

CCM Pymidol III  
MANUAL FOR DEALER USE

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Log In Process



PYMIIDOL Login



System Owner Code	<input type="text" value="1"/>
User Code	<input type="text" value="ADMIN"/>
Password	<input type="password" value="•"/>
	<input type="button" value="Login"/> <input type="button" value="Reset"/>

Enter System Owner Code, User Code and Password. Click on Login button

MASTERS TRANSACTIONS REPORTS

SPARE PARTS

Important Informations

- SPARE PARTS
- CUSTOMER COMPLAIN MANAGEMENT**
- PROTECTION PLUS
- CUSTOMER ENQUIRY
- ORGANIZATION STRUCTURE
- SERVICE
- WARRANTY
- RETAIL

	Description	Publish Date	Expire Date
1	Helmet Price revision : Rapid	17/10/2014	31/12/2999
2	KID Rain Coat	29/09/2014	31/12/2999
3	Introduction of YR5 and YR1 Cyan Green Helmet	10/09/2014	31/12/2999
4	PartsPrice Revsion List	28/07/2014	31/12/2999
5	New Cool Mesh Seat Cover for FZ Ver 2.0	09/07/2014	
6	Introduction of New Scooter Gear Oil - 100ml	27/05/2014	31/05/2016
7	New TFF Oil Introduction	29/04/2014	22/04/2099
8	Message from T.Yamazaki San on his return to Japan	28/04/2014	28/04/2016
9	Parts Claim Policy & Discrepancy Form	28/04/2014	28/04/2099

Click on CUSTOMER COMPLAINT MANAGEMENT to open Menu

<a href="#">pymidor letter 2014052</a>	
<a href="#">TFF letter.pdf</a>	
<a href="#">T. Yamazaki San.pdf</a>	
<a href="#">Parts Claim policy.pdf</a>	<a href="#">Discrepancy Form.xls</a>

Your Ageing Status

	1 TO 15	16 TO 30	31 TO 40	41	42	43	44	45	46 days above	Total Credit	Net Balance
	1,157,026.00	1,192,287.80	421,925.78	0.00	0.00	0.00	0.00	0.00	0.00	0.00	2,771,239.58

# ***How To View Complaints***



Home Page

MASTERS | REPORTS | **TRANSACTIONS**

CUSTOMER COMPLAIN MANAGEMENT

Important Informations | **CCMT01 VIEW COMPLAINTS**

Click on TRANSACTIONS tab to open CCMT01 View Complaints

	Description	Publish Date	Expire Date	Circular File	Information
--	-------------	--------------	-------------	---------------	-------------

Condition

2 record(s) found.

Status Closed Complaints

Complaint Date  -  dd/MM/yyyy

Complaint Status All

Complaint Number 

Retrieve

2

Case No	Area/Work	Customer Name	Contact No	label.dateOfCustomer	Model Name	Part Affected	Customer Problem
IC-17415-M6P7	Service	Rajesh R	9443386808	04/02/2015	Alpha	Starter	Customer ID is IC038123 Co
IC-2031-Q6P3	Sales	Sagun Atmaram Kasale	9730025531	19/02/2014	Ray Z	Documentation	Complaint against Variyan Aut

### How to view All Closed Complaints

- 1) Select Closed Complaints in Status Tab and any field to display selected records in grid
- 2) Click on Retrieve Button.
- 3) Records Display in Grid

All Complaint means both closed and open complaint  
 Open Complaint means complaints not yet closed by Yamaha Back Office  
 Closed Complaint means complaints closed by Yamaha back office.

Records found will be displayed here.

**Note**→ All the complaints which are closed by Yamaha Back Office will be considered to be closed complaints, Example: Closed through Satisfaction Note or Closed through IM.

### How to view Individual Closed Complaint

4. Click on Individual Complaint
5. Click on Detail Button to view complaint. It will take you to the next screen from where you can view complete detail of a single complaint which is selected and process complaint depending on status of complaint.

Detail

Download

Click on Download button to download report in excel file

Click on Reset button to reset the Screen

Reset

7

[-] Condition 362 record(s) found.

