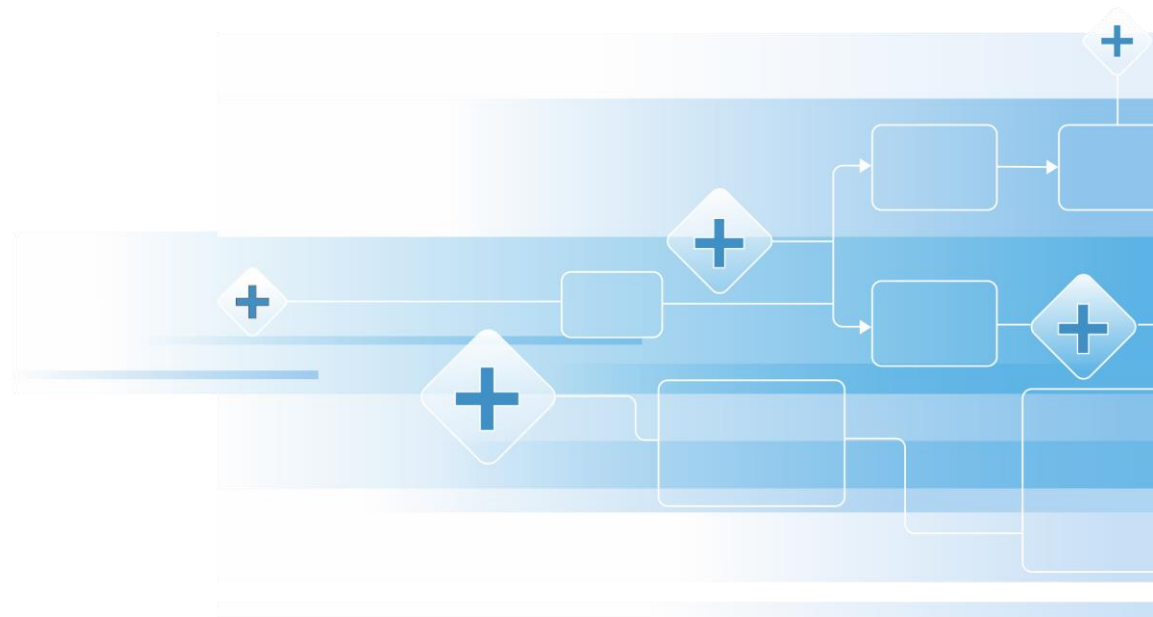


ELMA Store Component

Business Process: Complaint Request



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1 Intended Use

The process defines procedures of creating, approving and sending a complaint to a third party organization.

The output of the process is a prepared complaint.

2 Business Process Includes

№	Object/Process	Name	Intended Use
1.	Process	Complaint Request	A complaint to a third party organization is created and approved.
2.	Document type	Complaint	Contains information on the complaint.

Compatibility with other ELMA applications and modules:

- Requires ELMA BPM application;
- Requires ELMA ECM application.

3 Process Maps

3.1 Map of the “Complaint Request” process

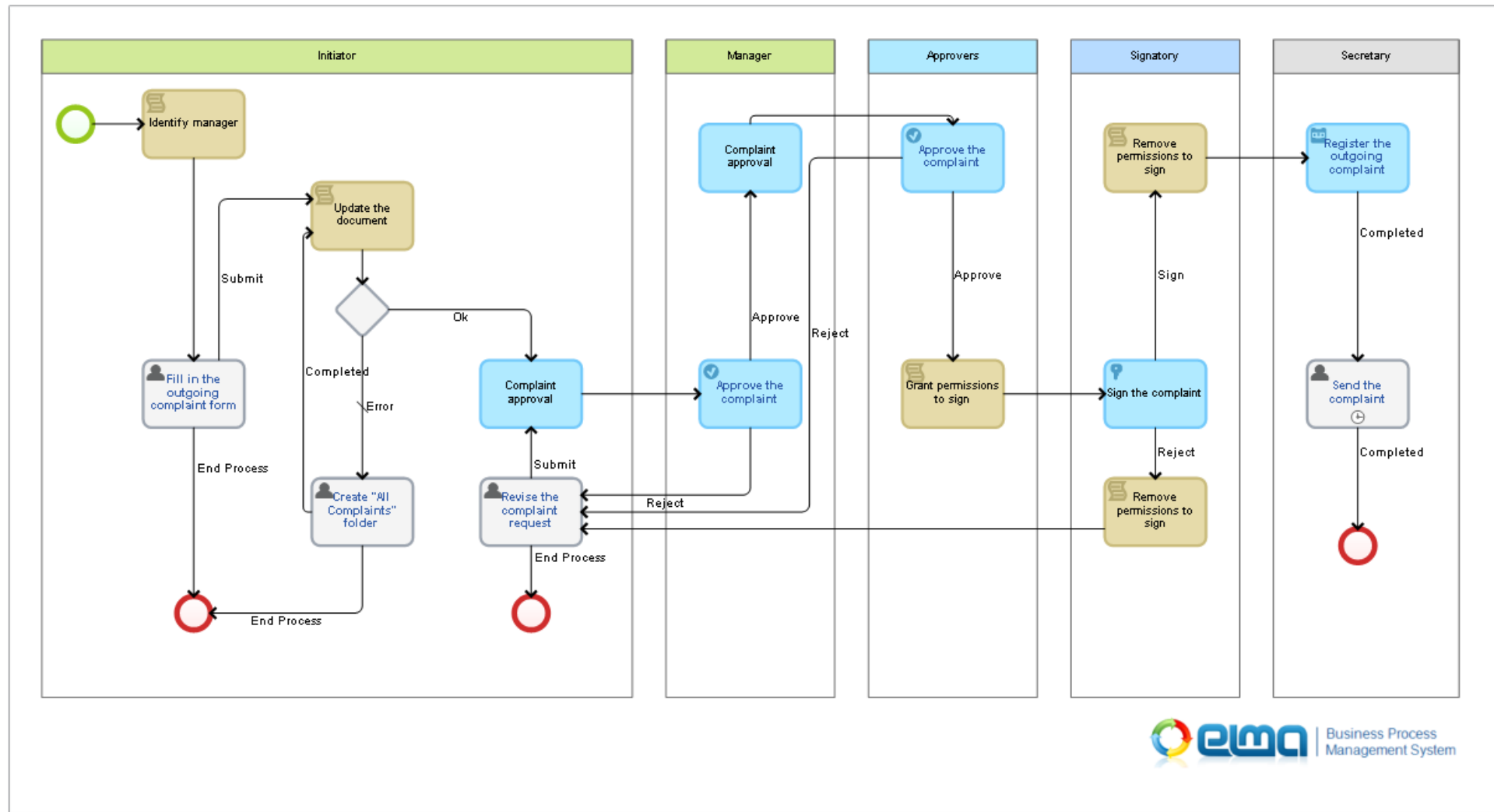


Fig. 1. Map of the “Complaint Request” process

4 Configuring Business Process

4.1 Configuring objects

4.1.1 “Complaint” document type

To configure access permissions and storage for the document type, go to the ELMA web interface – Administration – Document Management – Document Types – Complaint:

1. Default folder for storing complaints;
2. Default permissions of the user, who created the document;
3. Default access permissions of all the other users;
4. Permissions to create – select the users, who can create documents of this type.

