



The complaint

Step-by-step instructions



The complaint

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Customer registration

- Once you are on the [integrum \(reklamacja.com\)](https://integrum.reklamacja.com) please select language and then the SIGN IN button.



Login

Hello! Log in with your email.

Email address:

Email is required!

Password:

[Forgot Password?](#)

Password is required!

Already have invitation code? Click in the link below to finish registration process.

[Finish registration](#)

[Instruction - How to fill a complaint form](#)

Language:  

- A form will appear for filling in the data of the person representing the company and information concerning processing of personal data. Once you ticked terms and conditions, the REGISTER box will be activated.

We ask you to fill in your data reliably, as they will be used for contact with you.

Register

Name:	Last name:
<input type="text" value="Name"/>	<input type="text" value="Last name"/>
Company name:	
<input type="text" value="Company name"/>	
Email address:	
<input type="text" value="Email address"/>	
Street:	House number:
<input type="text" value="Street"/>	<input type="text" value="House number"/>
Postal code:	City:
<input type="text" value="Postal code"/>	<input type="text" value="City"/>
Country:	Phone number:
<input type="text" value="Country"/>	<input type="text" value="Phone number"/>

By registering to our website, you accept the [GDPR Regulations](#)

REGISTER

Already have an account? [Log in](#)

IMPORTANT: You cannot create an account twice with the same e-mail address. The following message will appear.

Email address:

boguslawa_kohnke-baranowska@polipack.eu



Email is in use!

- You will receive an e-mail with information about creating an account. In order to complete the registration, please click on the [CREATE AN ACCOUNT](#) link.

Thank you for registering an account with polipack.reklamacja.com

If you want to accept our invitation click on the link below.

[CREATE AN ACCOUNT](#)

If the link does not work, got to the page <https://polipack.reklamacja.com/auth/register> and enter the following code in the appropriate place.

YThmYzhmMzQtMjA4MC00OTNkLTg4MTYtMmFhZGI5ZGQwZDIy

Have a nice day,

Polipack support team



- The system will ask you to enter the target password (as per the guidelines) that you will be using and to enter the code that was sent to you in the email earlier.

Register

Password:

Password must have one number, one small letter, one big letter and one special character like !, @, #, \$ or % and should contain from 6 to 100 characters

Repeat password:

Invite code:

Already have an account? [Log in](#)

- Registration to the system is a one-time.

- In order to log in, you need an e-mail address (the same as the one provided during registration) and a password. Then choose LOG IN.



Login

Hello! Log in with your email.

Email address:

example@wp.pl

Password:

[Forgot Password?](#)

.....





LOG IN

SIGN IN

Already have invitation code? Click in the link below to finish registration process.

[Finish registration](#)

[Instruction - How to fill a complaint form](#)

Language:  

- We are shown the dashboard, which is divided into the following sections:

The screenshot shows the Polipack dashboard interface. On the left is a sidebar menu with a 'Start' button and a 'Complaints' section containing sub-items: 'Complaints 0', 'Requested 0', 'Examined 0', 'Accepted 0', and 'Rejected 0'. The main content area features a search bar at the top left, a user profile box at the top right labeled 'Hello! Personal data', and a large central banner. The banner displays the Polipack logo, two bottles of 'Blueberry Fruit' beverage, and text: 'Color of The Year 2022', 'PANTONE', 'Very Peri', and '17-3938'. Below the banner is a green button labeled 'Add a complaint'. At the bottom of the page, there is a footer with the text 'Polipack 2021 | T.Kemp'. Green arrows point from text labels to these specific elements: 'STATUS PANEL' points to the sidebar, 'COUNTERPARTY DATA' points to the user profile box, 'DYNAMICALLY CHANGING BANNERS' points to the central banner, 'A BUTTON TO REPORT A COMPLAINT' points to the 'Add a complaint' button, and 'Possibility to switch directly to the Polipack website.' points to the footer.

Possibility to switch directly to the Polipack website.

- After clicking on Add a complaint - a form divided into 1 - 4 steps.

TICKET- STEP 1

Information icons will appear to collect data before entering the notification. In addition, when you select Customer Name from the list, the data will be completed automatically. Please click on NEXT.

TICKET - STEP 1

To smoothly register your ticket please prepare the following data/documents and click Next button



Invoice number / Proof of purchase



Order number



Identification of the advertised product range - detail code, series (you will find them on the label)



Photo of the defect



Photo of the label / box / pallet that does not meet Your expectations

CUSTOMER DETAILS

Customer name:

TICKET- STEP 2

- Please complete the data below.

Progress indicator: 1 Step 1, 2 Step 2, 3 Step 3, 4 Step 4

TICKET - STEP 2

Name and product marking:

Type of complaint:

TECHNICAL SPECIFICATION

I want to submit an Invoice or WZ	Product code	Invoice number	Amount delivered	Amount subject to the complaint	Delete
<input type="checkbox"/>	<input type="text" value="_____"/>	<input type="text" value="_____"/>	<input type="text" value="_____"/>	<input type="text" value="_____"/>	

Explanation of fields:

- Name and product marking data can be found on documentation received by Polipack: WZ, invoice or on the order.

