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**trytond***sale\_complaint* Documentation

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The `sale_complaint` module defines Complaint model.



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## Complaint

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The complaint is mainly defined by a customer which complains about a sale or an invoice. Actions can be taken to solve the complaint. Here is the extensive list of the fields, most of them are optional:

- Customer: The customer.
- Address: The main address of the customer.
- Date: The date the complaint is filled.
- Number: The internal reference of the complaint (will be generated automatically on creation).
- Reference: The optional external reference of the complaint.
- Employee: The employee responsible of the complaint.
- Type: The type of complaint
- Origin: The original document for which the complaint is filled.
- Company: The company against which the complaint is filled.
- Description: The description of the complaint.
- Actions: The actions to take to solve it.
- State:
  - Draft
  - Waiting: The complaint is waiting for approval.
  - Approved: The complaint has been approved by a sale admin.
  - Rejected: The complaint has been rejected by a sale admin.
  - Done: The complaint's actions have been executed.
  - Cancelled





## CHAPTER 2

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### Action

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A complaint action defines an action to execute to solve the complaint. There are two types of action: *Create Sale Return* and *Create Credit Note*. When the origin of the complaint is a line, only this line will proceed and it will be possible to define the quantity and the unit price otherwise it is the all document.



## CHAPTER 3

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Type

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It defines the type of complaint per document: *Sale*, *Sale Line*, *Customer Invoice* and *Customer Invoice Line*.