



# How to set feedback options.

## Feedback Settings.

### OBJECTIVES

- As a Pubble Hill member, this document will show how to generate feedback permission for your customers.

### PREREQUISITE SKILLS

- Basic web browser skills.

### OVERVIEW

Pubble Hill allows members to generate feedback for their customers. Most of these feedback options can be selected based on the product or service offered by the member.



Figure 1. Available Feedback icons in their positive, neutral and negative variants..

### Document revision: A

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Preliminary Data

## ICON DESCRIPTION

Table 1.

Icon	Type	Mandatory	Discription
	Overall recommend.	Yes	This is the overall recommendation and is where your feedback score is derived.
	Advanced feedback.	Yes	Your overall feedback rating may be reduced if you do not give your customers feedback permission as soon as payment is made.
	Sellers communication.	No	A measure of how well the seller has communicated all relevant aspects of the transaction to their customer.
	Item description.	No	Describes how well the item was described. Was it used, were there scratches etc on it?
	Postage/shipping and packing cost.	No	Was the cost of postage (or shipping) and paching reasonable?
	Postage Speed.	No	How long (after the estimated time) did it take for the item to arrive.
	Professionalism.	No	How professionally did you handle your customers transaction.
	Guarantee provided.	No	You can provide a guarantee for your customers. This allows your customers to update feedback on this item until the guarantee period has expired.
	Voucher available.	No	You can offer your customers a voucher. Once your customer gives you feedback, they will be able to view the voucher. Offering your customers vouchers helps ensure that they leave feedback for you and that they are repeat customers.

NOTES

**REVISION HISTORY** 4/08—Revision A: Initial Version