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## **TVH Quick Source Version 5.31:**

### **TVH E-commerce tool nominated.**

**One of the remarkable new features of the new version 5.31 of the e-commerce tool TVH Quick Source is a complaints system that is both transparent and user-friendly at the same time.**

### **Dealing with complaints correctly**

TVH continues to improve and expand their own e-commerce software TVH Quick Source. Users can now also register their complaints via the tool. The input of the complaint by the customer and the processing of that complaints is always done via the same platform. Thanks to an internal routing system, specific complaints always end up with the correct persons. In addition the system allows the customer to keep close track of the processing of his complaint. And this motivates the employees of course to quickly and efficiently rectify the problem.

The feedback TVH receive via the complaints system greatly contributes to an optimal development of all activities and to better customer relationships.

The complaints module of TVH Quick Source was nominated for Best Practice in Logistics of the Industry Technical Management Awards.

Other new features of TVH Quick Source 5.31 are:

- a link to TVH-bay, TVH's on-line shop with interesting offers;
- a renewed info screen;
- a time-saving function for customers enabling them to print their pro forma invoices themselves;
- the new button "Info & Promo" with a link to extra facts and promotions.

### **For more info:**

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**TVH – Group Thermote & Vanhalst** is a world-wide supplier with customers in more than 162 different countries. As a 'One-Stop Shop' the company offers a full service in lift trucks, spare parts, accessories, rental, repairs and handling equipment with a guaranteed fast delivery at a competitive price. From the simplest hand trolley to the heaviest lift truck, from the smallest nut to the complete chassis. Regardless of the brand, type or year of construction of the lift truck, TVH always have a solution ready. TVH's unequalled know-how is reflected by a database of 12 million article numbers, of which well over 450.000 references are in stock.