- Type of complaint - select from the drop-down list

Type of complaint:

...
▼

Quality
 Transport
 Quantity
 Service (documentation)

- I want to submit an Invoice or WZ - ticking the box allows you NOT to complete the next two fields. The remaining data to be entered are for *Amount Delivered and Amount subject to the complaint*. Invoice or WZ - attach at step 4 with attachments.

I want to submit an Invoice or WZ	Product code	Invoice number	Amount delivered	Amount subject to the complaint	Delete
<input checked="" type="checkbox"/>	_____	_____	_____	_____	

You can attach an invoice or a delivery note in the last step.

- Add - use if you need to enter multiple advertised items.

I want to submit an Invoice or WZ	Product code	Invoice number	Amount delivered	Amount subject to the complaint	Delete
<input type="checkbox"/>	_____	_____	_____	_____	
<input type="checkbox"/>	_____	_____	_____	_____	




- Amount delivered and Amount subject to the complaint - please do not use spaces between the string of digits. Additionally, the quantity of the assortment advertised may not exceed the quantity of the assortment delivered.

Amount delivered	Amount subject to the complaint
10 608	140



DO NOT USE SPACEBAR



The quantity of the assortment advertised may not exceed the quantity of the assortment delivered!

If the above-mentioned correlation is not followed, a notice will appear:

- Next - button allows you to go to step 3 of the form.

TICKET - STEP 3

- Please complete the data below.



TICKET - STEP 3

Customer's expectations:

Description of the problem:

Check if the contact person is someone else.

BACK

NEXT

SAVE

Explanation of fields:

-*Customer's expectations* - select from a drop-down list

Customer's expectations:

...

- Corrective invoice**
- Goods replacement**
- No expectations**
- Other (describe)**

If you select "Goods replacement" from the drop-down list, an additional field will appear: *Check if the goods are to be send/collected from an address other than the one indicated during registration.*

Once ticked, a box will appear for you to enter the shipping address.

TICKET - STEP 3

Customer's expectations:

Goods replacement ▼

Check if the goods are to be send/collected from an address other than the one indicated during registration.

Shipping address:

...

- *Description of the problem* - please provide details of your request.

Description of the problem:

...

- *Check if the contact person is someone else* - please complete in order to pass on the data in connection with the application to the persons concerned.

Check if the contact person is someone else.

First name:

Last name:

Email:

Phone number:

TICKET - STEP 4

- Request to include attachments. Possibility of previewing the entire form.

TICKET - STEP 4



*Attach the invoice / proof of purchase - appreciated



*Attach the order document - appreciated



Identification of the advertised product range - detail code, series (you will find them on the label)



*Photo of the defect - required



*Photo of the label / cardboard / pallet that does not meet your expectations - required

Add attachments (max 40) MB:

Please attach an invoice or a delivery note.

ADDING ATTACHMENTS



SAMPLES OF DEFECTIVE ASSORTMENT



Check if samples of defective details have been passed on

Yes No

ATTENTION: Passing on defected goods at the address below will speed up the processing of Your ticket

ADDRESS FOR TRANSMISSION OF SAMPLES



SHIPMENT ADDRESS: Quantity Control P.P.H.U. POLIPACK s.j. ul. Handlowa 21 84-241 Gościcino, Poland

In the later stages of the processing of the complaint Polipack's employee can ask you to send samples.

IMPORTANT: After saving attachments and verifying the entire form (fields can still be edited), use the *Save* button and then *Send request*.

At this step the complaint is reported to Polipack employees. Additionally, there is a possibility of printing the form.

You will receive a confirmation by e-mail that the notification has been sent to Polipack.

 **SAVE**

 **SEND REQUEST**

 **PRINT**

Dear Customer,

Thank you, your ticket has been passed on to Polipack's representatives.

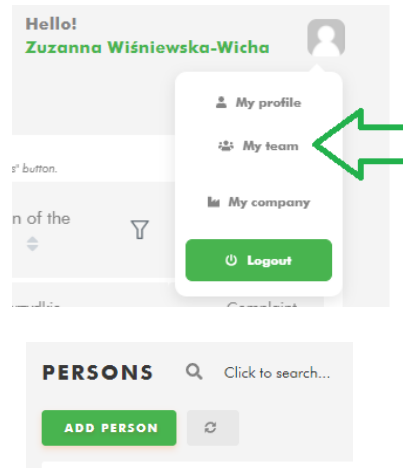
Have a nice day,
Polipack support team

Summary

Further processing of the complaint will be done by Polipack. You will receive an e-mail correspondence for information and status purposes. You may be asked to send defective goods for complaint handling. You will be informed about all the details.

INVITATION TO THE SYSTEM

We have enabled you to invite someone from within your company to join the system (without registering) by means of a system invitation. The total number of invitation licences is 5. To do this, select *My team* in the top right corner.



Then, using the *Add person* button, you will be asked to enter basic data and select an authorization profile. The invited person will then receive an e-mail with the possibility to join the system.

License usage

You are currently using 1 of 5 available user access licenses. There are 0 registered and active users from 1 created accounts.

Basic information:
On the form below you will find basic information about a given Employee.

First name:

Last name:

Email:

Actor profiles: