

Tutorial: Feedback

OVERVIEW

Description:	In this section, you can: 1. Request or provide feedback 2. Respond to feedback received 3. Review feedback response before posting 4. View my feedback ratings 5. View your sent feedback 6. Keep track of total feedback
Need Help:	support@polygon.net 1-800-221-4435 (select '3' for Support in the menu options)

The Feedback System is a feature that allows a member to make a public comment about other members whom that user has interacted with. This provides the Polygon community with a means of policing itself and of promoting good business practices. By rating members that you have interacted with, you are helping to create a sense of community on Polygon. All feedback comes from actual transactional experiences that members have had with each other. This gives all members a chance to find out a bit more about the companies they are doing business with, and assists them in making an informed decision about conducting business with a particular company. It also helps set the standards for all members. You are therefore providing a valuable service to all the community, by actively participating in the Feedback System.

You are only permitted to rate a member if you have done a transaction with that member. You may not provide a rating for a member with whom no transaction was completed. The transaction details are used so that both the seller and the buyer can view which transaction is being evaluated. Comments and ratings cannot be edited once submitted. Therefore please be cautious when adding your comment, as you are unable to edit it once you have submitted it. You could also be held liable for damage(s) to the User if legal proceedings are taken against you for your comment.

Please review the network rules for more information on how to use the feedback system.