Status: Open Complaints  Complaint Date:  -  dd/MM/yyyy

Complaint Status: All  Case No.:

**2** Retrieve

Case Number	Area Of Work	Customer Name	Contact No	Date Of Customer Complaint	Model Name	Complaint Reason	Customer Problem
IC-13956-H6D4	Sales	Vikash Chourasiya	8109486001	17/09/2014	Alpha	Documentation	Invoice Insurance docum
IC-17033-G	Service	Satyajit Das	9437465035	04/02/2015	FZS		Engine gets of automatic
IC-17415-M				04/02/2015			Complaint regarding free
IC-17076-M				14/03/2015	FZ16 V.2 FI	Starter	FW Customer ID is IC037
IC-17587-L				9443386808			
IC-17625-G				04/10/2015			
IC-15980-H				16/01/2015			
IC-17433-Z				04/02/2015			
IC-12316-D				30/05/2014			
IC-17280-V	Service	Vijay Dwp	8109486001	26/03/2015	FZ16 New		FW Complaint Closure Ma
IC-16848-K4B6	Service	Chiragkumar Ha					from the
IC-17568-B5D8	Service	T Azarudeen					ision 2.0
IC-17673-M	Service	Dilip Kumar					

1

4

3

2

5

**How to view All Open Complaints**

- 1) Select any field to display selected records in grid
- 2) Click on Retrieve Button.
- 3) Records Display in Grid

All Complaint means both closed and open complaint  
Open Complaint means complaints not yet closed by Yamaha Back Office  
Closed Complaint means complaints closed by Yamaha back office

Records found will be displayed here.

**Note** → All the complaints which are open at any end will be considered to be open complaints, for example:  
 Pending At Dealer, Acknowledged By Dealer, Satisfaction Note Generated, IM Generated, IM Rejected By Yamaha Back Office, IM Returned, Complaint Submitted to Yamaha Back Office.

**How to view Individual Open Complaint**

4. Click on Individual Complaint
- 5 Click on Detail Button to view complaint. It will take you to the next screen from where you can process complaint depending on status of complaint

Detail

Click on Download button to download report in excel file

Click on Reset button to reset the Screen

Download

Reset

[-] Vehicle Info

Date Of Purchase

Vehicle Registration Number

Model Name

Chassis No

[-] Complaint Information

This section is the detail information regarding the Complaint.

Complaint Date

Customer Problem

Remarks From Customer

As per the customer he has visited the service centre at SubDealer Khan MotorsBaleshwar on

Mode Of Complaint

Area Of Work

Complaint Reason

Complaint Symptoms

[-] Dealership Information

This information is of Sales Dealer to whom the Chassis is sold to and not the dealer for which the complaint is Logged.

This information is of previous service detail and is only visible for Service complaints

Dealer Name

Zone

Dealer Code

Dealership City and State

Details of Previous Service Request

Service Date	Service No	Type Of Service	Plan Service Date	Plan Service Kms	Actual Kms	Status	Dealer	
03/05/2014	5	Free	03/05/2014	12000	12000	Reimbursed	874.00	SAHA & CO.
23/02/2014	4	Free	23/02/2014					SAHA & CO.

Now Click Acknowledge Button to Acknowledge a complaint . It will take you to next screen

Acknowledge

Generate SN Pdf

Submit Memo

Reprint

Submit To Yamaha Back Office

Back

 Condition

Complaint Number : IC-17565-J9C7 Has Been Acknowledged

Please Click Satisfaction Note Tab or Internal Memo Tab to Process Closure of Complaint

Now Click Initiate Satisfaction Note Button to generate SN for complaint .  
It will take you to next screen



Initiate Satisfaction Note



Initiate Internal Memo

 Condition

Complaint Number : IC-17565-J9C7 Has Been Acknowledged

Please Click Satisfaction Note Tab or Internal Memo Tab to Process Closure of Complaint

Now Click Initiate Internal Memo Button to generate IM for complaint .  
It will take you to next screen



