

Responding to enquiries sent from the retailer portal

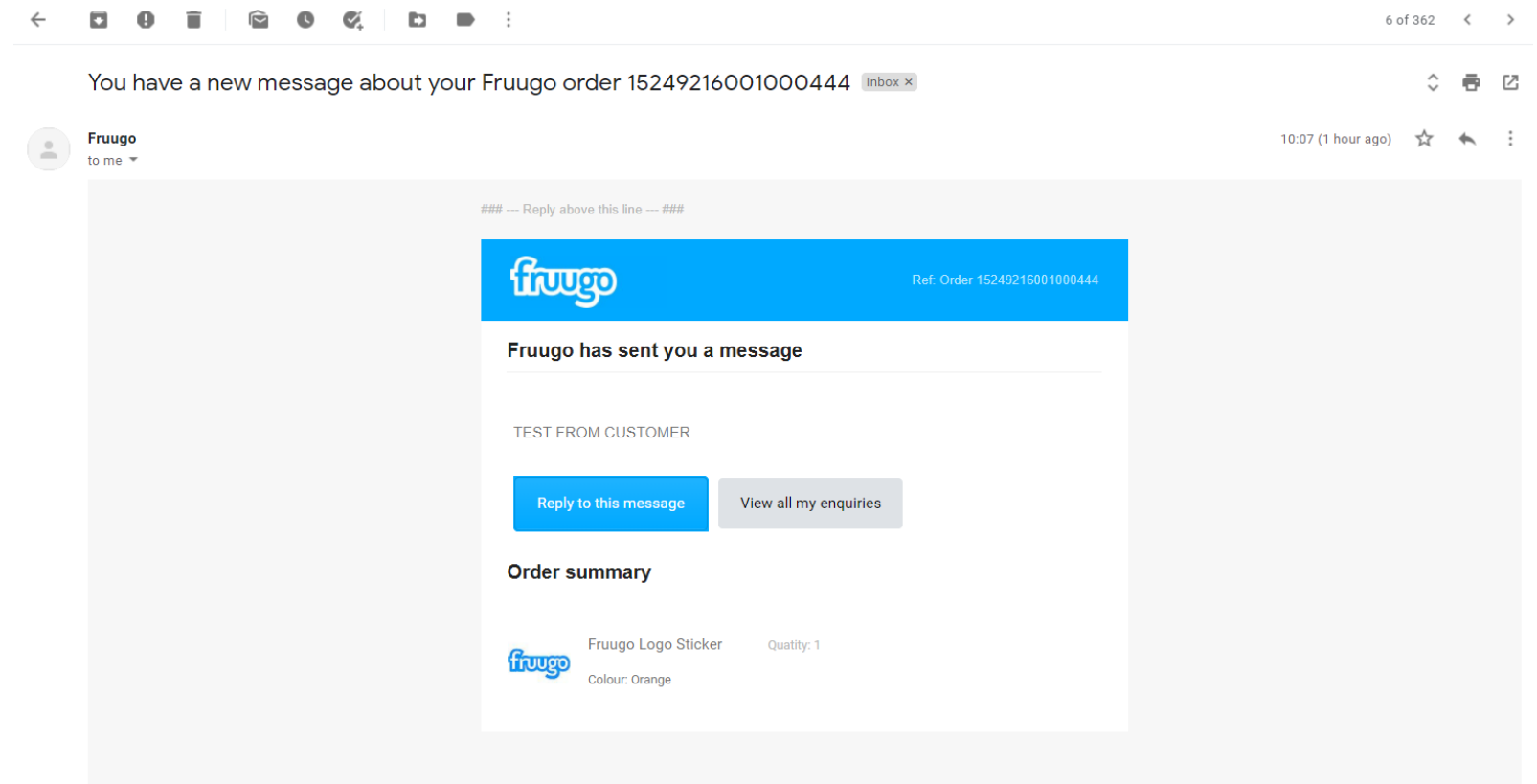


Customers are able to contact you via our help centre on the Fruugo website.

When a customer sends you a message, or responds to a message you have sent them, you will receive notification of this message to the email address you have associated with your Fruugo account.

If you wish to change the email where you receive these notifications, please let us know.

