



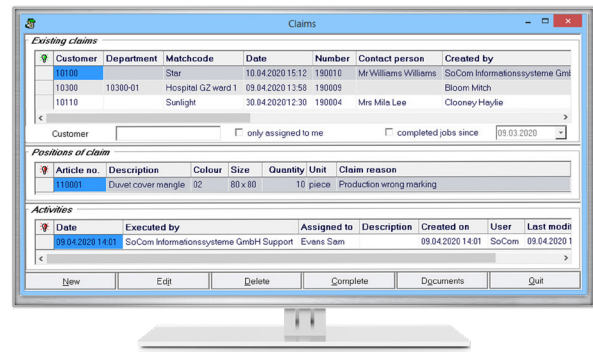
TIKOS claim management

Tool to boost customer loyalty

To keep an eye on customer claims and to react to them in time, the TIKOS claim management module is available. It offers you a comfortable tool to **record and display customer claims in a structured way**, to generate comprehensive evaluations, and to comply with the ISO certification guidelines at the same time.

Comprehensive overview and complete documentation

All customer claims are recorded and all processing steps of a claim are documented. You can easily and conveniently sort through all existing claims and search for individual claims. You can see at a glance which claims are still open and which processing status they have. In this way, you can **provide your customer with information at any time**. The entire claim history of an individual customer can also be traced. When, how often and why a customer has complained can be clearly displayed. For further processing, claims can be provided with notes and assigned to individual employees.



Quick recording by individually defined question and answer parameters

To record claims quickly and conveniently, **individual pre-settings** are made in advance. You define possible responses, for example, for the priority, the type of claim transmission, the reaction or expectation of your customer and the reason for the claim. These are then available for selection when creating, processing or closing a claim and can be specifically stored for each claim. By means of the claim reasons, significant evaluations are possible with regard to costs and resource-related deficiencies. Nevertheless, you can make individual changes at any time. With the claim management, you have an important instrument to **create transparency** and to provide the customer with important information in this regard.

Continuous processing

By entering a delivery note number, the reference to the claimed delivery is automatically established. Afterwards, a claim delivery note can be printed for the customer without the items being calculated. Likewise, a credit note and a new order can be generated and printed. Each document is automatically stored in PDF format. Consistency in the processing of claims is thus ensured.

Advantages

- Structured recording per customer and day with indication of the reason for claim per article item
- Complete documentation through clear history with frequency of claims per customer
- Individual parameters for recording and completing
- Comfortable creation and quick processing
- Significant evaluations at company and customer level
- High level of transparency