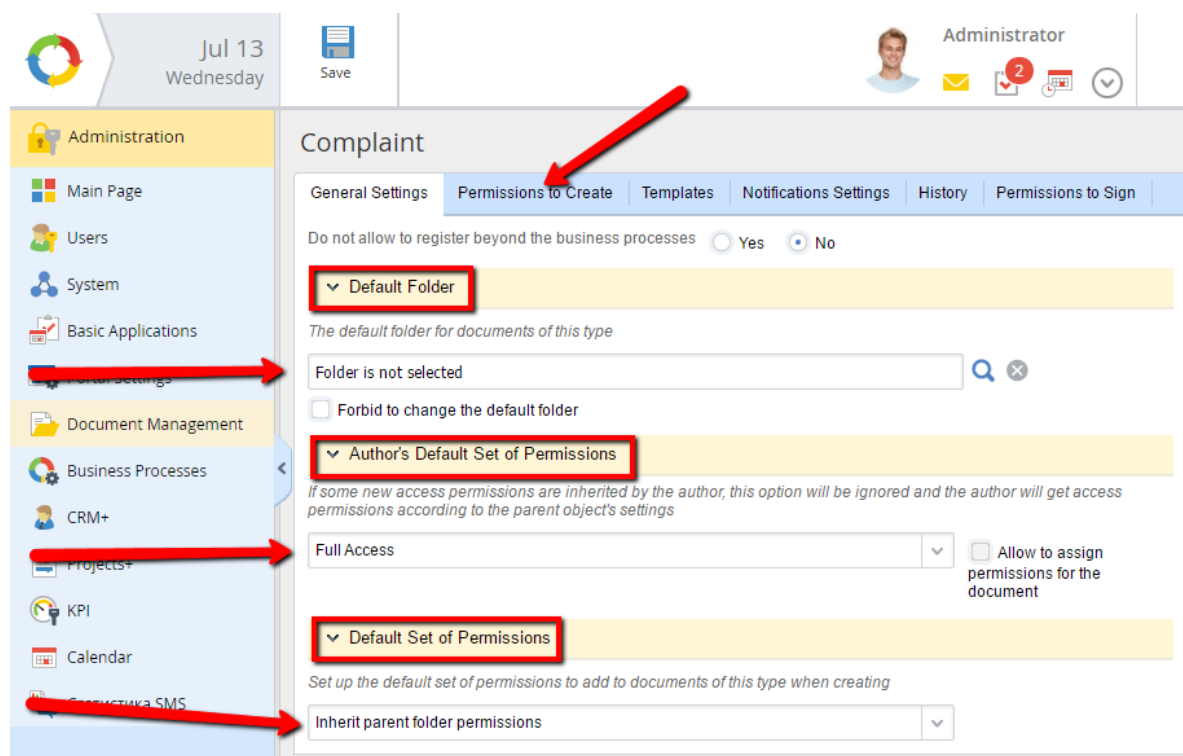


Fig. 2. “Complaint” document type settings

4.1.2 Configuring records classification scheme

Process execution implies document registration. To register a document it is necessary to configure the Records Classification Scheme. Go to ELMA Web Application – Administration – Document Management – Records Classification Scheme.

To configure a category, follow the steps below:

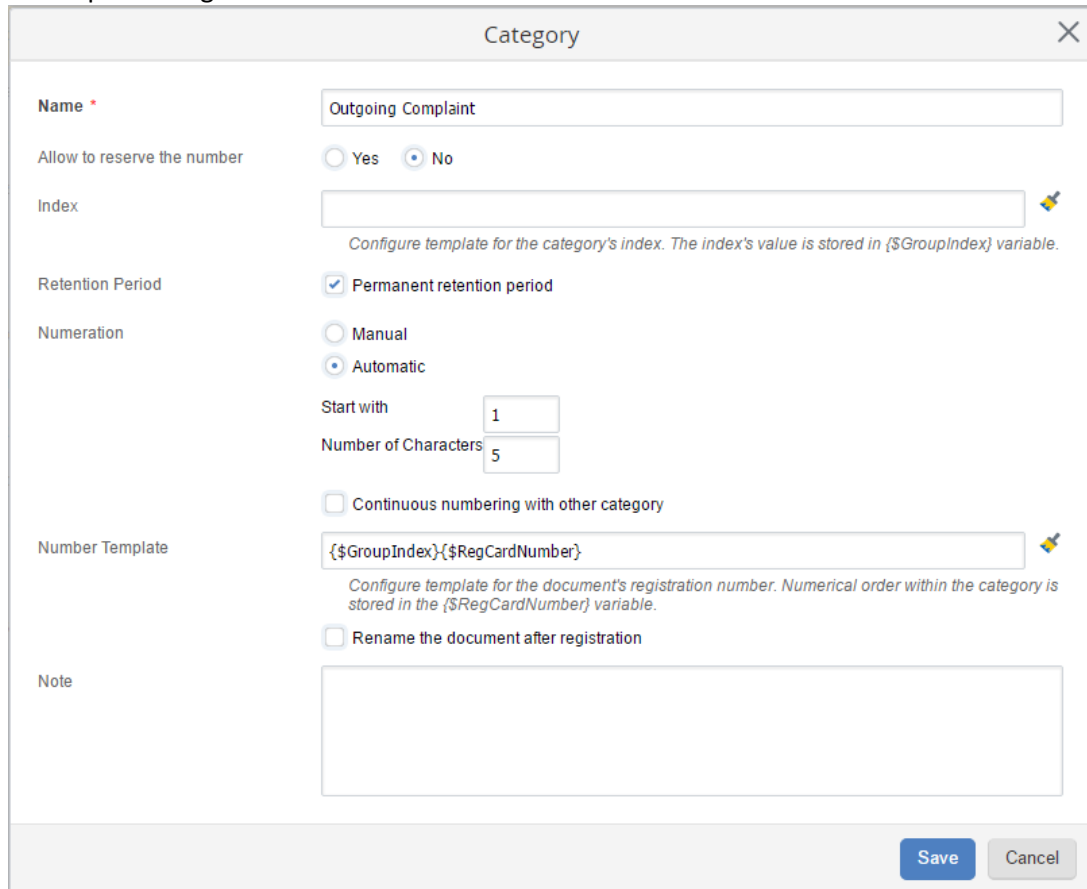
- Create a category,
- Configure the category page.

Step 1. Creating a category.

In the hierarchical structure of the Records Classification Scheme, categories are subordinate to Registration Offices or Sections. In Administration – Document Management – Records Classification Scheme,

click **Add Category**. Fill in the required fields in the pop-up window. It is recommended to select **Automatic** numeration of the categories.

An example is in fig. 3.



Category

Name *

Allow to reserve the number ☐ Yes ☒ No

Index

Configure template for the category's index. The index's value is stored in { \$GroupIndex } variable.

