

Table of Contents

e-Feedback System

e-Distributors Main Page

Access to e-Feedback System

Top Menu

Page Content

Create New Feedback

Handling a Feedback

View Incoming Reply page

View/Search All Feedbacks page

View link

Email link

Close link

Replacement Status

Access to Replacement Status

View Replacement Status

Glossary

View/Search All Feedbacks page

View pop-up window

View Incoming Reply page

View Archive page

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e-Feedback is an electronic feedback system which provides an effective and systematic feedback channel for our valued customer to feedback technical questions or to feedback on quality issues.

e-Feedback System will be able to capture in chronological order, all correspondence so that the history of any correspondence is available at any point in time.

You can access the e-Feedback section through the e-Distributors Main Page or Top Menu List.

e-Distributors Main Page provides links to all the features/functions that are available in e-Distributors.

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Access to e-Feedback System

There are two ways to access the e-Feedback System.

Top Menu

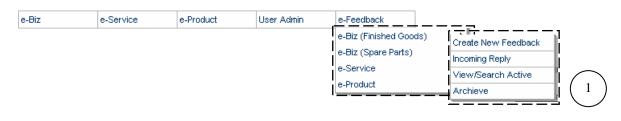


Figure 2

* Click on the sub menu list to be redirected to that sub-section main page.

1) Menu List: When the mouse pointer moves over the e-Feedback option, a primary sub-list will be shown.

: Move the mouse pointer to respective area under primary sub-list to show secondary sub-list (as shown in Figure 2).

**Explanation on primary sub-list

- e-Biz (Finished Goods) Stock/ Delivery, Accounts and Documents for finished goods
- e-Biz (Spare Parts) Stock/ Delivery, Accounts and Documents for spare parts
- e-Service
- Product Technical Enquiry and Quality Feedback
- e-Product
- New Product Information and Enquiry

Page Content

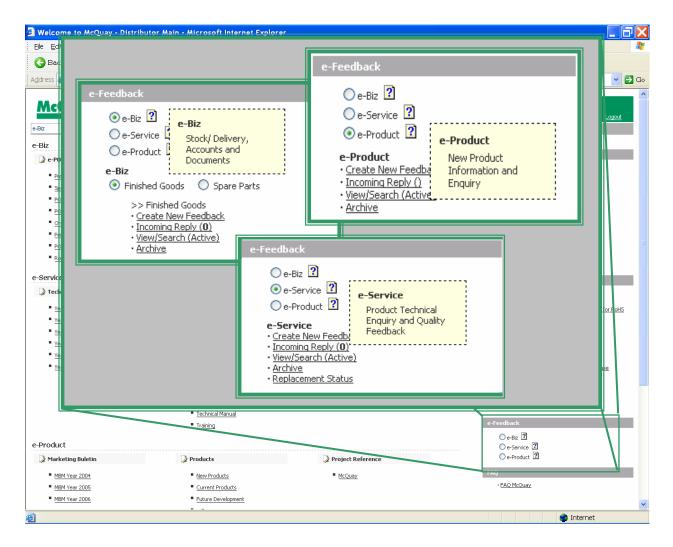


Figure 3

* Under e-Feedback section, select the correct feedback section and click on the hyperlink under the e-Feedback section that have selected (e-Biz(Finished Goods), e-Biz(Spare Parts), e-Service, e-Product) to be redirected to that sub-section's main page.

