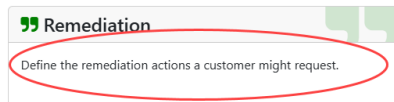
Remediation actions are the actions that the customer wants the organization to take in response to their complaint. It is common for more than one remediation action to be requested. The remediation page enables the remediation actions to be pre-defined so they can be selected from a drop-down list when initiating a complaint.

Note: Remediation actions are documented in the "voice of the customer."

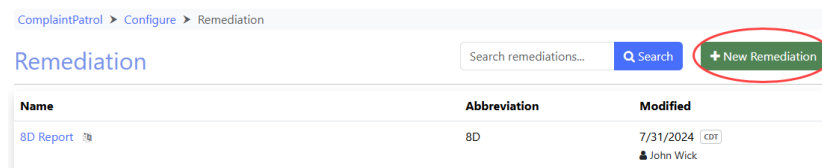


17. To view the Remediation page, click on the Remediation card on the ComplaintPatrol / Configure page.

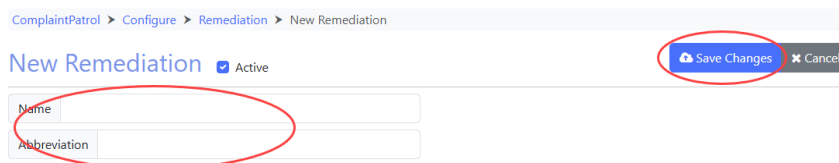
Page: {PatrolSuite URL}/Complaint/Setup/Remediations



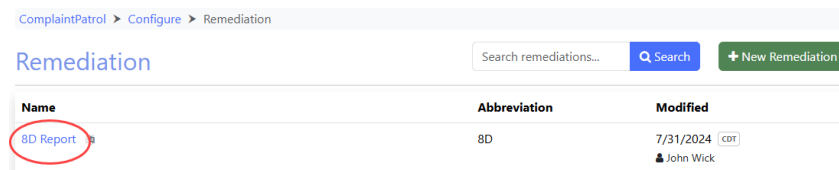
18. To add a new remediation action, click on the 'New Remediation' button.



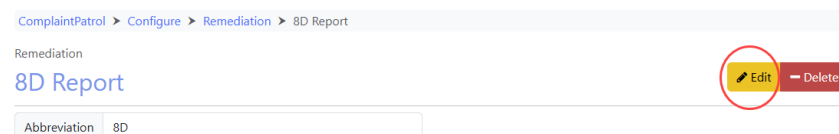
a. Enter the name and abbreviation and click the 'Save Changes' button.



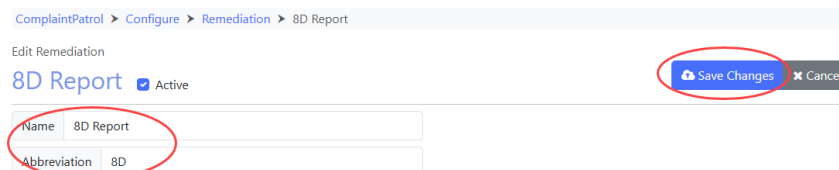
19. To edit an existing remediation, click on the remediation name.



a. Click on the 'Edit' button.



b. Edit the name, abbreviation, and active/inactive status as desired and click the 'Save Changes' button.



20. To localize a remediation action (translate the subcategory name into other languages), click on the localization icon next to the desired remediation action.



 Users must be in a role with localization permissions granted to see the localization icon.



ComplaintPatrol > Configure > Remediation

Remediation

Search remediations... Search + New Remediation


Name	Abbreviation	Modified
8D Report 	8D	7/31/2024  John Wick

a. Click the 'Edit' button.

Text Translation

Source Text
8D Report



This text has not been translated.

 Edit

b. Enter the localized text for the desired languages and click the 'Save Changes' button.

Edit Data Translation

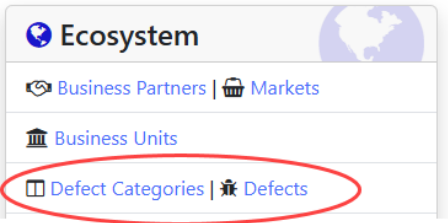
Source Text
8D Report

 Save Changes 

Language	Text
Chinese - 中国人	
Dutch - Nederlands	

NEW Product Defects

In addition to organizing customer complaints by category and subcategory, ComplaintPatrol allows the applicable product defects to be identified for product complaints. The product defect categories and defects can be viewed by clicking on the "Defect Categories" and "Defects" hyperlinks in the Ecosystem card on the PatrolSuite homepage. See the "Ecosystem" user guide for information on how to manage product defect categories and defects.





Chapter 3: Global Configuration

NEW Introduction

Additional ComplaintPatrol global configuration settings are defined and managed on the Admin/Configuration page.

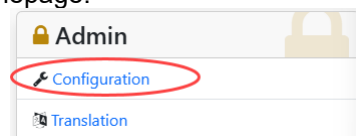
Page: {PatrolSuite URL}/Configure

 Users with the Configuration/Manage permission will be able to access Admin/Configuration.

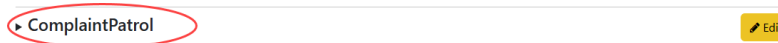
Yes Manage	Allows users to view the Admin/Configuration hyperlink on the PatrolSuite homepage and to edit PatrolSuite configuration settings.
------------	--

NEW Global Configuration Settings

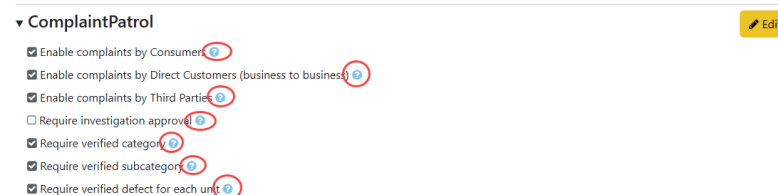
21. To view the ComplaintPatrol global configuration settings, click on the “Configuration” hyperlink in the Admin card on the PatrolSuite homepage.



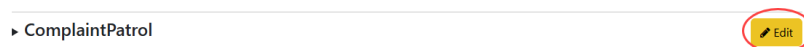
a. Click on the ComplaintPatrol text to expand the configuration settings.



b. Click on the corresponding help icon to view an explanation of the setting.



22. To edit a complaint setting, click the ‘Edit’ button.



a. Check or uncheck the setting as desired and click the ‘Save Changes’ button.



Note: Complaints from three different customer types can be processed. If your organization does not process complaints from a specific customer type, then uncheck that customer type. See the following chapter for a definition of the customer types.

Configuration [Up a Level](#)

Edit

ComplaintPatrol [Save Changes](#) [Cancel](#)

- ☒ Enable complaints by Consumers ?
- ☒ Enable complaints by Direct Customers (business to business) ?
- ☒ Enable complaints by Third Parties ?
- ☐ Require investigation approval ?
- ☒ Require verified category ?
- ☒ Require verified subcategory ?
- ☒ Require verified defect for each unit ?



Chapter 4: New Complaint

NEW Introduction

Complaints from three different customer types can be processed.

Consumer – A unique individual, who is a non-business entity, who purchased product directly or indirectly through a distribution channel (e.g. a store). Consumers do not have purchase orders associated with their product purchase. For example, a consumer who purchased a defective product at Walmart may complain to Walmart or to the manufacturer via instructions or contact information on the product packaging.

Third Party – A business entity who is not the intended end user of the product. Third parties may or may not have purchase orders or sales orders associated with their product purchase. For example, a beverage distributor who receives a shipment from a manufacturer that is damaged will complain directly to the manufacturer.

Direct Business to Business – A business entity who is the intended end user of the product. Direct B2B parties have purchase orders associated with their product purchase. For example, a foods producer who buys a raw material from a supplier that does not meet specifications will complain directly to the manufacturer of the raw material.

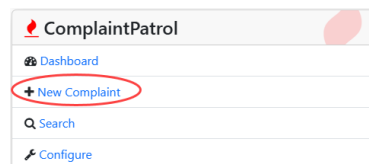
 Users who are in a role with the “Initiate” permission granted will be able to initiate customer complaints.

Yes	Initiate	Allows users to document a customer complaint and forward it to the appropriate Complaint Coordinator.
------------	-----------------	--

Page: {PatrolSuite URL}/Complaint/NewComplaint

NEW New Complaint - Consumer

23. To record a new consumer complaint, click on the “New Complaint” hyperlink in the ComplaintPatrol card on the PatrolSuite homepage.



a. Choose the how the complaint was reported and select “Consumer” as the customer type.



ComplaintPatrol

[+ Create a New Complaint](#)

Reported via Email Customer Type Consumer

- b. Enter the requested information and click the 'Create Complaint' button.

ComplaintPatrol

[+ Create a New Complaint](#)

Reported via Email Customer Type Consumer

Reported By

First Name
Last Name
Phone Number
Email

[+ Create Complaint](#)

NEW New Complaint – Third Party

24. To record a new Third Party complaint, click on the “New Complaint” hyperlink in the ComplaintPatrol card on the PatrolSuite homepage.

ComplaintPatrol

[Dashboard](#)

[+ New Complaint](#)

[Search](#)

[Configure](#)

- a. Choose the how the complaint was reported and select “Third Party” as the customer type.

ComplaintPatrol

[+ Create a New Complaint](#)

Reported via Email Customer Type Third Party

- b. Enter the requested information and click the 'Create Complaint' button.

ComplaintPatrol

[+ Create a New Complaint](#)

Reported via Email Customer Type Third Party

Reported By

First Name
Last Name
Phone Number
Email

Third Party Company

Company Name
Address

[+ Create Complaint](#)



NEW New Complaint – Direct (B2B)

25. To record a new Direct (B2B) complaint, click on the “New Complaint” hyperlink in the ComplaintPatrol card on the PatrolSuite homepage.



