

# End-Customer's Feedback

## Overview

This section is dedicated to gathering your insights and suggestions. The feedback system is both available on PMX WMS and Scan. As an end-customer you have the ability to provide **direct feedback** on our product through **an annual survey**.

**In addition, in this new section you will gain access to the following topics:**

- **Product News**
  - **Product roadmap**
  - **Knowledge articles in our community**
  - **Updates from the latest release**

**Operation System supported: All supported including *Windows Mobile*.**

**Important: The survey can only be accessed once per user!**

**Note:** After completing the survey, you will no longer be able to click on the "Survey" button or menu. If a new survey is opened, the button or menu will become available again.

## WMS - Feedback & News

### WMS Add-on - Menu & System Message



The menu item in SBO called "**Connect with WMS**" was implemented under "**Produmex**" main menu. Clicking the buttons will open a new browser window.

#### Menu Structure:

- **Connect with WMS**
  - **WMS News**
    - **Release News** - [WMS Release Notes](#)
    - **Community Articles** - [WMS Articles](#)
    - **Product Roadmap** - [Logistics Roadmap](#)
  - **Feedback**

On the desktop, the survey will be available only when you start the WMS Add-on. After the initial connection to the Add-on was successful the **“Connect with WMS”** menu and the **“System Message”** will appear, the menu is accessible under the **“Produmex”** main menu.

### System Message

**When the survey is available:** the embedded window with the survey will be shown.

- **Fill the Survey** - The Survey will open in a new browser window.
- **Don't remind** - The System Message will no longer appear, but it can still be accessed from the WMS menu.
- **Remind later** - The next time you successfully connect to the WMS Add-on, this system message will reappear.

**Note:** Closing this System Message window using the “X” button performs the same action as selecting “Remind me later”.



**When the survey is no longer available:** If you are clicking on the “Feedback” menu item and the survey has already been completed, you will receive the following System Message.



## WMS Mobile & Touch Client

The **News & Feedback** section is accessible from the main pages on the **Mobile & Touch Client**. Clicking the buttons will open a new browser window.

**The following buttons are available:**

- **Release News** - [WMS Release Notes](#)
- **Community Articles** - [WMS Articles](#)
- **Product Roadmap** - [Logistics Roadmap](#)
- **Feedback** - The Survey is accessible with this button.



*(Mobile Client News & Feedback screen, Error screen)*

**Note:** If you have already completed the survey, the following message will appear after clicking on the **“Feedback”** button: **“Feedback was already filled”**.



*(Touch Client News & Feedback screen)*

## Scan - Feedback & News

**Important:** For users on **Windows Mobile**, neither the survey nor the news links will be accessible if there is NO web browser installed on the device.

### Survey Completion UDF field in Employee Master Data.

You have the option to manage the survey's setting in the **Employee Master Data**, allowing you to reset the survey value so the survey can be completed again.



## Favourites & Other Menu

After the first login, the **Survey** and **News** links are added to the **Favourites menu**. Upon the first successful logout, these links are removed from the **Favourites**, and the new section will be moved to the **Other menu**.

*(Windows Mobile - Favourite and Other Menu)*



*(Android - Favourite and Other Menu)*



## Feedback Survey

### Windows Mobile:

**Note:** The survey is still available, if the **Survey button** is enabled. If you have already provided

feedback, the **Survey button** will be greyed out.



*(Windows Mobile - Survey button before and after filling the survey)*

### Android:

**Note:** The survey is still available, if the **Survey button** is visible. If you have already provided feedback, the **Survey button** will no longer be visible.



*(Android - Survey button before and after filling the survey)*

## News Section

This section provides an overview of our most important sites, offering useful information and interesting articles for you to explore. Clicking the buttons will open a new browser window.

With the following buttons you can reach these site:

- **News** - [Produmex Scan Articles](#)
- **Roadmap** - [Logistics Roadmap](#)
- **New PMX Version** - [Scan Release Notes](#)



*(Windows Mobile - News Section and buttons)*



*(Android - News Section and buttons)*

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