# User Manual: Complaint Management Portal

## 1 Introduction

Welcome to our Complaint Management Portal. This manual will guide you through the process of identity verification, account registration, browsing order history, and submitting a formal complaint.

## 2 Initiation and Email Authentication

To begin, go to the application login page at `https://reklamacje.malow.pl` and click the **"Register"** button.

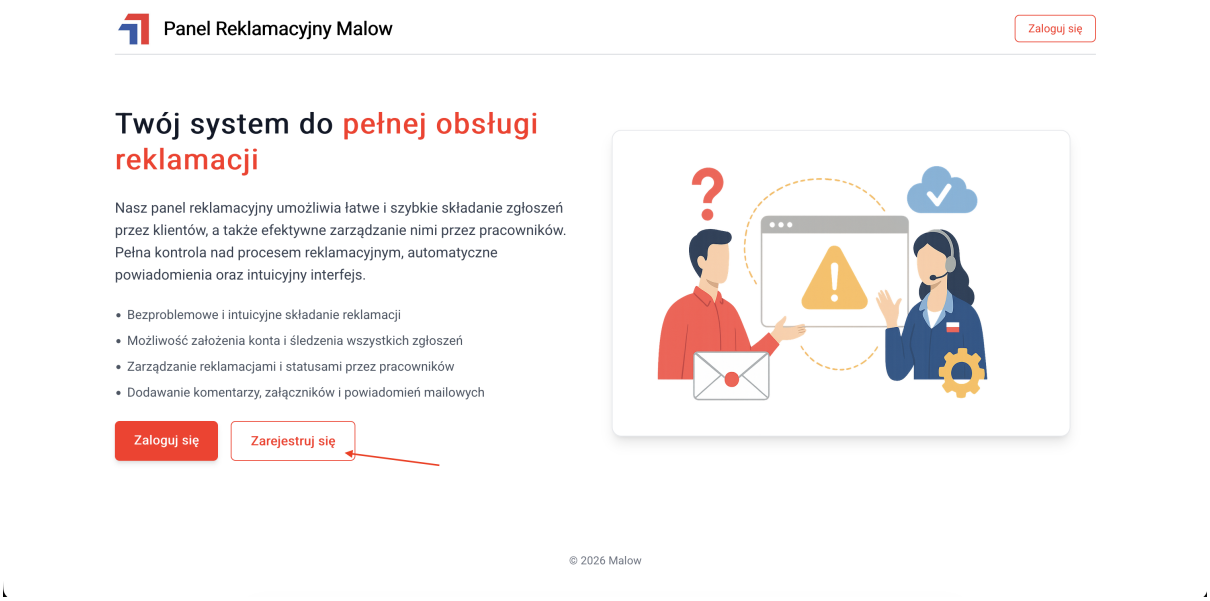



Figure 1: Portal login page with the "Register" button.

Before providing your account details, you must authenticate your email address:

1. Enter your **email address** in the registration form.

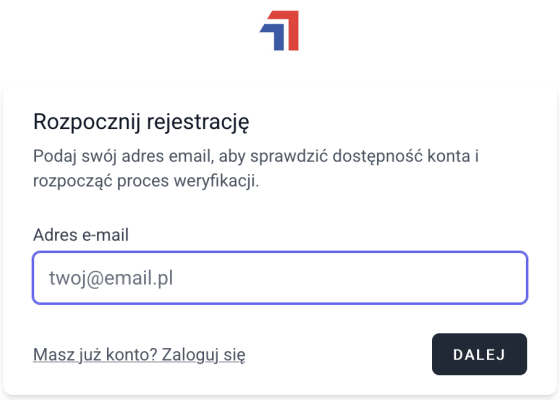



Figure 2: Email authentication (email field).

2. Click **"Next"** to receive a unique verification code in your inbox.
3. Enter the code in the **OTP Code** field to verify your identity and unlock the next section.

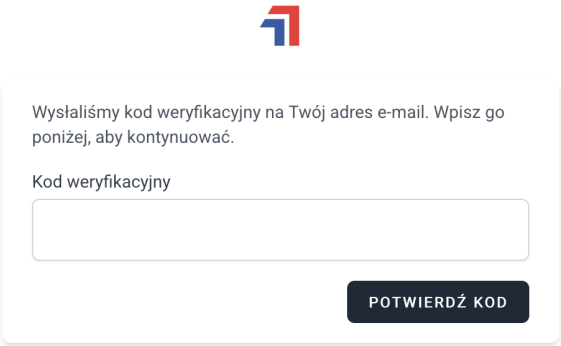



Figure 3: Verification with an OTP code.

# 3 Customer Verification

After authenticating your email address, you must verify your identity using data from any completed transaction with our company. You will be asked to enter information in two fields:

1. **Customer number** – found on the invoice in the header under the "Nabywca" (Buyer) field.
2. **Invoice number** – found in the top right corner of the invoice (enter only the number consisting of the first 8 digits).

**Important Notice**

Both pieces of information **must come from the same invoice**. Please do not mix data from different invoices, as the system will not be able to verify your account. This data is essential for correct customer verification in the system.

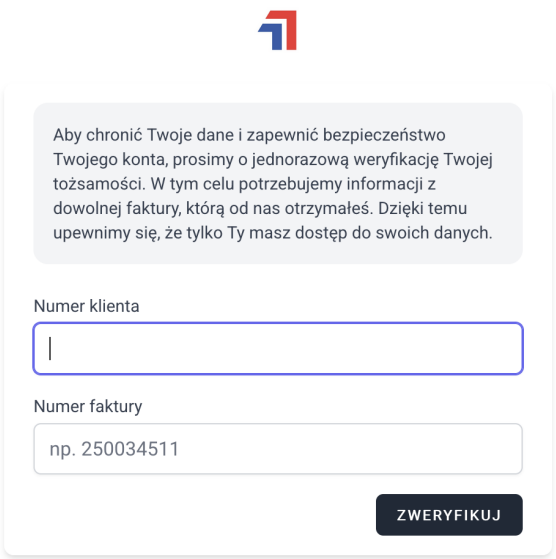



Figure 4: Customer data verification screen.

# 4 Account Creation and Preferred Language

Once the system successfully verifies the invoice details, you will be redirected to the account configuration page.