- a. Choose the how the complaint was reported, select “Direct (business to business)” as the customer type, and enter the applicable number (customer, supplier, order, product, or unit) and click the ‘Search’ button.

Note: Typically a manufacturing, shipping, or a sales order number is entered here.

Note: If the number entered returns multiple matches, or if the order has more than one line item, then a Search Results window will appear. In the screen shot below, manufacturing order number 2130716 is related to sales order 12345 (which is why it appears in this list), manufacturing order number 12345 has two line items, and there is a product with the number 12345. Click on the applicable item.

Search Results					
Orders					
Order Number	Line Item	Purchase Order Number	Product	Customer	Facility
2130716	1		RPYSTTWIST48/2.75OZ	ACME Corporation	Hilliard
12345	1		Better Butter Crème Deluxe	344 Soriana Veracruz Floresta	Arlington
12345	2	2	Cheesecake NY Strawberry	294 Soriana Veracruz Floresta	Arlington
Product					
Product Number	Product Name		External Name		
12345	Nassau Pizza Thin Crust 12"		Nassau Pizza Thin Crust 12"		

- b. Confirm that the Order, Customer, and Product information match the details provided by the person reporting the complaint.

Note: If the number entered is a customer, supplier, or product number, then ComplaintPatrol will not be able to determine the applicable order number or the applicable facility. In this case, a Facility dropdown will appear. Select the applicable facility from the dropdown.

- c. Select the Reported By contact. If the person who is reporting the complaint is not listed, then select “New Contact” in the dropdown and enter the new contact information.



Reported By New Contact

First Name

Last Name

Phone Number

Email

- d. If other complaints already exist for the applicable order, they will be displayed in the Related Complaints card. Click on the complaint number hyperlink and review the related complaints to avoid creating a duplicate complaint.
- e. Click the 'Create Complaint' button.

ComplaintPatrol

+ Create a New Complaint

Reported via Email Customer Type Direct (business to business)

Customer, Order, Product, or Unit Number Search

Order Information

1951463

Vineland

0070020504 ACME Corporation

55737 FR HMSTYL GLZ MB 695/23Z

Purchase Order Number

Sales Order Number

Customer Information

0070020504 ACME Corporation

23 West Street

BUFFALO, NY 14213

US

716-887-6137

Product Information

55737 FR HMSTYL GLZ MB 695/23Z

External Name FR HMSTYL GLZ MB 695/23Z

Related Complaints

Complaints exist for order 1951463

Reported By Jane Doe

Jane Doe

Email jane.doe@example.com

Fax 555-6789

206 10/16/2024 CPT John Wick

207 10/16/2024 CPT John Wick

+ Create Complaint




Chapter 5: Search Complaints

NEW Introduction

The Complaints page allows a user to locate a complaint of interest and open it. By default, complaints are displayed with the most recent complaint at the top of the results grid.

Page: {PatrolSuite URL}/Complaint/SearchComplaints

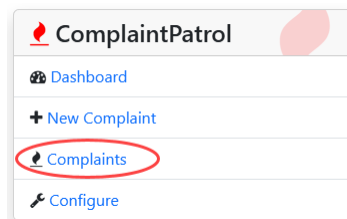
 Users with the following permission can search for and view complaints.

 View

Allows users to search for and view customer complaints. Additionally, this permission must be granted to users who approve complaints or can be chosen as a complaint owner.

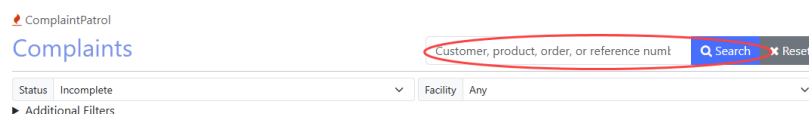
NEW View

26. To view the complaints, click on the “Complaints” hyperlink in the ComplaintPatrol card on the PatrolSuite homepage.



NEW Find

27. To find a complaint, enter the complaint number or other information into the Search field and click the ‘Search’ button.



NEW Search

28. To search for a complaint, click on the “Additional Filters” text to expand the additional complaint filters.



ComplaintPatrol

Complaints

Customer, product, order, or reference numt

Status: Incomplete Facility: Any

- a. Choose the criteria from the filter dropdowns or enter the exact search number for the Product Number, Customer Number, or Order Number and click the ‘Search’ button.

Note: Click on the column headings to sort the data grid.

Note: Click on the ‘Reset’ button to reset the filters.

Note: Click on the ‘Download’ button to download the data contained in the results grid.

ComplaintPatrol

Complaints

Customer, product, order, or reference numt

Status: Incomplete Facility: Any

Additional Filters

Category: Any

Subcategory: Any

From: mm/dd/yyyy To: mm/dd/yyyy

Product Number (exact) Customer Number (exact)

Order Number (exact) Validity: Any

Priority: Any Market: Any

Defect Reported: Any Active Step: Any

Defect Verified: Any Timeliness: Any

1 2 3 4 5 6

Complaint Active Step	Order Date	Facility Value	Category Subcategory Defect	Customer Number Customer Name SCAR Number	Product Number Product Name
251 Active Initiation	12345 9/29/2025 CDT	Arlington \$0 USD		0070007373 344 Soriana Veracr...	12346 Better Butter Crém...

Complaint Results Grid

The results grid displays the complaints that match the Filter and Search criteria entered by the user.

Complaint Active Step	Order Date	Facility Value	Category Subcategory Defect	Customer Number Customer Name SCAR	Product Number Product Name
<div><div>137</div><div>Completed</div><div>12</div></div> <div>Inconclusive</div> <div>D</div>	<div>2124999</div> <div>2022-05-06</div> <div>CDT</div>	<div>Eden</div> <div>10,033</div> <div>INR</div>	<div>Paperwork</div> <div>Incomplete</div> <div>K Embossing</div>	<div>0070020504</div> <div>RIVER DAIRY PROD...</div> <div>6794245</div>	<div>0700235</div> <div>WIP CARAMEL SWI...</div>
<div><div>136</div><div>Approval</div><div>14</div></div> <div>Investigation</div> <div>D</div>	<div>1267379</div> <div>2022-05-06</div> <div>CDT</div>	<div>Niles</div> <div>\$0</div> <div>USD</div>	<div>Delivery</div> <div>Late</div> <div>J</div>	<div>0070020504</div> <div>RIVER DAIRY PROD...</div> <div>87526</div>	<div>715609</div> <div>JOHNSON BROTHE...</div>

- A. **Complaint number** – Opens the Details page of the complaint.
- B. **Status** – Shows the status of the complaint.



- C. **Event Record** – If the complaint has an associated Event Record, the event record number is displayed here.
- D. **Validity / Workflow Step** – If the complaint has been completed, then the validity is displayed. If the complaint has not been completed, then the active workflow step is displayed.
- E. **Order Number** – Shows the applicable order number of the complaint. Click on the order number to access a submenu of different actions related to the order number.
- F. **Complaint Date** – Shows the date the complaint was entered into the system. This is not necessarily the date the complaint was received from the customer.
- G. **Facility** – Shows the facility from which the substandard product or service originated.
- H. **Value** – Shows the total value of the financial remediation requested by the customer. Click on the value to open the Costs page of the complaint.
- I. **Category** – Displays the category of the complaint as selected by the Initiator at the time the complaint was received.
- J. **Subcategory** – Displays the subcategory of the complaint as selected by the Initiator at the time the complaint was received.
- K. **Defect** – Displays the most frequent defect chosen on the Product page of the complaint.
- L. **Customer Number** – Click to access the submenu for the customer.
- M. **Customer Name** – Opens the Customer page of the complaint.
- N. **SCAR Number** – Shows the supplier corrective action number as defined by the customer.
- O. **Product Number** – Click to access the submenu for the product.
- P. **Product Name** – Opens the Product page of the complaint.

NEW Open a Complaint

29. To open an existing complaint, click on the desired hyperlink to see the corresponding information within the complaint.

Complaint	Order	Facility	Category	Customer Number	Product Number
Active Step	Date	Value	Subcategory	Customer Name	Product Name
			Defect	SCAR Number	
251 ▶ Active Initiation	12345 ▾ 9/29/2025	Arlington \$0 USD		0070007373 ▾ 344 Soriana Veracr...	12346 ▾ Better Butter Crêm...

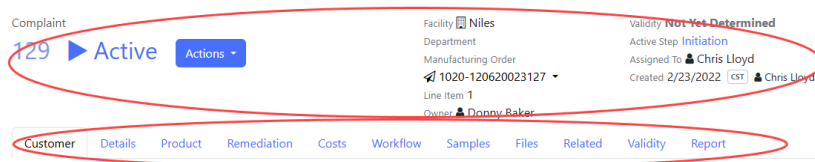
- 250 Clicking on the complaint number will open the complaint on the “Details” tab.
- [Initiation](#) Clicking on the active step hyperlink will open the complaint on the “Workflow” tab.
- [\\$6,000](#) USD Clicking on the value hyperlink will open the complaint on the “Costs” tab.
- [ACME Corp](#) Clicking on the customer name will open the complaint on the “Customer” tab.
- [COFFEE RI](#) Clicking on the product name will open the complaint on the “Product” tab.



NEW Chapter 6: Complaint Overview

NEW Introduction

A complaint is organized into two sections facilitate processing: The complaint information header and the processing tabs.

