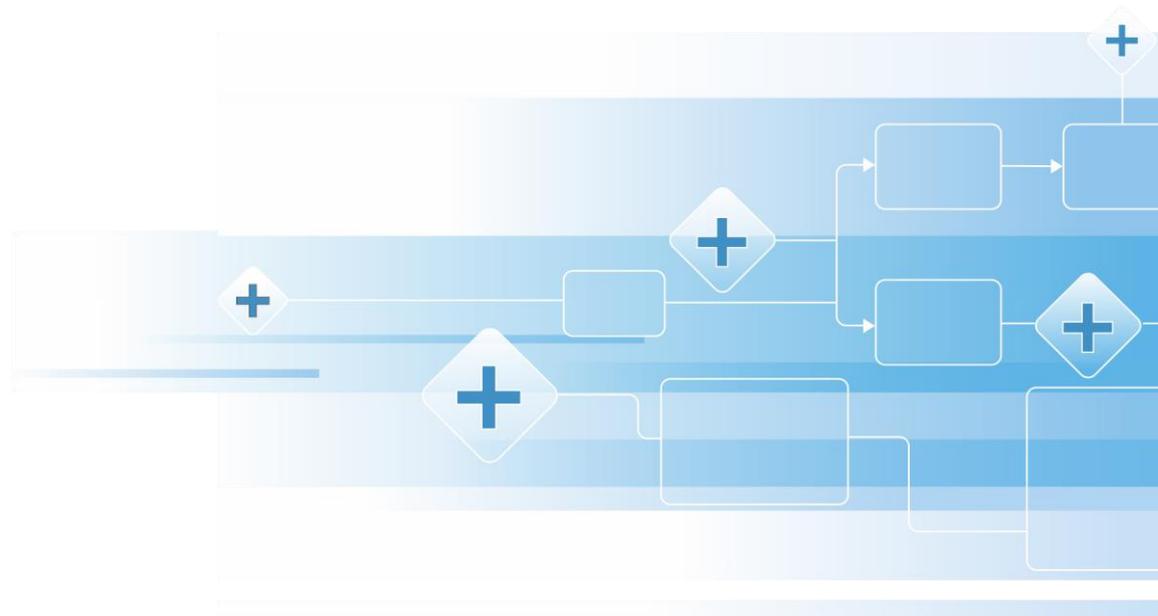


ELMA Store Component

Business Process: Complaint Request



Contents

| | | |
|-------|--|----|
| 1 | Intended Use | 3 |
| 2 | Business Process Includes..... | 3 |
| 3 | Process Maps..... | 4 |
| 3.1 | Map of the “Complaint Request” process | 4 |
| 4 | Configuring Business Process | 5 |
| 4.1 | Configuring objects | 5 |
| 4.1.1 | “Complaint” document type..... | 5 |
| 4.1.2 | Configuring records classification scheme..... | 5 |
| 4.1.3 | Document registration variants | 7 |
| 4.2 | Configuring Business Process..... | 8 |
| 5 | Process Participants..... | 10 |
| 6 | Starting Business Process | 10 |
| 7 | Process Tasks | 10 |
| 7.1 | Fill in the outgoing complaint form..... | 10 |
| 7.2 | Approve the complaint (Manager) | 12 |
| 7.3 | Approve the complaint | 13 |
| 7.4 | Sign the complaint | 14 |
| 7.5 | Revise the complaint request | 15 |
| 7.6 | Register the outgoing complaint..... | 16 |
| 7.7 | Send the complaint | 17 |