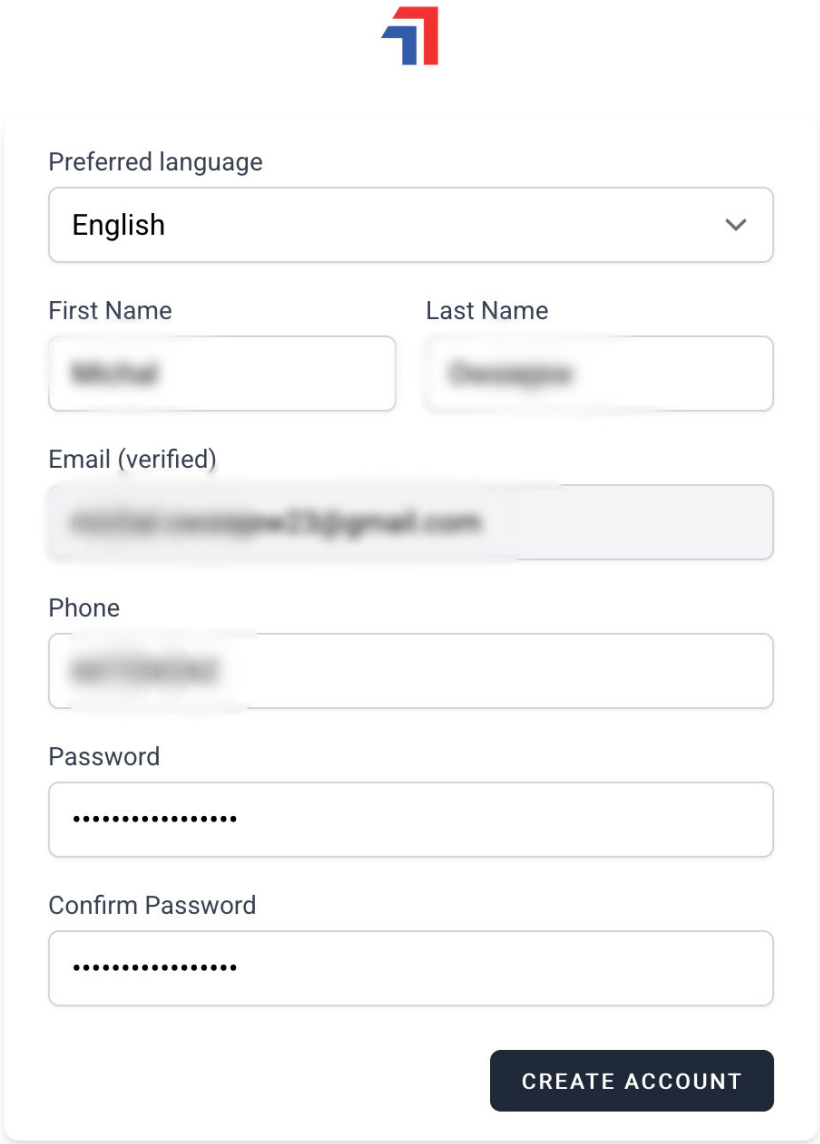



Figure 5: Profile configuration page used to set personal data and password, including language selection.

In this section, you need to provide:

- **First Name and Last Name**,
- **Phone Number**,
- **Preferred Language of Communication** – a selection field (e.g., Polski, English, Deutsch) that defines the default language in which the system will translate the entire user interface (Dashboard) and send automated email notifications regarding case statuses,
- **Secure Password** – must consist of at least **14 characters** and simultaneously contain: lowercase and uppercase letters, numbers, and special characters.

**Changing Language Preferences**

The language of communication selected during registration is not permanently fixed. You can modify it at any time after logging in by going to the **Profile Settings** and updating the "Language of Communication" field.

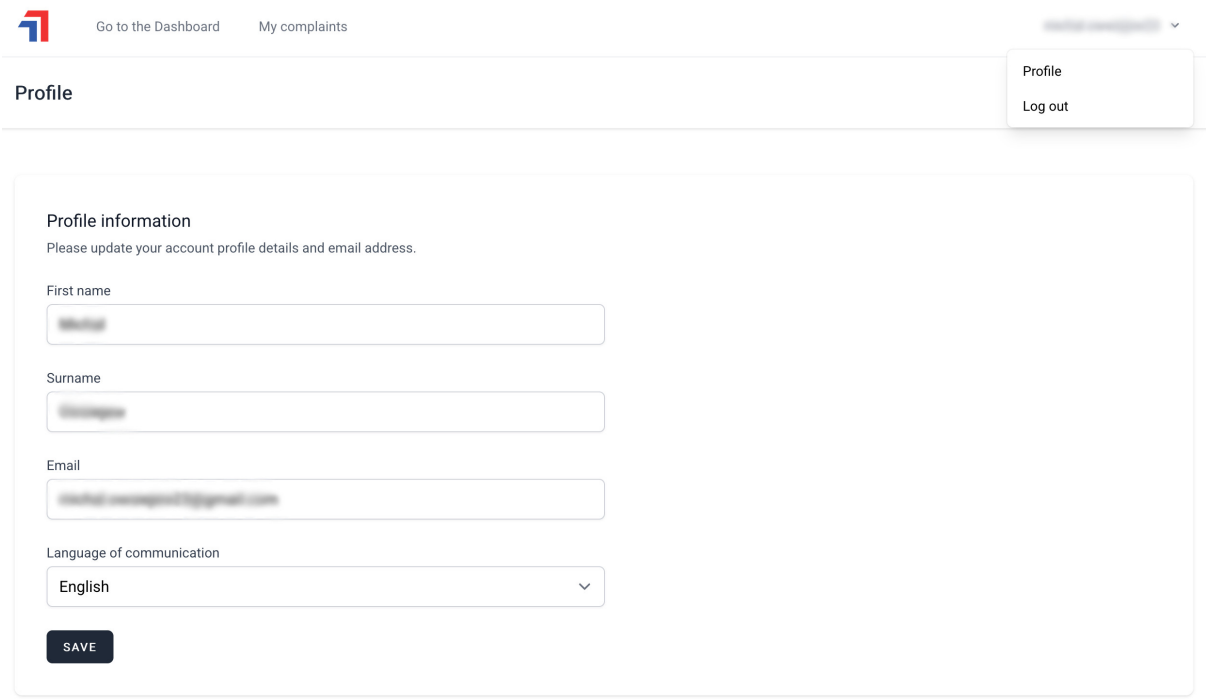



Figure 6: Editing the preferred language of communication in the user profile settings.