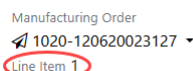


NEW Complaint Header

The complaint header contains summary information about the complaint:



- A. **Complaint number.**
- B. **Complaint status.** Active, Approval, Canceled, Completed, Deleted
- C. **Action button.** Click on the button to perform tasks including creating an event for formal problem solving activities such as an investigation, root cause analysis, and corrective actions.
- D. **Facility.** Reflects the facility where the problem originated. By default, the facility associated with the manufacturing order is displayed. However, this facility can be overridden by clicking on the Action button, choosing Assign Facility, and selecting a different facility.
- E. **Department.** Reflects the department where the problem originated.
- F. **Manufacturing order.** Reflects the manufacturing order where the problem originated. Click on the manufacturing order to access its sub-menu. **Note:** If the order has more than one line item, the applicable line item number will be displayed.





-
- G. **Complaint Owner.** Reflects the person who is responsible for ensuring that the complaint is processed accurately, efficiently, and in compliance with company policy and procedures. Click the Action button to assign a complaint owner. Complaint Owners are responsible for selecting and initiating all approval routes.
 - H. **Validity state.** Valid, Not Valid, Inconclusive, Not Yet Determined.
 - I. **Active step.** Initiation, Coordination Corporate, Coordination Facility, Investigation, Closure.
 - J. **Assigned To.** The user to whom the active step is assigned.
 - K. **Created.** The date the complaint was created in ComplaintPatrol.
 - L. **Complaint processing tabs.** See the following chapters for more information on processing complaints.



Chapter 7: Complaint Processing

NEW Introduction

The complaint processing tabs facilitate the processing of a complaint. A user who is part of the complaint (the owner, an approver, or a workflow assignee) will have “view” access to the complaint.

The complaint tabs reflect the typical sequence of events that take place to record and process a complaint. For example, when a customer calls to register a complaint, the person on the phone documenting the complaint is likely to start recording information on the Customer tab, and then proceed to the Details tab, then the Product tab, then the Remediation tab, and if applicable, the Costs tab. At this point, all the customer information has been collected and the complaint enters the workflow tab where the internal processing begins.

NEW Open the Desired Complaint

30. To begin processing a complaint, click on the desired complaint hyperlink on the Complaints page.

Note: After adding the new complaint (see the previous chapters), the complaint will likely appear at the top of the Complaints page. Click on the desired hyperlink to open the complaint. Typically, users will click on the customer name to open the complaint on the Customer tab because that’s where processing of a new complaint is likely to begin.

Complaint Active Step	Order Date	Facility Value	Category Subcategory Defect	Customer Number Customer Name SCAR Number	Product Number Product Name
255 ▶ Active Initiation	1951463 10/22/2025	Vineland \$0 USD		0070020504 ACME Corporation	55737 FR HMSTYL GLZ M...

The complaint will open.

Note: If the Customer tab has not already been selected, click on the Customer tab.

- Review the header information to confirm its accuracy. If inaccurate, it can be edited as outlined in subsequent sections of this chapter.
- Review the Customer information to confirm its accuracy.

Note: The customer information cannot be edited after the complaint is initiated. If it is erroneous, click on the ‘Action’ button and choose “Delete Complaint” from the submenu to delete the



complaint and initiate a new one with the correct customer information.

Complaint 255 ▶ Active Actions

Facility Vineland
Department
Manufacturing Order 1951463
Line Item 1

Validity Not Yet Determined
Active Step Initiation
Assigned To John Wick
Created 10/22/2025 CPT John Wick

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Customer

0070020504 ACME Corporation
23 West Street
BUFFALO, NY 14213
US
116-887-6137

Market Priority None

SCAR Information Edit

SCAR Number
SCAR Due Date mm/dd/yyyy

Reported via Edit

Reported via Email
Date Reported 10/22/2025

Comments

Additional information about this complaint...

Customer Contacts + Add Contact

Reported By Edit Remove
Jane Doe
Email jane.doe@example.com
Fax 555-6789

NEW Actions Button

The 'Actions' button enables the complaint owner to manage important metadata about the complaint.

31. **Create Event.** To create a related event in EventPatrol, click on the 'Actions' button, choose "Create Event" from the submenu, and click the 'Create' button in the confirmation window. See the EventPatrol user guide for additional information.

Note: If a related event already exists, this option will not be actionable.

Actions

Create Event
Assign Facility
Assign Department
Assign Owner
Pause
Cancel
Delete Complaint

Create Event

To create a corresponding action event, click the 'Create' button. Otherwise, click the 'Cancel' button.

+ Create X Cancel

32. **Assign Facility.** To assign a facility to a complaint, click the 'Actions' button, choose "Assign Facility" from the submenu, select the facility from the Assign Facility window, and click the 'Save' button.

Note: If a facility is already assigned, choosing a different facility will override the existing facility.

Actions

Create Event
Assign Facility
Assign Department
Assign Owner
Pause
Cancel
Delete Complaint

Assign Facility

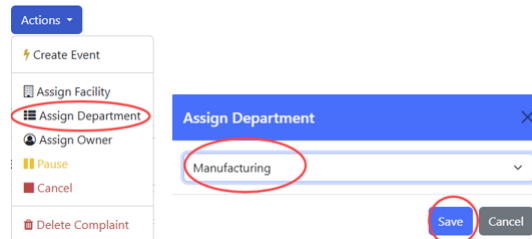
Arlington

Save Cancel



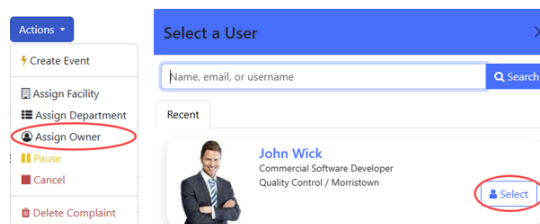
33. **Assign Department.** To assign a department to a complaint, click the 'Actions' button, choose "Assign Department" from the submenu, select the department from the Assign Department window, and click the 'Save' button.

Note: If a department is already assigned, choosing a different department will override the existing department.

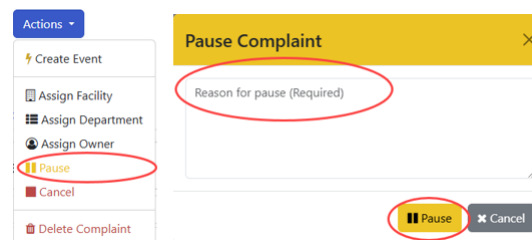


34. **Assign Owner.** To assign an Owner to a complaint, click the 'Actions' button, choose "Assign Owner" from the submenu, and click on the 'Select' button for the desired Owner.

Note: If an Owner is already assigned, choosing a different owner will override the existing Owner.

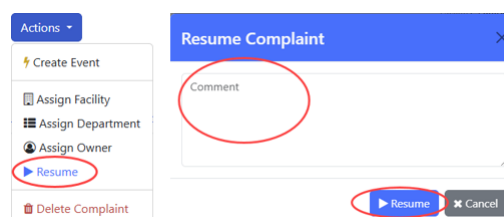


35. **Pause Complaint.** To pause a complaint at its current workflow step, click the 'Actions' button, choose "Pause" from the submenu, record the reason for pausing the complaint, and click the 'Pause' button.



36. **Resume Complaint.** To resume a paused complaint, click the 'Actions' button, choose "Resume" from the submenu, enter any related comments, and click the 'Resume' button.

Note: Resumed complaints will open on the "Workflow" tab.





37. **Cancel Complaint.** To cancel a complaint, click the 'Actions' button, choose "Cancel" from the submenu, record the reason for canceling the complaint (this may or may not be required depending on configuration settings), check the "Approval Required" checkbox to start an approval route to approve complaint cancelation (this may or may not be actionable depending on configuration settings), and click the 'Cancel Complaint button.

NEW Customer Tab

This tab contains the information related to the customer who reported the complaint.

Note: The customer information cannot be edited after the complaint is initiated. If it is erroneous, click on the 'Action' button and choose "Delete Complaint" from the submenu to delete the complaint and initiate a new one with the correct customer information.

38. **SCAR Information.** To edit the customer's SCAR information (if provided by the customer), click the SCAR 'Edit' button.

Note: The SCAR due date is for reference only; It does not affect the complaint processing due dates put in place by the organization.



SCAR Information

SCAR Number

SCAR Due Date

[Edit](#)

- a. Enter the SCAR number and the SCAR response due date and click the 'Save Changes' button.

SCAR Information

[Save Changes](#) [Cancel](#)

SCAR Number

SCAR Due Date

39. **Reported Information.** To document the customer's reporting information, click the Reported Via 'Edit' button.

Reported via

Reported via

Date Reported

Comments

Additional information about this complaint...

[Edit](#)

- a. Enter the reporting information and click the 'Save Changes' button.

Note: **Date Reported** is the date the customer *formally* reported the complaint to your organization. This date may not be the date the complaint was initiated in ComplaintPatrol.

Reported via

[Save Changes](#) [Cancel](#)

Reported via

Date Reported

Comments

Additional information about this complaint...

40. **Customer Contacts - Add.** To add a customer contact to the complaint, click the 'Add Contact' button and select the customer contact from the submenu.



Customer Contacts

+ Add Contact ▾

New Contact

Joe1 2

Jane Doe

- a. Click on the 'Edit' button next to the contact and edit the rest of the contact information as applicable.

Customer Contacts

+ Add Contact ▾

Jane Doe
Email jane.doe@example.com
Fax 555-6789

Edit Remove

Note: If the contact is the primary contact for the complaint, click the Primary Contact “Yes” radio button.

Note: If the contact is the person who reported the complaint, click the Reported By “Yes” radio button.

- b. Click the 'Save' button.

Primary Contact ☒ Yes ☐ No

Reported By ☒ Yes ☐ No

Save Cancel

41. **Customer Contact - New.** If, when the 'Add Contact' button is clicked, the customer contact does not appear in the submenu, select “new Contact” from the submenu.

Customer Contacts

+ Add Contact ▾

Primary Contact

New Contact

- a. Enter the new contact information and click the 'Save' button.

