

Vendor Reviews

USER MANUAL VER. 1.0.0

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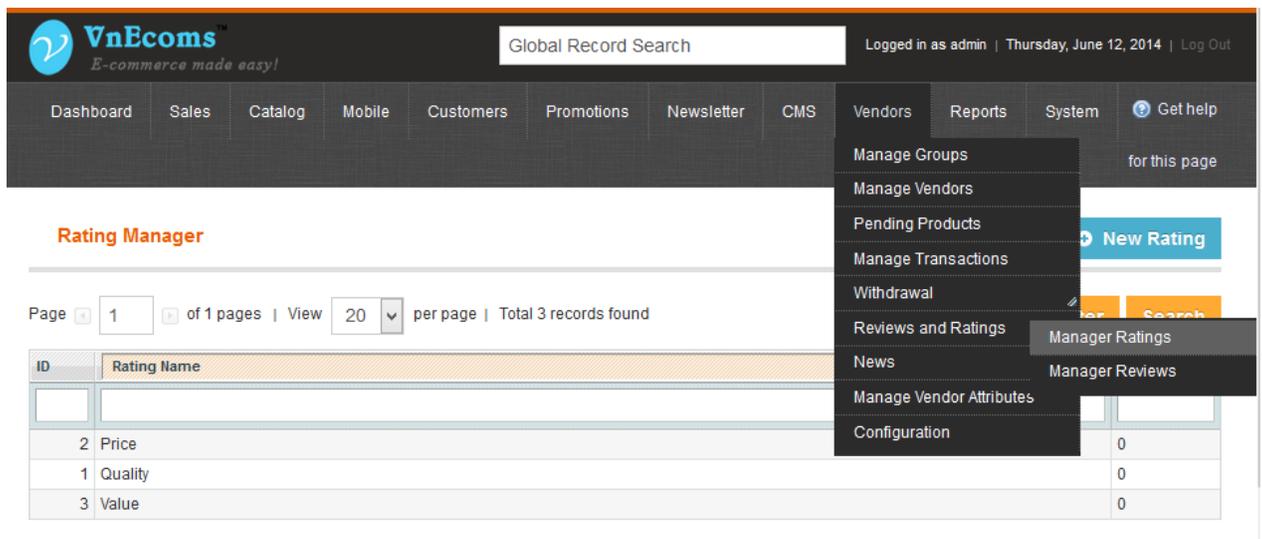
I. Overview.

Vendor Review plug-in allows customer to leave reviews for vendor after his buy a product from vendor. Other customer will be able to see all reviews/ratings of vendors.

II. Admin Manage Reviews And Ratings

a. Manage Ratings

From admin cpanel go to menu Vendors -> Reviews and Ratings -> Manage Ratings



The screenshot shows the VnEcoms admin dashboard. The top navigation bar includes: Dashboard, Sales, Catalog, Mobile, Customers, Promotions, Newsletter, CMS, Vendors, Reports, System, and Get help. A dropdown menu is open under 'Vendors', showing options like Manage Groups, Manage Vendors, Pending Products, Manage Transactions, Withdrawal, Reviews and Ratings (with a sub-menu for Manager Ratings and Manager Reviews), News, Manage Vendor Attributes, and Configuration. The main content area is titled 'Rating Manager' and shows a table with 3 records found. The table has columns for ID and Rating Name.

| ID | Rating Name |
|----|-------------|
| 2 | Price |
| 1 | Quality |
| 3 | Value |

From this page you can manage all ratings.

Rating Information

Rating Information

Edit Rating 'Price'

Rating information

Name *

Sort order

b. Manage Reviews

Go to menu Vendors -> Review and Ratings -> Manage Reviews

Global Record Search

Logged in as admin | Thursday, June 12, 2014 | Log Out

Dashboard Sales Catalog Mobile Customers Promotions Newsletter CMS Vendors Reports System Get help

Manage Groups for this page

Manage Vendors

Pending Products

Manage Transactions

Withdrawal Filter Search

Reviews and Ratings Manager Ratings

News Manager Reviews

Manage Vendor Attributes

Configuration

Reviews Manager

Page 1 of 1 pages | View 20 per page | Total 1 records found

Select All | Unselect All | Select Visible | Unselect Visible | 0 items selected

| ID | Vendor | Created time | Title | Review | Rating | Reviewer | Status | Action |
|----|----------|-------------------------|--------------|--|--------|----------|----------|--------|
| 1 | vendor01 | Jun 2, 2014 10:42:45 AM | Great Seller | i buy an iphone 5 from this seller. the iphone is working fine. delivery is fast and support is great. | ★★★★★ | hungvt | Approved | Edit |

Admin can manage all reviews from vendors.

