

NEW WEBSITE FEATURE - CCR PORTAL

Dear Valued Customers and Distributors,

Liquip is excited to announce the launch of the new CCR (Customer Concern Report) portal; a digital feature on the Liquip website that automates the submission and handling of CCR's. Designed to enhance the customer's experience, this portal will increase efficiency in claim turnaround, as well as record and track all information in one place, preventing potential communication errors. The use of the portal will result in more effective communication, stronger support interaction and quicker status updates.

As of 3rd October, our valued clients, you, will be able to submit CCR claims by visiting liquip.com, logging in and accessing the CCR portal (located under the RESOURCES tab). From there, users will be asked to submit relevant information along with applicable images and files. Once a claim is submitted, users will receive a unique CCR number and an e-mail notification confirming CCR submission. Users will then be able to log in to access and view their claim status as well as receive update status notifications via email.

To use the CCR portal each user requires an account setup with CCR portal access rights granted.

To request access to the portal and for a short training session please speak directly with your Liquip representative or email sales@liquip.com .

Regards,
Liquip

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Customer Concern Report

Report Details

Claim Reason *
Choose one

Description of Failure/Issue *
Please give us an accurate, detailed description of the actual issue you have and please do NOT use generic terms as "not working" or "broken" as they do not give details of what the failure is.

Your Details

Name Company
 Email Phone Number
 Initiated by * Customer's Reference *
 Type here... Type the reference here...

Item Information

Part Number * Part Description *
 Type part number here... Type part description here...
 Quantity Serial Number Date of Incident
 Type quantity here... Type the serial number here... [Calendar icon]

Upload Photos / Videos (Max file size 10MB. Note: this will allow you approximately 60 seconds of video)

Drag & Drop files here to upload. Select files...

Purchase Date Invoice Number Supplied on
 Type the invoice number here...
 Tank Serial Number Terminal Location (Bay and Arm)
 Type terminal location here...
 Tanker Build Date Part Carried or Product Used on * Date into Service if not OEM fitted
 Type here... [Calendar icon]

Additional Comments
 Type additional comments here.

Yes No If not warranty, does customer want item repaired if possible? Internal use only:
 Yes No Does quote for repair need to be issued? Yes No Replacement issued without consulting with NCR?
 Yes No Does customer want item back if warranty denied? Yes No Immediate containment action required?
 Yes No Within Warranty Period?
 Yes No Is item being returned?
 NCR Number (optional)
 Type NCR Number here...

Cancel Add New Report