Create New Contact

First Name

Last Name

Title

Phone Number

Email

Fax Number

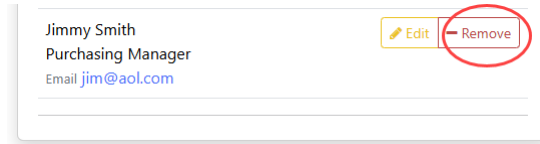
Primary Contact Yes ☒ No

Reported By ☐ Yes ☒ No

Save Cancel



42. **Customer Contacts - Remove.** To remove a contact from a complaint, click on the 'Remove' button.



NEW Details Tab

The details tab is organized into two cards:

The **"As Reported"** card captures the **voice of the customer**.

Note: This card is typically completed by the person who initiates the complaint.

The **"As Verified"** card captures the **voice of the investigator** assigned to the complaint.

Note: An important job of the Investigator is to verify the accuracy of what the Initiator recorded in the As Reported card. The Investigator does this by recording his/her findings in the As Verified card.

43. Click on the 'Edit' button for the desired card, record the information as applicable, and click the 'Save' button:

Category and Subcategory. The category and subcategory organize complaints for searches, corporate metrics, and reports. While these fields are not required, MAP strongly recommends that the Initiator select the As Reported Category and Subcategory (based on the information received from the customer) before the initiation step is closed. MAP strongly recommends that the Investigator select the As Verified Category and Subcategory before the investigation step is closed. Ensuring that this data is accurate makes process improvement decision making more effective and financial reporting more insightful.

Problem description. This information will guide the investigation and will be considered when the formal problem statement is drafted.

When did it happen? This is the date that the problem occurred (sometimes called the "date of occurrence").

Date of awareness. This is the date that the customer became aware of the problem. Do not assume that the customer became aware of the problem on the "date of occurrence." These subtle differences can have huge financial implications when management is trying to decide whether a refund is warranted.

Where the problem happened.

How the problem happened.

Health and Safety impact. Depending on what country and market your organization is in, regulations may require health and safety assessment and recording.



NEW Product Tab - Orders

The product tab displays the product that the customer has complained about. If the manufacturing order is known, then the units related to the order are displayed. For each unit, the initiator can record the reported defect and quantity, and the investigator can record the verified defect and quantity.

44. To add or change the manufacturing order or product, click on the Edit button.

- Enter an order, product, or unit number and click the Search button.

Note: Only orders that align with the original customer will be accepted.

Note: If multiple matching records are found, click on the 'Select' for the desired item. The image below shows a multi-line manufacturing order.

Results	Type	Line Item
2130716	Order	1
12345	Order	1
12345	Order	2
12345	Product	



- b. Click the 'Save' button.

NEW Product Tab – Units

If your ERP or MES tracks product units made during manufacturing (manufacturing order) or units loaded onto a truck (or other transportation container) for shipment to the customer (outbound shipping order), and PatrolSuite is integrated with your ERP or MES to obtain the unit data, then the product units can be added to the complaint.

45. On the Unit card, select the applicable unit of measure for which defective quantities will be recorded.

There are two ways to add a product unit to a complaint.

- I. Select multiple units and then edit them all at once by clicking the 'Edit Selected Units' button.

Note: This method is helpful when all of the units that the customer is complaining about have the same defect and the same quantity.

- II. Add the units one at a time by clicking the 'Edit' button for the desired unit.

Note: This method is helpful when a customer complains about a shipment and the units in the shipment have different defects or quantities.

Unit Number	Manufacturing Date	Defect Reported / Quantity	Defect Verified / Quantity
2130716			
2130716-190415091915	4/15/2019 8:19 AM		
2130716-190415093207	4/15/2019 8:32 AM		

The Edit Unit window is organized into two sections:

- I. The 'As Reported by the Customer' data is typically completed by the Initiator.
- II. The 'As Verified by the Investigator' data is completed by the Investigator during the investigation.



The screenshot shows the 'Edit Selected Units' dialog box. At the top, it says 'Units 2' and lists two unit IDs: 2130716-190415091915 and 2130716-190415093207. Below this, there are two main sections. The first section, 'As Reported By The Customer', is highlighted with a red circle. It contains a 'Reported Quantity' input field, a 'Defect Reported' dropdown menu (currently showing '(Select)'), and a 'Comment' text area. To the right of this section is a 'Delete Data' button. The second section, 'As Verified By The Investigator', is also visible below it, containing a 'Verified Quantity' input field, a 'Defect Verified' dropdown menu (currently showing '(Select)'), and a 'Comment' text area, with its own 'Delete Data' button.

46. To add a unit to a complaint, determine which approach you want to use to add the unit (see the above explanation) and click the 'Edit Selected Units' button or the 'Edit' button that corresponds to the desired unit.

- If you are the **complaint Initiator**, record the information reported by the customer: Reported Quantity, primary Defect Reported, comments, then click the 'Save' button.

This screenshot is similar to the previous one, but it highlights the 'Save' button at the bottom right of the dialog box with a red circle. The 'As Reported By The Customer' section is also highlighted with a red circle. The 'Delete Data' button next to it is now disabled (grayed out).

- If you are the **Investigator**, record the findings of your investigation: Verified Quantity, primary Defect Verified, comments, then click the 'Save' button.

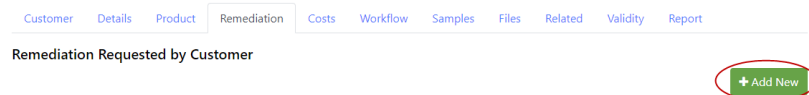
This screenshot shows the 'Edit Selected Units' dialog box with the 'As Verified By The Investigator' section highlighted by a red circle. The 'Save' button at the bottom right is also highlighted with a red circle. The 'Delete Data' button next to the section is disabled.



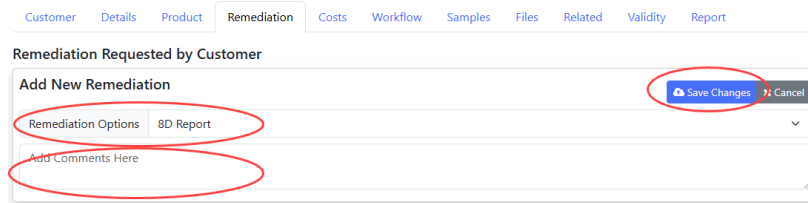
NEW Remediation Tab

The remediation tab records the actions requested by the customer to provide short term, long term, and financial relief, because of the complaint. Accordingly, this **tab reflects the voice of the customer** and is typically **completed by the Initiator**. Customers typically request more than one remediation action.

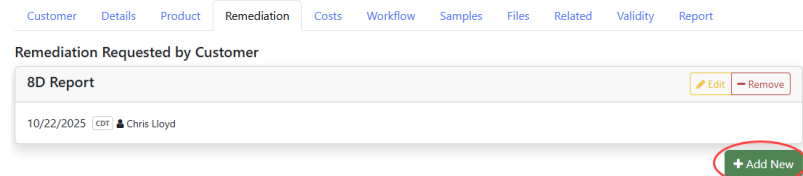
47. To record a remediation action requested by the customer, click the Add New button.



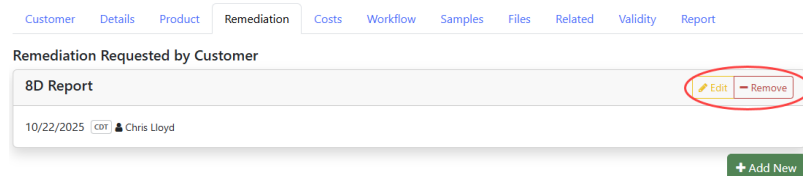
- a. Select a remediation action from the dropdown, record any related comments made by the customer, and click the 'Save Changes' button.



48. To add additional remediations actions, click the 'Add New' button and repeat the preceding steps.



49. To edit or delete a remediation request, click on the 'Edit' or 'Remove' buttons.



NEW Cost of Poor Quality Tab

The costs tab is organized into three columns which document the following financial information:

Requested. The financial remediation requested by the customer. This information reflects the **voice of the customer** and is **typically recorded by the complaint Initiator**.

Verified. The actual value of the line items **as verified by the Investigator**. As an example in the image below, the customer reported that 10 units were defective at a total cost of \$13,750. However, the investigation revealed that only 2 units were defective at a total cost of \$3,250.



Approved. The financial remediation **approved by management** for award to the customer.

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Cost of Poor Quality

Currency USD (\$) United States Doll. ▾

Requested Edit Verified Edit Approved Edit

The following line items are “**contingency costs**” incurred by the customer because of receipt and consumption of defective product or service:

- **Customer Downtime.** The cost of lost production time due to the substandard product or service.
- **Customer Expenses.** Expenses incurred by the customer due to the substandard product or service.
- **Customer Labor.** Additional labor costs incurred by the customer due to the substandard product or service.
- **Customer Product.** The costs of other product(s) lost by the customer due to the consumption of the defective product.
- **Customer Other.** All other losses incurred by the customer due to the substandard product or service.

The following line items are “**direct costs**” incurred by the customer related to the purchase of the defective product or service:

- **Purchased Product** (or Service). The price paid by the customer to purchase the defective product or service.
- **Purchased Freight.** The freight costs paid by the customer to have the defective product delivered.
- **Purchased Tax.** The tax paid by the customer for the purchase of the defective product.

The “**Accommodation & Retention**” line-item captures business decisions made to appease and to retain the business of a customer despite verification activities revealing the appropriate financial responsibility may be less than the amount requested by the customer.

50. To record the costs associated with poor quality, click on the Currency dropdown and choose the currency in which all costs for the complaint will be recorded.

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Cost of Poor Quality

Currency USD (\$) United States Doll. ▾

Requested Edit Verified Edit Approved Edit

a. Click on the appropriate ‘Edit’ button.

Note: The ‘Reported’ costs are typically recorded by the person initiating the complaint (the Initiator).