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

| No | 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

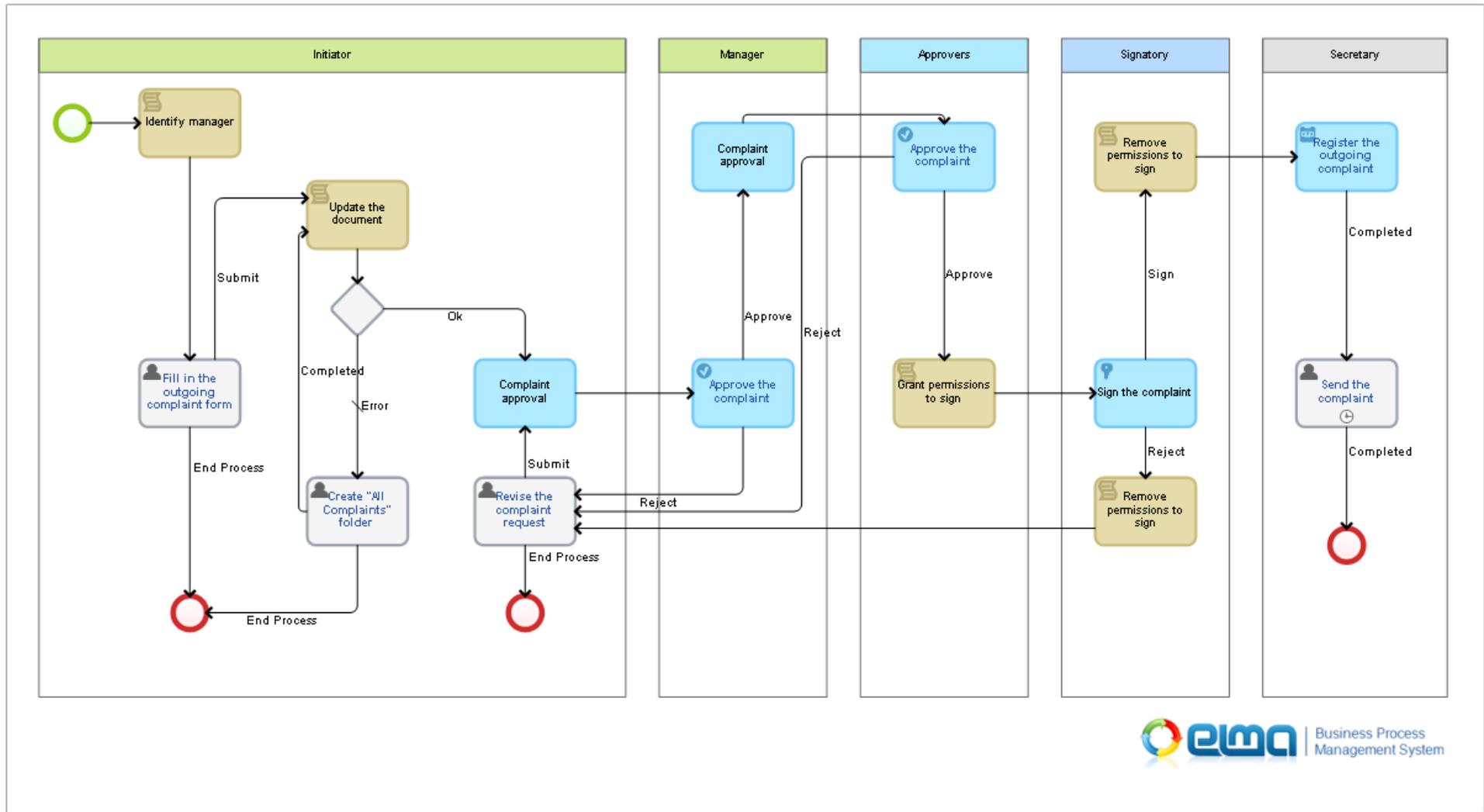


Fig. 1. Map of the “Complaint Request” process

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.

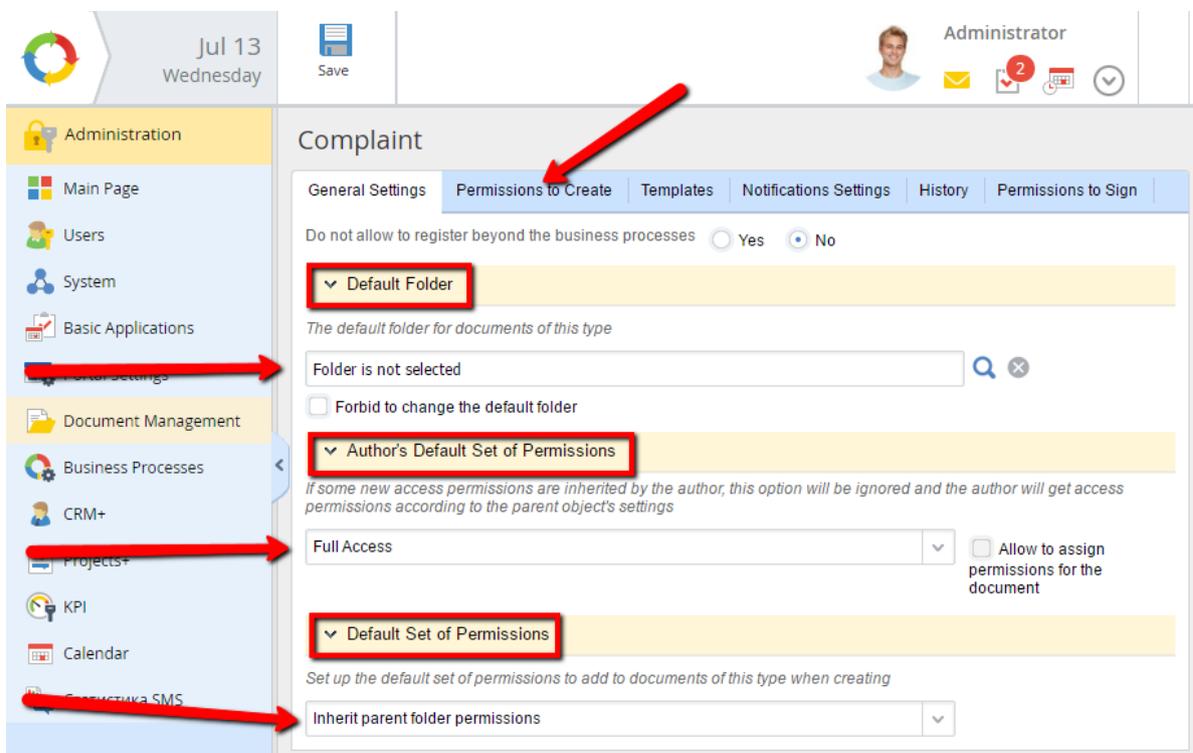


Fig. 2. "Complaint" document type settings

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.