Review Information

Review Information

Edit Review #1

Back

Reset

Save Review

Save And Continue Edit

Review details

Customer: hung vt

Summary Rating: ★★★★★

Detailed Rating *

| | 1 star | 2 stars | 3 stars | 4 stars | 5 stars |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|----------------------------------|
| Quality | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Price | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |
| Value | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input checked="" type="radio"/> |

Status:

Summary of review *:

Review *: i buy an iphone 5 from this seller. the iphone is working fine. deliver is fast and support is great.

Admin can also edit a review.

III. Customer Leave Review For Vendor

After customer place and pay for order he will be notified to leave a review for the vendor.

ADISON ISLAND ACCOUNT

Search entire store here...

MEN ACCESSORIES HOME & DECOR SALE VIP

Click [Test Store](#) to write review for order #14500009 | [Hide](#)

MY DASHBOARD

Hello, hung vt!

From your My Account Dashboard you have the ability to view a snapshot of your recent account activity and account information. Select a link below to view or edit information.

RECENT ORDERS [VIEW ALL](#)

| ORDER # | DATE | SHIP TO | ORDER TOTAL | STATUS |
|----------|-----------|---------|-------------|---------------------------------------|
| 14500009 | 6/10/2014 | hung vt | \$127.21 | Processing VIEW ORDER |

When customer click to notification link he will be redirect to review page:

CUSTOMER REVIEWS

GREAT SELLER AND SERVICE

REVIEW BY **HUNG** (POSTED ON 6/10/2014)

1 Item(s) SHOW: 3 ▾

QUALITY ★★★★★ PRICE ★★★★★ VALUE ★★★★★

I bought an iphone from this seller and i get my iphone in same day.
Great seller and service!
A++

WRITE YOUR OWN REVIEW

YOU'RE REVIEWING: **TEST STORE**

1 Item(s) SHOW: 3 ▾

HOW DO YOU RATE THIS VENDOR? *

| | 1 STAR | 2 STARS | 3 STARS | 4 STARS | 5 STARS |
|---------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| QUALITY | <input type="radio"/> |
| PRICE | <input type="radio"/> |
| VALUE | <input type="radio"/> |

Related Order *

#145000011

Your Name *

hung

Summary of Your Review *

Review *

On this page, customer can leave review and rating for vendor. A customer can leave multiple review for vendor but each order customer can only leave one review for vendor.

Vendor reviews will be display under vendor profile block so customer can see it easily and decide to buy products from this vendor or not.

ELECTRONICS

BOOKS & MUSIC

FUNITURE

APPAREL

VNECOMS TEST STORE / NEWS

VENDOR PROFILE



VNECOMS TEST STORE

Tel:123123123

Address:test

Country:Vietnam

City:test

State/Province:Hanoi

Post Code:10000

★★★★★ (1 Reviews)



PDF Invoice Pro

Fully customize the layout
PDF layout for each store
Add barcode / QR code
Support multiple languages

PDF Invoice Pro

FEATURED PRODUCTS



If you install the price comparison plugin the vendor reviews will be displayed on the price comparison table too.



IN STOCK \$150.00

Expidite a long flight by getting into the groove with our plug and play mp3 player. Download movies, pictures or up to 3000 songs with the included USB cable.

| VENDORS ARE SELLING THIS PRODUCT | | Sell your product here |
|----------------------------------|---|--|
| Price | Vendor | Review/Rating |
| \$120.00 |  Vnecoms Test Store Keep your camera safe and secure in our Large Camera case. | ★★★★★ (1 Reviews) |
| \$150.00 |  Test Store Expidite a long flight by getting into the groove with our plug and play mp3 player. Download... | ★★★★★ (0 Reviews) |

IV. Vendor Manage Reviews

Vendor can see last 5 reviews from his dashboard when he login to vendor cpanel.

| \$224.00 | | |
|-----------------|-------|-------------|
| Last 5 orders | | |
| Customer | Items | Grand Total |
| hung vt | 1 | \$224.00 |

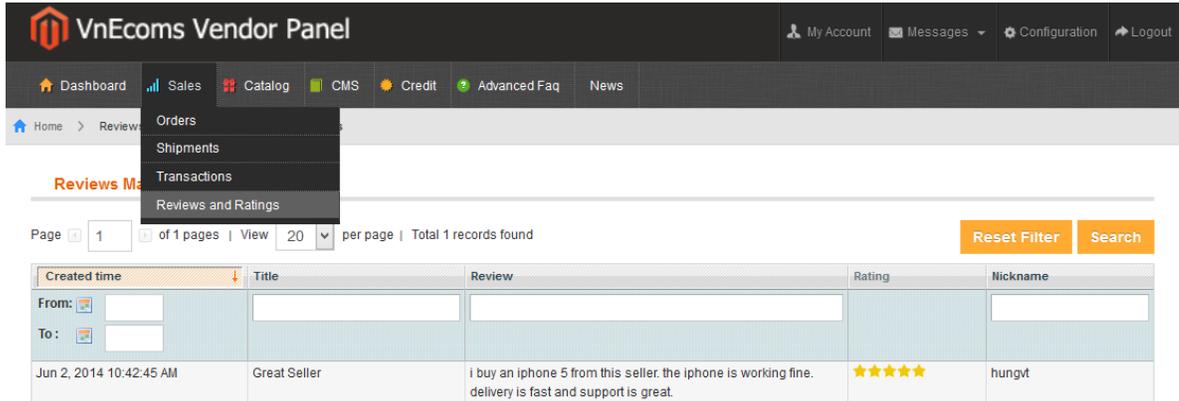
| | | | |
|--------------------------|----------------------|---------------------------|----------------------|
| Revenue \$0.00 | Tax \$0.00 | Shipping \$0.00 | Quantity 0 |
|--------------------------|----------------------|---------------------------|----------------------|