# 5 Browsing Products

After logging in, you will be redirected to the main dashboard. The homepage contains a list of all your past orders. Orders can be expanded to access individual invoices. To find a specific item quickly, use the **sorting and filtering** options located at the top of the table. You can sort records by:

- Production order number,
- Invoice number,
- General order number, product name, and others.

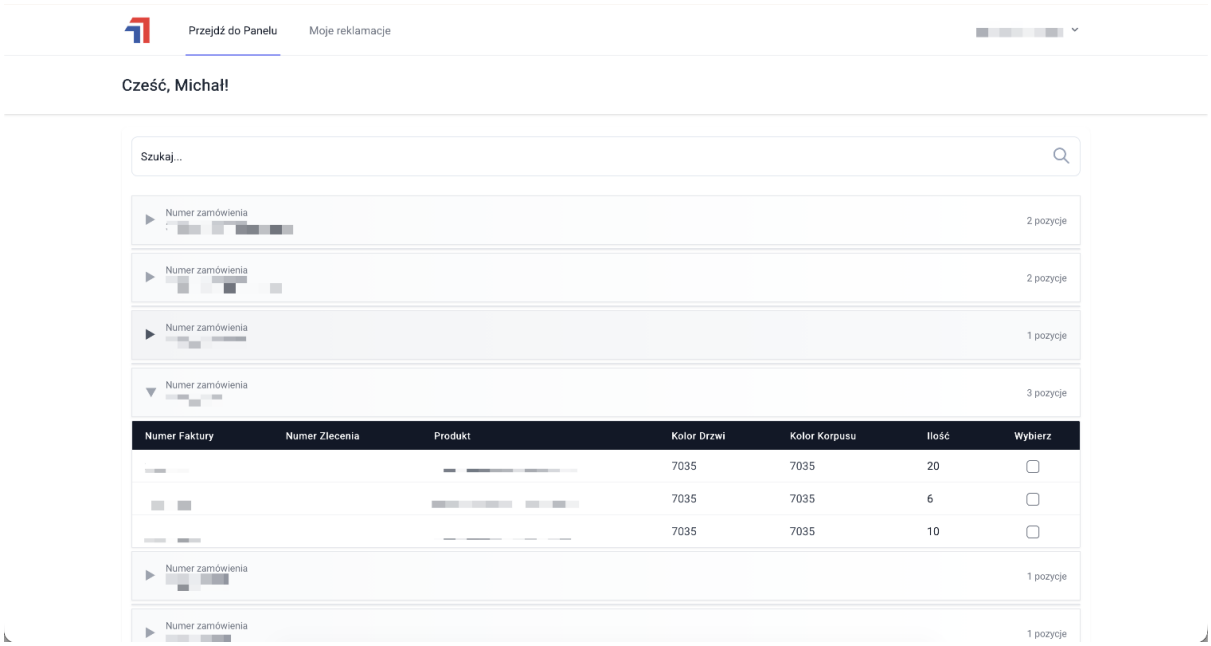



Figure 7: User dashboard displaying order history along with filter options.

# 6 Submitting a Complaint and Adding Followers

To file a complaint, select the appropriate product directly from the main dashboard:

- **Single product:** Click directly on the row of a specific order, then click directly on the row of a specific invoice (without ticking the checkbox) if your problem concerns only that one item.
- **Multiple products:** Check the products using the "Select" button next to the items you wish to complain about, in order to group several related products into a single, consolidated complaint.