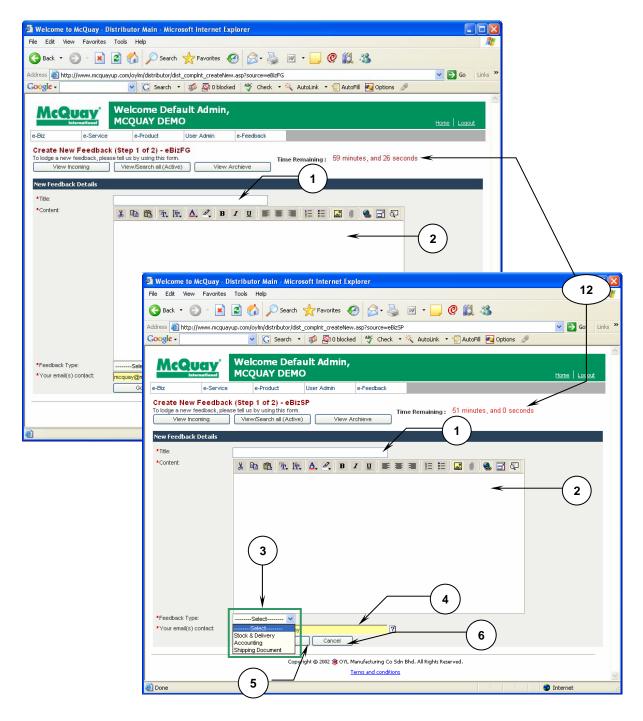
1) In the e-Feedback section, there are 4 sub-sections:-

- <u>Create New Feedback</u> : to lodge a new feedback or complaint.
- Incoming Reply
 : view all incoming acknowledgement or reply.
 : number in bracket indicates quantity of latest acknowledgement or reply
- <u>View/Search (Active)</u> : list of all active feedback/complaint.
- <u>Archive</u> : list of all closed feedback/complaint.

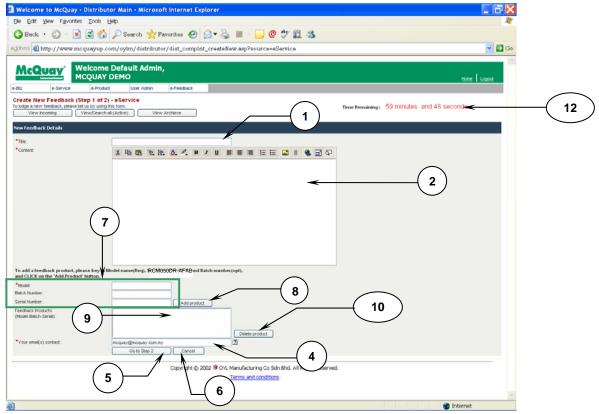
To lodge a new feedback/complaint, click on the respective link as explained in section Access to e-Feedback System.

In this sub-section, the following steps explain how a new correspondence is created:-

• e-Biz (Finished Goods and Spare Parts):

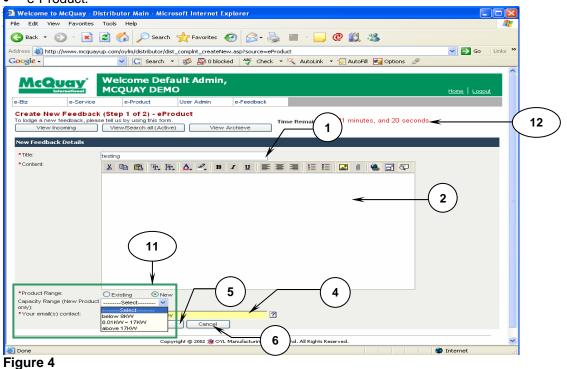


e-Service:



e-Product:

•



User Manual UM-06-M01-EF

1) Title:

Fill in the title of feedback/complaint.

2) Content.

Describe the feedback/complaint in as much detail as possible. Examples include failure mode, parameter settings on controller, ambient temperature, room temperature etc.

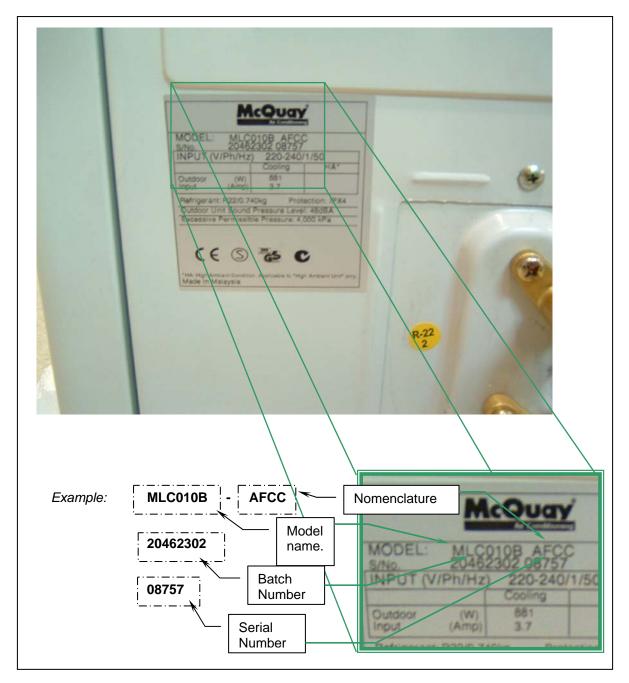
- *Feedback Type (e-Biz → Finished Goods and Spare Parts only): Select the feedback type
- 4) Your email(s) contact.

