**12315系统消费投诉业务表单**

表单编号: {{registrationnumber}}

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 处理单位 | 顺德区市场监督管理局 | | | | | | | | | |
| 姓名 | {{rqstperson}} | 来电号码 | | {{linknumber}} | | | 联系电话 | | {{linknumber}} | |
| 商家号码 | {{subjectphone}} | 订单号 | | {{ordernumber}} | | | 接收方式 | | {{receivemode}} | |
| 商品品牌 | {{brand}} | 涉及客体分类 | | {{objclassify}} | | | 销售方式 | | {{shoppingmode}} | |
| 性别 | {{gender}} | 所属区域 | | 顺德区 | | | 分派时间 | | {{assigndate}} | |
| 领域 | {{filed}} | 消费金额 | | {{objmoney}}元 | | | 关键字 | | {{keyword}} | |
| 事发地 | {{accsce}} | 登记日期 | | {{fd:( recorddate;yyyy-MM-dd HH:ss) }} | | | 社会信用代码 | | {{registerno}} | |
| 表单类型 | 消费投诉表单 | | | | | | 是否有附件 | | {{attachfilename}} | |
| 标题 | {{rqsttitle}} | | | | 工单分类 | | | {{focus}} | | |
| 证件类型 | {{certificate}} | | | | 证件号码 | | | {{idnumber}} | | |
| 商品/服务名称 | {{objname}} | | | | | | | | | |
| 问题描述 | {{ problemdescribe }} | | | | | | | | | |
| 诉求内容 | {{report}} | | | | | | | | | |
| 主体名称 | {{ subjectname }} | | | | | | | | | |
| 主体地址 | {{ subjectaddress }} | | | | | | | | | |
| 时限要求 | 区局接收案件日期:{{ assigndate }}  应受理日期:{{ feedbacktime }}  最终反馈期限:{{ todealwithtime }} | | | | | | | | | |
| 派发意见 |  | | | | | | | | | |
| 补充信息 |  | | | | | | | | | |
| 处理意见 | 争议涉及金额 | | {{ objmoney }}元 | | | 挽回经济损失 | | | | 元 |
| 加倍赔偿金 | | 元 | | | 办案人员 | | | |  |
|  | | | | | | | | | |

**办理跟踪**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| 序号 | 步骤 | 处理部门 | 处理人员 | 操作 | 处理时间 | 处理意见 |
| {{ fe:opinion t.size | t.nodename | t.handledept | t.handler | t.operate | fd:( t.handletime;yyyy-MM-dd) | t.handleopinion}} |
| 备注 |  | | | | | |