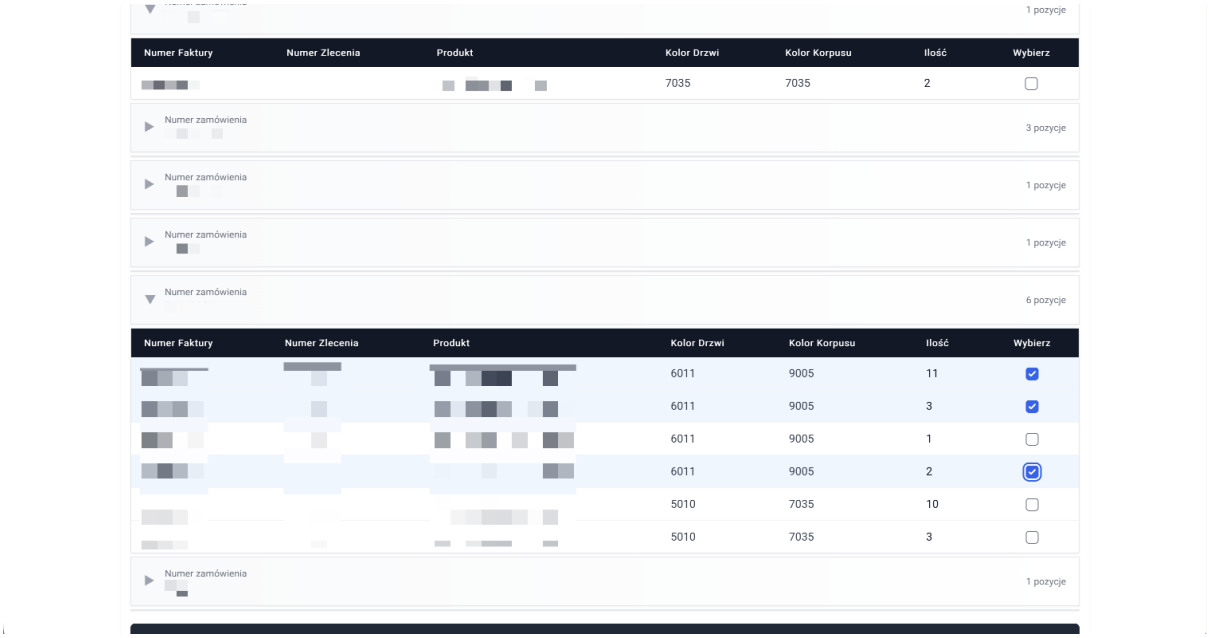



Figure 8: Selecting individual invoices to initiate a new complaint.

After selecting the appropriate products, click the **"Submit"** button and fill in the required details.

Fields marked with an asterisk are mandatory. The **serial number** and **product control number** fields are optional (in accordance with the description next to them).

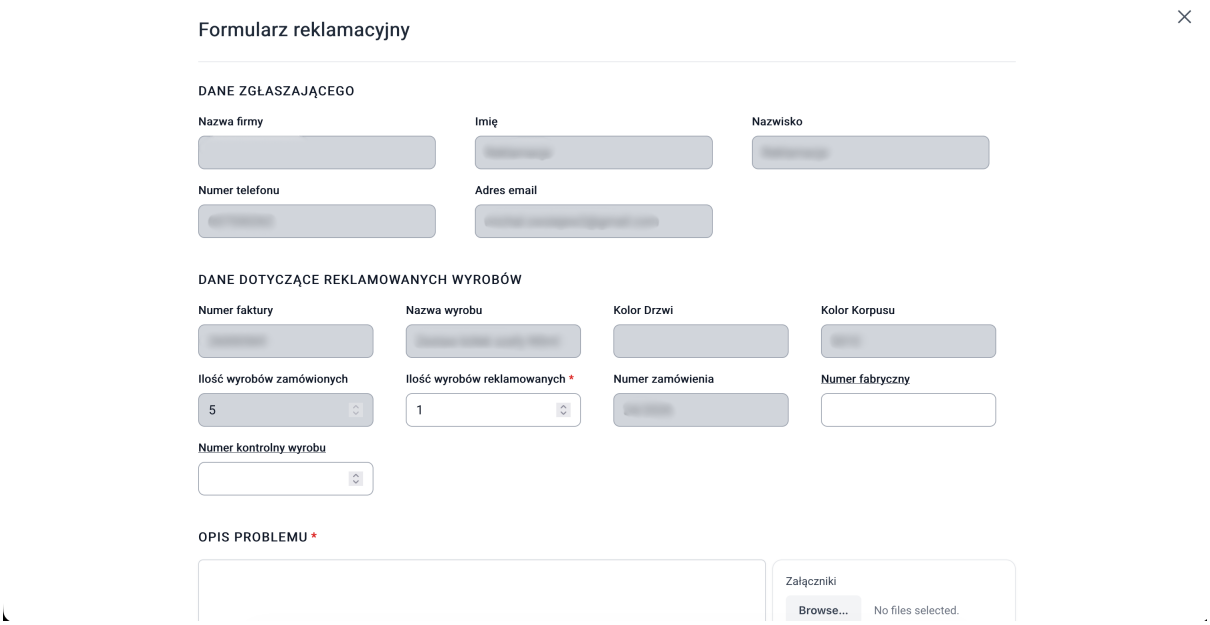



Figure 9: Form for filling out complaint details with the followers section at the bottom.