Enter the e-mail address to receive e-mail notification whenever there is any update or reply on the correspondence. Multiple e-mail addresses can be entered. Use a comma to separate each e-mail address.

- 5) Go to Step 2: Click Go to Step 2 button to save the information and to proceed to the next screen.
- 6) Cancel: Click the Cancel button to return to previous screen.
- *Model, Batch Number, and Serial Number (e-Service only):
 Key in the model, batch number, and serial number of affected unit(s) as found on the unit nameplate.
 It is required to key in the full details of the model as shown in the example below.
- *Add Product button (e-Service only): Click this button to add information in step (3) above (model, batch number, and serial number) into Feedback Products text box.
- *Feedback Products (Model-Batch-Serial -- e-Service only): Lists all models entered by user in steps (3) and (4). Multiple units can be captured by repeating steps (3) and (4).
- 10) *Delete Product button (e-Service only): This function allows the user to delete wrong information mistakenly entered in Feedback Products text box. This is done by highlighting a particular model and to click on the Delete Product button.
- 11) *Product Range (e-Product only): Select "Existing" or "New" product. If "New" product, select the capacity range.
- 12) Time Remaining

This indicator indicates the remaining time that the user has in creating that particular feedback. When Time Remaining (Maximum 1 hour) expires, the systems will logout automatically.

*e-Service only



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12) Attachment.

The user can attach pictures or documents by clicking browse button, search and attach relevant files. It is required to archive multiple files into a single ZIP file. Just leave it blank if there is no attachment to be sent.

13) Finish button:

Click Finish button to proceed to next screen.

14) Cancel button:

Click Cancel button to return to previous screen.

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Thank You. Your complaint has been successfuly created. An email notification has been sent to OYL Technical Staff.	
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15) OK button:

A new feedback has been successfully created. Click OK button to end the session and to return to the Main page.

There are a few ways to reply to feedbacks from OYL. In this sub-section, the different ways of replying to a feedback will be explained.

View Incoming Reply page Click on the respective link as explained in *section Access to e-Feedback System* to get to this page from the Main page.

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Figure 8

1) Click <u>Reply</u> link to access the reply page.

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- 2) Reply : The user can key-in the reply in this space.
- 3) Next button : Click Next button to proceed to next screen.
- 4) Cancel button : Click Cancel button to return to previous screen.
- 5) *Time Remaining* : This indicator indicates the remaining time that the user has in replying that particular feedback. When Time Remaining (Maximum 1 hour) expires, the systems will logout automatically.

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6) Attachment.

The user can attach pictures or documents by clicking browse button, to search and attach a particular file. It is required to archive multiple files into one single ZIP file. If there is no attachment to be sent, just leave it blank.

7) Finish button:

Click Finish button to proceed to next screen.

8) Cancel button:

Click Cancel button to return to previous screen.

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9) OK button:

A new reply has been created successfully. Click OK button to end the session and return to View Incoming Reply screen.

View/Search All Feedbacks page

Click on the respective link as explained in *section Access to e-Feedback System* to get to this page from the Main page.

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- 1) Click <u>Reply</u> link to access the reply page.
- 2) Follow steps (2) to (8) in section Incoming Reply Link to create and submit a reply to OYL.