Initiate Satisfaction Note

Initiate Internal Memo

# ***How To Process Satisfaction Note***

 Condition

Complaint Number : IC-17565-J9C7 Has Been Acknowledged

Please Click Satisfaction Note Tab or Internal Memo Tab to Process Closure of Complaint

Now Click Initiate Satisfaction Note Button to generate SN for complaint .  
It will take you to next screen



Initiate Satisfaction Note



Initiate Internal Memo

Remarks From Customer  
Customer has purchased  
the vehicle from Durva  
Yamaha Vishal Nagar  
Jagtap Dairy Pune

Area Of Work   
Complaint Reason   
Complaint Symptoms

Dealership Information

Dealer Name   
Zone

Dealer Code   
Dealership City and State

Action

Action

1. Fill Date Of First Contact to Customer.

Date Of First Contact to Customer  **1**

*Customer Observation	*Reason For Dissatisfaction	*Action Taken	*Remarks

2. Now Click Add Observation Button to SN details.

You may add more than one entries if required by clicking "Add Observation Tab"

**2**

Add Observation

Delete Observation

Complaint Status

**3**

Click on Generate Satisfaction Note to generate SN PDF file which needs to be uploaded later.

Acknowledge

Generate SN Pdf

Submit Memo

Reprint

Submit To Yamaha Back Office

Remarks From Customer  
 Customer has purchased  
 the vehicle from Durva  
 Yamaha Vishal Nagar  
 Jagtap Dairy Pune

Area Of Work   
 Complaint Reason   
 Complaint Symptoms

Dealership Information

Dealer Name   
 Zone

Dealer Code   
 Dealership City and State

Action

Action

Date Of First Contact to Customer   dd/MM/yyyy

*Customer Observation	*Reason For Dissatisfaction	*Action Taken	*Remarks
Documents are not provided	Documents not ready	Documents provided	Documents now ready

1. Enter observation in new row created by simply clicking on row.
2. All values are mandatory in grid.
3. You may add more than one entries if required by clicking add observation.
4. Use Delete Observation to delete any extra row in grid

Complaint Status

Remarks From Customer  
 Customer has purchased the vehicle from Durva  
 Yamaha Vishal Nagar  
 Jagtap Dairy Pune

Area Of Work   
 Complaint Reason   
 Complaint Symptoms

Dealership Information

Dealer Name  Dealer Code   
 Zone  Dealership City and State

Action

Action

Date Of First Contact to Customer   dd/MM/yyyy

Sample Entries for reference

*Customer Observation	*Reason For Dissatisfaction	*Action Taken	*Remarks
Documents are not provided	Documents not ready	Documents provided	Documents now ready

Complaint Status

1) After adding mandatory entries in SN data , click on 'Generate SN Pdf' to generate pdf copy for SN

16

## [-] Dealership Information

Dealer Name   
Zone

Dealer Code   
Dealership City and State

## [-] Action

Action

Date Of First Contact to Customer   dd/MM/yyyy

*Customer Observation	*Reason For Dissatisfaction	*Action Taken	*Remarks
Documents are not provided	Documents not ready	Documents provided	Documents now ready

This section is provided to view the complaint status History for a particular complaint.

## [-] Complaint Status

Complaint Acknowledged By 157.00 on 2015-05-21 14:15:16.549

SN Generated By 157.00 on 2015-05-23 11:35:43.492

- 1) Below window message will come after clicking on 'Generate SN' button.
- 2) Save the pdf file in your system by using Save Option .

### 3S CUSTOMER SATISFACTION NOTE

Please Tick

SALES

SERVICE

SPARES

Case Number	IC-11354-C9T2	Vehicle Registration No.	1234
Complaint Received Date	20140414	Date Of Sale	13/04/2013
Complaint Closing Date		Frame No (17 Digit)	ME121C0H3D200599
First Contact to	14/05/2015	Kms Covered	
Model Name	FZS	Customer Name	Vinay Jadhav
Dealership Name	DELHI SCOOTERS		
Dealer Code	157.00		
Job Card No.			
Job Card Date			

#### Sample of Generated pdf File

- 1) Take print out of this pdf file and then get customer signature and other details on print out.
- 2) Save scanned copy of print out in your system .