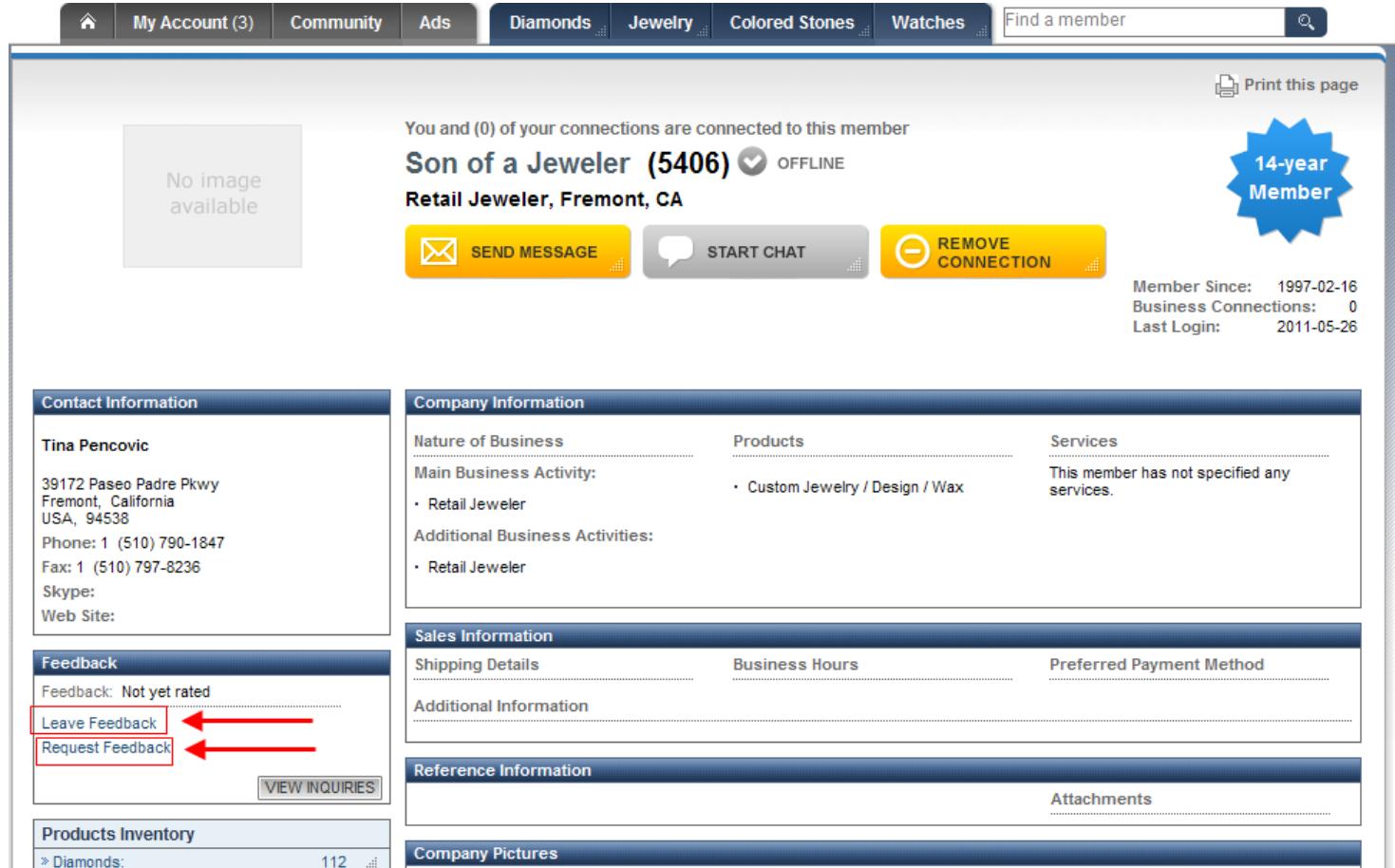
1- HOW TO

Useful Tips:

- Request feedback from all members you do business with to help your success on Polygon. Members will be able to view your feedback and it will give them confidence when doing business with you.
- Post feedback on members you do business with as well. This will help all members to do business in more confidence and get a feel for what to expect.

1. Request or Provide Feedback

- Go to the member's company profile or search for the company using the **Find a Member** Search
- Click on the 'Leave Feedback' link



The screenshot shows a member profile page for 'Son of a Jeweler (5406)'. The profile includes a '14-year Member' badge, contact information for Tina Pencovic, company information, sales information, and reference information. Red arrows point to the 'Leave Feedback' and 'Request Feedback' buttons in the 'Feedback' section.

Contact Information:

Tina Pencovic
39172 Paseo Padre Pkwy
Fremont, California
USA, 94538
Phone: 1 (510) 790-1847
Fax: 1 (510) 797-8236
Skype:
Web Site:

Company Information:

Nature of Business: Main Business Activity: • Retail Jeweler
Additional Business Activities: • Retail Jeweler

Products: Custom Jewelry / Design / Wax

Services: This member has not specified any services.

Sales Information:

Shipping Details
Business Hours
Preferred Payment Method

Additional Information

Reference Information:

Attachments

Feedback:

Feedback: Not yet rated

Leave Feedback 

Request Feedback 

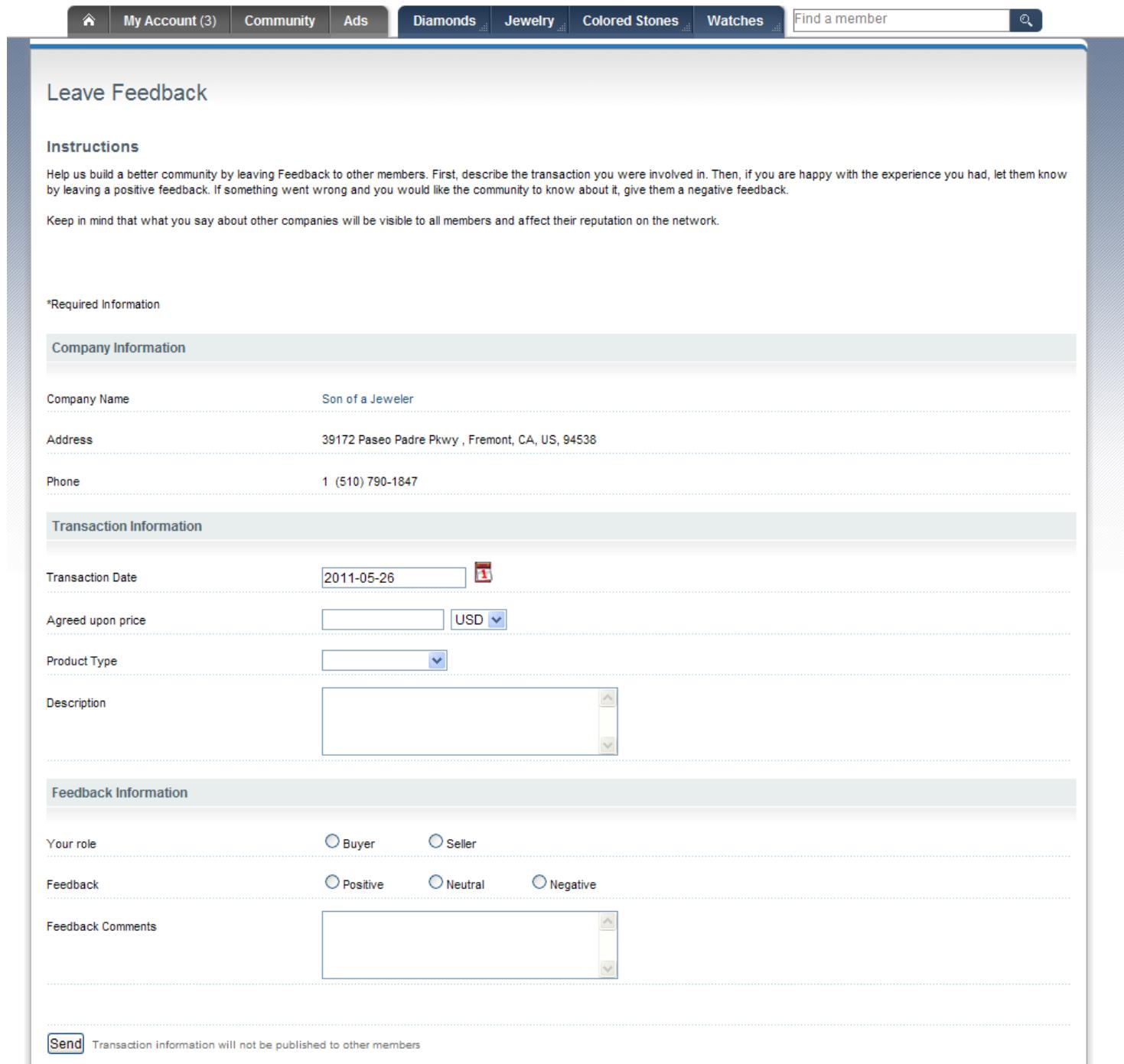
Products Inventory:

> Diamonds: 112

Company Pictures:

No image available

- Fill out the form and click Send



Leave Feedback

Instructions

Help us build a better community by leaving Feedback to other members. First, describe the transaction you were involved in. Then, if you are happy with the experience you had, let them know by leaving a positive feedback. If something went wrong and you would like the community to know about it, give them a negative feedback.

Keep in mind that what you say about other companies will be visible to all members and affect their reputation on the network.

*Required Information

Company Information

Company Name	Son of a Jeweler
Address	39172 Paseo Padre Pkwy , Fremont, CA, US, 94538
Phone	1 (510) 790-1847

Transaction Information

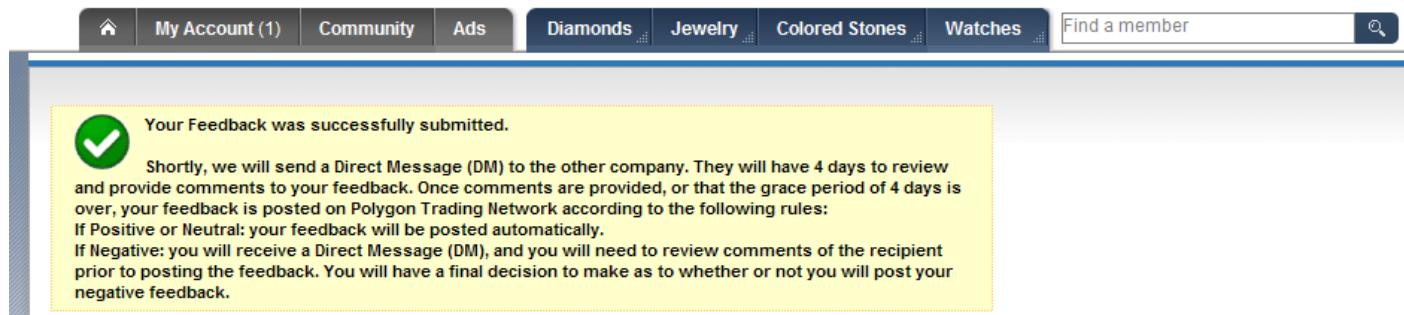
Transaction Date	2011-05-26
Agreed upon price	USD
Product Type	
Description	

Feedback Information

Your role	<input type="radio"/> Buyer	<input type="radio"/> Seller	
Feedback	<input type="radio"/> Positive	<input type="radio"/> Neutral	<input checked="" type="radio"/> Negative
Feedback Comments			

Send Transaction information will not be published to other members

- You will get a confirmation message that your form was successfully submitted



Your Feedback was successfully submitted.