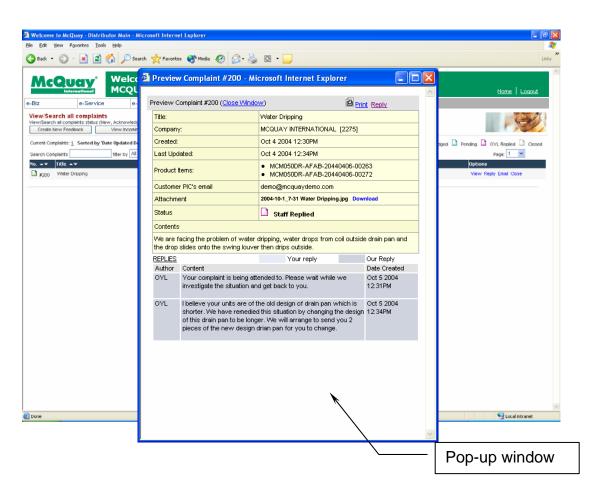
View link

View link can be found in both the View Incoming Reply and View/Search All Feedbacks screen.

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Figure 13

1) Click <u>View</u> link to access the view page. A pop-up window appears as shown in Figure 14.



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		tended to. Please wait while we	

- 2) Click <u>Reply</u> link to access the reply page. Follow steps (2) to (8) in *section View Incoming Reply page* to create and submit a reply to OYL.
- 3) *Print* : Click <u>Print</u> link to print the contents of the pop-up window.
- 4) Close Window : Click <u>Close Window</u> link or **b** button to close the pop-up window.
- 5) Download : Click <u>Download</u> link to save attachments into local hard disk.

Email link

The User can e-mail the correspondence of a particular feedback/complaint to relevant personnel.

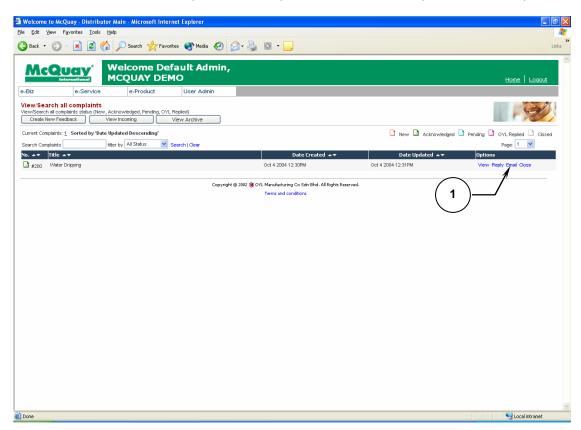


Figure 16

1) Click <u>Email</u> link to access the Email Feedback page.

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- 2) Key-in the recipient's e-mail address. The feedback/complaint can be sent to multiple recipients by using a comma to separate each recipient's e-mail address.
- 3) Key-in User's name.
- 4) Key-in User's e-mail address.
- 5) Key-in messages (if any) intended for the recipients.
- 6) Email Feedback button: Click Email Feedback button to proceed to next screen.
- 7) Cancel button: Click Cancel button to return to previous screen.

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8) OK button:

A new reply has been created successfully. Click OK button to end the session and return to View/Search All Feedbacks screen.

Close link

When sufficient solution is provided to the user by OYL, the user can close the feedback/complaint moving the feedback/complaint to the Archive folder. This sub-section will explain the method to close a feedback/complaint.

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🗋 #200 Water Dripping Oct 4 2004 12:30PM	Oct 4 2004 12:31PM View Reply Email Close
Copyright © 2012 % O'LL Manufacturing Co Sch Bhd. All Rights Reserved. Terms and conditions Microsoft Internet Explorer Do you want to close this fe OK Cancel	edback?



- 1) Click on Close link.
- 2) A pop-up window appears asking confirmation from the User to close this feedback/complaint,
 - Click OK button to proceed.
 - Click Cancel button to return to previous page.

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3) OK button:

Feedback is now closed. Click OK button to end the session and return to View/Search All Feedbacks screen.

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4) Click on View Archive button to access View Archive page.