#### Complaint Description & Reason For Dis-satisfaction

S.No	Customer Observation	Reason For Dis-satisfaction	Action Taken	Remarks
1	Documents are not provided	Documents not ready	Documents provided	Documents now ready

This is to certify that my observations mentioned above have been attended to my entire satisfaction.

Dealer Signature

Name :

Date :

Customer Signature

Name :

Date :

Condition

Status Open Complaints ▾

Complaint Date  -  dd/MM/yyyy

Complaint Status Satisfaction Note Generated 2 ▾

Case No.

Case Number	Area Of Work	Customer Name	Contact No	Date Of Customer Complaint	Model Name	Complaint Reason	Customer Problem
IC-12316-D7B6	Service	Vishal Kumar	7779961354	30/05/2014	SZRR		Free service coupon is forcef
<span style="border: 1px solid black; border-radius: 50%; padding: 2px 5px;">3</span> 192-K1T3	Sales	Suhail F Dhanani	8898519669	27/03/2014	FZS	Documentation	RC book not recieved
IC-11354-C9T2	Sales	Vinay Jadhav	9823235351	14/04/2014	FZS	Documentation	FW Test Mail from Yamaha

- 1) The system will take you back to view complaints screen
- 2) Revisit that complaint by selecting 'Satisfaction Note Generated' in Complaint Status option.
- 3) Select that complaint
- 4) click on 'Detail' button.

4

Complaint Symptoms 

## [-] Dealership Information

Dealer Name Dealer Code Zone Dealership City and State 

## [-] Action

Action Date Of First Contact to Customer   dd/MM/yyyy

*Customer Observation	*Reason For Dissatisfaction	*Action Taken	*Remarks
Documents are not provided	Documents not ready	Documents provided	Documents now ready

- 1) You may click on 'Reprint' option to regenerate pdf copy of SN
- 2) Browse pdf copy of Signed SN saved in your system
- 3) Click on 'Submit To Yamaha Back Office' to send SN for approval by Yamaha Back office.
- 4) You can use the Back Tab to back to the previous screen any time.

## [-] Complaint Status

Complaint Acknowledged By 157.00 on 2015-05-21 14:15:16.549

SN Generated By 157.00 on 2015-05-23 11:35:43.492

1

Acknowledge

Generate SN Pdf

Submit Memo

Reprint

2

Browse...

3

Submit To Yamaha Back Office

4

Back

Condition

Satisfactory Note For Complaint Number : IC-12316-D7B6 Has Been Submitted To Back Office

Please ensure to check the status of Complaint Number : IC-12316-D7B6 as "closed" in Closed complaint Tab after 24 hours

This message means SN has been uploaded successfully.  
After approval from Yamaha Back Office complaint will be closed

# ***How To generate IM for complaints after acknowledging them***

Condition

Complaint Number : IC-03741-N9F6 Has Been Acknowledged

Please Click Satisfaction Note Tab or Internal Memo Tab to Process Closure of Complaint

Now Click Initiate Internal Memo Button to generate IM for complaint .  
It will take you to next screen

Zone

Dealership City and State

Action

Action

\*Reason For IM

1

Description

Click to select Reason For IM

*Problem Detected	*Reason For Dissatisfaction	*Dealer First Explanation	*Action Taken

Add Observation

Delete Observation

Complaint Status

Complaint Acknowledged By 157.00 on 2015-05-14 12:37:39.015

Acknowledge

Generate SN Pdf

Submit Memo

Reprint

Browse...