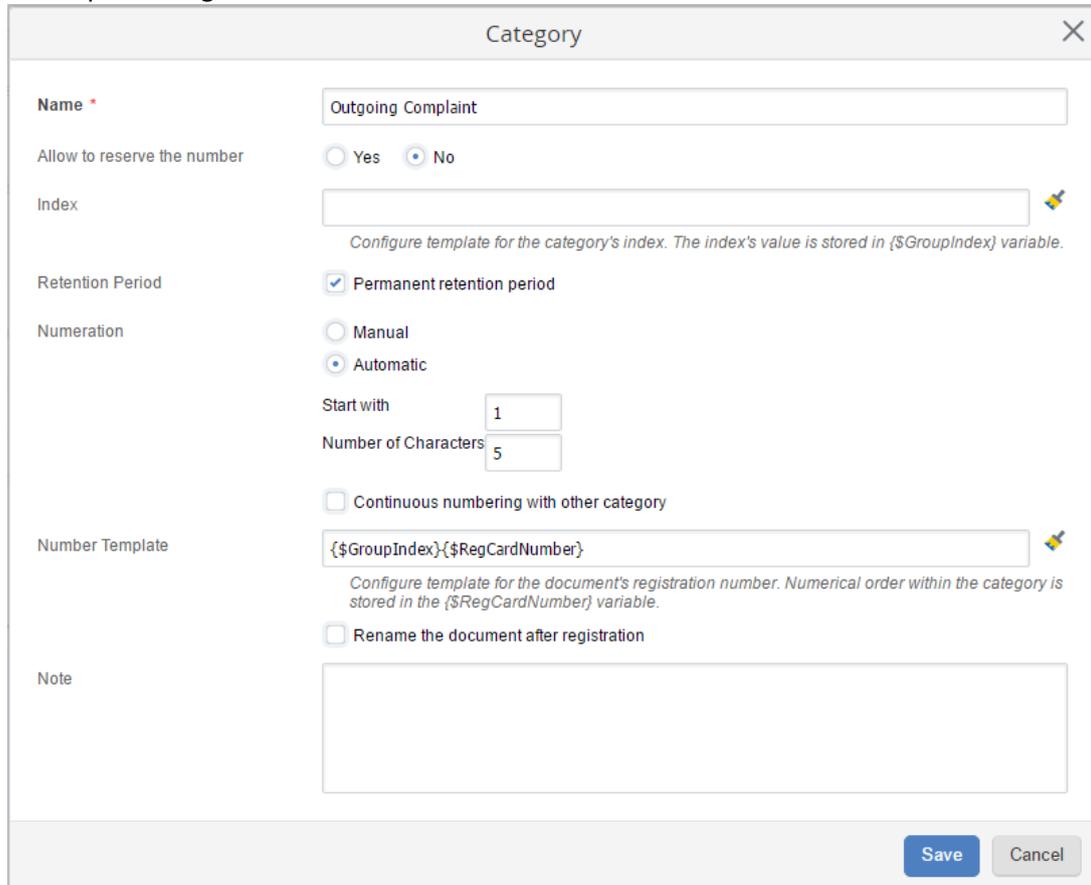


Fig. 3. Creating a category

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).

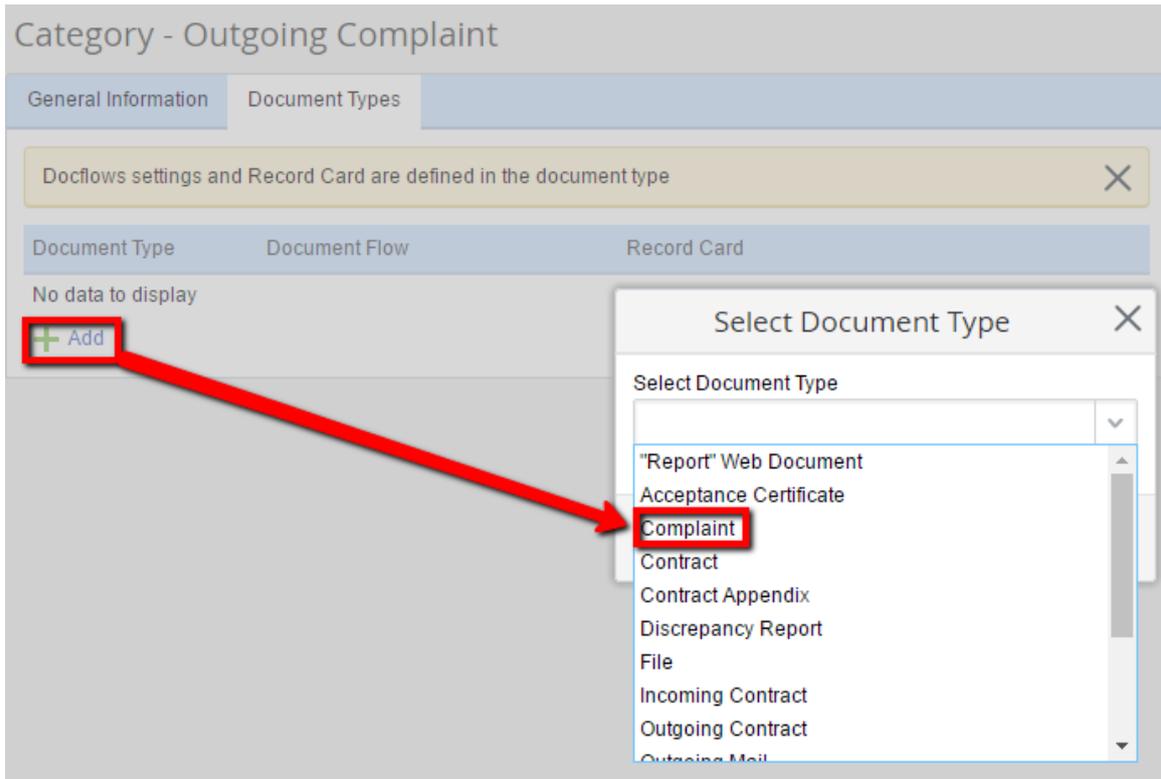


Fig. 4. Category page. Document Types tab. Adding a document type

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).