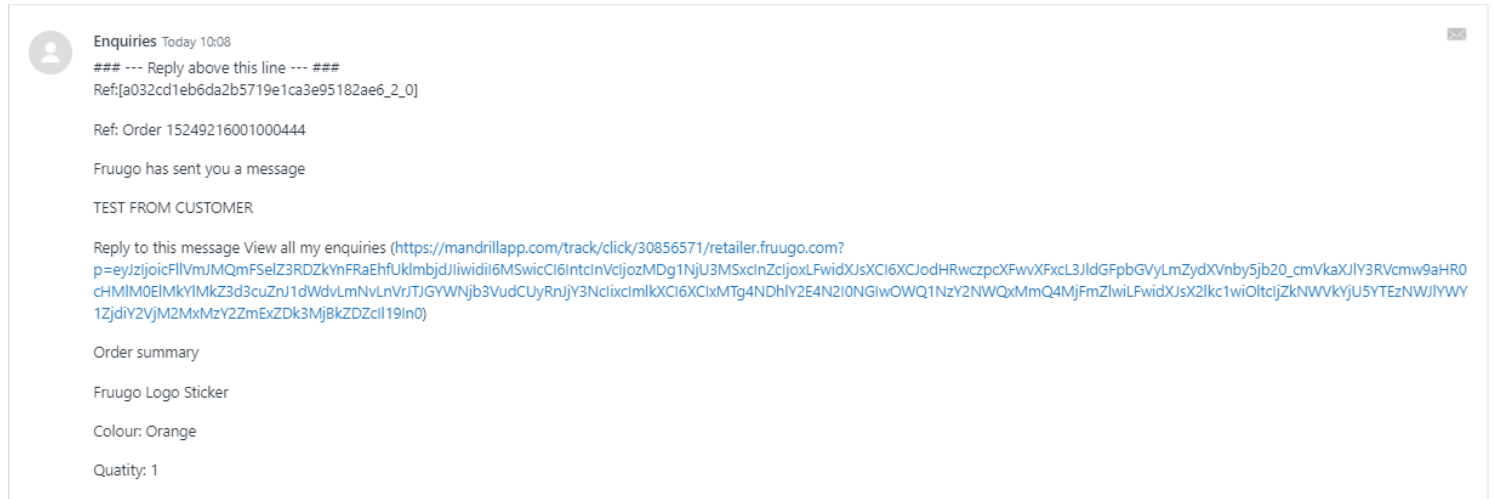
Opposite you will see an example notification in Gmail.





If you use an email management help desk, such as Zendesk, then the message may appear in its most basic format, such as the example opposite, which is how this appears in Zendesk.

You are able to receive notifications into your email management system, however, please be aware that each reply may create a new ticket. We do not currently have an integration for this.



When responding to these enquiries, you can do this in a number of ways.



1. Log into the portal:
You can respond via our retailer portal by logging into:
<https://retailer.fruugo.com/>
with your Fruugo credentials.

Once in your account, click the 'All Enquiries' tab (highlighted in green) and the messages that require your attention will be listed.

Any that have a red retailer icon require your urgent attention.

This view is filtered to show those awaiting your attention, to see all – click the 'retailer' filter highlighted in purple.

The screenshot shows the Fruugo Retailer portal interface. At the top, there is a search bar with the text "Quickly lookup an order number" and a "Help Documentation" link. Below the search bar, there is a "Type here to search enquiries..." input field and a "FILTER ENQUIRIES" button. The main content area displays a table of enquiries with columns for Status, Order ID, Subject, Days elapsed, and Last updated. The table is filtered to show only enquiries with a red "Retailer" icon. The "All enquiries" tab in the left sidebar is highlighted in green, and the "Retailer" filter in the search bar is highlighted in purple.