Note: The ‘Verified’ costs are typically recorded by the person investigating the complaint (the Investigator).

Note: The ‘Approved’ costs are typically recorded by the person closing the complaint (the Closer).

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Cost of Poor Quality

Currency USD (\$) United States Doll. ▾

Requested Edit Verified Edit Approved Edit



b. Add the financial data as applicable and click the 'Save Changes' button.

51. To record additional cost-related information, click on the Additional Information 'Edit' button.

52. Record the Reference Number, add Comments, and click the 'Save Changes' button.

Note: The Reference Number is typically used to record the credit memo number and the date it was issued by the ERP system. This record is typically recorded by someone in the Accounting/Finance department as part of the complaint Closure step.

Workflow Tab

The workflow tab is documented in a subsequent chapter within this user guide.

NEW Samples Tab

The purpose of the Samples tab is to document the shipment of any product samples related to the complaint.

53. To add a new sample record, click the 'Add New' button.



- a. Enter the applicable information and click the 'Save Changes' button.

Customer Details Product Remediation Costs Workflow **Samples** Files Related Validity Report

Sample Information

New Sample Shipment Record Save Changes Cancel

Description Samples from the start and end of the batch.

Attention Bill Johnson Courier Federal Express (FedEx)

Facility Charlotte Tracking Number 65774854715556

Received mm/dd/yyyy Date Shipped 02/12/2025

- b. To add another sample, click the 'Add New' button and repeat the preceding steps.

54. To edit an existing sample, or to record that a sample has been received, click the sample's 'Edit' button.

Samples from the start and end of the batch Edit Delete

Attention Chris Lloyd Courier Federal Express (FedEx)

Facility WHQ Tracking Number [8/57184462516](#)

Received Date Shipped 09/23/2025

- a. Enter the applicable information and click the 'Save Changes' button.

Customer Details Product Remediation Costs Workflow **Samples** Files Related Validity Report

Sample Information

New Sample Shipment Record Save Changes Cancel

Description Samples from the start and end of the batch.

Attention Bill Johnson Courier Federal Express (FedEx)

Facility Charlotte Tracking Number 65774854715556

Received mm/dd/yyyy Date Shipped 02/12/2025

Note: Use the "Received" field to record when a sample has been received.

Customer Details Product Remediation Costs Workflow **Samples** Files Related Validity Report

Sample Information

Edit Sample Save Changes Cancel

Description Samples from the start and end of the batch

Attention Chris Lloyd Courier Federal Express (FedEx)

Facility WHQ Tracking Number 8/57184462516

Received mm/dd/yyyy Date Shipped 09/23/2025

Note: Received samples will be highlighted with a green background.

Sample Information

Samples from the start and end of the batch Edit Delete

Attention Chris Lloyd Courier Federal Express (FedEx)

Facility WHQ Tracking Number [8/57184462516](#)

Received 10/02/2025 Date Shipped 09/23/2025

55. To delete an existing sample, click the sample's 'Delete' button and click the 'Delete' button in the confirmation window.



Samples from the start and end of the batch Edit Delete

Attention 🧑 Chris Lloyd	Courier Federal Express (FedEx)
Facility 🏢 WHQ	Tracking Number 🔗 8/57184462516
Received	Date Shipped 📅 09/23/2025

56. To view the delivery status, click on the sample's tracking number.

Samples from the start and end of the batch Edit Delete

Attention 🧑 Chris Lloyd	Courier Federal Express (FedEx)
Facility 🏢 WHQ	Tracking Number 🔗 8/57184462516
Received	Date Shipped 📅 09/23/2025

NEW Files Tab

The Files tab contains documents, images, movies, or other files related to the complaint.

57. To upload files (such as images or documents) related the complaint, click on the “Files” tab and click on the ‘Upload Files’ button.

Customer Details Product Remediation Costs Workflow Samples **Files** Related Validity Report


Complaint Files Upload Files

No files have been uploaded to this complaint

- a. Select the desired file from your device and click the appropriate button to upload the file (e.g. the Open button if using a PC).

Customer Details Product Remediation Costs Workflow Samples **Files** Related Validity Report

Complaint Files Upload Files

Filename	Uploaded
 Damaged Box 1.jpg	🧑 Chris Lloyd 10/23/2025 <small>(cont)</small>


Remove

- b. To upload additional files, click the ‘Upload Files’ button and repeat the preceding steps.

58. To remove a file, click the Remove button.

Customer Details Product Remediation Costs Workflow Samples **Files** Related Validity Report

Complaint Files Upload Files


Filename	Uploaded
 Damaged Box 1.jpg	🧑 Chris Lloyd 10/23/2025 <small>(cont)</small>

Remove

59. To view a file, click on the file thumbnail or the file name (downloads the image for display and saving).

Customer Details Product Remediation Costs Workflow Samples **Files** Related Validity Report

Complaint Files Upload Files

Filename	Uploaded
 Damaged Box 1.jpg	🧑 Chris Lloyd 10/23/2025 <small>(cont)</small>

Remove



NEW Related Tab

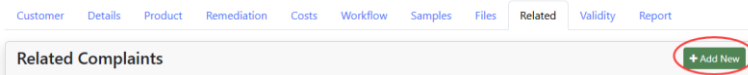
The Related tab documents related complaints and enables users to quickly navigate to similar complaints on the Complaints search page. The Related tab is organized into two cards:

Related Complaints

60. This card automatically displays all other complaints from the same order. To view a related complaint, open a complaint, click on the “Related” tab, and click on the complaint number.

Complaint Order	Added By Date Added	Category Subcategory	Customer Number Customer Name	Product Number Product Name
207 1951463	System 10/16/2024	Delivery Late	0070020504 ACME Corporation	55737 FR HMSTYL GLZ M...

61. To manually add a new related complaint for a different order, click the ‘Add New’ button and select the complaint.



a. Use the Search and Filters to locate the desired complaint and click the complaint’s ‘Select’ button.

Select Complaint

Search [Customer, product, order, or reference number...]

From mm/dd/yyyy To mm/dd/yyyy

Category Any Subcategory Any

Facility Any Product Any

Complaint 255

Customer ACME Corporation Facility Hilliard

Category Delivery Order 2130716

Subcategory Late Product 03213

62. To remove a manually added related complaint, click on the complaint’s ‘Remove’ button and click the ‘Remove’ button in the confirmations window.

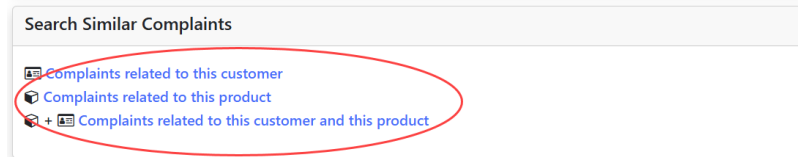
Note: Related complaints that are automatically added because they reference the same order number are identified as being added by “System.” These complaints cannot be removed.

Complaint Order	Added By Date Added	Category Subcategory	Customer Number Customer Name	Product Number Product Name
255 2130716	Chris Lloyd 10/23/2025	Delivery Late	0070020504 ACME Corporation	03213 RPYSTTWIST48/2.7...
207 1951463	System 10/16/2024	Delivery Late	0070020504 ACME Corporation	55737 FR HMSTYL GLZ M...



Search Similar Complaints

63. To view similar complaints, click on the desired hyperlink in the Search Similar Complaints card.



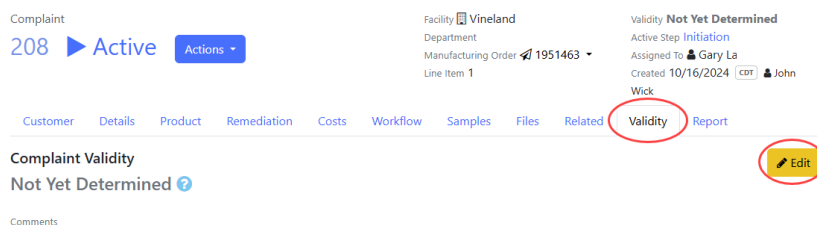
Validity Tab

The purpose of the Validity tab is to capture the investigator's conclusion regarding whether the complaint is valid. "Valid" will have a different meaning to different organizations. However, the following definitions are commonly applied:

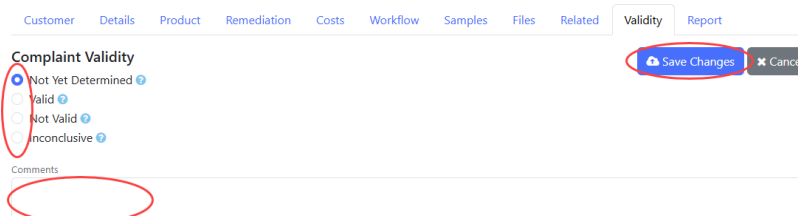
- Valid.** The investigation has determined that some, or all, of the product or service was substandard by fault of the organization, and remediation to the customer is warranted.
- Not Valid.** The investigation has determined that the product or service was not substandard, or that the organization is not responsible for the substandard product or service, and remediation to the customer is not warranted.
- Inconclusive.** The investigation has determined that it is not clear whether the product or service was substandard by fault of the organization. Any remediation, including financial remediation, awarded to the customer should take this into consideration.

The validity must be chosen before a complaint can be closed. Validity is typically chosen by the Investigator during the investigation step.

64. To select the validity of the complaint, open a complaint, click the "Validity" tab, and click the 'Edit' button.



- a. Choose the validity state, enter any comments, and click the 'Save Changes' button.





Report Tab

The report tab provides read-only summary information about the complaint in an 8-discipline (8-D) format. The information contained in the top half of this report originates from the complaint itself. Because the 8-discipline approach to problem solving includes items such as root cause analysis and corrective and preventive actions, the information contained in the bottom half of this report originates from the corresponding Event Record (if one exists) in EventPatrol.