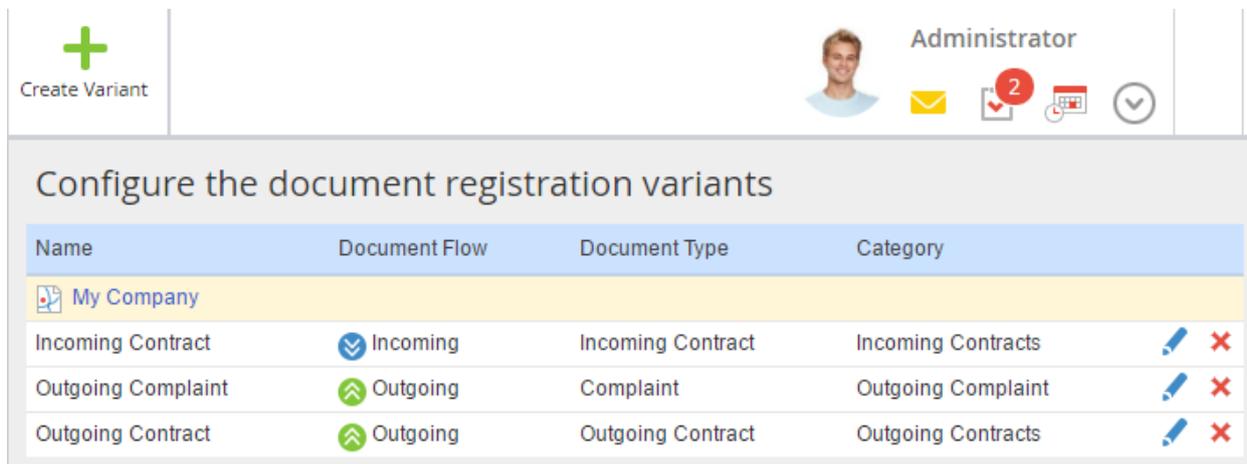
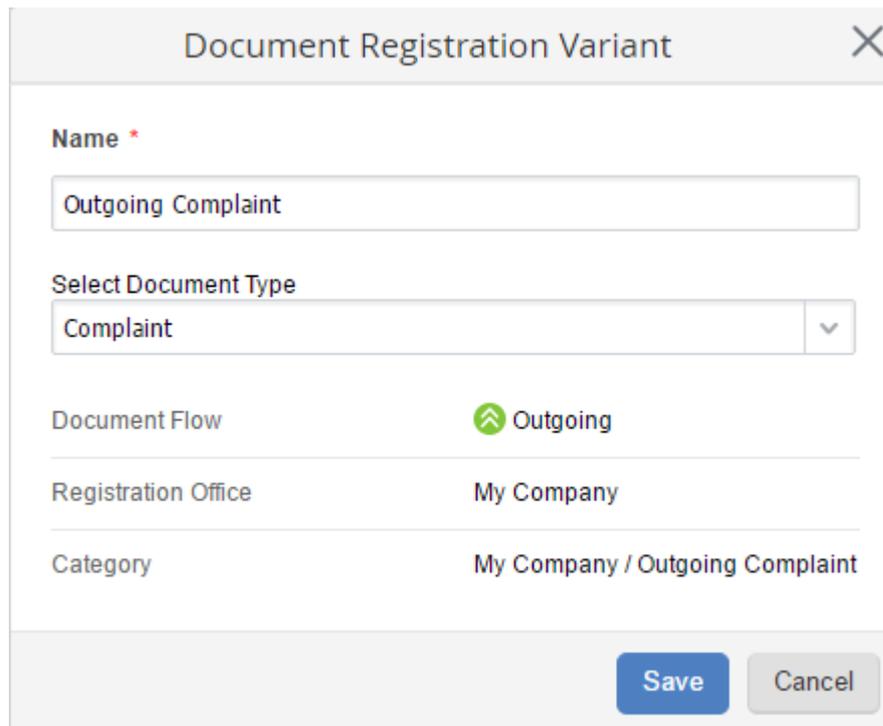


Fig. 5. “Administration – Document Management – Document Registration Variants”

An example is in fig. 6.



Document Registration Variant

Name *

Outgoing Complaint

Select Document Type

Complaint

Document Flow  Outgoing

Registration Office My Company

Category My Company / Outgoing Complaint

Save Cancel

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).