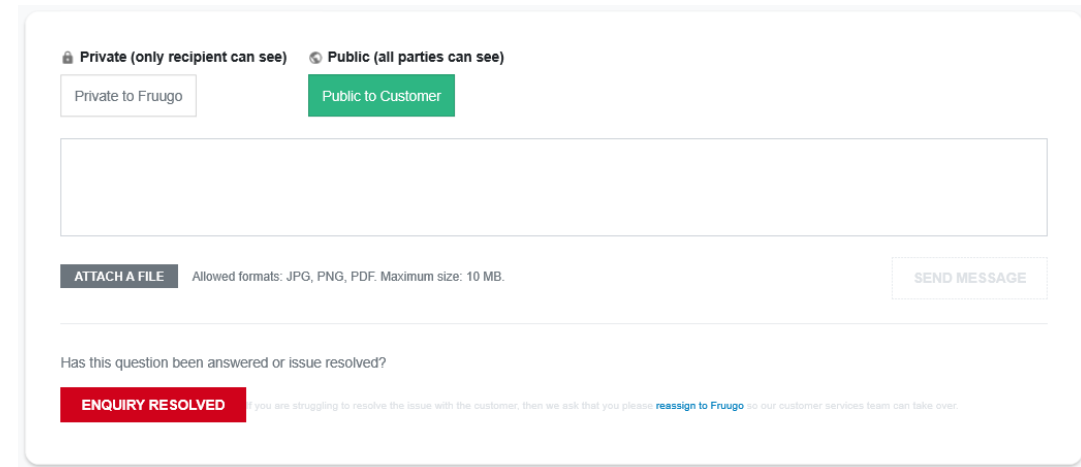
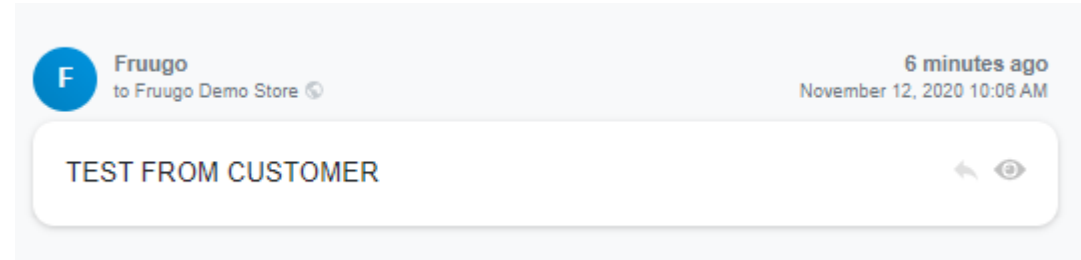
Status	Order ID	Subject	Days elapsed	Last updated
Customer Retailer	Fruugo 1524921600100444	Where's my order?	—	2020-11-12 10:53 View
Customer Retailer	Fruugo 1605797600100444	Where's my order?	22 days	2020-10-20 12:48 View
Customer Retailer	Fruugo 1573884100100444	Where's my order?	23 days	2020-10-20 08:16 View
Customer Retailer	Fruugo 1536046800100444	Where's my order?	23 days	2020-10-20 08:15 View
Customer Retailer	Fruugo 1573884100100444	Where's my order?	23 days	2020-10-20 07:22 View
Customer Retailer	Fruugo 1586502400100444	Where's my order?	23 days	2020-10-19 15:51 View
Customer Retailer	Fruugo 1462584700100444	I want to change my order	37 days	2020-10-06 10:11 View
Customer Retailer	Fruugo 1411670500100444	I want to return my order	43 days	2020-09-30 06:29 View
Customer Retailer	Fruugo 1411670500100444	I want to return my order	43 days	2020-09-30 06:25 View

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To reply to the customer message, type in the text box and hit the 'Send message' button.

Your message will then be added to the conversation thread and a notification will be sent to the customer via email, containing a copy of the message.