| | | | |
|----------------|--|---------------------|--|
| Last 5 Reviews | | Last 5 Transactions | |
|----------------|--|---------------------|--|

Page of 1 pages | View per page | Total 1 records found [Reset Filter](#) [Search](#)

| Created time | Title | Review | Rating | Customer Name |
|----------------------------|--------------|--|--------|---------------|
| Jun 2, 2014 10:42:45 AM | Great Seller | i buy an iphone 5 from this seller. the iphone is working fine. delivery is fast and support is great. | ★★★★★ | hungvt |

Vendor can see all reviews which customer left for him by go to Sales -> Review and Rating.



VnEcoms Vendor Panel

My Account | Messages | Configuration | Logout

Dashboard | Sales | Catalog | CMS | Credit | Advanced Faq | News

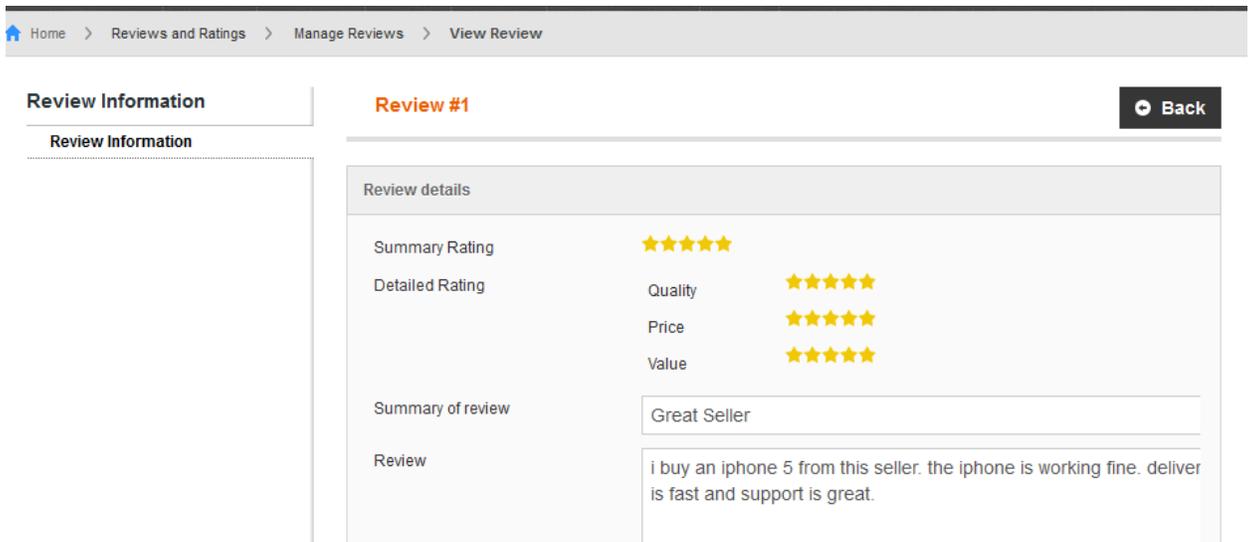
Home > Review > Reviews and Ratings

Page 1 of 1 pages | View 20 per page | Total 1 records found

Reset Filter | Search

| Created time | Title | Review | Rating | Nickname |
|-------------------------|--------------|--|--------|----------|
| Jun 2, 2014 10:42:45 AM | Great Seller | i buy an iphone 5 from this seller. the iphone is working fine. delivery is fast and support is great. | ★★★★★ | hungvt |

Click to a row to see the detail information of the review



Home > Reviews and Ratings > Manage Reviews > View Review

Review #1 Back

Review Information

Review Information

Review details

Summary Rating: ★★★★★

Detailed Rating:

- Quality: ★★★★★
- Price: ★★★★★
- Value: ★★★★★

Summary of review: Great Seller

Review: i buy an iphone 5 from this seller. the iphone is working fine. deliver is fast and support is great.

Vendors are not able to edit or delete customer reviews.

V. Support.

If you need support or have questions directly related to Marketplace extension, please use our Online Message Form to contact our support team or send us an email at: support@vnecoms.com.

Best Regards,
VnEcoms Team