Shortly, we will send a Direct Message (DM) to the other company. They will have 4 days to review and provide comments to your feedback. Once comments are provided, or that the grace period of 4 days is over, your feedback is posted on Polygon Trading Network according to the following rules:
 If Positive or Neutral: your feedback will be posted automatically.
 If Negative: you will receive a Direct Message (DM), and you will need to review comments of the recipient prior to posting the feedback. You will have a final decision to make as to whether or not you will post your negative feedback.

2. Respond to feedback received

- If you receive feedback, you will be notified within your inbox

Welcome Polygon Support | Help | Logout



Inbox (4) **Compose Message**

Results Per Page: 25 50 100 500

Messages 1 - 4 of 4 (up to 8:43 AM)

Search Subject and Message	Search From	Search	Clear
Subject	From	Date Received	<input type="checkbox"/>
New Feedback Received	Poly HQ (0) (800) 221-4435, Dillon, CO, US	05/26/11 8:41 AM	<input type="checkbox"/>

Messages 1 - 4 of 4 (up to 8:43 AM)

Results Per Page: 25 50 100 500

[Delete](#) [Save](#)

[Compose Message](#)

- From the message, click on 'View New Feedback'

Polygon - Direct Message Reply

Categories	Subject	From	Posted feed
DM - Direct Message	New Feedback Received	Poly HQ (0) (800) 221-4435, Dillon, CO, US	05/26/11 8:41 AM

You have received a new NEGATIVE feedback.

If you don't take any action within the next 4 days the feedback will be published on Polygon and will be visible to other members.

Click on the hyperlink to the right to review details.

[View New Feedback](#)
[View All Feedback Messages](#)

[Click here to close this window](#)

- Once you've received the feedback, you will have 4 days to review it and provide your own comments.
- If the feedback you've received is positive, it will automatically be published to your profile
- If the feedback you've received is negative, the other member will have 4 days to review the comments you've provided before deciding if he wishes to publish the feedback or delete it.
- All negative feedback will be reviewed by Polygon HQ before being published

[Back to Previous Page](#)

New Feedback

Instructions

You received a Feedback rating! Review the transaction details, the rating, and provide your comments. Keep in mind that your comments will be posted on the marketplace and will be visible to the community.

If no action is taken, this feedback rating will be published four days after it was created.

Company Information

From: **PAUL REISER AND ASSOCIATES**
Address: P.O. Box 1595 , Green Bay, WI, US, 54305
Phone: 1 (877) 475-4367

Transaction Information

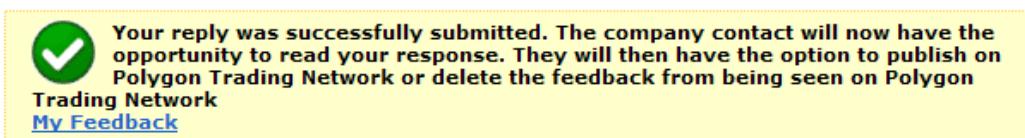
Transaction occurred on: 2011-05-26
Agreed upon price: 1,000.00 USD
Product Type: Diamond
Description of the good purchase or sold: hhh

Feedback Information

Feedback:  Negative
Comments from buyer: test
Reply to Comments

Send Transaction information will not be published to other members

- Once you've submitted your comments, you will get a confirmation message



3. Review feedback response before posting

- Once the other party has received your feedback rating, they will submit their own comments for your review. You will receive a notification in your inbox once these comments have been received.

Inbox (2) **Compose Message**

Sort by: Date Ascending Descending

Results Per Page: 25 50 100 500

Messages 1 - 3 of 3 (up to 9:04 AM)

Search Subject and Message

Subject	From	Date Received
Reply to your Negative Feedback	Poly HQ (0) (800) 221-4435, Dillon, CO, US	05/26/11 8:51 AM

Messages 1 - 3 of 3 (up to 9:04 AM)

Results Per Page: 25 50 100 500

[Compose Message](#)

- Click on the subject to open the message

Polygon - Direct Message Reply

Categories	Subject	From	Posted feed
DM - Direct Message	Reply to your Negative Feedback	Poly HQ (0) (800) 221-4435, Dillon, CO, US	05/26/11 8:51 AM

Your negative feedback on Polygon Member Services is ready to be published.

