Working With Vendor Complaints

Edison provides a way to enter and track problems in vendor performance. Once an agency feels a problem warrants filing a vendor complaint, the agency inquires on that particular vendor on the vendor complaint page. The Edison user responsible for entering and tracking complaints will create a new complaint number for processing and enter comments for justification of the action. This lesson describes how to:

- Enter a Vendor Complaint
- Manage Vendor Complaints
- View conversations about Vendor performance

Entering a Vendor Complaint

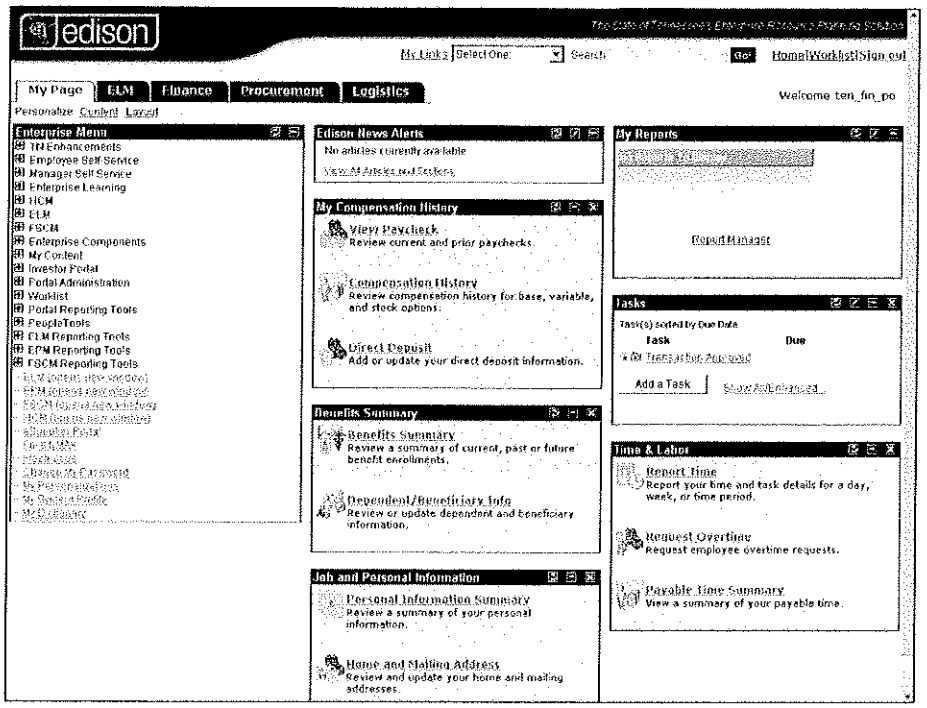
Users will access the **Conversations** page to search for a Vendor. Then, users will use the **Vendor Complaints** page to enter, review, and manage ongoing discussions and conversations with vendor contacts and log details about invoice and payment issues.

Key Notes:
- Additional documentation may be added to the complaint, such as specifications or item images.

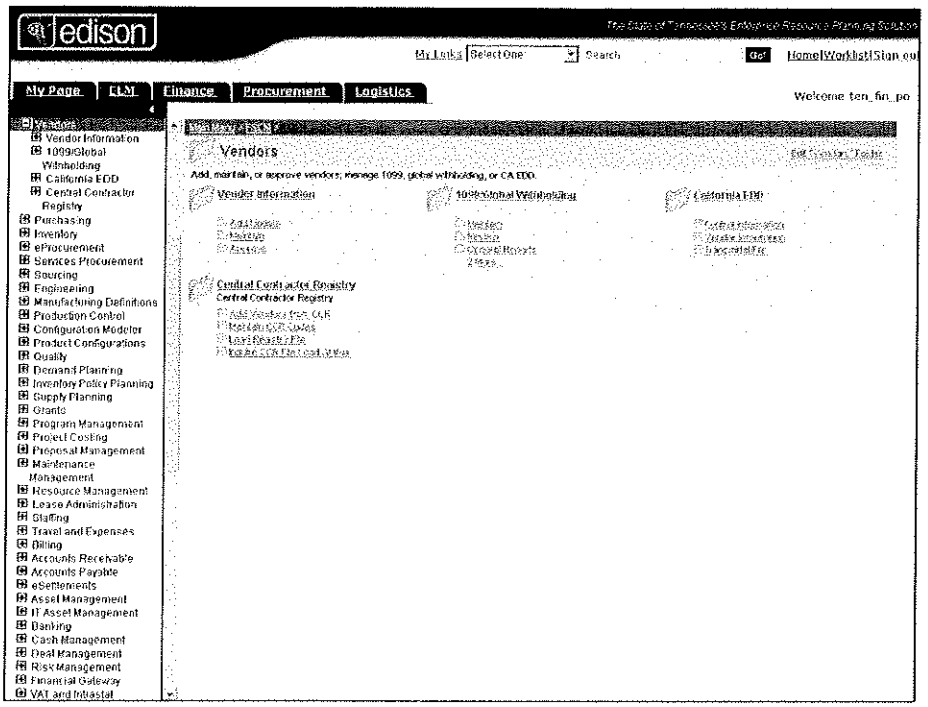
Procedure

In this topic, you want to create and save a complaint about a Vendor based on a recent delivery. Your goal in this topic is to use the **Vendor Complaints** page to enter the vendor did not ship the correct item as described on the Purchase Order and sent a substitution instead.

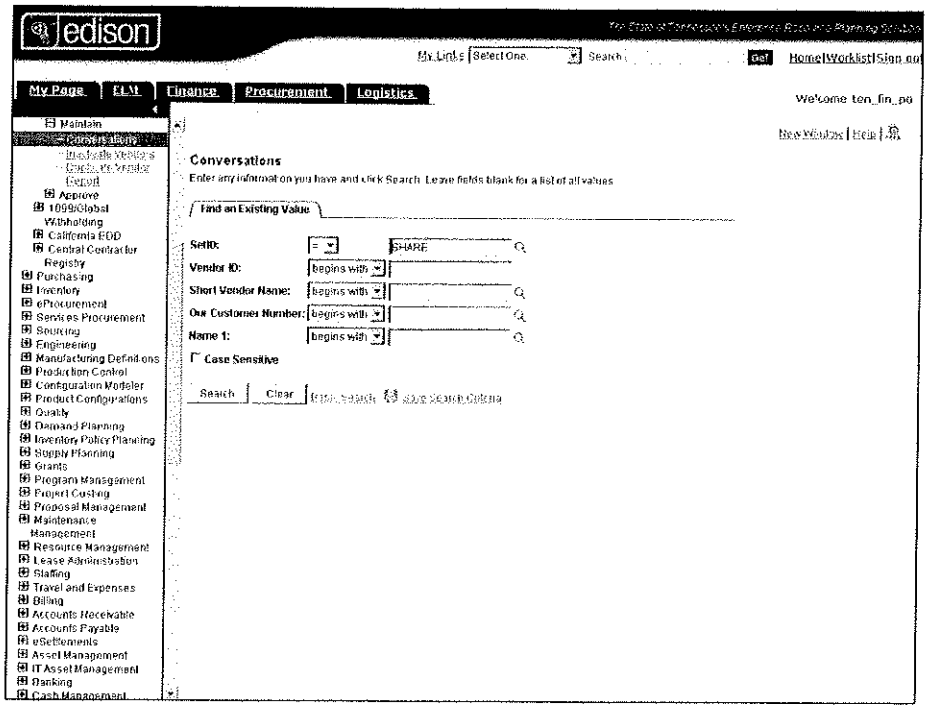
Step	Action
1.	Begin by navigating to the **Conversations** page.