Retention Period ☒ Permanent retention period

Numeration ☐ Manual ☒ Automatic

Start with

Number of Characters

☐ Continuous numbering with other category

Number Template

Configure template for the document's registration number. Numerical order within the category is stored in the { \$RegCardNumber } variable.

☐ Rename the document after registration

Note

Save Cancel

Fig. 3. Creating a category

Step 2. Configuring the category page.

Once the category is created, it is necessary to configure its page: specify the document types that can be registered in it. To do this, open the Document Types tab of the Category page (fig. 4).

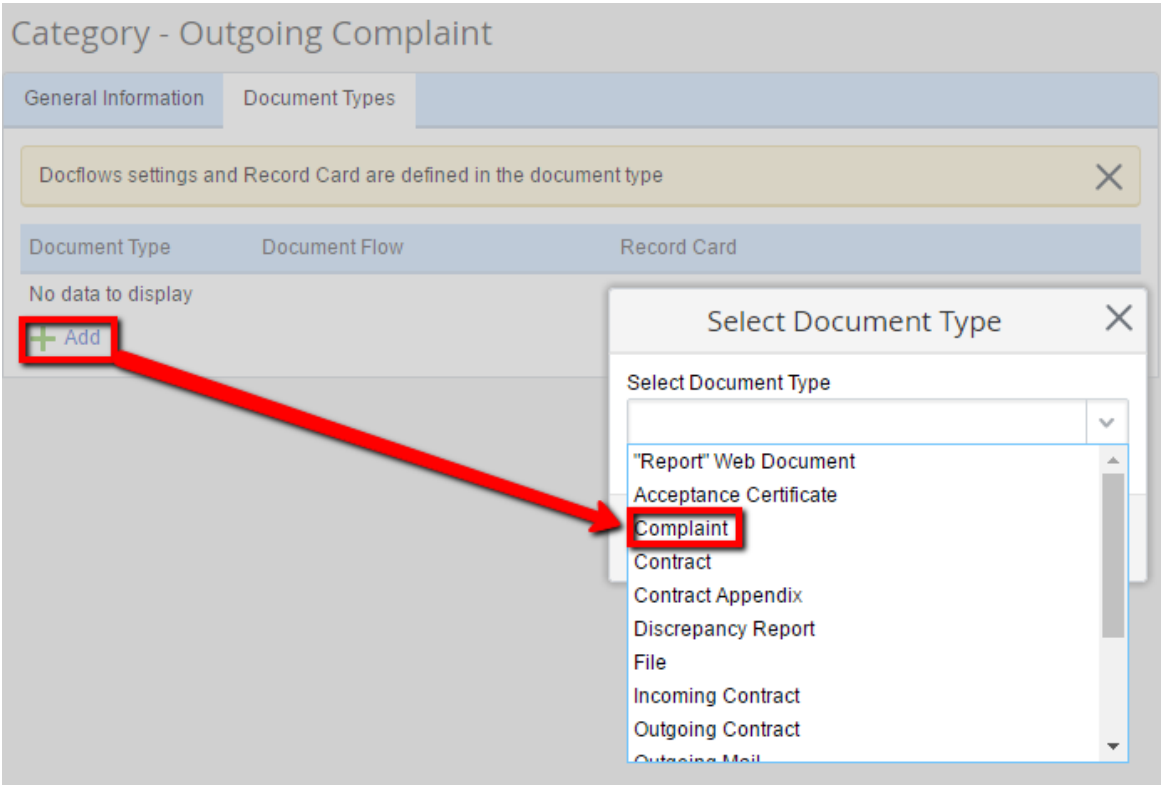


Fig. 4. Category page. Document Types tab. Adding a document type

4.1.3 Document registration variants

Configure document registration variants to make registration procedure easier. Go to “Administration – Document Management – Document Registration Variants” (fig. 5).

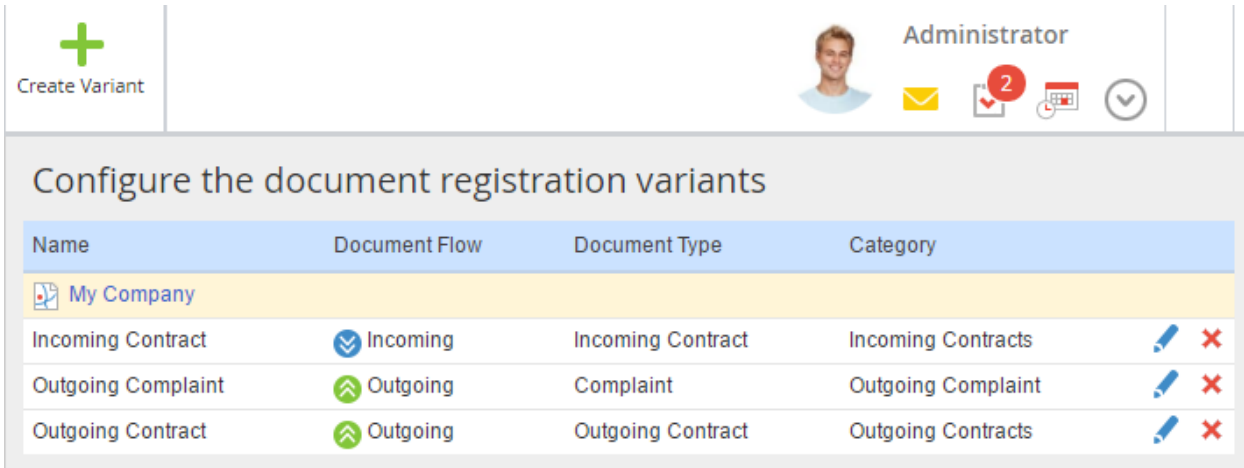


Fig. 5. “Administration – Document Management – Document Registration Variants”

An example is in fig. 6.

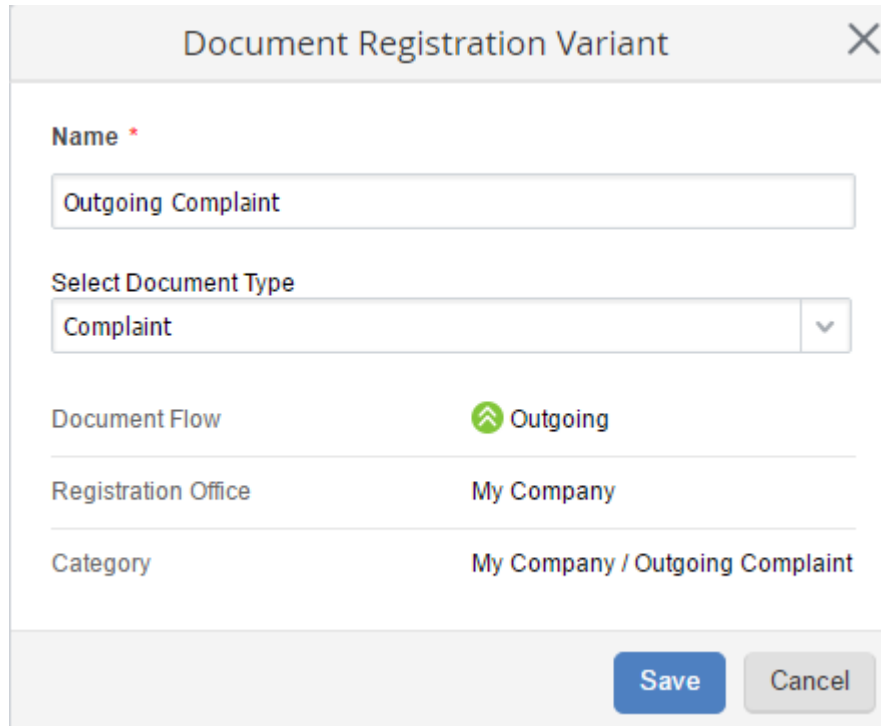


Fig. 6. Creating a document registration variant

4.2 Configuring Business Process

Complaint Request process:

- 1) In ELMA Designer, open the process diagram. Double-click on the static swimlane, which represents a user responsible for registering and sending complaints.
- 2) If you have configured a registration variant, you can automatically use it in the process. To enable this option, go to ELMA Designer – Complaint Request process – “Register the outgoing complaint” task – open the Additional tab – click Change Value in the “A record card is recognized by” unit – in the emerged window select Document Registration Variant (fig. 7). Then specify the registration variant in the respective field (fig. 8).

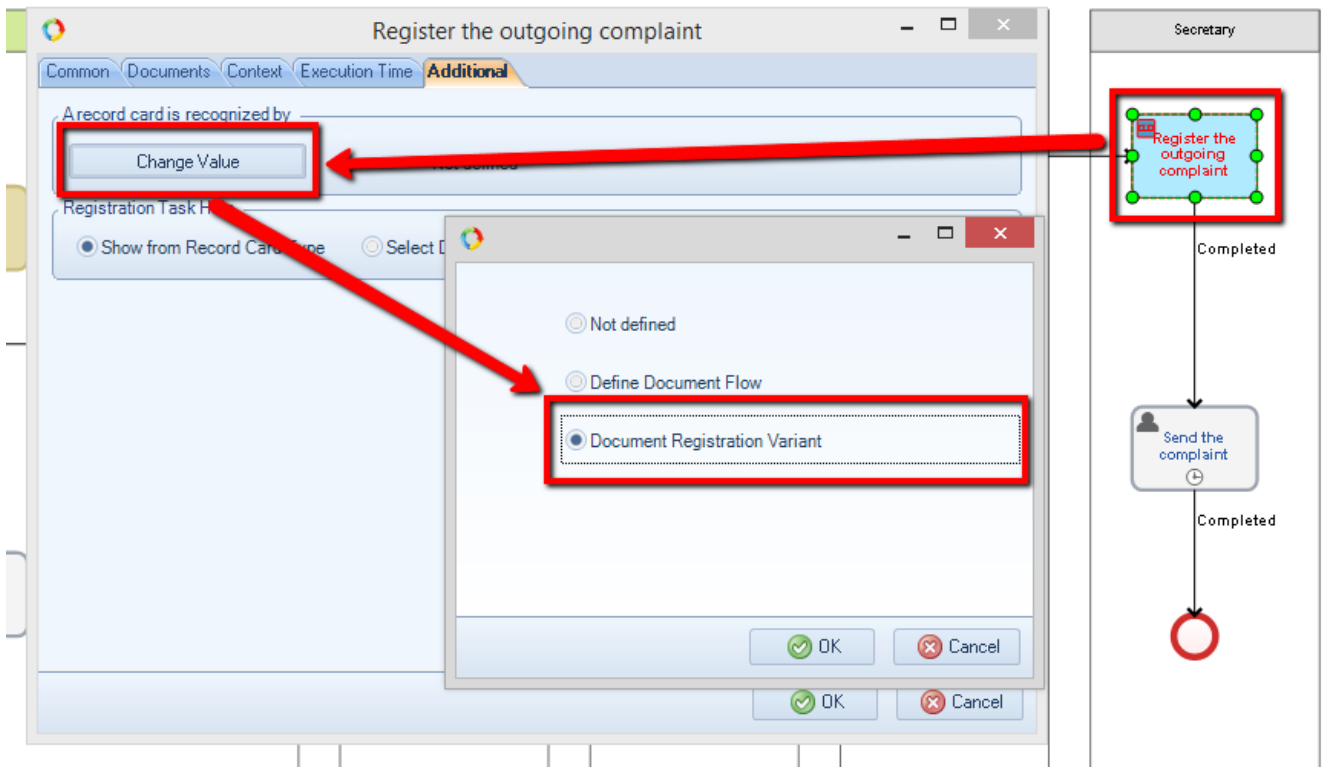


Fig. 7. "Register the outgoing complaint" settings

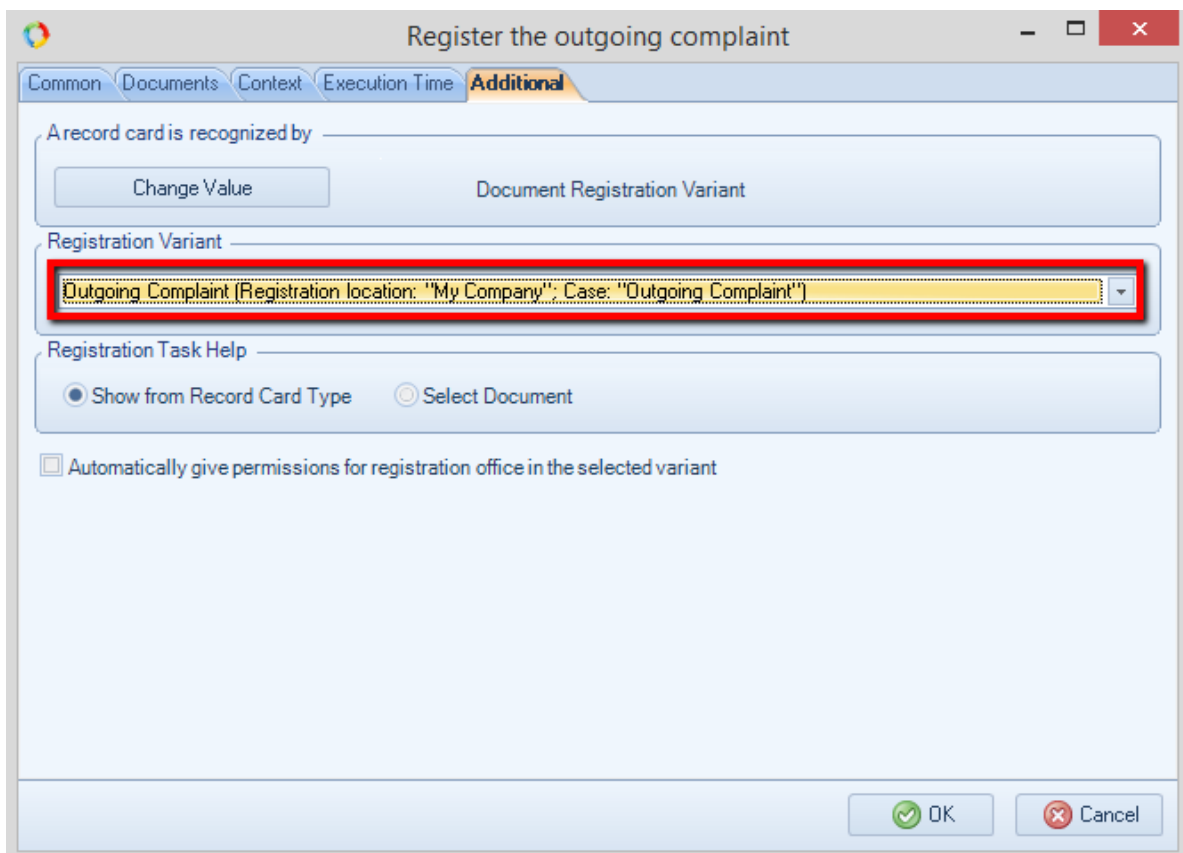


Fig. 8. Selecting a registration variant

Note: When configuring static swimlanes, it is NOT recommended to specify such elements of organizational structure as "group of employees" or "member of department", if a group or a department includes more than one user.