If a customer has asked for a complaint report as one of the remediation actions, the delivery of this report to the customer is typically completed as part of the Closure step in the complaint workflow.

Complaint Investigation Report

Customer Information Number: 007000504 Name: ACME Corporation Address: 23 West Street BUFFALO, NY 14213 US 716-887-6137 Purchase Order Number Customer Product Number	SCAR Number 6794245	Complaint 137	Validity Inconclusive
--	-------------------------------	-------------------------	---------------------------------

Complaint Information Date Received: 05/11/2022 Date Investigation Closed: 5/13/2022 9:46 AM Complaint Category: Paperwork Complaint Subcategory: incomplete Facility: ED - Eden Department:		Product Number: 0700235 Product Name: WIP CARAMEL SWIRL W HT FLOUR Order Number: 2134999 Sales Order Number:
---	--	---

Team Members Reported By: Jimmy Smith Primary Contact: Joe L 2 Contact: Joe L 2		Initiator: Chris Lloyd Facility Coordinator: Chris Lloyd Investigator: Chris Lloyd
---	--	--

Problem Statement

yu y yu gum yu yu my yu yu asdf

Root Causes		
Category	Cause	Symptoms
Paperwork / Procedures / Process	Procedure 88739 is incorrect	Oil gauges empty
Paperwork / Procedures / Process	No inspection procedure	asofasdf
Paperwork / Procedures / Process	No audit of the transportation procedures	asofasdf

Investigation Report

All inventory starts out in the quality inspection state in MES. There is no way for QDMS to directly put it back. They have logic on their side that dictates the MES status based on what code we send. Below are the codes they expect from us for various quality states. I would assume the only one for us to send would be Hold. But I do not know how their logic works after having received an Approved status initially.

Corrective Actions

No actions assigned

Preventive Actions

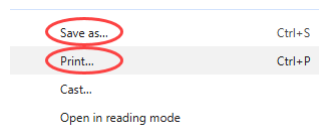
No actions assigned

Verification/Validation Actions

No actions assigned


ComplaintPatrol™ Powered by MAP Data Systems

65. To print or to save the complaint report (print to PDF), open the desired complaint, click on the "Report" tab, right-click on the report, and select "Print..." or "Save As..."



66. To record information such as when the report was sent to the customer, click on the 'Edit' button on the Reporting Information card. Enter the desired information and click the 'Save Changes' button.

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Reporting Information 

Reported By: Nobody
 Date Reported: 02/12/2025

Reported to Name
 Reported to Email/Fax

Comments

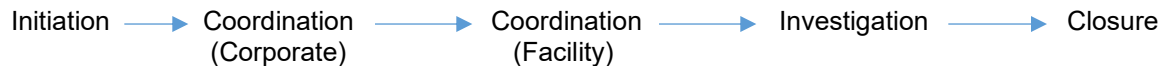


Chapter 7: Complaint Workflow


NEW Introduction

The workflow tab allows users to be assigned to complaint workflow steps and to process the step accordingly. A Task notice is sent when a user is assigned to a workflow step.

Open a complaint and click on the “Workflow” tab to see the complaint workflow which is:



Workflow			Edit
Initiation	Assigned To Chris Lloyd	Due in a day Total Duration 1 second	
Active			
Started	a few seconds ago	Chris Lloyd	In Progress
Coordination (Corporate)	Assigned To Nobody		
Not Started			
Coordination (Facility)	Assigned To Nobody		
Not Started			
Investigation	Assigned To Nobody		
Not Started			
Closure	Assigned To Nobody		
Not Started			

 The following users can start, pause, complete, cancel, or skip a workflow step:

- The user assigned to the workflow step.
- The complaint owner.
- Anyone with Complaint Administrator permissions.

The person who initiates the complaint (clicks on the ‘New Complaint’ button) is identified as the Initiator by default.

See **Exhibit A** for a detailed flowchart of the complaint workflow.



Due Dates

Each workflow step and approval route has a pre-defined number of hours in which the step should be completed.

Note: If a task has not been completed within the allotted hours, it will appear as “Overdue” in the applicable user’s task list.

Note: If a task is completed after the due date, it will appear as completed “Late” in the applicable user’s task list.

My Tasks 74 Show Completed Tasks

Task	Details	Assigned	Due	Completed
Task Leader	Event 4 - Investigation	2022-02-17 CSY	2022-02-17 CSY Overdue 9 days 5 hours	
Action	Event 4 - Corrective Actions Action 4 - Fix the electrode in the tank.	2022-02-18 CSY	2022-02-21 CSY Overdue 3 days 5 hours	
Task Leader	Event 4 - Containment	4 days ago	4 days ago Overdue 3 days 17 hours	
Task Leader	Event 4 - Root Cause Analysis	2 days ago	a day ago Overdue 1 day 11 hours	
Task Leader	Event 4 - Risk Assessment	2021-10-09 CSY	2021-12-08 CSY 2 days ago Late 77 days 16 hours	
Workflow Step	Complaint 100 - Initiation	2022-01-13 CSY	2022-01-14 CSY	2022-01-13 CSY
Start Attempt	Complaint 101 - Investigation	2022-01-14 CSY	2022-01-14 CSY	2022-01-14 CSY
Start Attempt	Complaint 101 - Investigation	2022-01-14 CSY	2022-01-14 CSY	2022-01-14 CSY

The out-of-the-box due dates are defined as follows, which provides a 30-day completion target from complaint initiation to closure. Contact MAP if you would like these due date targets changed.

Initiation. 24 hours after complaint creation. Because initiation often involves obtaining the required information and samples from the customer before the complaint can be sent to the next step, clicking the pause button at the initiation step will extend the due date for the initiation task. Because of the rolling due date applied at this step, complaints can (and should) be entered into the system immediately upon receipt, even if all the required information may not yet be available.

Corporate Coordination. 73 hours (3 days) after initiation. Clicking the pause button at the coordination step has no effect on the due date for this step.

Facility Coordination. 73 hours (3 days) after the previous step is completed. Clicking the pause button at the coordination step has no effect on the due date for this step.

Investigation. 360 hours (15 days) after the previous step is completed. Clicking the pause button at the initiation step has no effect on the due date for this step.

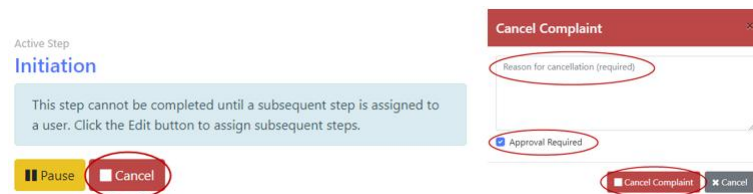
Closure. 216 hours (9 days) after the previous step is completed. Clicking the pause button at the closure step has no effect on the due date for this step.

Approval. The duration for which an approval attempt is due is defined within the actual approval route. This allows the organization to account for differing urgency, and approval requirements, amongst the routes in use. See the “PatrolSuite Core” user guide for information regarding how to define approval roles and place users into the approval roles, and how to define approval routes and the applicable due dates for approval.



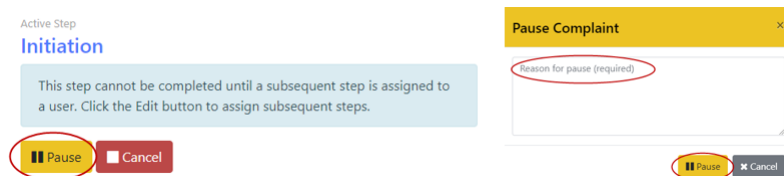
Cancel Complaint

67. To cancel a complaint, open a complaint, click on the “Workflow” tab, click on the ‘Cancel’ button, and enter the reason for cancellation. If approval for cancellation is desired, check the “Approval Required” checkbox. Click on the ‘Cancel Complaint’ button.



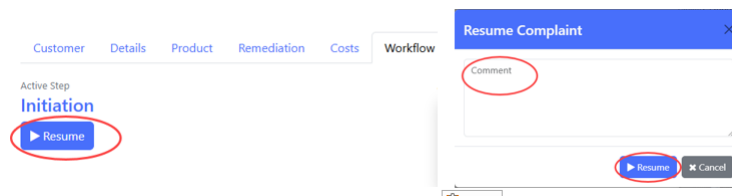
Pause Complaint

68. A complaint can be paused at each workflow step. To pause a workflow step, open a complaint, click on the “Workflow” tab, click on the ‘Pause’ button, enter the reason for pausing the step, and click on the ‘Pause’ button.



Resume Complaint

69. To resume a paused workflow step, open a complaint, click on the “Workflow” tab, click on the ‘Resume’ button, enter comments as appropriate, and click on the ‘Resume’ button.



NEW Assign Subsequent Steps

70. Before a workflow step can be marked as completed, the next step in the workflow must be assigned to a user (see the instructions highlighted in blue). To assign the subsequent workflow step, click on the ‘Edit’ button for the active step.



Active Step
Initiation

This step cannot be completed until a subsequent step is assigned to a user. Click the 'Edit' button to assign subsequent steps.

Assigned To
Chris Lloyd
Vice President
Quality / Morristown
630.797.5656
chris@mapdatasystems.com

Pause Cancel

Workflow Edit

Initiation	Assigned To	Due in 21 hours
★ Active	Chris Lloyd	Total Duration 2 hours 27 minutes
Started 3 hours ago	Chris Lloyd	In Progress

- a. To skip a subsequent workflow step, click on the Skip checkbox(es) and click the 'Save Changes' button.

Workflow Save Changes Cancel

Initiation	Assigned To	Due in 8 hours
★ Active	Chris Lloyd	Total Duration 15 hours 32 minutes
Started 16 hours ago	Chris Lloyd	In Progress

Coordination (Corporate)	Assigned To	
Not Started	Nobody	<input checked="" type="checkbox"/> Skip

- b. To assign a subsequent workflow step to a user, click on the 'Nobody' button.