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rrent Complaints: <u>12</u> Sorted by ' ge: 1 Y	Date Updated Descending'			New Acknowled	ged 🗅 Pending 🗅 OYL Replied 🗅 Closed
			Date Created 😅	Date Updated 🛬	Options
#200 Water Dripping			Oct 4 2004 12:30PM	Oct 4 2004 12:40PM	View Reply Email Close
		Copyright @ 2	002 🎕 OYL Manufacturing Co Sdn Bhd. All Rights Re	served.	
					Second Second Second

- 5) The feedback/complaint that was closed has been moved to Archive folder.
- *6)* The user can always re-open that particular feedback/complaint when necessary by clicking the <u>Reply</u> link to send a reply to OYL.

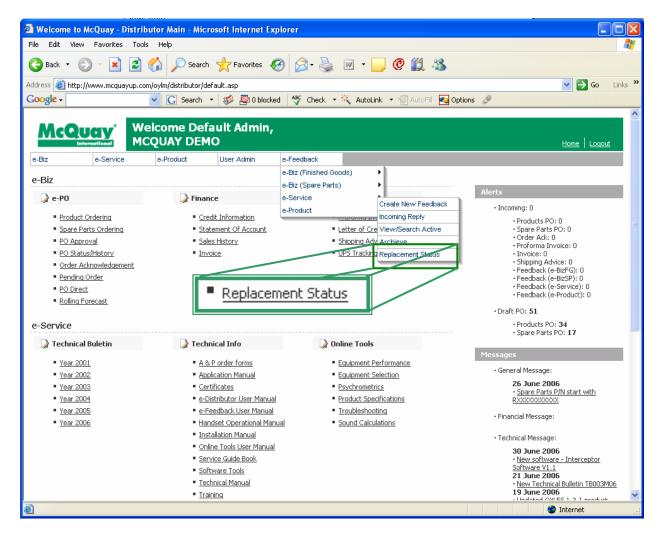
Replacement Status records up-to-date status of:-

- Replacement Parts
- Credit Note

Our valued customer will be able to have first hand information on the status of replacement parts or credit note correspondence to a particular e-Feedback.

You can access the Replacement Status section through the e-Distributors Main Page.

Access to Replacement Status



View Replacement Status

e-Service e-Product	User Admin e-Feedback		2	
Select Claim:		\bigcirc		
		¥ /		
Date		2006 🕑 🖌	\bigcap	>
Status		Please Select ¥	Search < 3)
				/
Date	Warranty Title	Claim No	Status	
10-Jan-2006	Pipe broke	CN05060023	pending	
10-Jan-2006	Pipe broke	CN05060024	pending	_
10-Jan-2006	Pipe broke	CN05060025	pending	
4-Jan-2006	Pipe broke	CN05060026	pending	
9-Jan-2006	Phase sequencer	CN05060028	collecting data	
4-Jan-2006	Pipe broke	CN05060030	pending	
10-Jan-2006	Pipe broke	SN05060024	pending	
10-Jan-2	Pipe brok	SN050600	pending (-	
10-Jan-2 4	Pipe brok 5	SN05060(6)	pending (7)	
9-Jan-200 Page 1 of 2	Phase seq	SP0506002	collecting dat	
	Copyright	© 2002 🕷 OYL. Manufacturing Co Sdn Bhd. All Ri Terms and conditions	ghts Reserved.	

Figure 24

- 1) Date : The user can search based on year.
- 2) Status : The user can search based on the replacement status.

Plea	se Select 💌
Plea	se Select
pending]
collecti	ng data
proces	sing
approv	ed
	note issued
parts is	sued
rejecte	d
close	

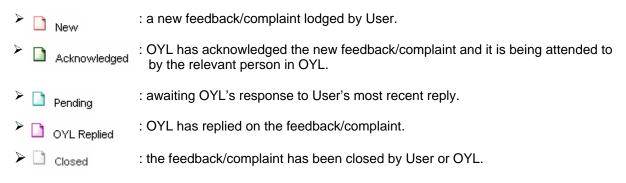
	2.1 2.2 2.3 2.4 2.5 2.6 2.7 2.8	Pending Collecting Data Processing Approved Credit Note Issued Parts Issued Rejected Close	 Pending for physical parts. Pending information from customer. The replacement parts or credit note is under processing The replacement parts have approved. Credit Note issued to customer Replacement parts sent to customer Replacement parts or credit note has rejected. Case closed
3)	Search	: Click Sear	ch button to view on selection done on item 1) and 2).
4)	Date	: Date of wa	rranty case created.
5)	Warranty T	<i>Title</i> : Title of the	warranty case
6)	Claim No.	: Reference	number related to warranty case
7)	Status	: Status of w	varranty claim.