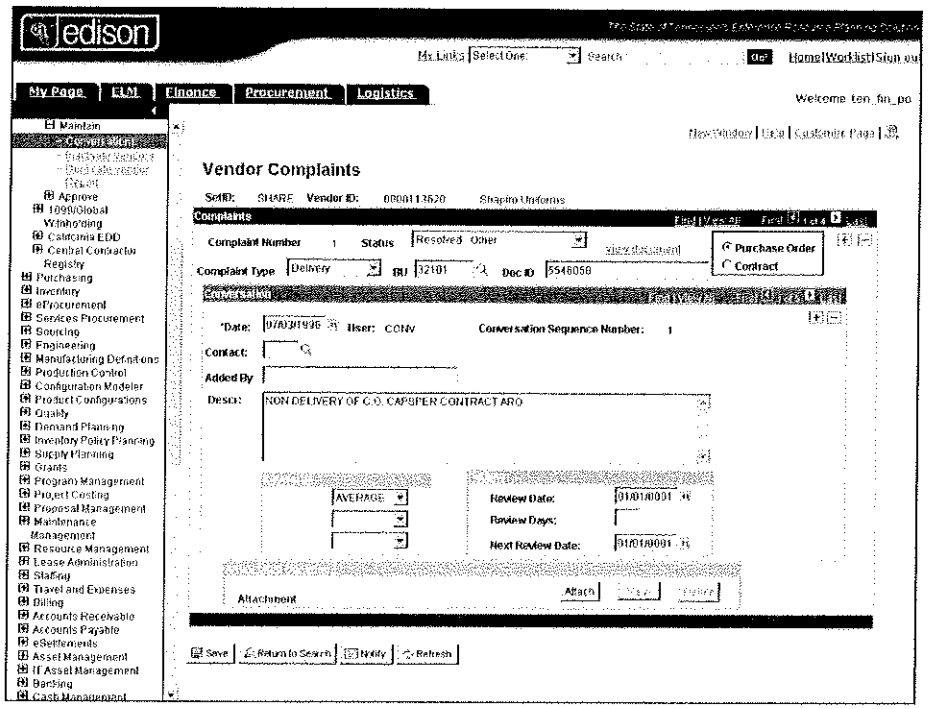
Step	Action
2.	Click the **FSCM** link. FSCM
3.	Click the **Vendors** link. Vendors



Step	Action
4.	Click the **Vendor Information** link. Vendor Information
5.	Click the **Maintain** link. Maintain
6.	Click the **Conversations** link. Conversations
7.	On the **Conversations** search page, enter criteria in one or more of the available search fields.
8.	In this topic, you know the **Vendor ID**.

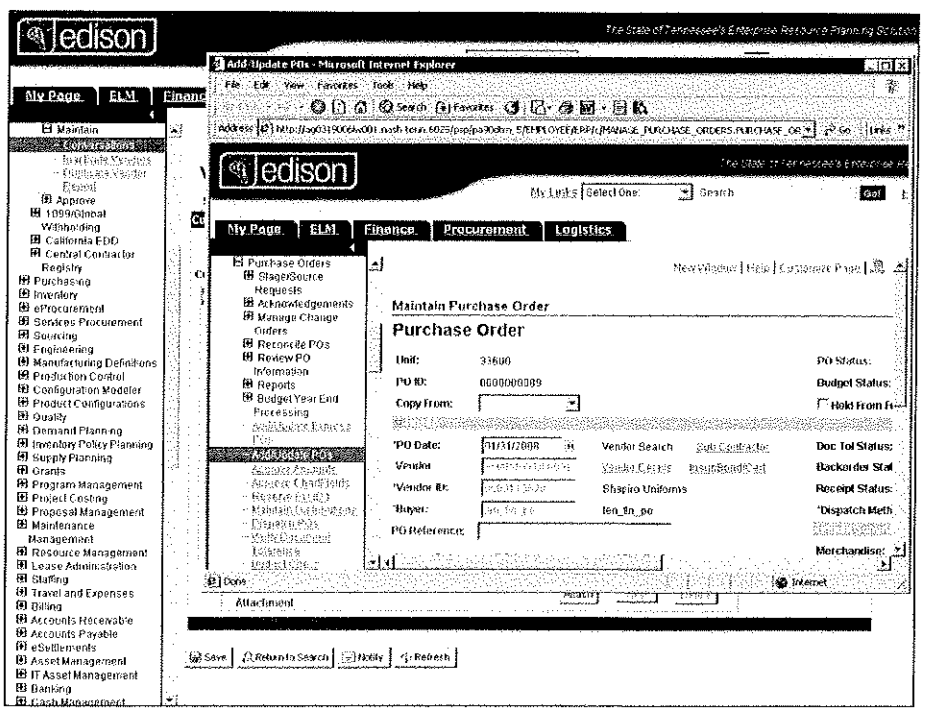


Step	Action
9.	Click in the **Vendor ID** field.
10.	Enter the desired information into the **Vendor ID** field. Enter **"0000113620"**.
11.	Click the **Search** button. Search
12.	Use the **Vendor Complaints** page to track ongoing discussions and conversations with vendor contacts. You can log details about invoice and payment issues that you're trying to resolve as well as other vendor inquiries.
13.	Within the **Complaints** frame, notice that the **Complaint Number** is *1*. This is the first complaint.
14.	In this topic, you will add a new complaint.