button.upload SN 24

Back

## Reason For IM Reference

Reason For IM 

IM No.	Reason For IM	Description
1	Delay in Bike Delivery	On contacting Customer informs of purchase of bike from local vendor or other
2	Unavailability of Spare Parts	On contacting Customer informs of purchase of bike from local vendor or other
3	Customer has complained and for resolution he has to visit the dealership	On contacting Customer informs he is unable to visit the dealership for next 10
4	Customer has complained about something and Dealer is trying to contact him	Customer is not responding to calls or emails for a minimum three times in thr
5	Customer's complaint is resolved by the concerned official	But the customer is not willing to come to dealership to sign the satisfaction no
6	RC Complaint – RC not received or received with wrong Pa	Customer's complaint is resolved by the concerned official upload the acknowledgement receipt along with the IOM rais
7	Customer is Over demanding i.e as per company policy it is	official ctation beyond norms, New bike, close the dealership , huge
8	Customer reported problem happened due to external damage/repair	Information mentioned in the IOM about the customer related problem
9	Customer reported problem can not be confirmed	How checked and what is result

**1. Select IM case by double clicking on row OR clicking Set button**

**\* Note : The reason for IM reference screen will always open for selection. This helps to select the correct reason**

Set

Cancel

Acknowledge

Generate SN Pdf

Submit Memo

Reprint

Browse...

Submit To Yamaha Back Office

Back

Zone North

Dealership City and State NEW DELHI

Action

Action Generate Internal Memo

\*Reason For IM 1  Delay in Bike Delivery

Description On contacting Customer informs of purchase of bike from local vendor or other YAMAHA dealer

\*Please Upload RTO Receipt/RC Selected IM details will be displayed here. The Corresponding Description will automatically come

1

*Problem Detected	*Reason	*Dealer First Explanation	*Action Taken

1) Click on Add Observation Button to add observation  
 2) Problem Detected, Reason For Dissatisfaction, Dealer First Explanation and Action Taken are mandatory to enter one observation  
 \* Note: Please write detailed observation to ensure the approval of IM.

2

Add Observation Delete Observation

Complaint Status

Complaint Acknowledged By 157.00 on 2015-05-21 14:21:07.955

1) Click on Submit Memo Button to submit Internal Memo for closure by back office.  
 2) RC Upload is mandatory in case of Reason For IM #6 is selected.

3

Acknowledge Generate SN Pdf Submit Memo Reprint Browse... Submit To Yamaha Back Office Back

Internal Memo For Complaint Number : 1234 Has Been Initiated

Please check the status of Complaint Number : 1234 as "Closed" in Closed complaint Tab after the approval of Internal Memo.

Message Screen Means Internal  
Memo has been successfully  
submitted to Back Office for  
Closure

# ***Reports***

The Purpose of reports is to help users to analyze the complaints, track the trends and help reach to root cause of the problems so that such complaints don't arrive in future.

## ***Report 1 View Complaint Interaction (CI) Report***

[-] Condition

1 record(s) found.

Complaint Status Case Number Area Of Work Zone 

1. Select Options  
as per requirement  
and click on  
Retrieve Button

Complaint Date  -   dd/MM/yyyyDealer Code Type Of Complaint State 

Retrieve

S.No	Case Number	Area Of Work	Call Received Date	Age Of Complaint	Anger Level Ranking	Complaint Reason	Complaint Symptoms	Complaint Status
1	IC-03741-N9F7	Service	01/01/2014	0	5	Starter	No Symptom	Satisfaction Note Gener

1) Data available will be displayed here

The Purpose of CI report is to help users to view the complete details related to the complaints.

- 1) Click on Detail to open a complaint
- 2) Click on Download Button to download report in excel file .

Detail

Download

29 Reset

***Report 2***  
***View Complaint Status Report***

[-] Condition

From Date  -  dd/MM/yyyy

Type Of Complaint ALL

Retrieve

Sales	Service	Spares	Total
3	1	0	4
0	0	0	0
3	1	0	4
3	1	0	4
0	0	0	0
9	3	0	12

1. Select Options as per requirement and click on Retrieve Button

1) Data available will be displayed here

The Purpose of Complaint Status Report is have a glimpse of No. of Complaints in all three Areas( Sales, Service, Spares) under All Complaints, Open and Closed Complaints under a given period of time

1) Click on Download Button to download report in excel file .

