



FOODWARE 365

NON-CONFORMANCES

Receive, document, categorize, follow-up and process your Customer Non-Conformances

Do you ever have problems managing the incoming customer non-conformances?

With Foodware 365 Non-Conformances, we are maximizing the use of the Microsoft platform. We optimize following up and resolving your customer complaints through seamless integration of different applications. From now on, It is possible to register your non-conformance directly within Outlook. Convert an incoming email to a non-conformance in just a few clicks. Even better, by creating the non-conformance, your colleagues are automatically informed and assigned tasks. Imagine just registering a non-conformance within Outlook, automatically adds a task on your sales persons to-do list to contact your customer and minimize damage. With Foodware 365, that's reality.



How do you ensure you keep track of all the related data while handling your non-conformances?

Through the use of Microsoft Teams, a channel is created to gather the team, get access to the necessary files, enable chat functionality and assign, follow-up and report on tasks. Fully automated, a SharePoint folder is created in the background and added to the Teams channel, allowing the team to store all relevant documents in the same place. All related documents & pictures are accessible for everybody who is assigned to resolve this non-conformance.

Let the Power of the Dynamics 365 platform support you

By fully use the Microsoft Dynamics 365 platform we are able to design our solution to fit the your processes and users. By receiving and processing the non-conformance in Microsoft Outlook we integrate our solution at the location where it's needed. Do you need team collaboration to handle, fix and prevent the non-conformance to occur again? Let's make use of Microsoft Teams to get the team, tasks and documents together. One place to work from and to collaborate.



Enable your team to excel in handling the customer non-conformances today!

With Teams as a central hub for following up the non-conformances, with everything at one single place, no time is lost due to people searching for documents or inefficiencies in communicating with colleagues. With Foodware 365 non-conformance, your team is able to excel non-conformances handling anytime, anywhere and on any device.

Features and benefits

- Outlook integration to ease non-conformance registration
- Make use of Microsoft Teams and Planner to streamline your internal process
- Non-Conformance available within Business Central
- Possibility to register Non-Conformances on a Customer or Consumer level
- Anytime, anywhere, any device

About Foodware 365

Foodware 365 is the foremost food solution based on Microsoft Dynamics 365. Following years of experience and leveraging the feedback from thousands of users, Foodware 365 is the next generation of business apps for food companies running Dynamics 365, both Finance & Operations and Business Central. Even more, Foodware 365 goes beyond the business applications, aiming to leverage the full suite of the Microsoft platform including Office 365, the Microsoft Power Platform and numerous Microsoft Azure Services. Thanks to our modular approach, food companies have full flexibility with regards to the apps their organization needs.

For more information, please visit our website: **www.foodware365.com**