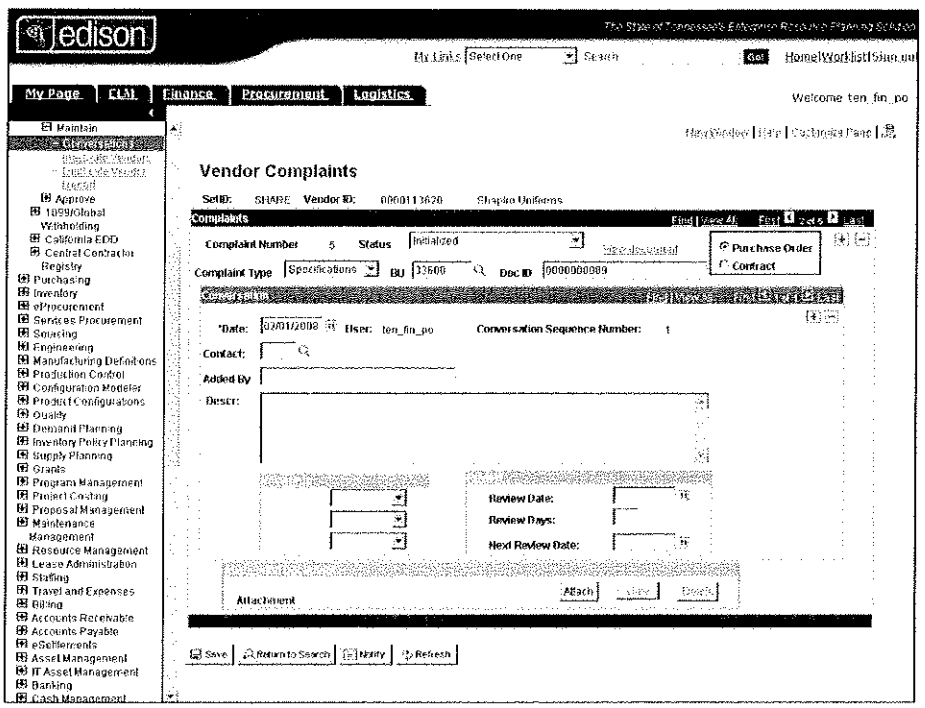


Step	Action
15.	Click the **Add a new row** button.
16.	The next **Complaint Number** is automatically generated by the system. In this topic, the new complaint number is *5*, meaning this is the fifth complaint against this Vendor.
17.	Click the **Status** drop down list to select a valid complaint status.
18.	Click the **Status** drop down list.
19.	Click "**Initialized**". Initialized
20.	Select either the **Purchase Order** or **Contract** option. In this topic, the Purchase Order was not fulfilled. Confirm the selection of the **Purchase Order** option.
21.	Use the **Complaint Type** dropdown list to select an appropriate category for the complaint.
22.	Click the **Complaint Type** list.
23.	Click "**Specifications**". Specifications

Step	Action
24.	For a Purchase Order, enter the appropriate business unit in the **BU** field. The **BU** field is only applicable for Purchase Order complaints.
25.	Click in the **BU** field.
26.	Enter the desired information into the **BU** field. Enter "33600".
27.	For a Purchase Order complaint, enter the PO ID in the **Doc ID** field. When the complaint relates to a contract, enter the contract number in the **Doc ID** field.
28.	Click in the **Doc ID** field.
29.	Enter the desired information into the **Doc ID** field. Enter "0000000089".
30.	To confirm the correct entry in the **Doc ID** field, use the **View document** link to open the specific document in a new window.
31.	Click the **View document** link. View document
32.	The **Purchase Order** page opens in a new window.
33.	The **PO ID** should equal the **Doc ID** entered on the **Vendor Complaints** page.



