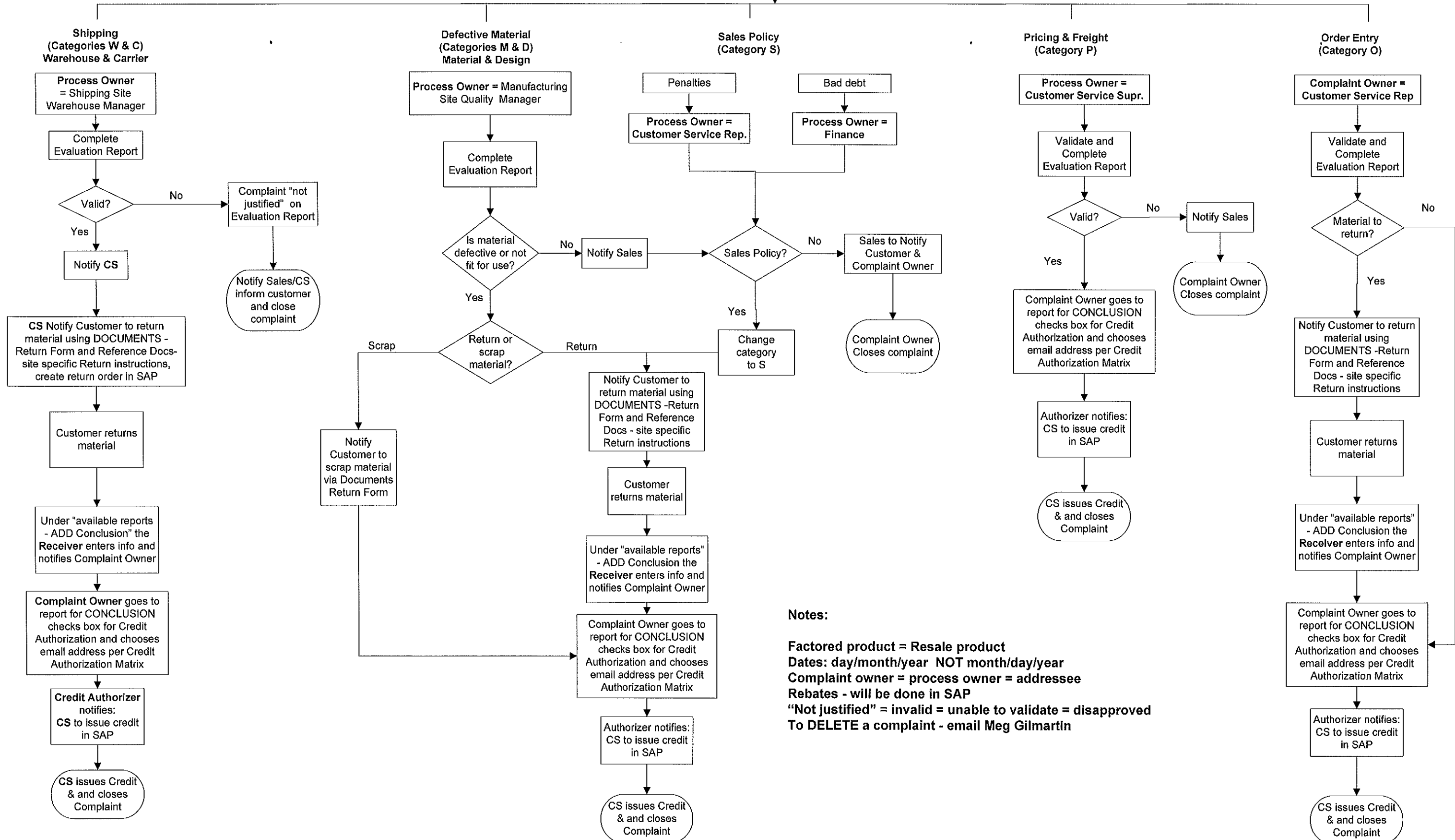


# NA Customer Complaint Process Flow

Effective Date: 11/24/2008

Initiate Customer Complaint and submit details  
Process Owner of complaint automatically notified by email  
Current complaint owner MAY "delegate" complaint  
and any user MAY "take over ownership"



## Notes:

Factored product = Resale product  
 Dates: day/month/year NOT month/day/year  
 Complaint owner = process owner = addressee  
 Rebates - will be done in SAP  
 "Not justified" = invalid = unable to validate = disapproved  
 To DELETE a complaint - email Meg Gilmartin