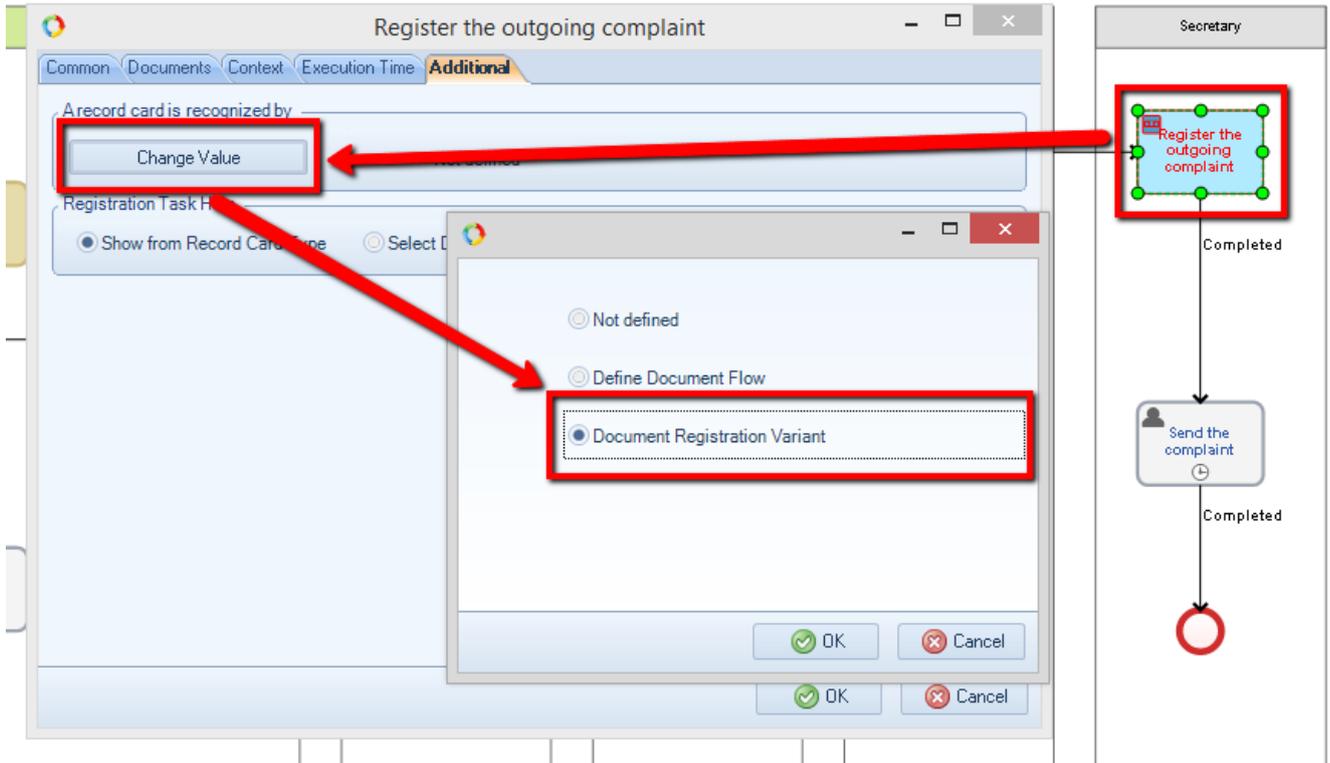


Fig. 7. "Register the outgoing complaint" settings

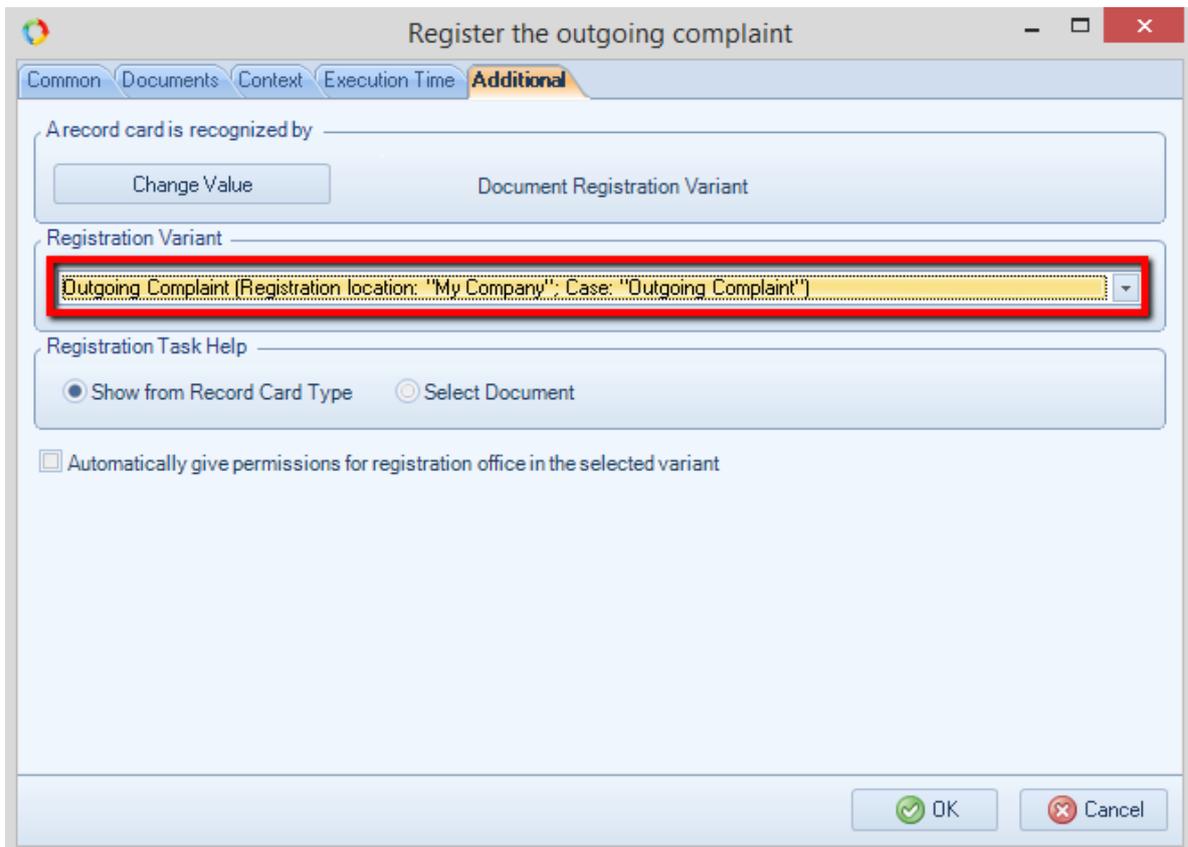


Fig. 8. Selecting a registration variant

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

Fill in the outgoing complaint form

> Process Information

Main Page | **History**

| | |
|----------------------|---|
| Outgoing Complaint * | Complaint to Abakion of 7/13/2016 5:5: 🔍 + |
| Legal Entity * | R&K Ltd. 🔍 + |
| Contractor * | Abakion 🔍 + |
| Complaint Type | Outgoing |
| Reply Required * | <input checked="" type="radio"/> Yes <input type="radio"/> No |
| Date of Reply * | 07/20/2016 📅 12:00 AM ▼ |
| Manager * | Harrison Robert (Marketing Specialist) 👤 |
| Approvers * | <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> 👤 </div> <div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: #ccc; border-radius: 50%; margin-right: 5px;"></div> <div style="font-size: 0.8em;"> Bryan N. Accountant </div> <div style="margin-left: 10px; color: red;">✖</div> </div> |
| Signatory * | Hayes James (Chief Executive Officer) 👤 |

Submit

End Process

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.

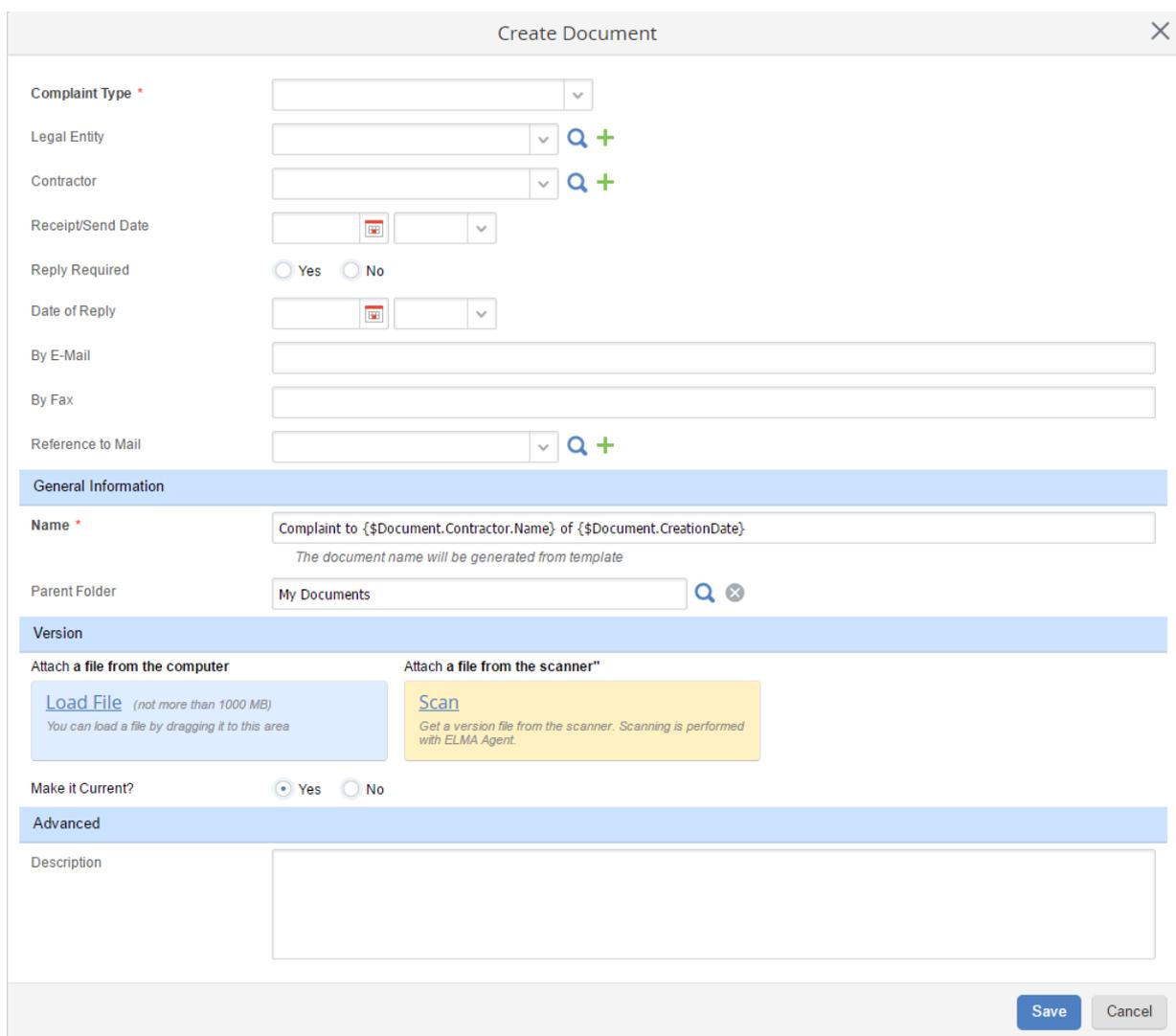
Task: Fill in the fields, required for creating a complaint:

- **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.

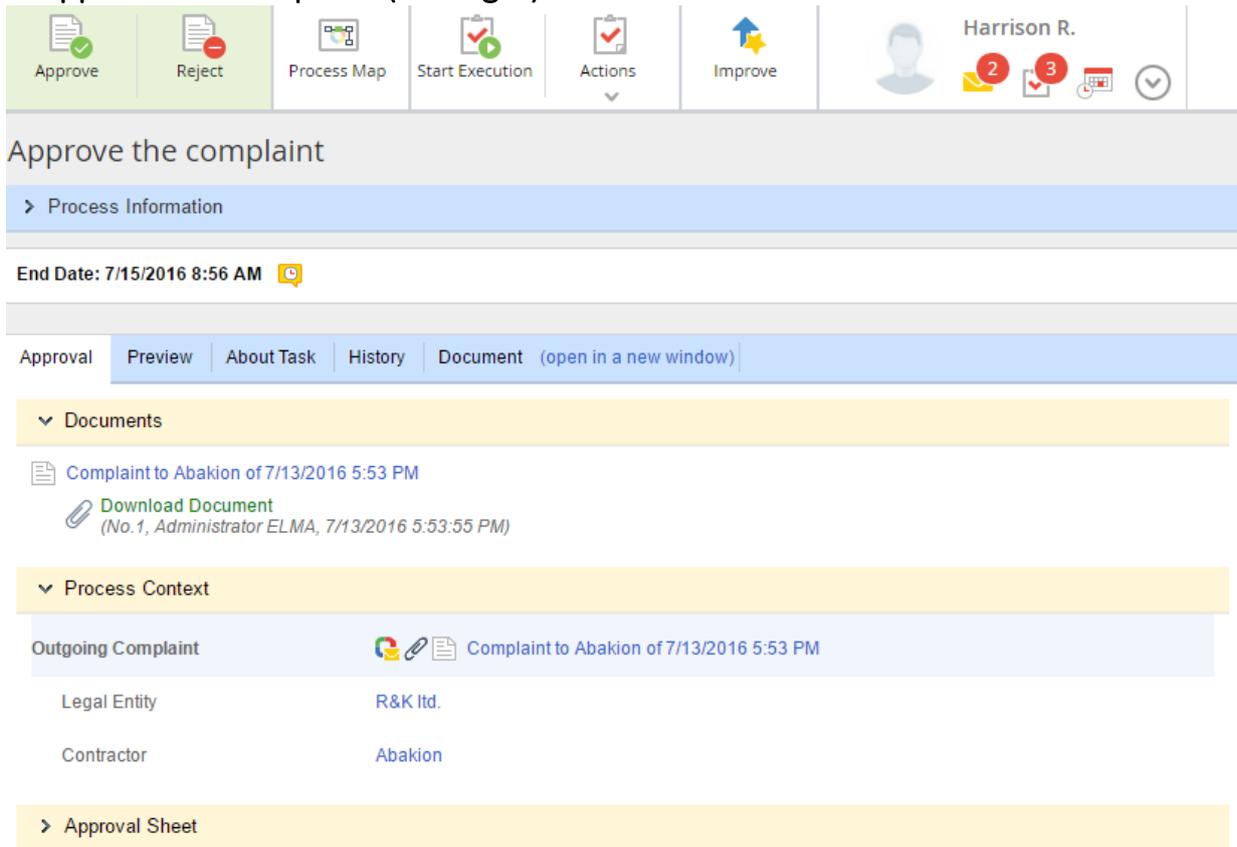


The screenshot shows a 'Create Document' window with the following fields and sections:

- Complaint Type ***: Dropdown menu.
- Legal Entity**: Dropdown menu with search and add icons.
- Contractor**: Dropdown menu with search and add icons.
- Receipt/Send Date**: Date picker.
- Reply Required**: Radio buttons for Yes and No.
- Date of Reply**: Date picker.
- By E-Mail**: Text input field.
- By Fax**: Text input field.
- Reference to Mail**: Dropdown menu with search and add icons.
- General Information**: Section header.
- Name ***: Text input field with a template: "Complaint to {\${Document.Contractor.Name}} of {\${Document.CreationDate}}". Below it, a note says "The document name will be generated from template".
- Parent Folder**: Text input field with "My Documents" and search/delete icons.
- Version**: Section header.
- Attach a file from the computer**: "Load File" button (not more than 1000 MB). Note: "You can load a file by dragging it to this area".
- Attach a file from the scanner**: "Scan" button. Note: "Get a version file from the scanner. Scanning is performed with ELMA Agent".
- Make it Current?**: Radio buttons for Yes and No.
- Advanced**: Section header.
- Description**: Large text area.
- Buttons**: "Save" and "Cancel" buttons at the bottom right.

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

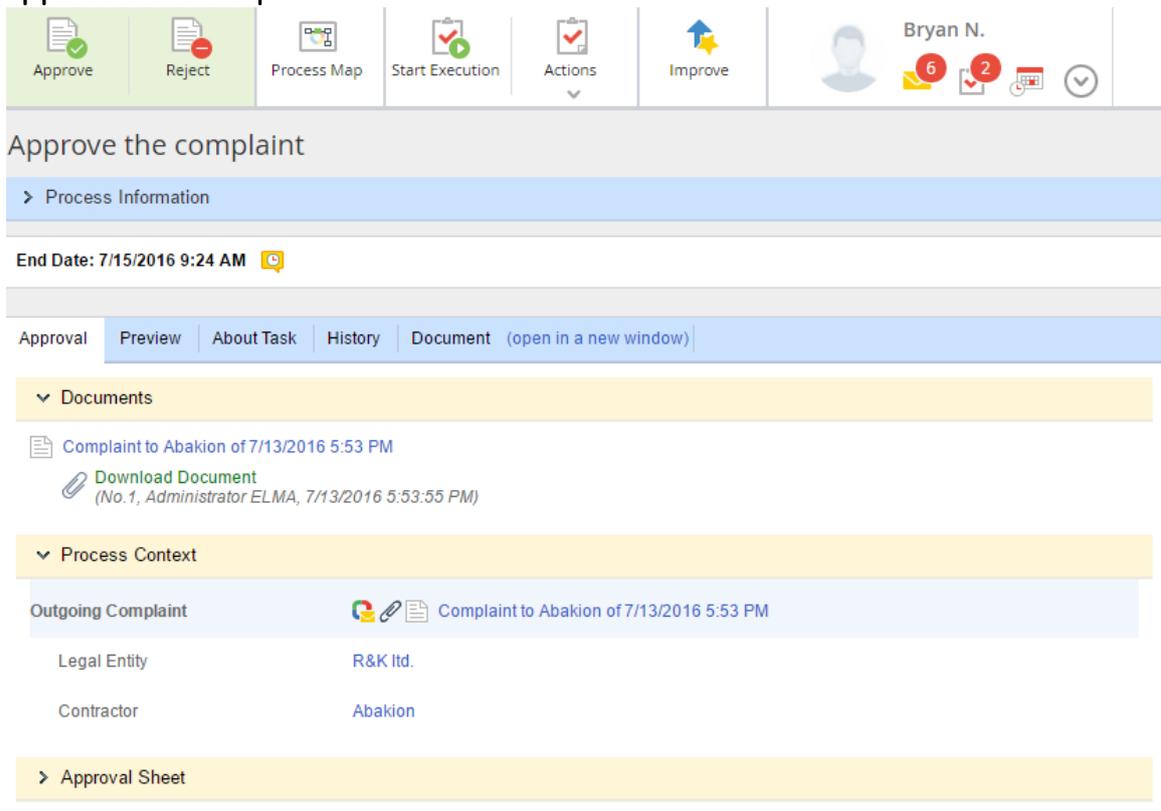


Fig. 12. “Approve the complaint” task.

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

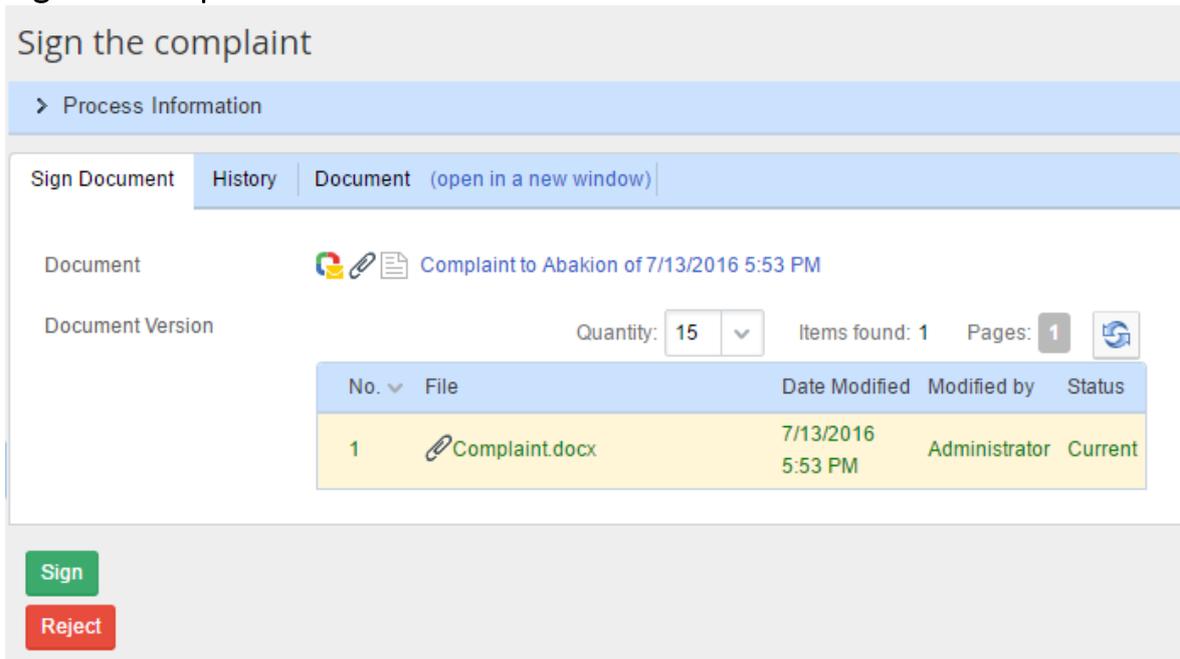


Fig. 13. “Sign the complaint” task

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"/> | ▼ 🔍 + |
| Legal Entity * | <input type="text" value="R&K ltd."/> | ▼ 🔍 + |
| Additional Documents | <input type="text"/> | ▼ 🔍 + |

Submit

End Process

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

Fig. 14. Document revision task.

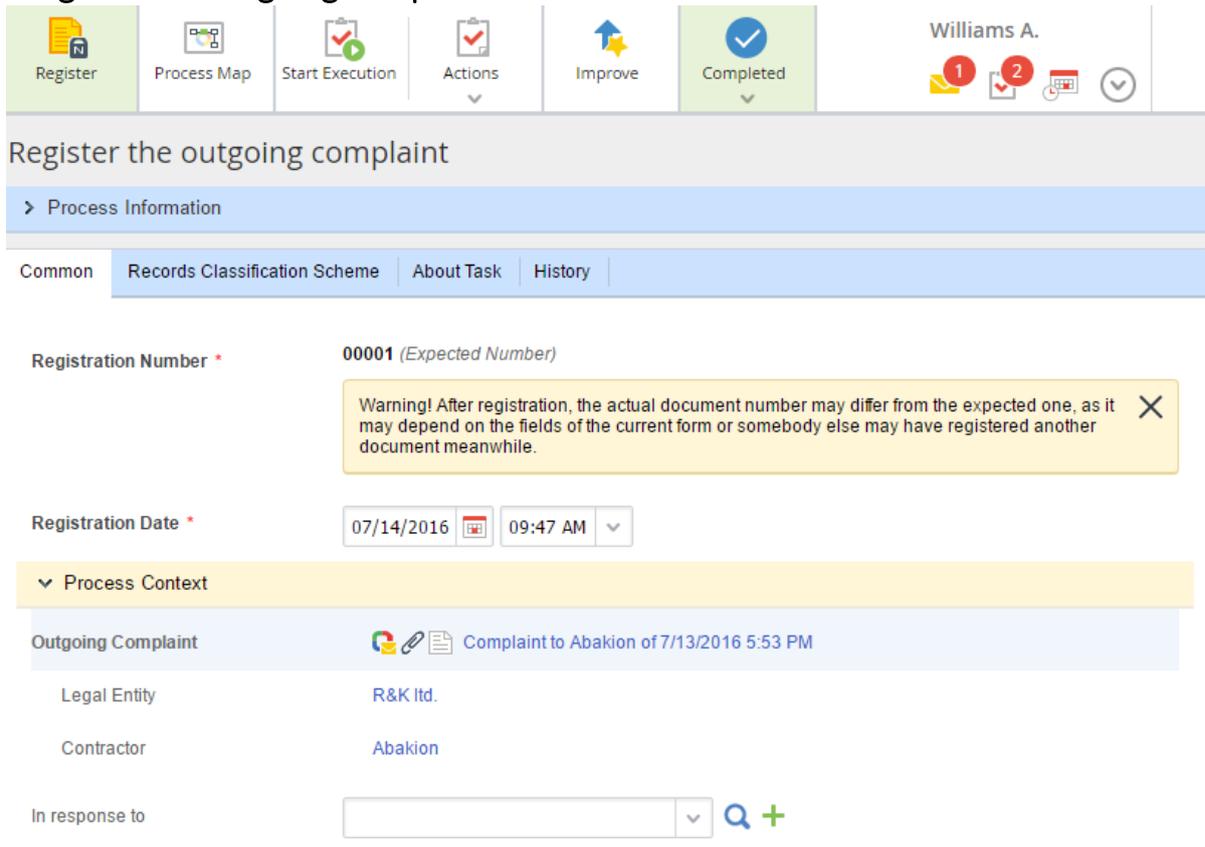
Executor: Initiator.

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

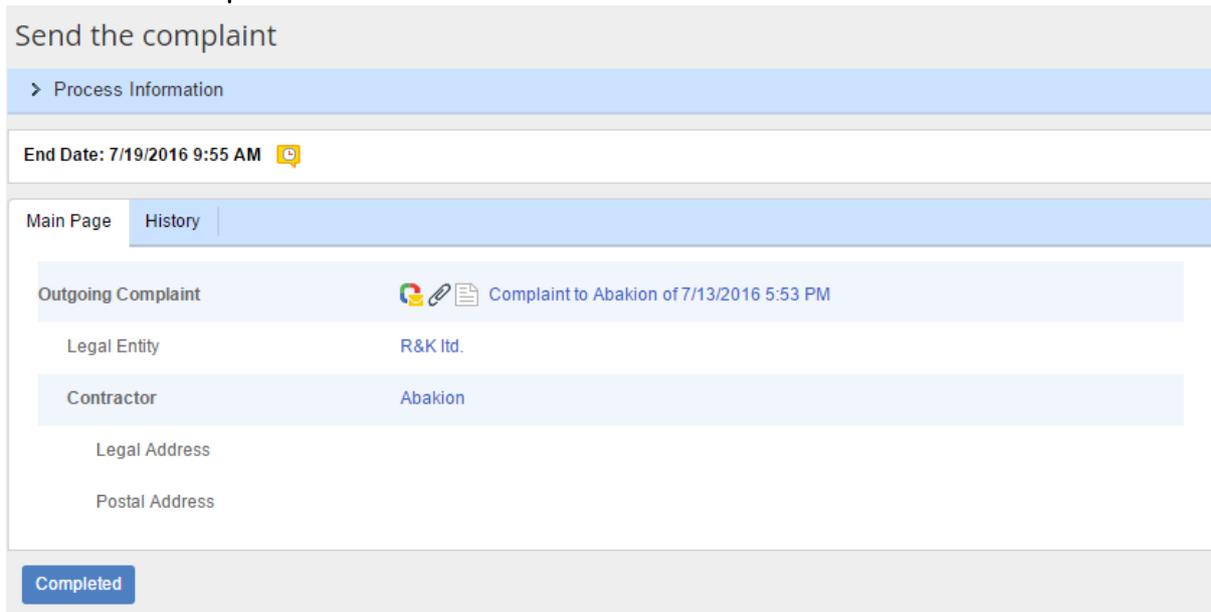
Executor: Secretary.

Task: Register the outgoing complaint.

Transitions:

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

7.7 Send the complaint



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

Fig. 16. “Send the complaint” task

Executor: Secretary.

Task: Send the complaint to the contractor.

Transitions:

- **Completed** – The process is completed.