Section: Complaint Followers

At the very bottom of the complaint submission view, there is a dedicated section allowing you to add people to follow the case. You can enter the email addresses of your colleagues there. These individuals will receive permission to view the progress of the complaint, without the ability to add comments to it.

Add attachments – you can upload graphic files and PDF documents (the maximum size of a single file is 5MB). When sending videos, please use a file link generated via tools like Google Drive. The link should be placed within the submission text in the **"Problem description"** field.

# 7 Complaint Management, Custom Description, and Enhanced Tracking

After submitting the complaint, go to the **"My Complaints"** tab. This view aggregates all your submissions and offers new personalization and advanced communication options.

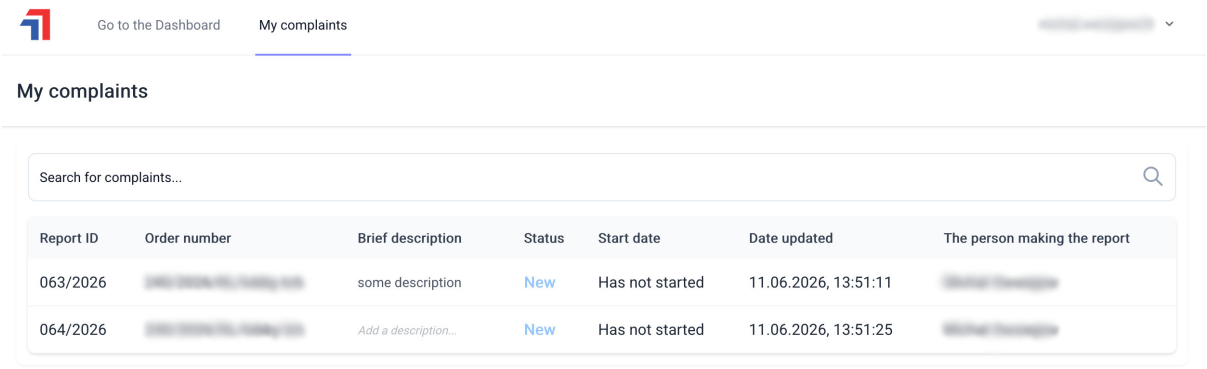



Figure 10: "My Complaints" list view with filtering options and the ability to edit your own short description.

## 7.1 Custom Short Description of the Submission

Directly from the list in the **"My Complaints"** tab, you have the option to assign your own **short description** to each submission (e.g., "Damage to social lockers - Transport ABC").

- This description is fully modifiable – you can edit and change it at any given moment.
- It serves for convenient case management on your side, allowing efficient subsequent **filtering and searching** of the complaint list based on keywords entered by you.

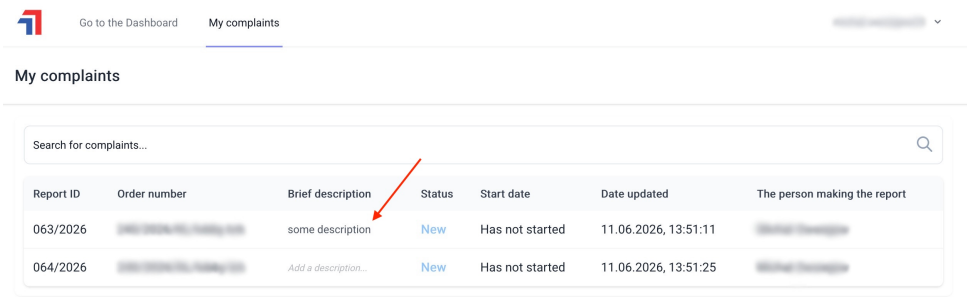



Figure 11: Window or field for modifying the custom short description directly in the My Complaints tab.

## 7.2 Enhanced Tracking View with Status-Linked Correspondence

By selecting a specific complaint from the list, you will gain access to an enhanced, detailed breakdown of progress. The tracking interface ensures full transparency thanks to a visual timeline and its associated message history.