5 Process Participants

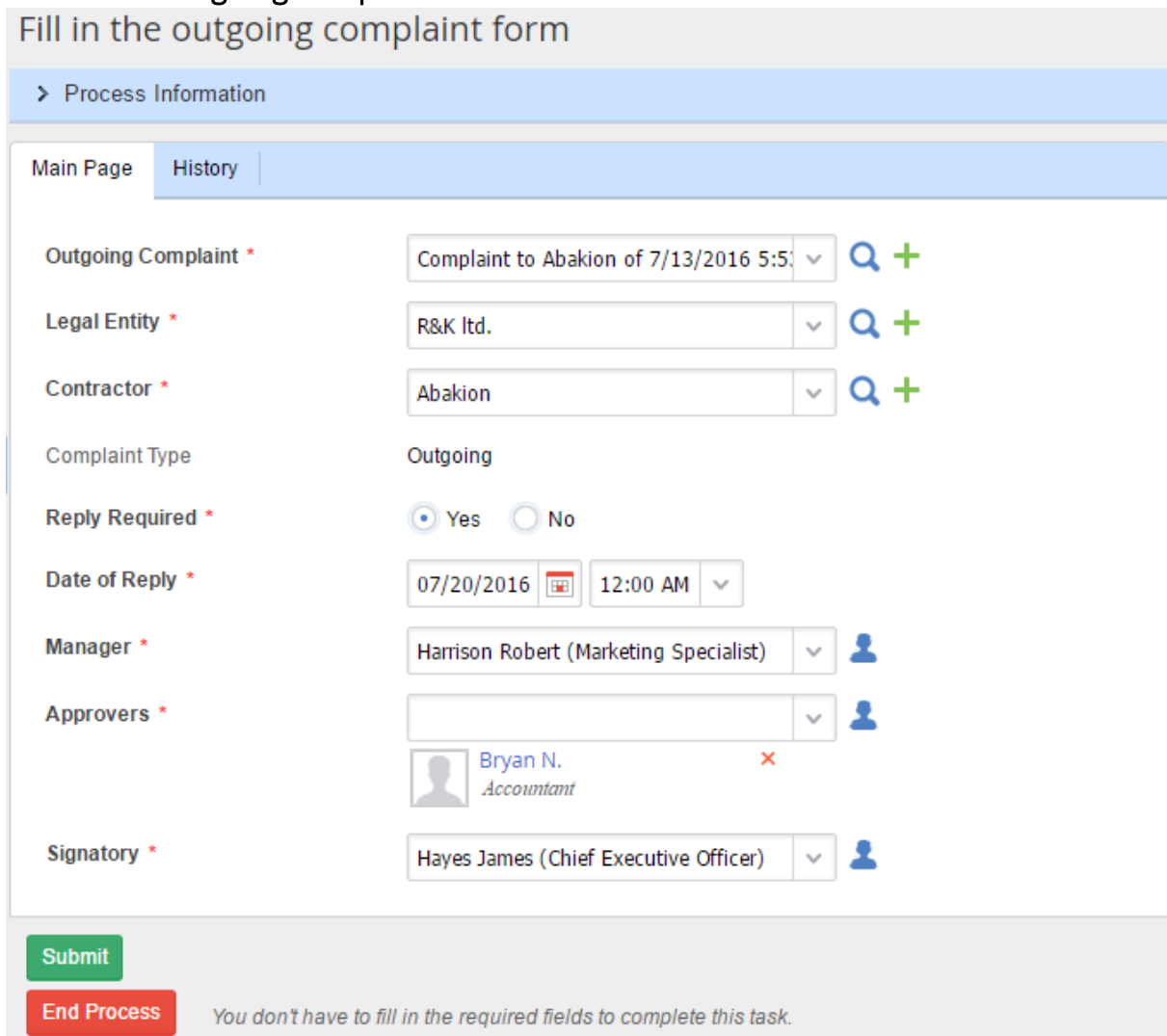
- **Initiator** – any ELMA user;
- **Manager** – initiator’s manager;
- **Approvers** – users, who approve the complaint. Selected by the initiator;
- **Signatory** – user, who signs the approved complaint;
- **Secretary** – user, who registers and sends the complaint.

6 Starting Business Process

To initiate the business process, click the Start Process button on the main page of the ELMA web interface and select the Complaint Request process.

7 Process Tasks

7.1 Fill in the outgoing complaint form



The screenshot shows the 'Fill in the outgoing complaint form' task in the ELMA web interface. The form is titled 'Fill in the outgoing complaint form' and has a 'Process Information' tab. The form contains several fields for entering complaint details:

- Outgoing Complaint ***: A dropdown menu showing 'Complaint to Abakion of 7/13/2016 5:5...' with a search icon and a plus sign.
- Legal Entity ***: A dropdown menu showing 'R&K Ltd.' with a search icon and a plus sign.
- Contractor ***: A dropdown menu showing 'Abakion' with a search icon and a plus sign.
- Complaint Type**: A dropdown menu showing 'Outgoing'.
- Reply Required ***: Radio buttons for 'Yes' (selected) and 'No'.
- Date of Reply ***: A date picker showing '07/20/2016' and a time dropdown showing '12:00 AM'.
- Manager ***: A dropdown menu showing 'Harrison Robert (Marketing Specialist)' with a user icon.
- Approvers ***: A dropdown menu showing 'Bryan N. Accountant' with a user icon. There is a red 'X' next to the name.
- Signatory ***: A dropdown menu showing 'Hayes James (Chief Executive Officer)' with a user icon.

At the bottom of the form, there are two buttons: 'Submit' (green) and 'End Process' (red). Below the buttons, a message states: 'You don't have to fill in the required fields to complete this task.'

Fig. 9. “Fill in the outgoing complaint form” task

Executor: Initiator.