Coordination (Corporate)	Assigned To	
Not Started	Nobody	<input checked="" type="checkbox"/> Skip

Coordination (Facility)	Assigned To	
Not Started	Nobody	Skip

- i. Click on the 'Select' button for the desired user.

Select a User

Name, email, or username Search

Suggested Recent

	Gary L. Director of Informatics and Integration Software Development 628.324 gary@	Select
--	---	---------------------

- ii. Click the 'Save Changes' button.

Workflow Save Changes Cancel

Initiation	Assigned To	Due in 8 hours
★ Active	Chris Lloyd	Total Duration 15 hours 32 minutes
Started 16 hours ago	Chris Lloyd	In Progress

NEW Complete Active Step

71. Once a subsequent workflow has been assigned, the Complete button will appear, and the active step can be closed. To close the active step, click on the 'Complete' button.



Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Active Step
Initiation

Complete Pause Cancel

Assigned To
Chris Lloyd
Vice President
Quality / Morristown
(630) 797-5656
chris@mapdatasystems.com

- a. Record any comments or instructions for the next step and click the 'Complete' button.

Complete Workflow Step

Comment

Complete Cancel

Note: The workflow will automatically advance to the next active step and the user the step is assigned to will receive a task notice in his/her My Tasks list.

Tasks

My Tasks 47 Incomplete 46 Overdue 1 New

Direct Reports Search Tasks Dashboard

Task	Details	Assigned	Due
Workflow Step	Complaint 213 - Investigation	3 minutes ago	2/28/2025 CST

NEW Investigation Verifications

As previously discussed, an administrator can require that the investigator verify the complaint category, subcategory, and verify the units and defects reported by the customer before the investigation step can be closed. These settings are managed in {PatrolSuite URL}/Admin/Configuration.

ComplaintPatrol Edit

- ☐ Enable complaints by Consumers
- ☒ Enable complaints by Direct Customers (business to business)
- ☐ Enable complaints by Third Parties
- ☐ Require investigation approval
- ☒ Require verified category
- ☒ Require verified subcategory
- ☒ Require verified defect for each unit

72. If **verification of the category and subcategory** selected by the Initiator is required, a message will be displayed in the active step section.

Customer Details Product Remediation Costs Workflow Samples Files Related Validity Report

Active Step
Investigation

The Verified Category must be selected before the investigation can be completed.

Pause Cancel

Assigned To
Chris Lloyd
Vice President
Quality / Morristown
(630) 797-5656
chris@mapdatasystems.com



- a. To verify the category and subcategory of the complaint, click the “Details” tab, and click the As Verified ‘Edit’ button.

- b. Based on the investigator's review of the complaint, select the correct As Verified category and subcategory. The As Verified category and subcategory are often different than the As Reported category and subcategory. Click the ‘Save’ button.

73. If **verification of the product defects** reported by the customer is required, a message will be displayed in the active step section.

- a. To verify the product defects reported by the customer, click the “Product” tab, and click the ‘Edit’ button for the units for which a reported defect has been documented.

- b. Enter the quantity, defect, and applicable comments into the “As Verified By The Investigator” card and click the ‘Save’ button.



- c. The verified information will appear.

Unit Number	Defect Reported / Quantity	Defect Verified / Quantity
2132269-190415205535 Approved: General Use	10 Delamination Chris Lloyd 2/13/2025	7 Curling This unit has curling, not delamination. Chris Lloyd 2/13/2025
2132269-190415212055 Approved: General Use		

74. Once all verification requirements are met, the 'Complete' button will appear. To complete the Investigation step, click on the Workflow tab and click on the 'Complete' button.

- a. Enter any applicable comments and click the 'Complete' button. If an administrator has configured ComplaintPatrol to require approval before the Investigation step can be closed, then the Approval Required checkbox will be checked. Click the 'Complete' button to complete the workflow step and begin the approval process.



Chapter 8: Workflow Step Approval

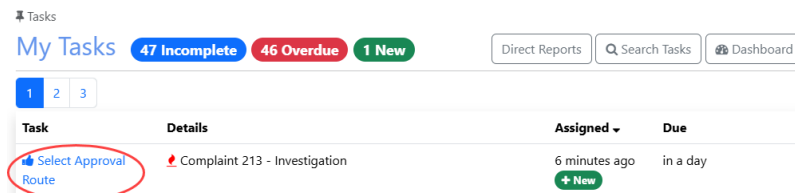
NEW Starting the Approval Route

Before canceling a complaint or completing the Investigation or Closure steps, the assigned user can request approval if it has not already been set as required.

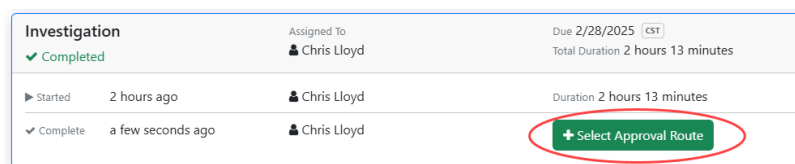
Note: If a complaint owner has been chosen, then the complaint owner is required to choose the approval route, to select the users in each role, and to start the approval route.

Note: If a complaint owner has not been chosen, then the user assigned to the workflow step is required to choose the approval route, to select the users in each role, and to start the approval route.

Note: The person responsible for initiating the approval attempt will receive a task request.

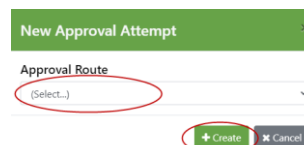


75. If approval is required or requested as part of a workflow step, the 'Select Approval Route' button will appear when the step is completed. To start the approval route, click the 'Select Approval Route' button.



a. Select an approval route from the dropdown and click the 'Create' button.

Note: Approval routes are defined and managed by users with appropriate permissions via the Admin/Approval Routes page. See the PatrolSuite Core user guide for information regarding how to create and edit approval routes.



b. The chosen approval route and the sequence of approval roles (or individual approvers if applicable) will appear in the workflow task card. If no approver has been selected, then "Nobody" will appear in the sequence. To choose the approvers, click on the 'Approvers' button.



Investigation
 ✓ Completed
 Assigned To: Chris Lloyd
 Due: 2/28/2025 (CST)
 Total Duration: 2 hours 13 minutes

Started: 10 hours ago
 Complete: 8 hours ago

Quality Approval
 Not Started
 Approver: Start

Role	Approvers
Quality Control Engineer - Plant	Nobody
Quality Manager - Corporate	Nobody

- c. Click on the user button (or the Nobody button if a user has not yet been selected) for the desired sequence.

Investigation
 ✓ Completed
 Assigned To: Chris Lloyd
 Due: 2/28/2025 (CST)
 Total Duration: 2 hours 13 minutes

Started: 10 hours ago
 Complete: 8 hours ago

Quality Approval
 Not Started
 Save Changes Cancel

Role	Approvers
Quality Control Engineer - Plant	Nobody
Quality Manager - Corporate	Nobody

- d. Search for the desired approver using the user search list and click on the user's Select button.

Note: The list of approvers is limited to those users that are in the corresponding approval role.

Select a User

Search: Name, email, or username

Suggested: Recent

User	Select
Chris Lloyd Vice President Quality / Morristown 9200 797-5600 chris.lloyd@mapsystems.com	Select
John Wick Commercial Software Developer Quality Control / Morristown	Select
John Henry Director of Software Engineering Software Development	Select

Myself Cancel

- e. Click the Save Changes button.

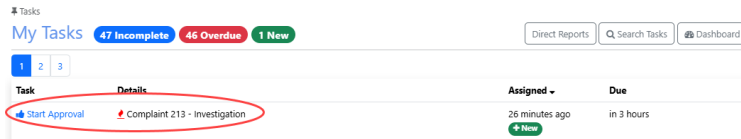
Investigation
 ✓ Completed
 Assigned To: Chris Lloyd
 Due: 2/28/2025 (CST)
 Total Duration: 2 hours 13 minutes

Started: 11 hours ago
 Complete: 8 hours ago

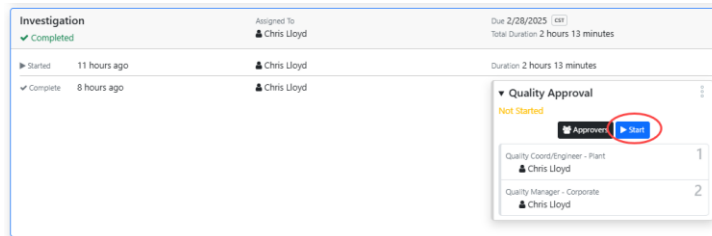
Quality Approval
 Not Started
 Save Changes Cancel

Role	Approvers
Quality Control Engineer - Plant	Chris Lloyd
Quality Manager - Corporate	John Wick

76. The complaint owner (or task leader if there is no owner assigned) will receive a task request in his/her My Tasks advising them to start the approval route.

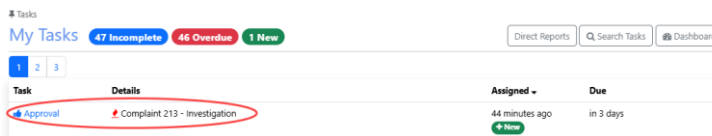


- a. To start the approval route, click on the 'Start' button. Note that each approval sequence must have an approver before the Start button will be actionable. To change the selected approvers, click the 'Approvers' button.