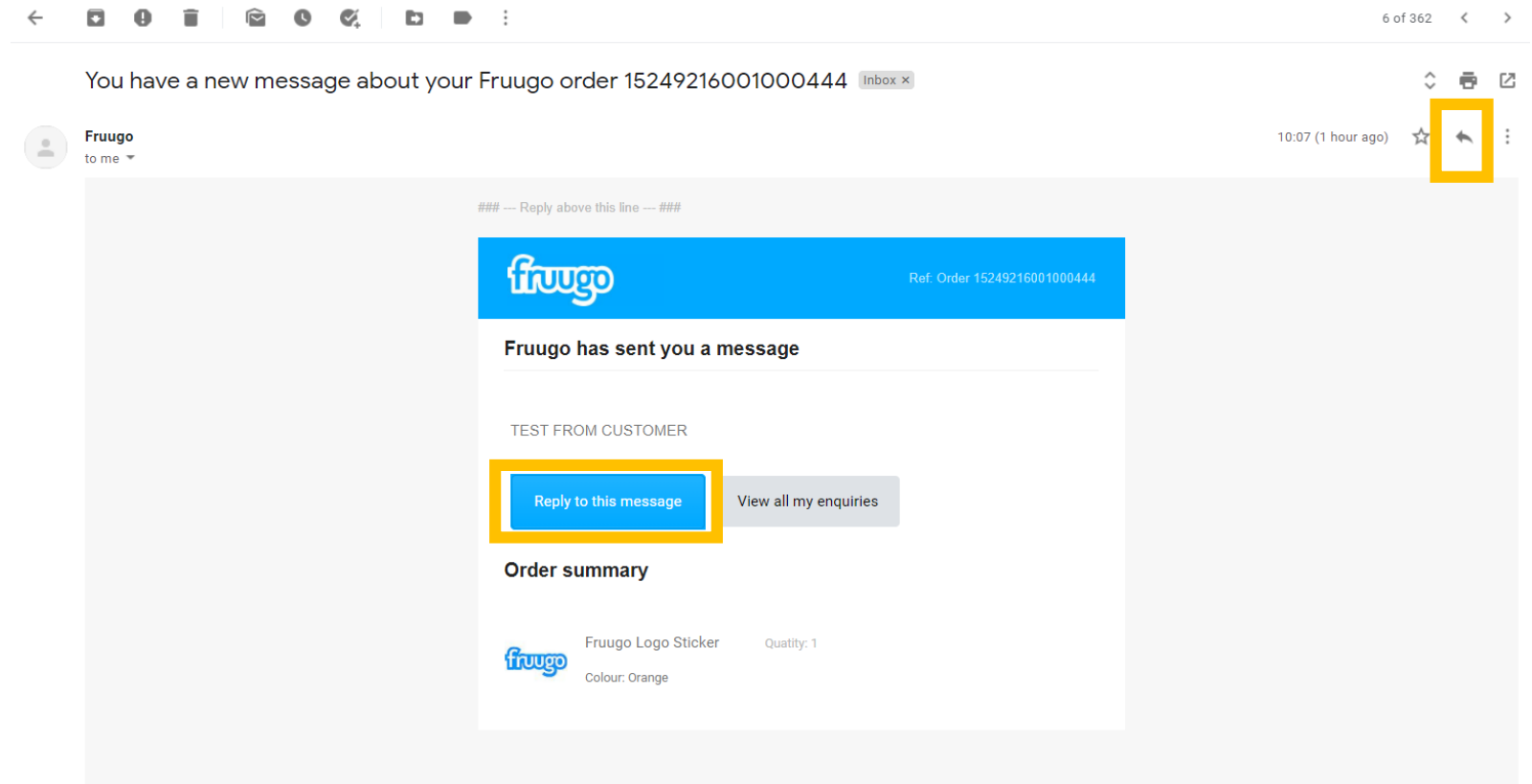




2. Reply via email:

To reply via email, you can do so in two ways.

Click the 'Reply to this message button' or click the reply button in your email client. Both are highlighted in **yellow**.