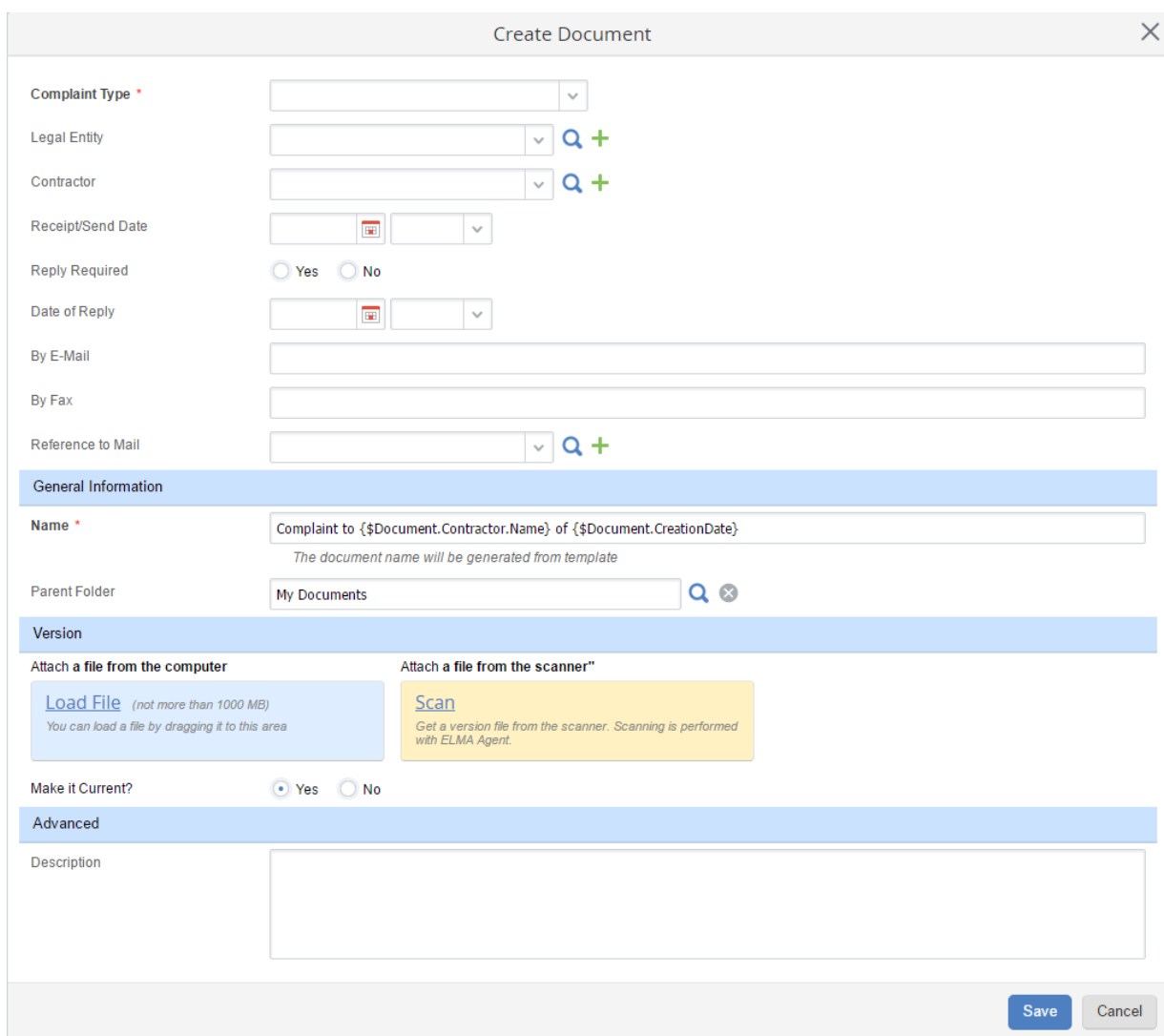
Task: Fill in the fields, required for creating a complaint:

- **Outgoing complaint** – Attach a document with an unregistered complaint or create a new one by clicking the green plus icon. Whether you attach an existing document or create a new one, it must not be registered. If the complaint is already registered, an error message will be displayed. Once the complaint is attached, other fields are displayed on the form.
- **Manager** – identified and filled in automatically;
- **Approvers** – select the users, who have to approve the document;
- **Signatory** – select the user, who has to sign the document.

Transitions:

- **Submit** – The complaint is sent for approval to the user responsible;
- **End Process** – The complaint is cancelled, required fields are not checked.

When creating an Outgoing Complaint document, you have to attach a file (or a scan) and fill in some fields.



Create Document

Complaint Type *

Legal Entity

Contractor

Receipt/Send Date

Reply Required ☐ Yes ☐ No

Date of Reply

By E-Mail

By Fax

Reference to Mail

General Information

Name * Complaint to {\${Document.Contractor.Name}} of {\${Document.CreationDate}}
The document name will be generated from template

Parent Folder My Documents

Version

Attach a file from the computer

Load File (not more than 1000 MB)
You can load a file by dragging it to this area

Attach a file from the scanner

Scan
Get a version file from the scanner. Scanning is performed with ELMA Agent.