NEW Approval Route Approval or Rejection

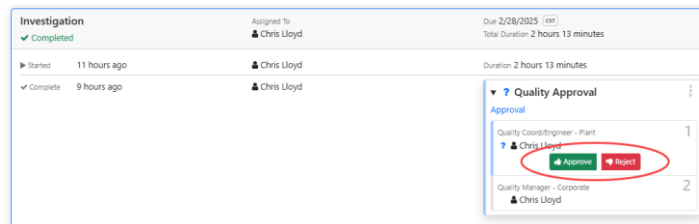
77. The complaint owner (or task leader if there is no owner assigned) will receive a task request in his/her My Tasks advising them to approval the complaint. Click on the "Approval" task hyperlink to open the corresponding complaint workflow page.



78. Within the applicable workflow card, click on the 'Approve' or 'Reject' button.

Note: The If all required approvers in all steps approve, then the next workflow step in the complaint will be started and a task notice will be sent to the user assigned to the workflow step.

Note: The If an approval route is rejected, then the workflow step where the rejection occurred will be automatically re-opened so the assigned-to user can make changes and then initiate another approval attempt.



- a. Enter comments as desired and click the 'Approve' or 'Reject' button as applicable.

Note: Comments are optional for approvals and are required for rejections.



Approval Confirmation

Are you sure you want to approve? This action cannot be undone.

Comment (Optional)

Approve Cancel

Rejection Confirmation

Are you sure you want to reject? This action cannot be undone.

Rejection Reason (Required)

Reject Cancel

Cancel Approval Route Attempt

79. The approval attempt can be canceled at any time before the route is approved by all approvers. To cancel the approval attempt, click on the ellipses and click on “Cancel Approval Attempt” in the submenu.

Workflow Steps

Initiation

Canceled

Assigned To Christopher

Due in a day

Total Duration 1 hour 14 minutes

Started 2 hours ago

Christopher

Duration 1 hour 14 minutes

Canceled an hour ago

Christopher

Reason for cancellation

This complaint was incorrectly reported by the customer.

Complaint Cancellation

Not Started

Approvers

Start

Change Approvers

Delete Approval Attempt

Quality Manager

Gary

a. Click on the ‘Cancel Approval Attempt’ button.

Cancel Approval Attempt

Click the ‘Cancel Approval Attempt’ button to cancel the approval attempt. Otherwise, click the ‘Cancel’ button.

Cancel Approval Attempt Cancel

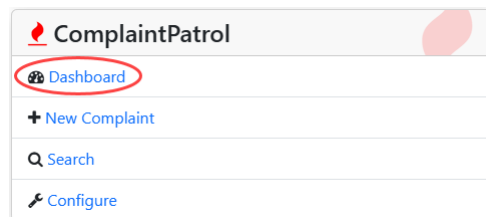


Chapter 9: Complaint Dashboard

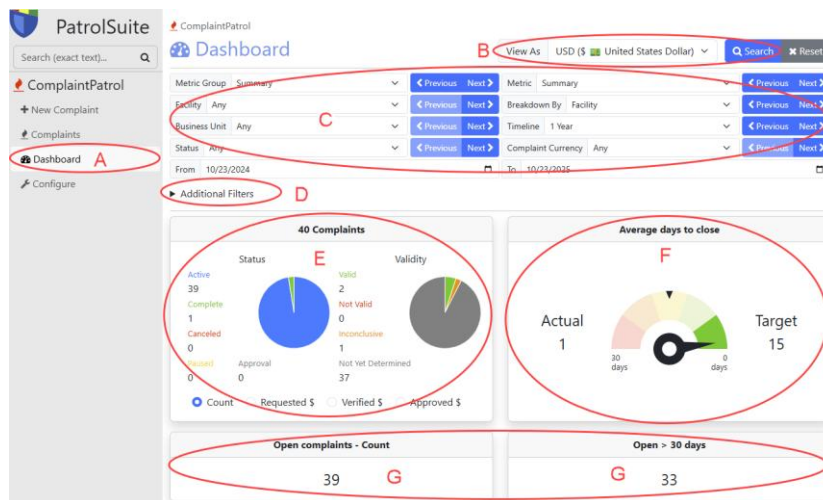
NEW Introduction

80. To open the ComplaintPatrol dashboard page, click on the “Dashboard” hyperlink in the ComplaintPatrol card on the PatrolSuite homepage.

See page: {PatrolSuite URL}/Complaint/Dashboard

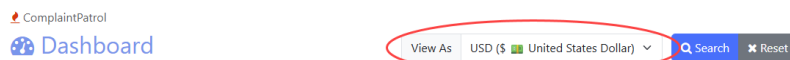


81. By default, the dashboard summary page is displayed. This page provides an overview of popular metrics.



A. **ComplaintPatrol menu.** Click “Dashboard” to access the complaint dashboard.

B. **Currency.** Select the desired currency displayed in the metrics.



C. **Primary Filters.** Select the desired filters to locate a metric and to change the data used to produce the metric.



- D. **Additional Filters.** Click on this text to expand the filters section and see the additional filters.

ComplaintPatrol Dashboard

View As: USD (\$ United States Dollar) [Search] [Reset]

Metric Group: Summary	< Previous	Next >	Metric: Summary	< Previous	Next >
Facility: Any	< Previous	Next >	Breakdown By: Facility	< Previous	Next >
Business Unit: Any	< Previous	Next >	Timeline: 1 Year	< Previous	Next >
Status: Any	< Previous	Next >	Complaint Currency: Any	< Previous	Next >
From: 10/23/2024			To: 10/23/2025		

Additional Filters

- E. **Count Card.** This card provides information regarding the count data behind the corresponding metric card. The ComplaintPatrol count card is unique in that it also can breakdown the count data into monetary values for the selected metric.

☐ Count
 ☒ Requested \$
 ☐ Verified \$
 ☐ Approved \$

Count. Select this radio button to display the standard count data.

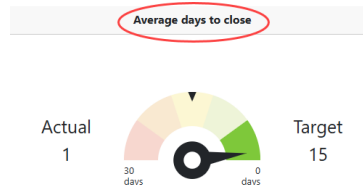
Requested \$. Select this radio button to breakdown the count data based on the remediation \$ requested by the customer.

Verified \$. Select this radio button to breakdown the count data based on the remediation \$ verified to be accurate by the investigator.

Requested \$. Select this radio button to breakdown the count data based on the remediation \$ approved by management.

- F. **Metric Card.** Displays performance range and actual performance to target.

Note: Click on the metric name to take a deep dive into the metric.



- G. **Metric Count Card.** For metrics that do not have a target and a performance range, this card displays the applicable measurement value.

View Metric

82. Individual metrics are organized into Metric Groups. To view a specific complaint metric, select a desired Metric Group and then select the desired Metric, or click on the header of the desired metric card in the Summary page.

ComplaintPatrol Dashboard

View As: USD (\$ United States Dollar) [Search] [Reset]

Metric Group: Complaints	< Previous	Next >	Metric: Count	< Previous	Next >
Facility: Any	< Previous	Next >	Breakdown By: Facility	< Previous	Next >
Business Unit: Any	< Previous	Next >	Timeline: 10 Years	< Previous	Next >
Status: Any	< Previous	Next >	Complaint Currency: Any	< Previous	Next >
From: 02/11/2015			To: 02/11/2025		

Additional Filters

Download

Average days to close

Actual: 1 days, Target: 15 days



NEW Breakdown Metric

83. To breakdown a metric based on different criteria, select the desired breakdown variable.

On the left is the metric “Complaints open for > 30 days” **broken down by “Facility.”**

Note: While Crest Hill only had 10 complaints, the cost of those complaints was large.

On the right is the same metric **broken down by “Complaint Category.”**

Note: While there were only 2 packaging complaints, the cost of those complaints was large.

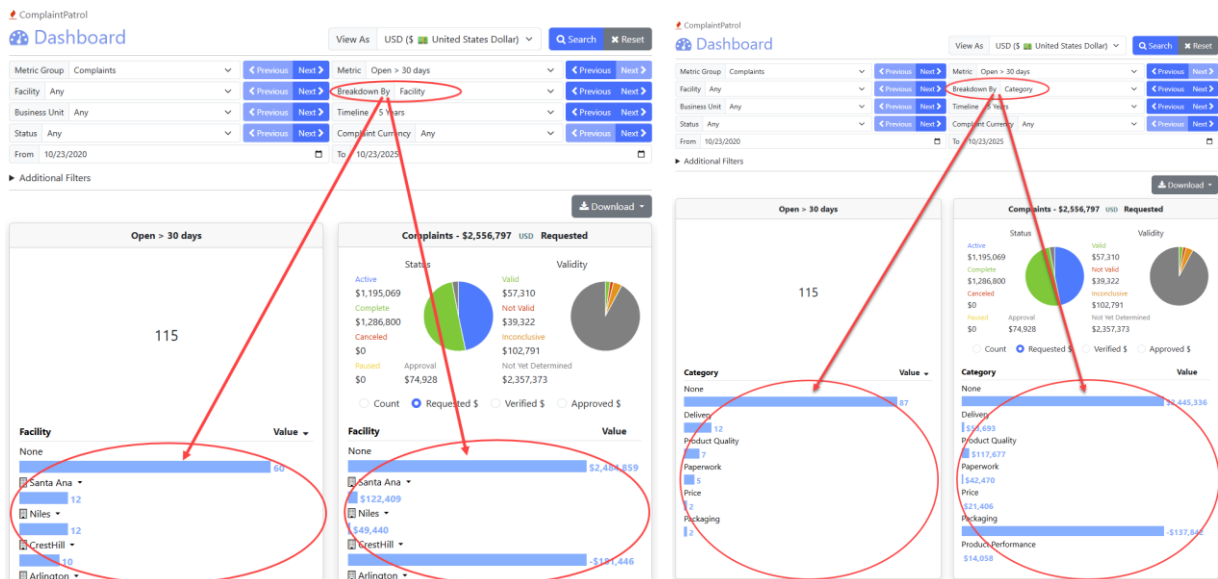




Exhibit A: Complaint Workflow