View/Search All Feedbacks page

🗿 Welcome to McQuay - Distributor Main - Microsoft Internet Explorer	- 7 🛛
Ele Edit Yew Favorites Iools Help	At
🚱 Back • 🕤 - 🖹 🗟 🏠 🔎 Search 🤺 Favorites 🔇 Meda 🤣 🔗 - 🌺 🔯 • 🛄	Links
Welcome Default Admin, MCQUAY DEMO	Home Logout
e-Biz e-Service e-Product User Admin	
View/Search all complaints View/Search all complaints status (view, Acknowledged, Pending, OYL Replect) Create New Feedback View Incoming View Archive	
Current Compleints 1 Sorted by 'Date Updated Descending'	Pending OYL Replied Closed
No. ▲★ Table ▲★ Date Updated ▲★ ₽ 200 Water Dripping Out+ 2004 12:30PM Oct 4 2004 12:31PM	Options View Reply Email Close
Control © 2002 % O'N. Manufacturang Co. Sain Bird. All Rights Reserved. Terms and conditions	
🗋 New 🗋 Acknowledged 🗋 Pending 🗋 OYL Replied	Closed
2) Done	S Local intranet

Figure 26

Legend of feedback/complaint status.



	Bie Edit View Farontes Iools Help S Back - O Search 🔆 Favorites 😵 Media 🚱 😥 - 🥁	Links	
8	Mccure Defaul r Home Loacul Bir e Service e-Product Us Loacul	<u>t</u>	
	View/Search all complaints Ver/Search all complaints Ver/Search all complaints Create Any Freeduack Verw Foculty Create Any Freeduack Verw Foculty Crea	sed	
9)-	No. ~* Intle ~* Addition/Regist P200 Water Dispong Participated Oct 4 2004 12:305M Oct 4 2004 12:345M Vite Regist Copyright © 2002 @ OTL Manufacturing Co Site Bild. All Rights Reserved. Terms and an afflore 1 7 3 4		-6
	Social Intranet	M	

- 1) Status of feedback
- 2) Title
- 3) Date Created
- *4)* Date Updated
- 5) Options:-
 - ≻ <u>View</u>
 - > Reply
 - > Email
 - Closed
- 6) Quantity of pages for all feedback/Feedbacks.
- 7) *Filter* : to filter based on status of each feedback/complaint.

: Title of correspondence.

number.

: to reply to OYL.

- 8) Current Feedbacks
- : Quantity of all active feedback/feedbacks. : allow User to run keyword search for a particular feedback/complaint.
- 9) Search
- 10) View Incoming button 11) Create New Feedback
- click on this button redirects User to View Incoming page.
 click on this button redirects User to Create New Feedback page.

: Date of initial feedback/complaint creation. : Date of latest update on feedback/complaint.

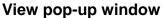
: enable User to close a feedback/complaint.

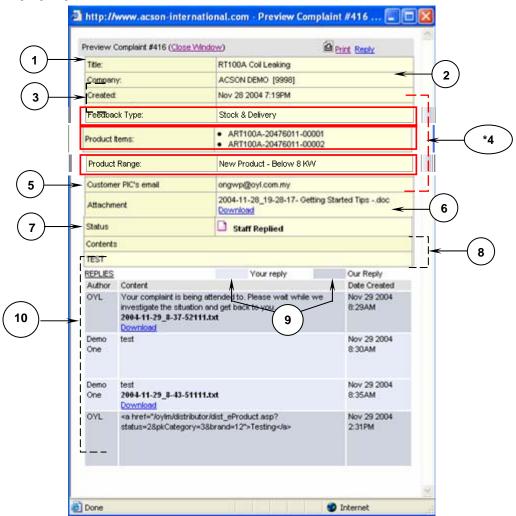
- 12) View Archive
- : click on this button redirects user to View Archive page.

: enable User to e-mail the information to relevant person.

: shows the status or progress of each feedback/complaint and reference

: to view details of correspondence (click to view pop-up window)





- 1) Shows the correspondence title.
- 2) Shows the company name.
- 3) Shows the date and time this feedback/complaint was created and also the date and time of latest update.
- 4) *e-Biz (Finished Goods and Spare parts)→ Shows Feedback Type affected *e-ServiceBiz
 - \rightarrow Shows all affected models (with batch and serial number).
 - *e-Product → Show Product range
- 5) Shows the preferred e-mail address of User in receiving notifications.
- 6) Shows the attachment file of the initial complaint/feedback and enable User to download the attachment to local hard disk.
- 7) Shows the latest status or progress of the feedback/complaint.
- 8) Shows the description of the initial feedback/complaint.
- 9) Legend of reply party:-

replies by User. Your reply

Our Reply replies by OYL. -

10) History of correspondences.

View Incoming Reply page

	Welcome to McQuay - Distributor Main - Microsoft Internet Explorer Edie Edit View Favorites Tools Help	
	🌀 Back 🔹 🛞 🔹 🛃 🏠 🔎 Search 🤺 Favorites 🜒 Media 🚱 🔗 - چ 🔞 🗤 -	Links
	e-Biz e-Produkt User Admin	Home Lociout
9	View Incoming Reply View Coming Reples (Acknowledged, OYL Repled) Create New Feedback View/Search All (Active)	
(10)	Current Complaints: <u>1</u> Sorted by 'Date Updated Descending' New Acknowledged Pending	OYL Replied D Closed
\bigcirc	No. ▲▼ Title ▲▼ Date Updated ▲▼ #200 Water Dripping Oct 4 2004 12:30PM Oct 4 2004 3:17PM	Options View Reply Email Close
	Copyright @ 2002 % O'YL Manufacturing Cp Sdn Bhd. All Rights Reserved. Terms and conditions	
		5
	(2)	
		Second Intranet

- 1) Status of feedback
- 2) Title
- 3) Date Created
- 4) Date Updated
- 5) Options:-
- \triangleright View
 - \triangleright Reply
 - E-mail \triangleright
 - ➢ Closed
- 6) View Archive
- 7) View/Search All

- : shows the status or progress of each feedback/complaint and reference number. : Title of correspondence.
- : Date of initial feedback/complaint creation.
- : Date of latest update on feedback/complaint.
- : to view details of correspondence (click to view pop- up window)
- : to reply to OYL.
- : enable User to e-mail the information to relevant person.
- : enable User to close a feedback/complaint.
- : click on this button redirects User to View Archive page.
- : click on this button redirects user to View/Search All page.
- 8) Create New Feedback : click on this button redirects user to Create New Feedback page.
- 9) Current Feedbacks : Quantity of incoming replies.
- 10) Quantity of pages for all incoming replies.