Please review the comments of the recipient and confirm whether or not you wish to publish your negative feedback.

Click on the hyperlink to the right to review details.

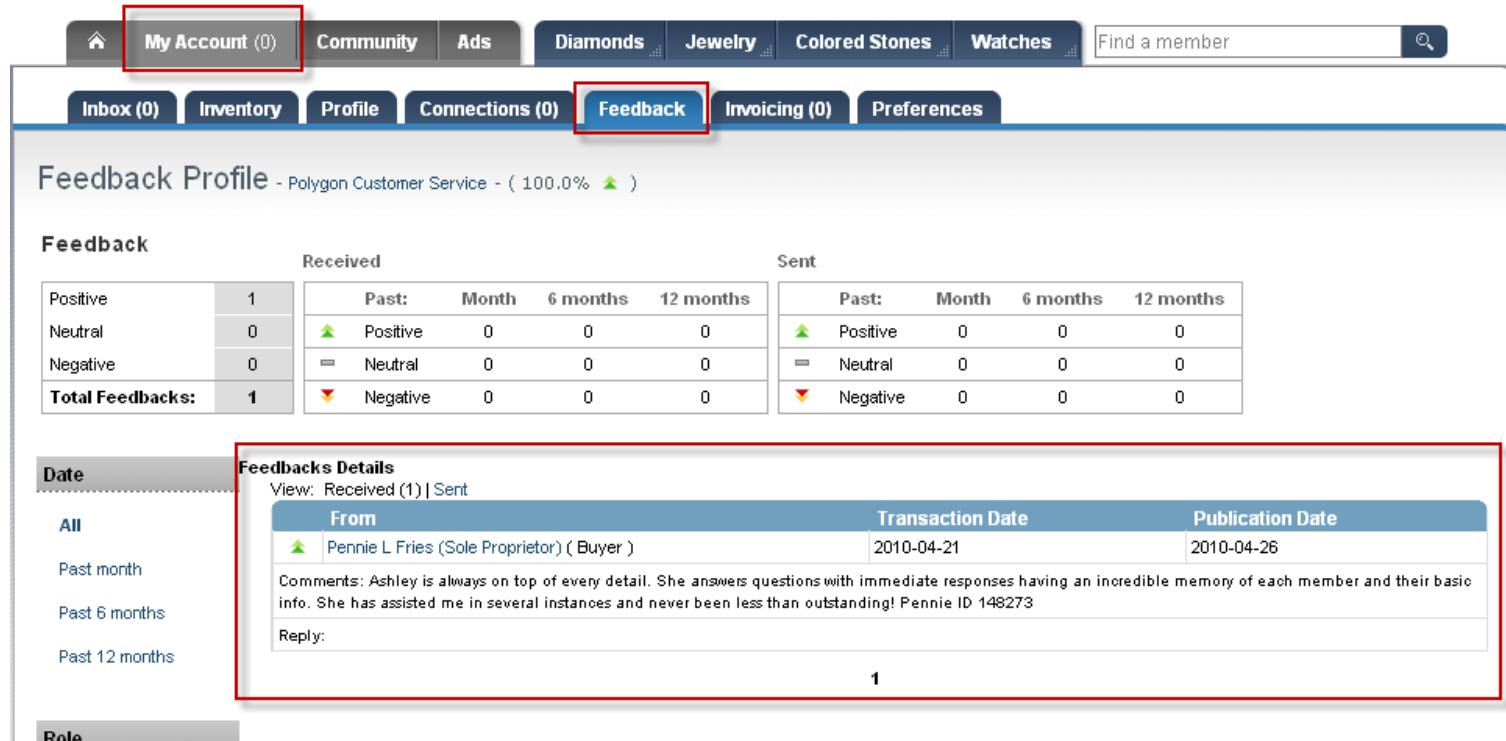
Note: If you don't take any action within the next 4 days your negative feedback will be deleted.

[View Reply to your Negative Feedback](#)
[View All Feedback Messages](#)

- Click on View Reply to open the message
- Click on the Publish or Delete button.
- Please note if you are publishing negative feedback, it will be reviewed by Polygon HQ prior to being posted on the network.

