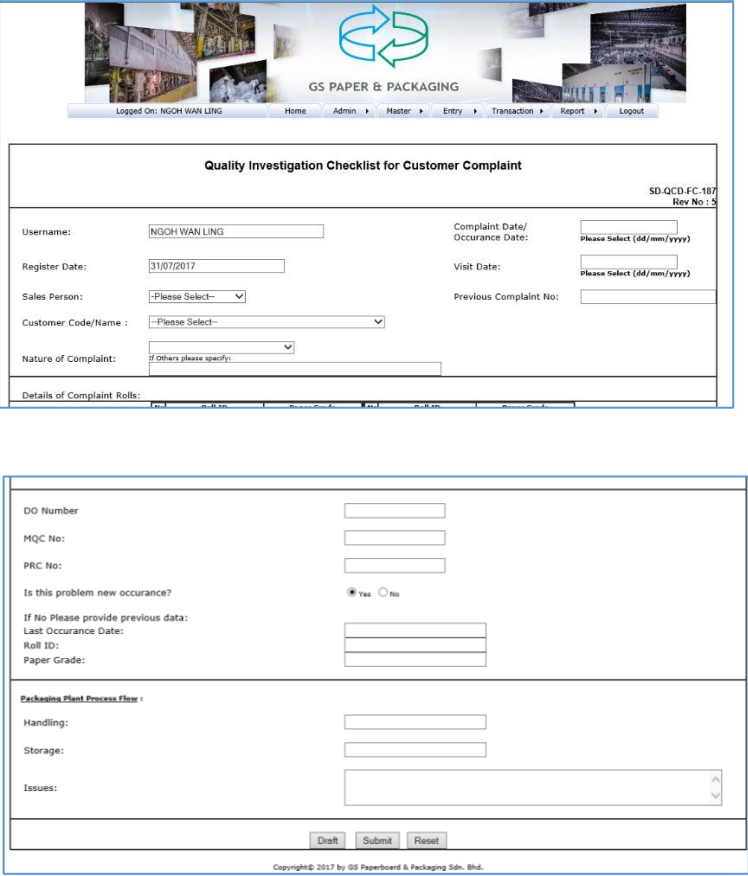
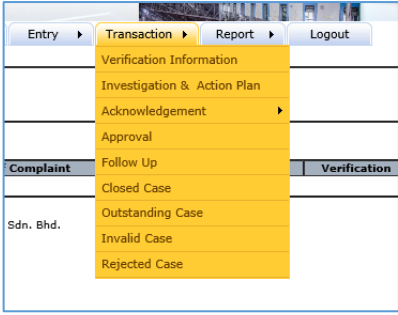


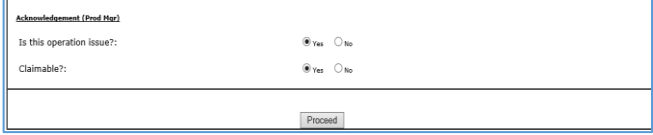


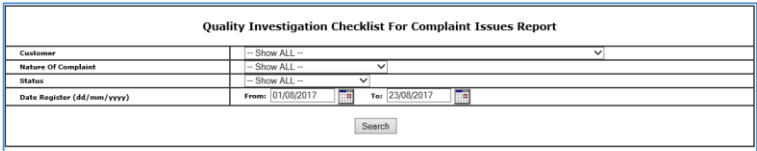


User Manual for Customer Complaint System

Step	PIC / Main User	Additional References / Details
<p><u>User login</u></p> <p>Paper Mill Staff Default setting Username: employee ID Passwords: IC number</p> <p>Packaging Plant Staff Default setting Username: Customer Code Passwords: Password@123</p>	<p>Admin</p>	<p>Paper Mill Staff **Same user login information with Paper Mill E-claim system.</p> <p>Packaging Plant Staff Customer code – code assigned by GSPP for all the sales and purchase business with customer.</p>
<p><u>Entry ----New Case</u></p> <p>Key in information on the complaint cases</p> <p>Username & Register date are auto capture base on login information</p> <p>Quantity of defect is mandatory field before proceed to submit the new case.</p> <p>New function added—“draft” You able to save draft and retrieve the necessary information before proceed to submit the new case.</p> <p>“Draft” will only save in the system and only able edit by the same userID.</p> <p>Once “Submit” then only the new case will proceed for further investigation</p>	<p>Sales Person</p> <p>Packaging Plant</p>	 <p>The screenshot displays the 'Quality Investigation Checklist for Customer Complaint' form. At the top, it shows the user is logged in as 'NGOH WAN LING'. The form contains several input fields: Username (NGOH WAN LING), Register Date (31/07/2017), Sales Person (Please Select), Customer Code/Name (Please Select), and Nature of Complaint (Others please specify). There are also dropdown menus for Complaint Date/Occurrence Date and Visit Date, both set to 'Please Select (dd/mm/yyyy)'. A 'Previous Complaint No.' field is present. Below the main form, there is a 'Packaging Plant Process Flow' section with fields for Handling, Storage, and Issues. At the bottom, there are 'Draft', 'Submit', and 'Reset' buttons. The footer indicates 'Copyright© 2017 by GS Paperboard & Packaging Sdn. Bhd.'.</p>

Step	PIC / Main User	Additional References / Details
<p>Transaction</p> <p>Transaction lay out the investigation flow by each responsible section</p> <ol style="list-style-type: none"> 1. Verification information <ul style="list-style-type: none"> - To check information register vs defect samples received are tally, confirm the required information are in place for further investigation. 2. Investigation & Action Plan <ul style="list-style-type: none"> - Action / checking by relevant section person-in-charge 3. Acknowledgement <ul style="list-style-type: none"> - Acknowledge by the section manager or HOD 4. Approval <ul style="list-style-type: none"> - Approval by GM 5. Follow up <ul style="list-style-type: none"> - 2 months after reply date. - Customer are free to raise up their feedback after our reply. 	<p>QC</p> <p>Production Warehouse Sales or any relevant section</p> <p>Respective section HOD</p> <p>GM</p> <p>Sales</p>	     

Step	PIC / Main User	Additional References / Details
<p>6. Closed case</p> <ul style="list-style-type: none"> - After 2 months of reply date, no further feedback received = case closed. - System will auto direct to closed case once reach the set time frame. <p>7. Outstanding case</p> <ul style="list-style-type: none"> - After 2 months of reply date, feedback received from customer = case outstanding & need follow up <p>8. Invalid case</p> <ul style="list-style-type: none"> - Roll ID not valid & no further information given on the correct Roll ID - Information registered not tally with the defect samples received. No further information able to provide after requested. <p>9. Rejected case</p> <ul style="list-style-type: none"> - Information such as Roll ID & defects are wrongly key in into system. <p>After confirm the defects & Roll ID, adjust back the information and re-submit</p>	<p>Auto (by system setting)</p> <p>Sales QC</p> <p>QC</p> <p>QC Sales</p>	
<p>Report</p> <ul style="list-style-type: none"> - Search function to facilitate summary of complaint case - Use by QC 	<p>QC</p>	
<p>Search</p> <ul style="list-style-type: none"> - Search function to facilitate packaging plant to trace the progress on complaint case raised. - Use by packaging plant 	<p>Packaging Plant</p>	