- **Status Monitoring:** Check the progress bar in real time to see if your complaint currently holds the status of: **New**, **Under Review**, **Agreed**, or **Finished / Rejected**.
- **Correspondence Assigned to Statuses:** The exchange of messages and arrangements with the person handling your submission is **strictly linked to individual statuses** of the complaint. This means that after clicking on a given stage on the timeline, you will see the precise history of messages sent exclusively during that specific phase of the case.
- **Communication:** You can conveniently send a new message directly within the current, active stage of the case.

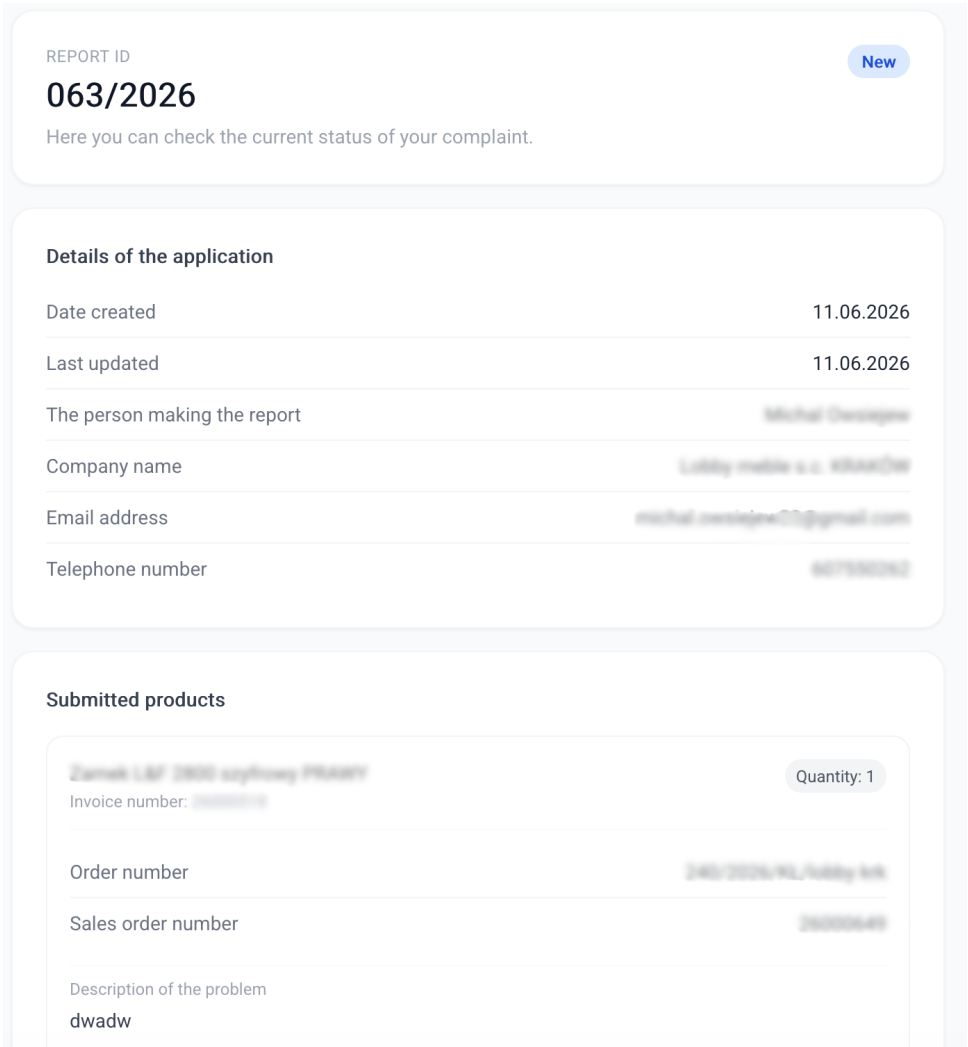



Figure 12: Enhanced tracking view for an individual complaint along with message segregation.