4. View my feedback ratings

- Go to “My Account”
- Go to “Feedback”



Feedback Profile - Polygon Customer Service - (100.0% )

Feedback

		Received				Sent			
		Past:	Month	6 months	12 months	Past:	Month	6 months	12 months
Positive	1	 Positive	0	0	0	 Positive	0	0	0
Neutral	0	 Neutral	0	0	0	 Neutral	0	0	0
Negative	0	 Negative	0	0	0	 Negative	0	0	0
Total Feedbacks:	1								

Feedback Details
 View: Received (1) | Sent

From	Transaction Date	Publication Date
 Pennie L Fries (Sole Proprietor) (Buyer)	2010-04-21	2010-04-26

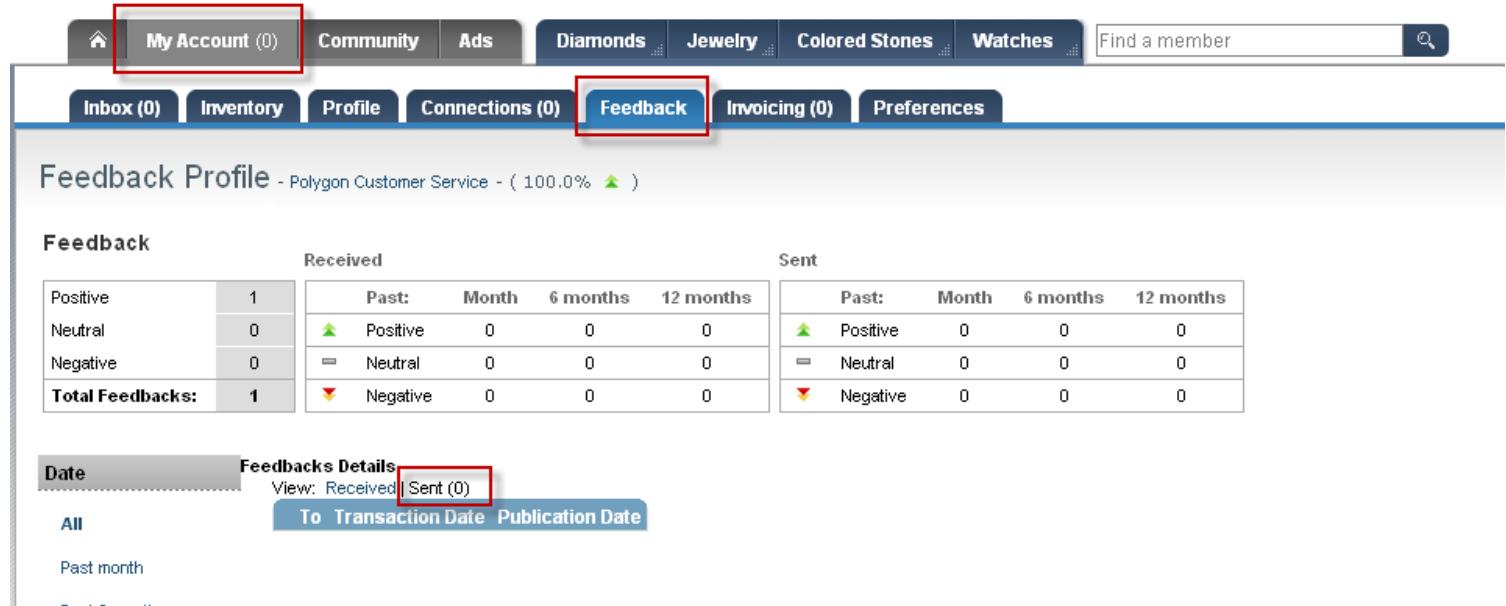
Comments: Ashley is always on top of every detail. She answers questions with immediate responses having an incredible memory of each member and their basic info. She has assisted me in several instances and never been less than outstanding! Pennie ID 148273

Reply:

1

5. View your sent feedback

- Go to “My Account”
- Go to “Feedback”
- Click on “Sent”



Feedback Profile - Polygon Customer Service - (100.0% )