Step	Action
34.	Click the **Close** button.
35.	The **Date** field automatically defaults to the current date. You may override the **Date** field if necessary.
36.	Enter or select a valid contact ID. Contact IDs are assigned to a person, who is often the name of the vendor representative handling the complaint. In this topic, you will look up the contact ID using the magnifying glass next to the **Contact** field.



Step	Action
37.	Click the **Look up Contact** button.
38.	In this topic, you will select the first contact name from the search results.
39.	Click the **FREDRIC H SHAPIRO** link. FREDRIC H SHAPIRO
40.	Enter the name of the person entering the complaint in the **Added By** field. This can be your name or the name of someone you are entering the conversation on behalf of.

Step	Action
41.	Click in the **Added By** field.
42.	Enter the desired information into the **Added By** field. Enter "**John Edisonuser**".
43.	In the **Descr** field, describe the complaint, the action taken, or general correspondence with the vendor.
44.	Click in the **Descr** field.
45.	Enter the desired information into the **Descr** field. Enter "**Shipped substitution of requested product.**".
46.	Use the **Associated Document** section to search for and attach additional documentation.
47.	Click the **Save** button.
48.	You have successfully created and saved a Vendor complaint. **End of Procedure.**

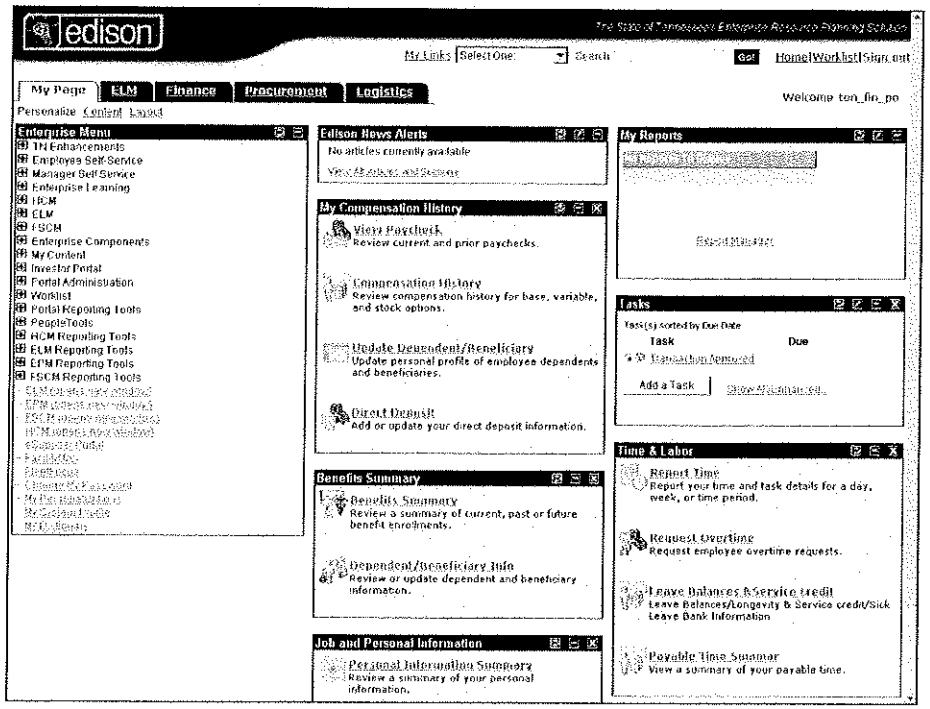
Managing a Vendor Complaint

As part of maintaining vendor information, use the **Vendor Complaints** page to manage complaints about Vendors in the system. You can update a complaint status, add a new vendor conversation, or attach additional documentation.

