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Contents

The sale_complaint module defines Complaint model.

Complaint

The complaint is mainly defined by a customer which complains about a sale or an invoice. Actions can be taken to solve the complaint. Here is the extensive list of the fields, most of them are optional:

- Customer: The customer.

- Address: The main address of the customer.

- Date: The date the complaint is filled.

- Number: The internal reference of the complaint (will be generated automatically on creation).

- Reference: The optional external reference of the complaint.

- Employee: The employee responsible of the complaint.

- Type: The type of complaint

- Origin: The original document for which the complaint if filled.

- Company: The company against which the complaint is filled.

- Description: The description of the complaint.

- Actions: The actions to take to solve it.

- State:

    - Draft

    - Waiting: The complaint is waiting for approval.

    - Approved: The complaint has been approved by a sale admin.

    - Rejected: The complaint has been rejected by a sale admin.

    - Done: The complaint's actions have been executed.

    - Cancelled

Action

A complaint action defines an action to execute to solve the complaint. There are two types of action: *Create Sale Return* and *Create Credit Note*. When the origin of the complaint is a line, only this line will proceeded and it will be possible to define the quantity and the unit price otherwise it is the all document.

CHAPTER 3

Type

It defines the type of complaint per document: *Sale*, *Sale Line*, *Customer Invoice* and *Customer Invoice Line*.