Feedback

		Received				Sent			
		Past:	Month	6 months	12 months	Past:	Month	6 months	12 months
Positive	1	 Positive	0	0	0	 Positive	0	0	0
Neutral	0	 Neutral	0	0	0	 Neutral	0	0	0
Negative	0	 Negative	0	0	0	 Negative	0	0	0
Total Feedbacks:	1								

Feedback Details
 View: Received (1) | Sent (0)

To	Transaction Date	Publication Date
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All

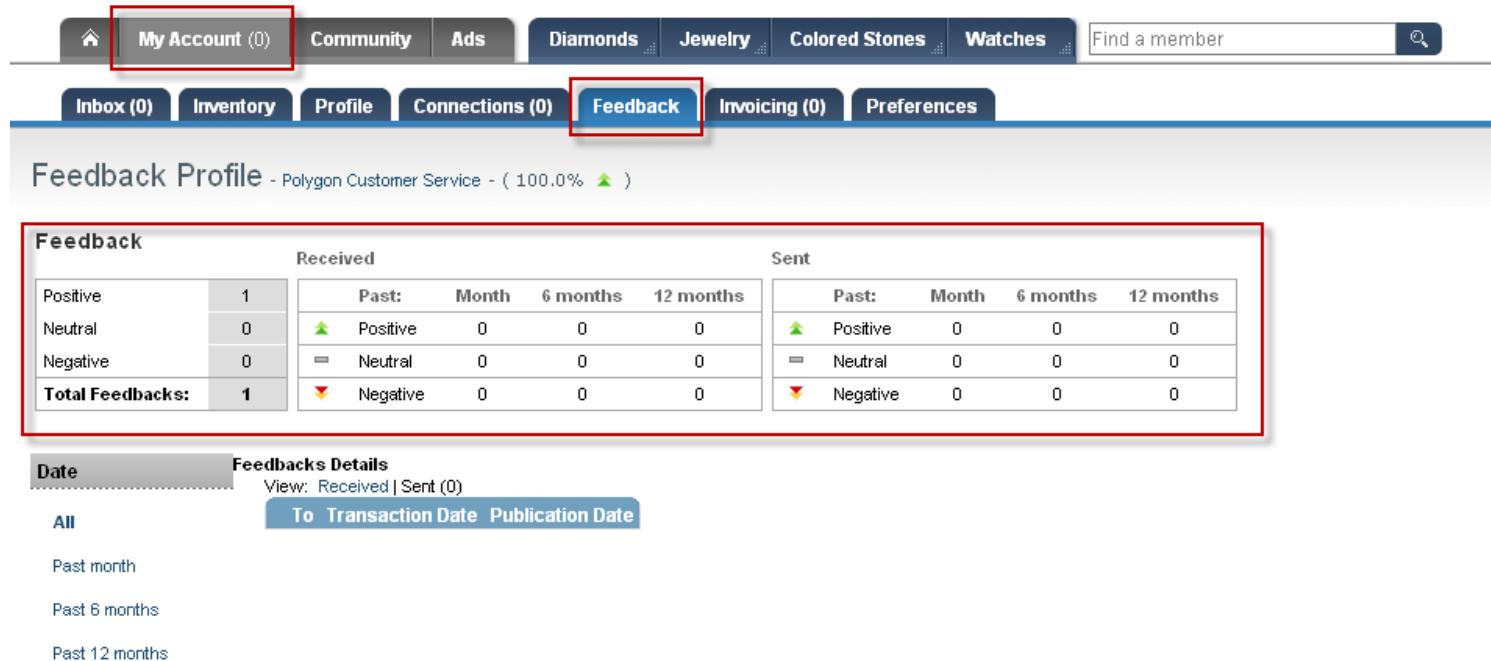
Past month

Past 6 months

Past 12 months

6. Keep track of total feedback

- Go to “My Account”
- Go to “Feedback”



Feedback Profile - Polygon Customer Service - (100.0% )

Feedback		Received				Sent			
		Past:	Month	6 months	12 months	Past:	Month	6 months	12 months
Positive	1	 Positive	0	0	0	 Positive	0	0	0
Neutral	0	 Neutral	0	0	0	 Neutral	0	0	0
Negative	0	 Negative	0	0	0	 Negative	0	0	0
Total Feedbacks:	1								

Date **Feedbacks Details**
 View: Received | Sent (0)

All **To** **Transaction Date** **Publication Date**

Past month
 Past 6 months
 Past 12 months