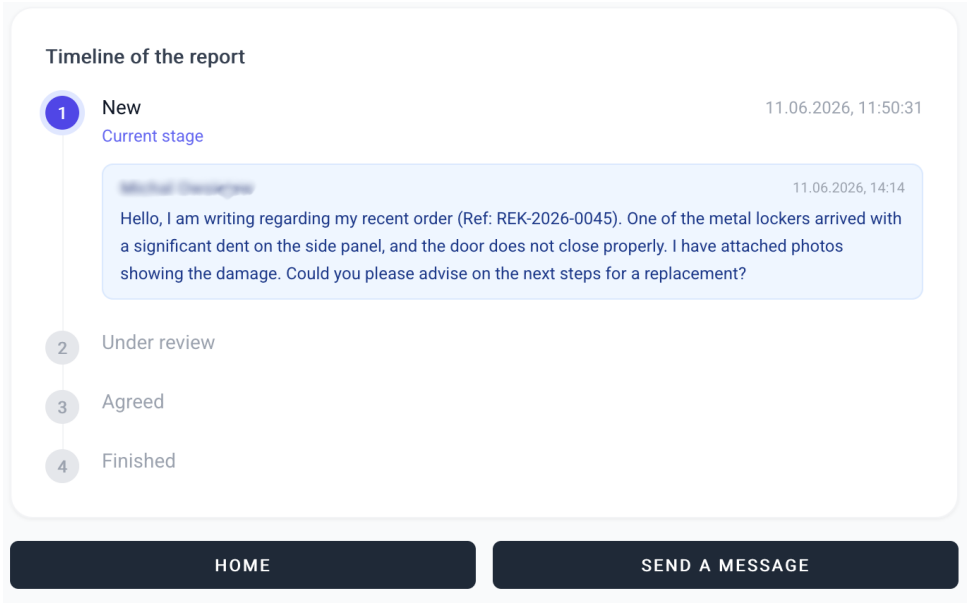



Figure 13: Tracking status of the submission along with assigned correspondence.

During the course of the complaint, you can add followers to the case. These individuals will be able to track the entire process without the ability to conduct correspondence.

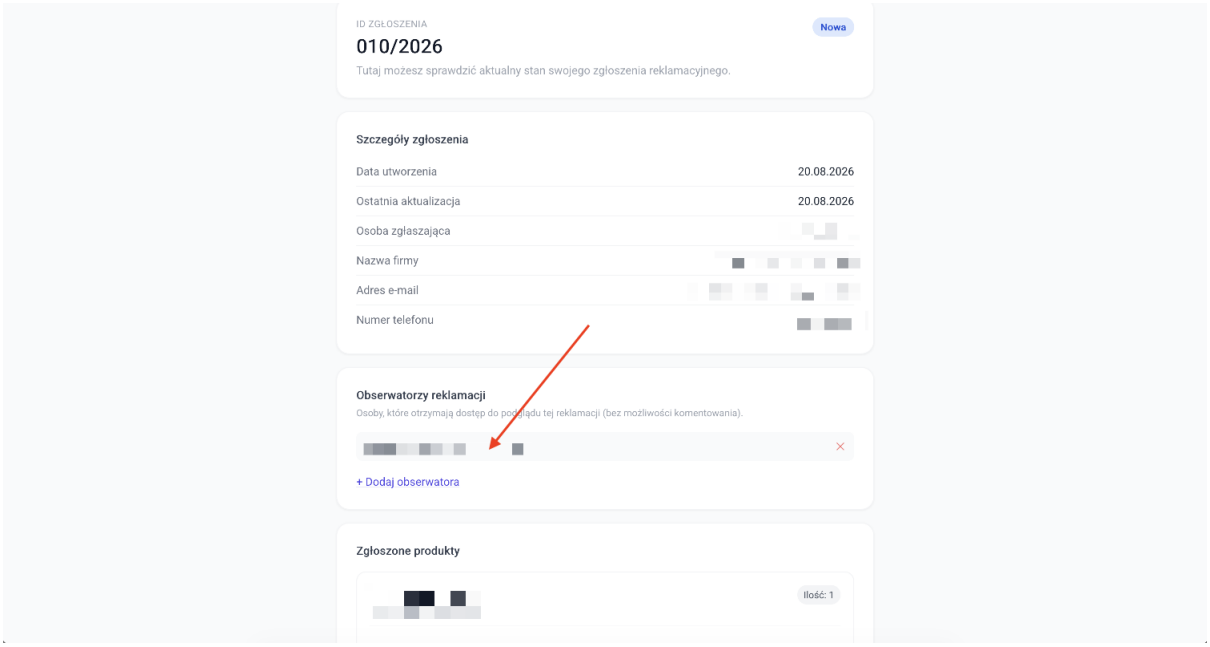



Figure 14: Adding followers to the complaint during its course.