Make it Current? ☒ Yes ☐ No

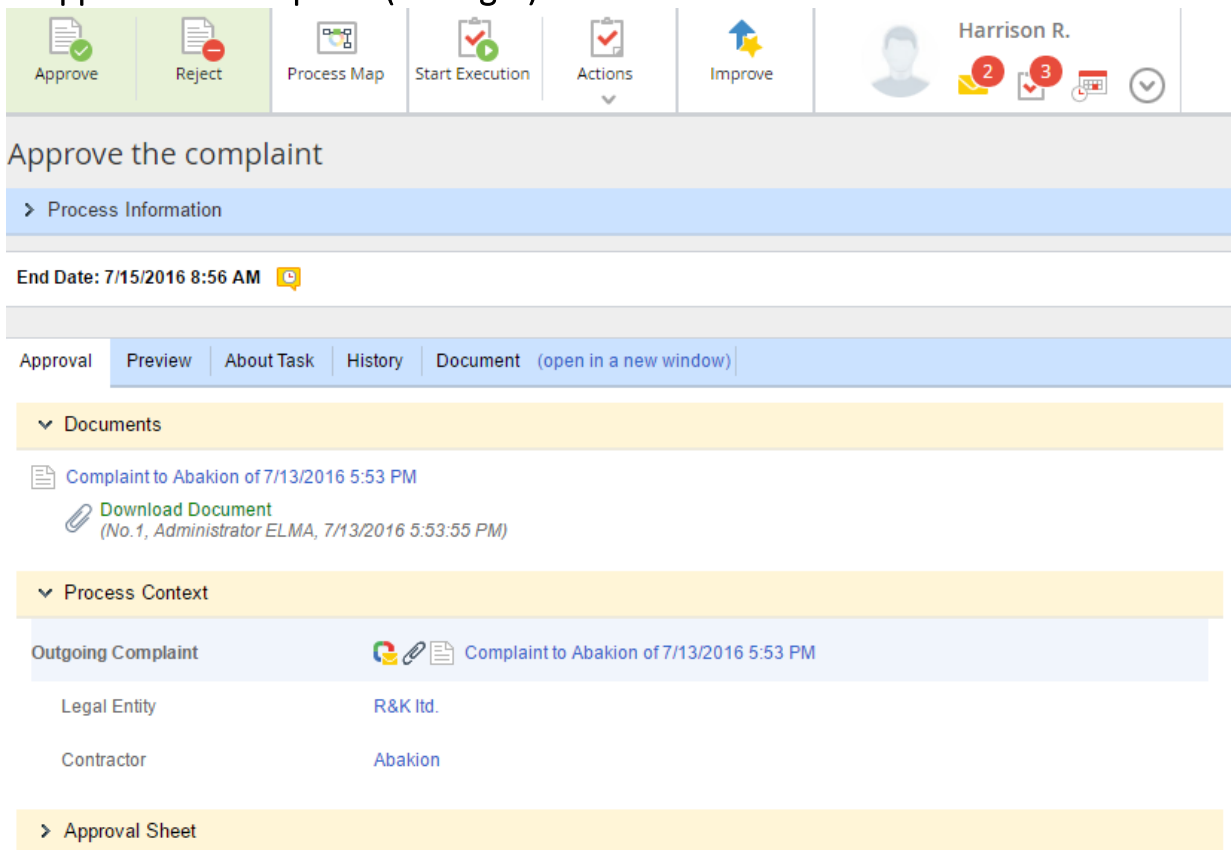
Advanced

Description

Save Cancel

Fig. 10. Document creation form.

7.2 Approve the complaint (Manager)



Approve the complaint

> Process Information

End Date: 7/15/2016 8:56 AM

Approval Preview About Task History Document (open in a new window)

▼ Documents

Complaint to Abakion of 7/13/2016 5:53 PM

Download Document
(No.1, Administrator ELMA, 7/13/2016 5:53:55 PM)

▼ Process Context

Outgoing Complaint	Complaint to Abakion of 7/13/2016 5:53 PM
Legal Entity	R&K Ltd.
Contractor	Abakion

> Approval Sheet

Fig. 11. “Approve the complaint” task.

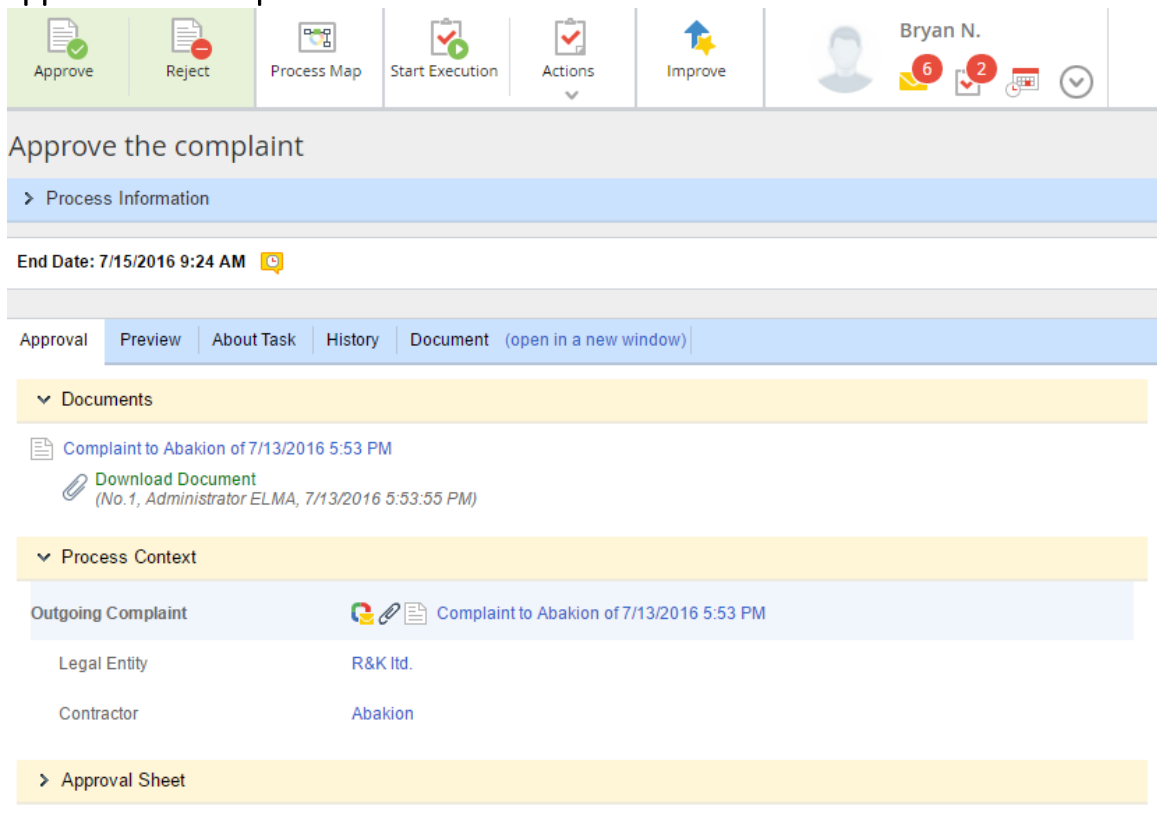
Executor: Initiator’s manager.

Task: Approve the complaint.

Transitions:

- **Approve** – The complaint is sent for approval to the approvers;
- **Reject** – The complaint is returned to the initiator for revision.

7.3 Approve the complaint



Approve the complaint

> Process Information

End Date: 7/15/2016 9:24 AM

Approval | Preview | About Task | History | Document (open in a new window)

▼ Documents

Complaint to Abakion of 7/13/2016 5:53 PM

Download Document
(No.1, Administrator ELMA, 7/13/2016 5:53:55 PM)

▼ Process Context

Outgoing Complaint	
Legal Entity	R&K Ltd.
Contractor	Abakion

> Approval Sheet

Fig. 12. “Approve the complaint” task.

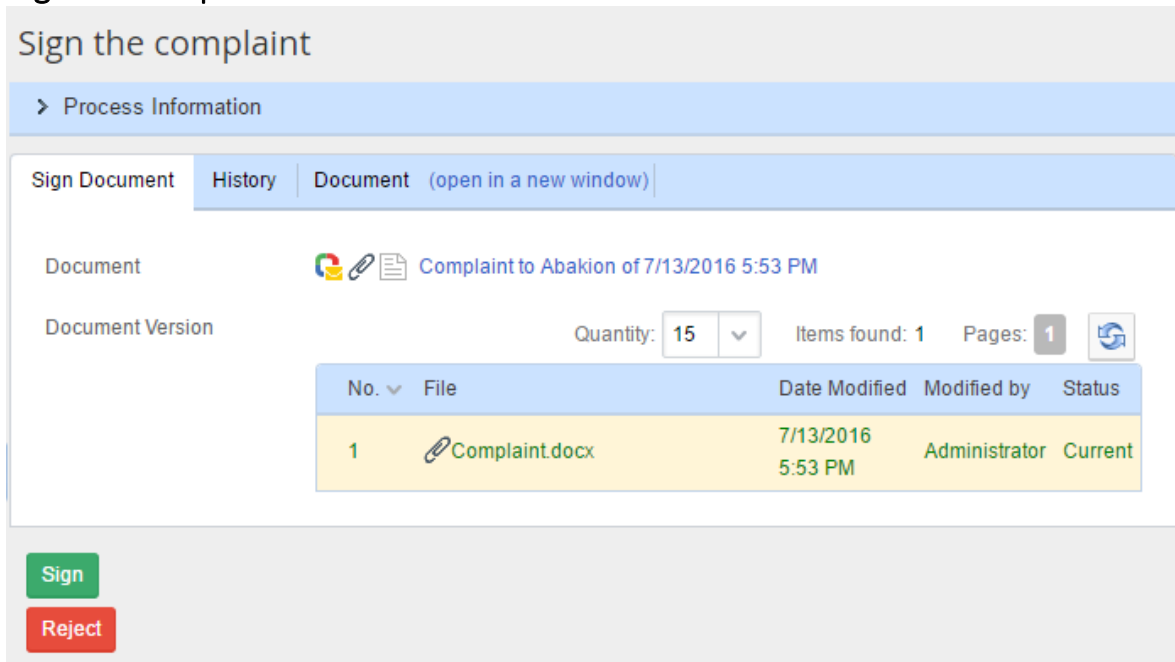
Executor: Approvers.