Download

Reset

# ***Report 3*** ***Complaint Report***



CCMR03\_01 Complaint Report

Condition

\*Report Type

From Date  -  dd/MM/yyyy

Retrieve

Area Of Work	Lead Time (in Days)
--------------	---------------------

1) Data available will be displayed here

The Purpose of complaint report is to provide the lead time of each Sales, Service, Spares within Your respective Region/ Zone .

Download

Reset

***Report 4***  
***View Category Wise Sales Pending Report***

[-] Condition

Complaint Date  -  dd/MM/yyyy

1. Select date range  
and click on Retrieve  
Button

Retrieve

Commitment Failure	Dealer Sales Quality	RC Complaints	Documentation	Extra Charged	Total
					0
	1	1	3		4
					4

1) Data available will be displayed here

The Purpose of Category wise sales pending Complaints is to share in one view pending complaints in Sales and under which of the five categories.

1) Click on Download Button to download report in excel file .

Download

Reset

# ***Report 5*** ***CCM Zonal Report***



# PYMIDOL - III

UserName [157.00]

Products | My Favorite | Help | Top Page

Home Page | CCMT01 - VIEW C... | CCMR03 - COMPLA... | CCMR05 - CCM ZO...

## CCMR05\_01 Zonal Reports

Condition \_\_\_\_\_  
Complaint Date  -  dd/MM/yyyy

Sales				Service				Spares			
Pending Complaints Previous Year	Average Lead Time	Current Year Pending Complaints Beyond 7 days	Average Lead Time	Pending Complaints Previous Year	Average Lead Time	Current Year Pending Complaints Beyond 7 days	Average Lead Time	Pending Complaints Previous Year	Average Lead Time	Current Year Pending Complaints Beyond 7 days	Av

1) Data available will be displayed here

The Purpose of CCM Zonal Report is to provide the lead time of number of Pending complaints along with the Lead Time for each Sales, Service, Spares for both Previous Year (if any) and Current Year.

# FAQ's

1. Is there a change in the complaints Process ?

Ans. No, there is no change in the complaint closure process. The complaints will still be getting closed through Either Satisfaction Note or Internal Memo after acknowledgement

2. Why are we getting user manuals again if the process is same ?

Ans. The manual is shared as CCM Module is migrating from Pymidol II to Pymidol III ( Upgraded Version). Though the Process remains the same however a few terms and few reports have been changed or added to make the system more User friendly .

3. What is the Difference between Pymidol II and Pymidol III . How it benefits

Pymidol III is certainly an upgraded version of Pymidol II and has better bandwidth to ensure speed and immediate Processing.

4. Do I need to make any changes to my computer settings to be able to use Pymidol III

Ans. No changes are required to be made to your system settings. Pymidol III runs on Java and thus is compatible to all Interfaces

4. What about the Notification Mails

Ans. Notification mail process will remain as it is as it was in Pymdiol II

For Any questions related to Customer Complaints, Please share it with respective CS Manager or you can share query @ [CSJournal@yamaha-motor-india.com](mailto:CSJournal@yamaha-motor-india.com)

# General Guidelines

1. Customer Complaint is an Opportunity to make changes in our Operations and Approach
2. To be able to ensure quick resolution of complaints, Pymidol CCM to be accessed on Daily basis
3. Complaints that come to Yamaha Back Office are the only ones that is reflected in Pymidol CCM. The Ultimate objective is to ensure that customers don't approach Yamaha with their grievances.
4. Same Pymidol User ID and Password is also used for accessing the CCM Module as other Modules.
5. Once the Complaint is registered, please ensure the Resolution within next 24 hours to ensure that Customer never leaves you.
6. After submitting the Satisfaction Note or Processing Internal Memo, Please check the status of the complaint Next day to ensure that complaint should get closed by YAMAHA back office after confirming with the Customer.
7. The reports are provided in CCM Pymidol are to be utilized to ensure not only effective resolution but further Reduction of Complaints and eventually reach to a Zero Complaint Situation.

***Thank You***