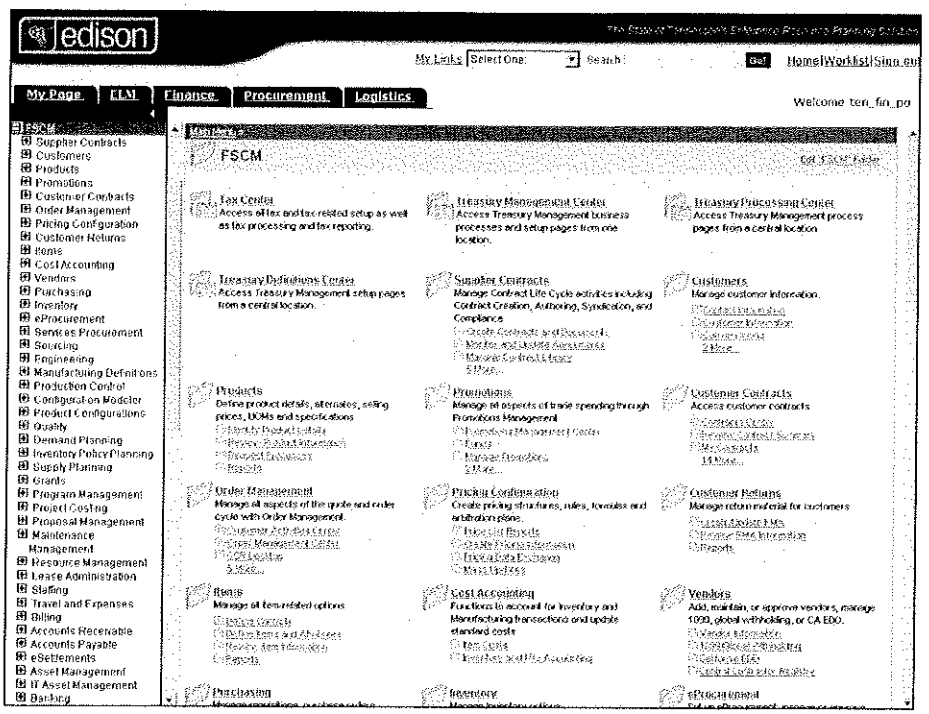
Procedure

In this topic, you want to update the status of an existing complaint about a Vendor. You will enter the details of a recent conversation with the Vendor contact and attach additional documentation.

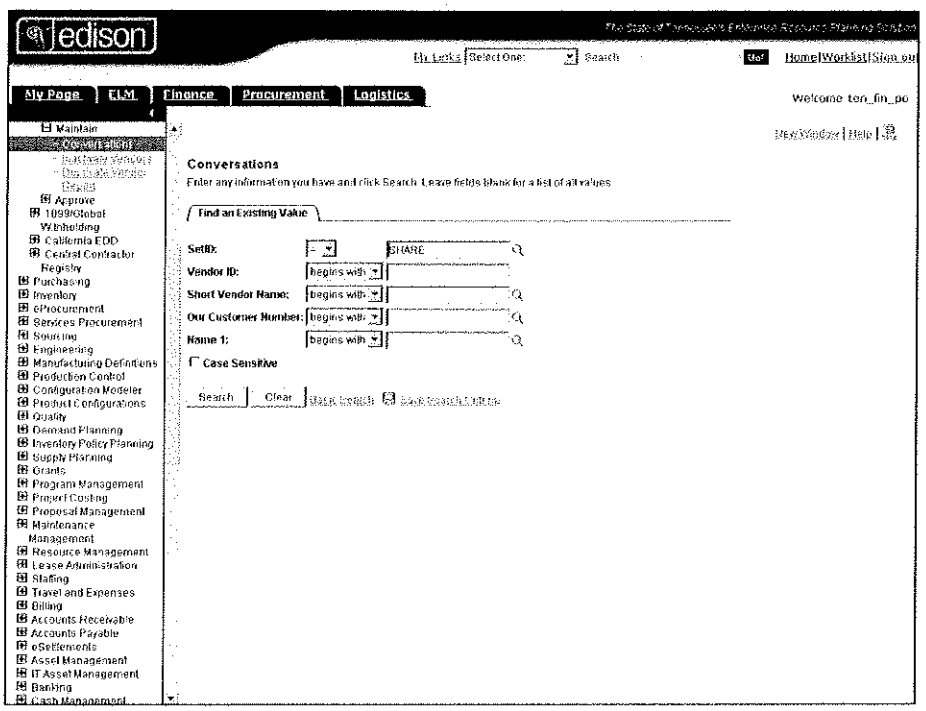
Step	Action
1.	Begin by navigating to the **Vendor Complaints** page.



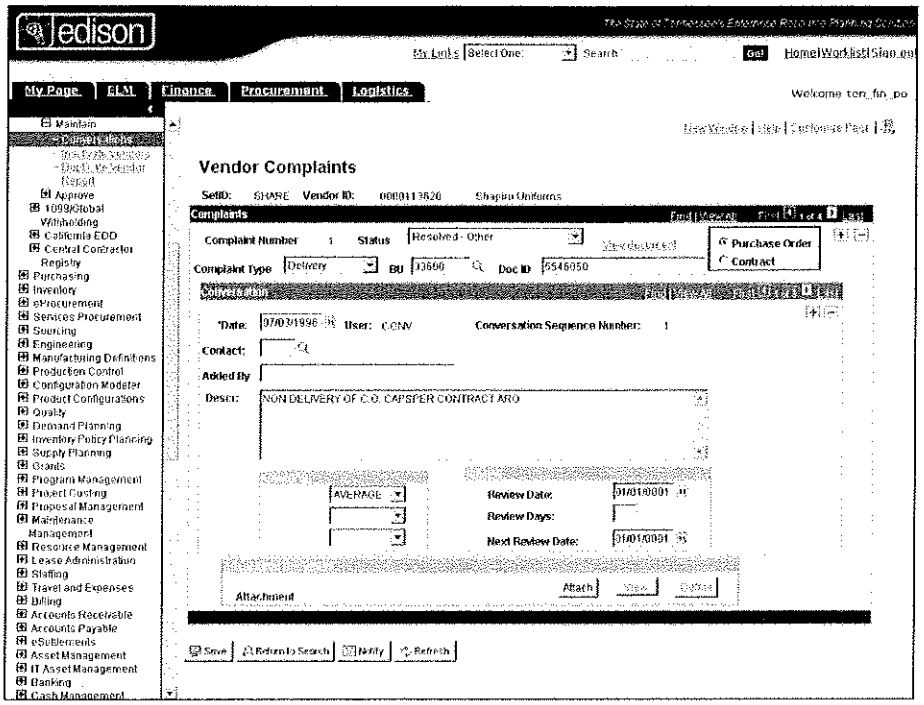
Step	Action
2.	Click the **FSCM** link. FSCM



Step	Action
3.	Click the **Vendors** link. Vendors
4.	Click the **Vendor Information** link. Vendor Information
5.	Click the **Maintain** link. Maintain
6.	Click the **Conversations** link. Conversations
7.	On the **Conversations** page, enter search criteria in one or more of the available search fields to search for a specific Vendor.
8.	Enter the appropriate Vendor in the **Vendor ID** field. In this topic, you know the **Vendor ID**.

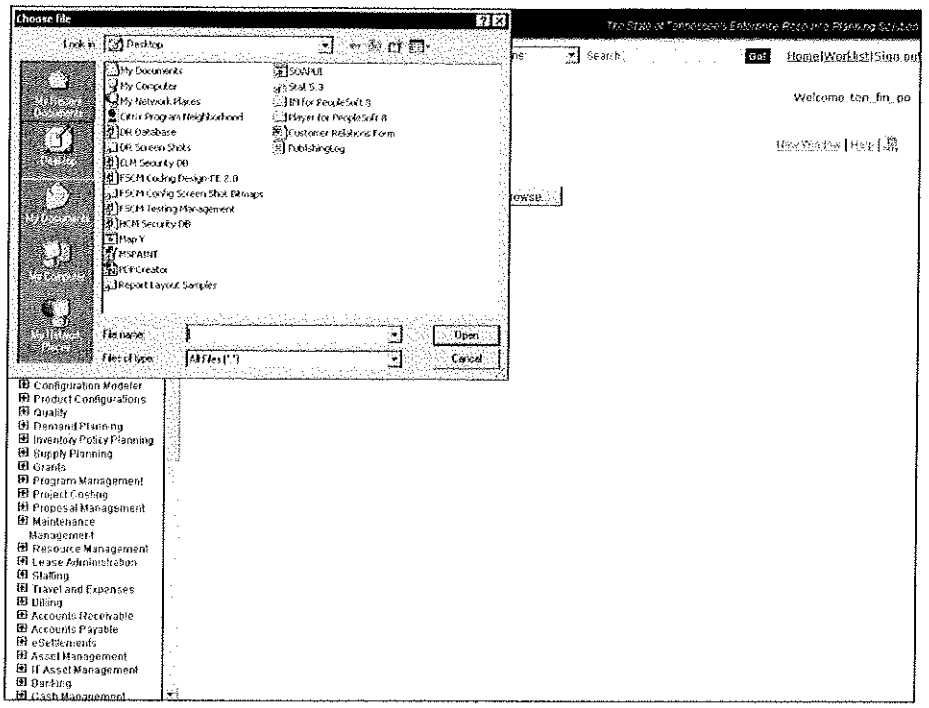


Step	Action
9.	Click in the **Vendor ID** field.
10.	Enter the desired information into the **Vendor ID** field. Enter "**0000113620**".
11.	Click the **Search** button. Search
12.	Use the **Vendor Complaints** page to enter, review, and manage Vendor complaints and conversations.
13.	Within the **Complaints** frame, notice that the **Complaint Number** is *1*. This is the first complaint.
14.	Use the scrollbar to access the appropriate Complaint Number.



Step	Action
15.	Or, alternatively, use the **Last** link to access the last available complaint. In this scenario, you want to update the last complaint entered. Click the **Last** link. Last
16.	Confirm you have the correct **Complaint Number**.
17.	To change the status for this complaint, use the **Status** dropdown list to select a valid value. In this topic, you have had a conversation with the vendor contact and resolved the issue by receiving the correct item. Click the **Status** drop down list. Initialized
18.	Select "**Resolved - Item Delivered**". Resolved - Item Delivered
19.	Use the **Conversation** frame to view and update conversations with the vendor.
20.	In this topic, you want to add the recent conversation with the vendor contact about the resolution. Click the **Add a new row** icon.

Step	Action
21.	Notice, there are now 2 conversations.
22.	The **Conversation Sequence Number** is a system generated ID assigned to the conversation. This is the second conversation for **Complaint Number** *4*.
23.	Use the **Date** field to either keep the current date or enter another date. The **Date** field is required and may not be left blank. In this topic, you want to keep the current date.
24.	Click in the **Contact** field.
25.	Enter the desired information into the **Contact** field. Enter "**1**".
26.	Enter the name of the person entering the complaint in the **Added By** field. This can be your name or the name of someone you are entering the conversation on behalf of.
27.	Click in the **Added By** field.
28.	Enter the desired information into the **Added By** field. Enter "**John Edisonuser**".
29.	In the **Descr** field, describe the complaint, the action taken, or general correspondence with the vendor.
30.	Click in the **Descr** field.
31.	Enter the desired information into the **Descr** field. Enter "**Correct item received.**".
32.	Use the **Review** section to remind users when expiring dates are pending or to place Vendors on parole.
33.	Use the **Associated Document** section to add attachments such as correspondence and external documentation. Attachments apply at the Complaint level, not the Conversation level. You cannot add multiple documents to a Conversation, you must place all documents on one file for attachment.
34.	To add an attachment, use the **Attach** button. In this topic, you want to attach the customer relations form received from the Vendor.
35.	Click the **Attach** button. Attach
36.	Use the **Browse...** button to open a new browser window with which to find the document on your computer. Click the **Browse...** button. Browse...
37.	In the new window, locate the file you wish to attach.



Step	Action
38.	Select the **Customer Relations Form**. Customer Relations Form
39.	Click the **Open** button. Open
40.	Once the file has been selected, use the **Upload** button to attach the document to the conversation.

Step	Action
41.	Click the **Upload** button. Upload
42.	Click the **Save** button. Save
43.	You have successfully updated the complaint status, created a new conversation, and attached additional documentation. **End of Procedure.**

Reviewing a Vendor Complaint

As part of maintaining vendor information, review Vendor complaints using the **Vendor Complaints** page.

Procedure

In this topic, you will review an existing complaint about a vendor.

Step	Action
1.	Begin by navigating to the **Conversations** page.