



POWERING POSSIBILITY



COMPLAINT MANAGEMENT

A quick reference guide for Customer to log complaints on the Portal.
Our first step in digital transformation.

1. Introduction

Welcome to the Customer Self-Service Portal Complaint Logging Guide. This guide is designed to help you navigate the process of submitting a complaint quickly and efficiently through our online portal. Whether you're experiencing a service issue, have feedback to share, or need assistance with a product, our self-service platform empowers you to raise concerns at your convenience. In the following sections, we'll walk you through each step to ensure your complaint is logged accurately and directed to the appropriate support team for a timely resolution.

2. Complaint Logging Requirements

Before a complaint can be logged on the Customer Self-Service Portal, The user must be associated to a customer or haulier account. If the user is not associated to an account. A new account record can be created.

Registration Process

Follow the below process to setup your account.

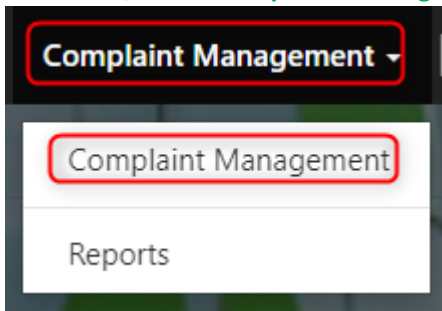
Before creating your account, please download an complete the application form as you will need to upload it during the registration process. Click to [Download Credit Application](#) or [Download Cash Account Application](#)

- **Step 1** - Confirm your contact details
- **Step 2** - Create your Account
- **Step 3** - Upload your documents (*Please complete the application form before reaching this stage*)
 - Select your company type below to upload the appropriate documents
- **Step 4** - Complete the Customer Application form

3. How to Log a Complaint

All Customers are required to create an account on the Customer Self-Service Portal in order to manage their Profiles, register a Haulier(s), add additional contacts and manage/create purchase orders and scheduling Hauliers. The below steps show the customer creation process.

1. Open your internet browser (Google Chrome for the best user experience)
2. Enter the following site address:
<https://exxaro.microsoftcrmportals.com>
3. Click on **Sign In** on the top right of your screen.
4. Enter your username and password.
5. Once signed in, Click on the **Complaint Management TAB**, from here, select **Complaint Management**.



6. Once opened, user's will be able to see previously created complaints as well as the option to either create a new complaint or export created complaints to Excel.

7. Users can click on **Create a Complaint**.

Support

Submit your queries/complaints regarding an Order.

My Open Cases ▾

Case Number	Case Title	Customer	Origin	Status Reason
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8. User's will then be greeted with a form where they will be required to enter a relevant **case title, mine site, and description** of the complaint.

Overview

Case Title *

Customer *

Contact

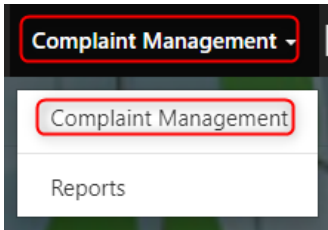
Mines Site or Business Unit *

Description

9. Once all of these fields have been populated, the user can proceed to click the **Submit button**. A case will then be created on the system.

4. Uploading Complaint Supporting Documents

1. Open your created case by clicking on the **Complaint Management TAB**, from here, select **Complaint Management**.



2. Users will now be able to see their created case, to open the record, the case number will need to be clicked on

Support

Submit your queries/complaints regarding an Order.

☰ My Open Cases ▾



Open a New Complaint

Case Number	Case Title	Customer	Origin	Status Reason	C
CAS-01318-D5SSV6	Test Complaint May 2025	TEST CUSTOMER COMPLAINTS	Web	In Progress	5

3. Now that the case is opened, user must click on the **Add Comment** button.

Test Complaint May 2025

Active - In Progress

General

Case Number

CAS-01318-DSS5V6

Customer *

TEST CUSTOMER COMPLAINTS

Contact

Wcorp (Customer)

Mines Site or Business Unit *

Leeuwan

Description *

Test

Timeline

Add Comment

4. A new window will be opened, which will allow users to add supporting documents by clicking on Choose Files. Please note that comments are mandatory fields. Once completed, click the **Submit button**.

Add a Comment ×

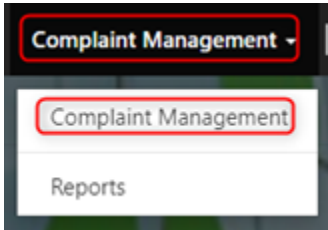
*** Comment**

Attach a file Choose Files No file chosen

Submit Cancel

5. How to Cancel or Close a Complaint

1. Users will need to click on the **Complaint Management TAB**, from here, select **Complaint Management**.



2. Users will now be able to see their created case, to open the record, the case number will need to be clicked on

Support

Submit your queries/complaints regarding an Order.

☰ My Open Cases ▾

Search



Open a New Complaint

Case Number	Case Title	Customer	Origin	Status Reason	C
CAS-01318-D555V6	Test Complaint May 2025	TEST CUSTOMER COMPLAINTS	Web	In Progress	5

3. Now that the case is opened, user must click on the **Close Case** or **Cancel Case** buttons.

Mines Site or Business Unit *

Leeuwpan

Description *

Test

Timeline

Add Comment

There are no activities to display.

Update

Close case

Cancel case