View Archive page

9 View Archive View Archive View Archive Yiew Archive View Archive View Archive View Archive Current Compliants: 1 Sorted by 'Date Updated Descending' New Acknowledged O'VL Replied	1	File Edit View Favorites T	ools Help		Main - Microsoft Internet Explorer		
MCQUILING Moduling Moduling <t< th=""><th></th><th>Ġ Back 🔹 🕥 🕤 💌 😰</th><th>🔰 🏠 🔎 Sear</th><th>ch 🥂 Favorites 🚱</th><th>🗟 • 🍓 🖸 • 🧾 🦓</th><th></th><th>Lin</th></t<>		Ġ Back 🔹 🕥 🕤 💌 😰	🔰 🏠 🔎 Sear	ch 🥂 Favorites 🚱	🗟 • 🍓 🖸 • 🧾 🦓		Lin
Current Complaints: <u>4</u> Sorted by 'Date Updated Descending' Page: 1 V New Acknowledged Pending OYL Replied Closed Page: 1 V No. <u>* Title * Date Updated * Options</u> Page: 1 V No. <u>* Title * Options</u> Page: 2 Vider Dripping Page: 2 Vider Drip	9	e-Biz e-Service	e-Product	мо 🔮)		Home Logout
Description Date Created ▲▼ Date Updated ▲▼ Options w2255 Water Dripping Sep 30 2004 11:46AM Nov 23 2004 9:03AM View Reply Email Close w2253 Water Dripping Sep 30 2004 11:13AM Sep 30 2004 11:42AM View Reply Email Close w2254 Water Dripping Sep 30 2004 11:13AM Sep 30 2004 11:42AM View Reply Email Close w255 test Jun 3 2004 3:23PM Sep 30 2004 11:17AM View Reply Email Close 1 Copyright © 2002 @ OYL Manufactu 3 Bhd. All Rights Reserved. 4 5	\smile	Create New Feedback	View Incoming	View/Search Al	I (Active)		
No. ▲▼ Itile ▲▼ Date Created ▲▼ Date Updated ▲▼ Options #255 Water Dripping Sep 30 2004 11:46AM Nov 23 2004 9:03AM View Reply Email Close #253 Water Dripping Sep 30 2004 11:13AM Sep 30 2004 11:42AM View Reply Email Close #254 Water Dripping Sep 30 2004 11:35AM Sep 30 2004 11:42AM View Reply Email Close #255 test Jun 3 2004 3 23PM Sep 30 2004 11:17AM View Reply Email Close #266 test Jun 3 2004 3 23PM Sep 30 2004 11:17AM View Reply Email Close 1 Copyright © 2002 ※ OYL Manufactu 3 I Bhd. All Rights Reserved. 4 5	0		'Date Updated Des	scending'		New 🗋 Acknowledged 🗋 Pendir	ng 🗋 OYL Replied 📑 Closed
1 2253 Water Dripping Sep 30 2004 11:13AM Sep 30 2004 11:42AM View Repk Email Close #254 Water Dripping Sep 30 2004 11:35AM Sep 30 2004 11:42AM View Repk Email Close #265 test Jun 3 2004 223PM Sep 30 2004 11:17AM View Repk Email Close 1 Copyright © 2002 @ OYL Manufacture 3. Terms and conditions I Bhd. All Rights Reserved. 4 5	シー				Date Created ▲▼	Date Updated 🔺	Options
#254 Water Dripping Sep 30 2004 11:35AM Sep 30 2004 11:42AM View Repy Email Close #256 test Jun 3 2004 223PM Sep 30 2004 11:17AM View Repy Email Close 1 Copyright © 2002 @ OYL Manufacture 3. Ishd. All Rights Reserved. 4 5					Sep 30 2004 11:46AM	Nov 23 2004 9:03AM	View Reply Email Close
Jun 3 2004 322PM Sep 30 2004 11:17AM View. Reply Email Core 1 Copyright © 2002 OYL Manufacture 3 IBid. All Rights Reserved. 4		#253 Water Dripping			Sep 30 200 11:13AM	Sep 30 2004 11:42AM	View Repy Email Close
1 Copyright © 2002 % OYL Manufactu 3 Terms and conditions Copyright © 2002 % OYL Manufactu 3 Terms and conditions		2 #254 Water Dripping			Sep 30 2004 11:35AM	Sep 30 2004 11:42AM	View Reply Email Close
Terms and conditions		#66 test			Jun 3 2004 3:23PM	Sep 30 2004 11:17AM	View Reply Email Close
	(Copyright @ 2002)		Reserved.	5
		Ŭ					

Figure 30

- 1) Status of feedback
- 2) Title
- 3) Date Created
- 4) Date Updated
- 5) Options:-
 - ► <u>View</u>
 - Reply
 - ≻ <u>E-mail</u>
- 6) View/Search All7) View Incoming
- : enable User to e-mail the information to relevant person.

: to view details of correspondence (click to view pop-up window)

: Date of initial feedback/complaint creation.

: Date of latest update on feedback/complaint.

: shows the status or progress of each feedback/complaint and reference

- : click on this button redirects user to View/Search All page.
- click on this button redirects User to View Incoming page.
 click on this button redirects user to Create New Feedback page.
- 8) Create New Feedback
- 9) Current Feedbacks : Quantity of incoming replies.

number.

: to reply to OYL.

: Title of correspondence.

10) Quantity of pages for all incoming replies.



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