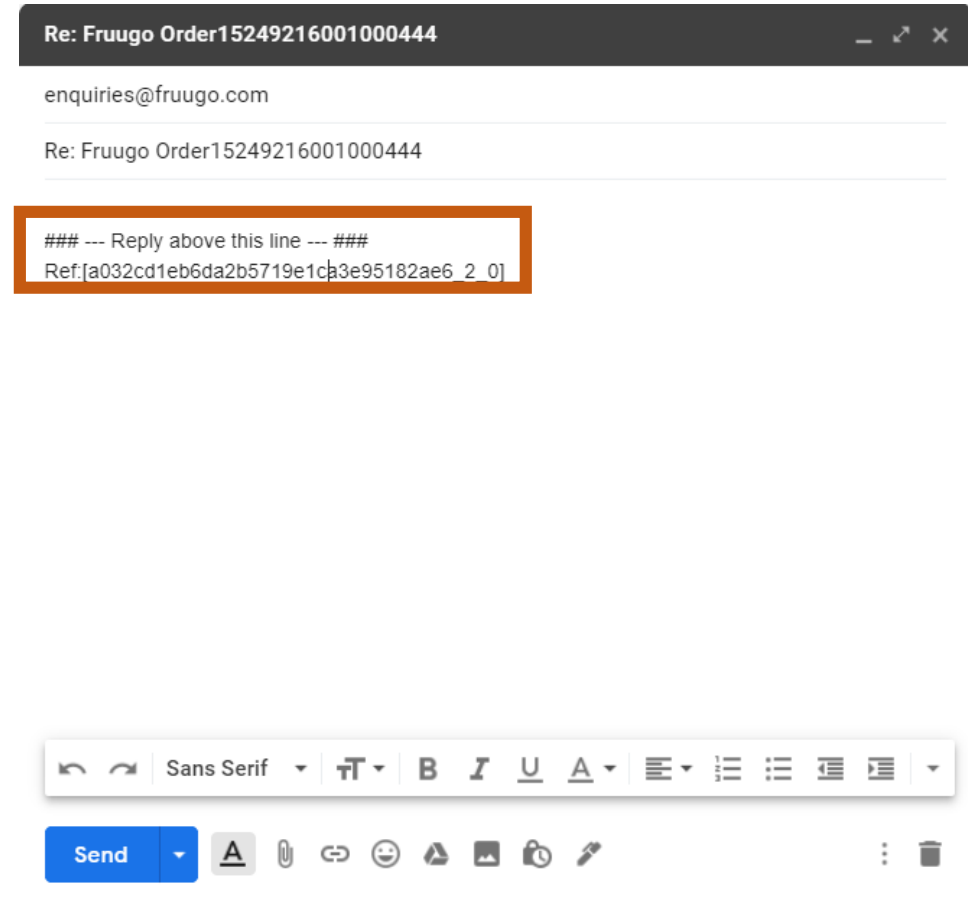


When you click either option, a response email will open.

It's **really important** that the 'Ref' information is in the message and that you reply above the line. Highlighted in **orange**.

If this information is missing, the reply will not be sent to the customer.

Once you send your reply, then this message will be added to the conversation thread in the retailer portal and a copy will be emailed to the customer.





3. Reply via a help desk:

You can also reply to customer enquiries via a help desk, such as Zendesk.

You can reply to this as you would any other ticket, but as with replying via email, it is really important that the 'ref' information is retained in your reply and that you reply above the line.

If this information is missing, the reply will not be sent to the customer.

Once you send your reply, then this message will be added to the conversation thread in the retailer portal and a copy will be emailed to the customer.

The screenshot shows a Zendesk ticket interface. At the top right is a 'Preview' button. Below it, there are two tabs: 'Public reply' (selected) and 'Internal note'. A message states 'Your comment is sent to the ticket requester' above a large empty text input field. To the right of the input field is an 'Attach file' link. Below the input field, there are filters for 'Conversations', 'All' (with a '2' badge), and 'Public' (with a '2' badge). The main content area shows a message from 'Keiran' at 'Today 10:12' with the text 'TEST FROM ZENDESK' and 'Fruugo Customer Service'. Below this is a message from 'Enquiries' at 'Today 10:08' with the text '### --- Reply above this line --- ###', 'Ref:[a032cd1eb6da2b5719e1ca3e95182ae6_2_0]', 'Ref: Order 15249216001000444', 'Fruugo has sent you a message', 'TEST FROM CUSTOMER', and a long URL for 'Reply to this message View all my enquiries'. Below the URL are sections for 'Order summary', 'Fruugo Logo Sticker', 'Colour: Orange', and 'Quantity: 1'.



Troubleshooting

As mentioned, it is really important that the 'ref' information is included in your reply.

This information ensures that your reply is associated with the customer enquiry.

If you are replying, but your message is not visible in the retailer portal, this is the first thing we would advise that you check has been included in your message.

If your help desk is removing this information, you will need to speak with them to ensure that this is included in your replies.

If this information is being included in your responses, but the messages are still not appearing, contact our team and we will assist you with this.