Task: Approve the outgoing complaint.

Transitions:

- **Approve** – The complaint is sent for signing;
- **Reject** – The complaint is returned to the initiator for revision.



7.4 Sign the complaint





Sign the complaint

> Process Information

Sign Document | History | Document (open in a new window)

Document   Complaint to Abakion of 7/13/2016 5:53 PM

Document Version Quantity: 15 Items found: 1 Pages: 1 

No. ▾	File	Date Modified	Modified by	Status
1	 Complaint.docx	7/13/2016 5:53 PM	Administrator	Current

Sign

Reject

Fig. 13. “Sign the complaint” task

Executor: Signatory.

Task: Sign the outgoing complaint.

Transitions:

- **Sign** – The complaint is sent for registration;
- **Reject** – The complaint is returned to the initiator for revision.

7.5 Revise the complaint request

Revise the complaint request


> Process Information

The complaint request has been rejected. Please make necessary changes and send it for approval again.

Main Page

History

Outgoing Complaint

 Complaint to Abakion of 7/13/2016 5:53 PM

Contractor *	<input type="text" value="Abakion"/>	Q +
Legal Entity *	<input type="text" value="R&K Ltd."/>	Q +
Additional Documents	<input type="text"/>	Q +

Submit

End Process

You don't have to fill in the required fields to complete this task.

Fig. 14. Document revision task.

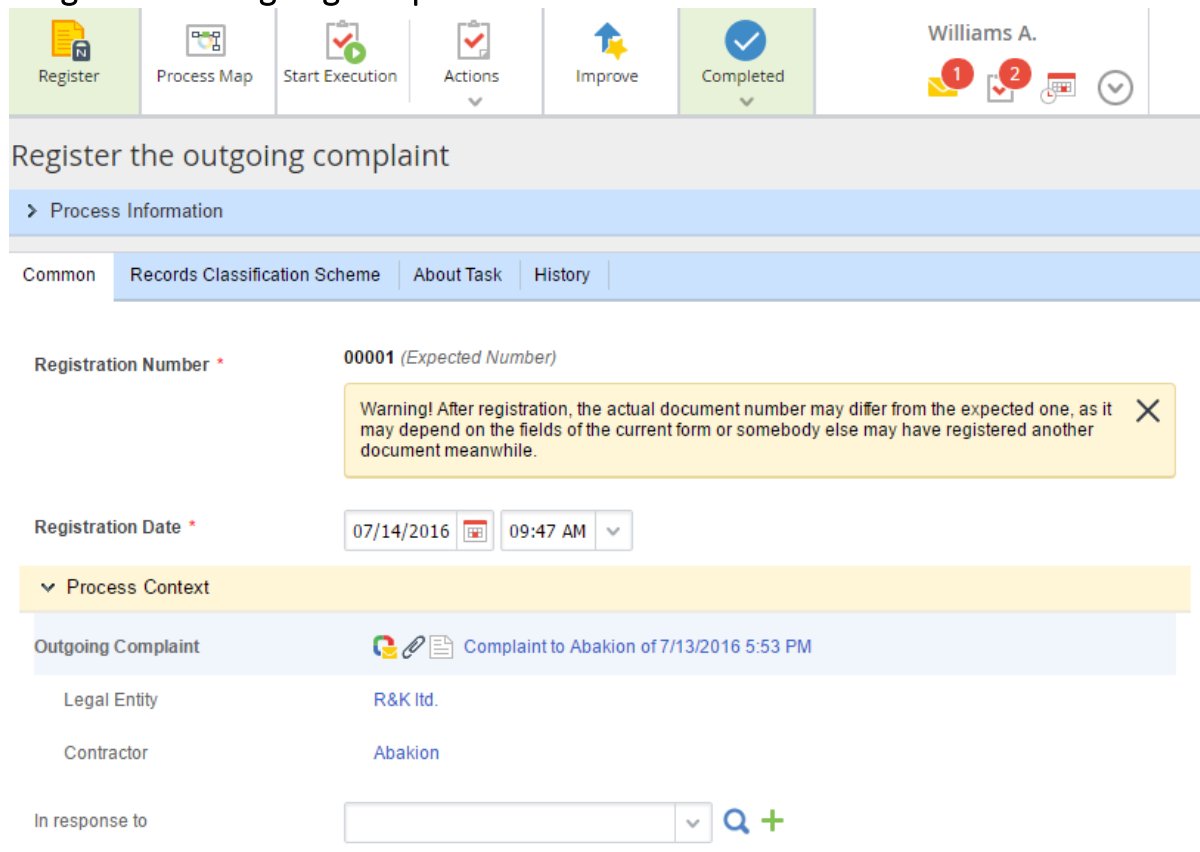
Executor: Initiator.

Task: Revise the complaint request after it has been rejected.

Transitions:

- **Submit** – The complaint is sent for approval to the manager;
- **End Process** – The process is completed.

7.6 Register the outgoing complaint



Register the outgoing complaint

> Process Information

Common | Records Classification Scheme | About Task | History

Registration Number * 00001 (Expected Number)

Warning! After registration, the actual document number may differ from the expected one, as it may depend on the fields of the current form or somebody else may have registered another document meanwhile.

Registration Date * 07/14/2016 09:47 AM

Process Context

Outgoing Complaint	Complaint to Abakion of 7/13/2016 5:53 PM
Legal Entity	R&K Ltd.
Contractor	Abakion

In response to

Fig. 15. Document registration task

Executor: Secretary.

Task: Register the outgoing complaint.


Transitions:

- **Completed** – The task to send the complaint to the contractor is assigned.

7.7 Send the complaint

Send the complaint


> Process Information

End Date: 7/19/2016 9:55 AM 

Main Page

History

Outgoing Complaint

 Complaint to Abakion of 7/13/2016 5:53 PM

Legal Entity

R&K Ltd.

Contractor

Abakion

Legal Address

Postal Address

Completed

Fig. 16. “Send the complaint” task

- Executor:** Secretary.
- Task:** Send the complaint to the contractor.
- Transitions:**
- **Completed** – The process is completed.