

## Tutorial: Feedback

### OVERVIEW

<b>Description:</b>	<p>In this section, you can:</p> <ol style="list-style-type: none"><li>1. <a href="#">Request or provide feedback</a></li><li>2. <a href="#">Respond to feedback received</a></li><li>3. <a href="#">Review feedback response before posting</a></li><li>4. <a href="#">View my feedback ratings</a></li><li>5. <a href="#">View your sent feedback</a></li><li>6. <a href="#">Keep track of total feedback</a></li></ol>
<b>Need Help:</b>	<p><a href="mailto:support@polygon.net">support@polygon.net</a> 1-800-221-4435 (select '3' for Support in the menu options)</p>

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

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No image available

You and (0) of your connections are connected to this member

**Son of a Jeweler (5406)**  OFFLINE

**Retail Jeweler, Fremont, CA**

 **SEND MESSAGE**
 **START CHAT**
 **REMOVE CONNECTION**



Member Since: 1997-02-16  
Business Connections: 0  
Last Login: 2011-05-26

**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**

<b>Nature of Business</b>	<b>Products</b>	<b>Services</b>
<b>Main Business Activity:</b> <ul style="list-style-type: none"> <li>Retail Jeweler</li> </ul> <b>Additional Business Activities:</b> <ul style="list-style-type: none"> <li>Retail Jeweler</li> </ul>	<ul style="list-style-type: none"> <li>Custom Jewelry / Design / Wax</li> </ul>	This member has not specified any services.

**Feedback**

Feedback: Not yet rated

[Leave Feedback](#)
[Request Feedback](#)

**VIEW INQUIRIES**

**Products Inventory**

» Diamonds: 112

**Sales Information**


<b>Shipping Details</b>	<b>Business Hours</b>	<b>Preferred Payment Method</b>
<b>Additional Information</b>		

**Reference Information**

**Attachments**

**Company Pictures**

- Fill out the form and click Send


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## 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

Address

Phone

#### Transaction Information

Transaction Date  

Agreed upon price

Product Type

Description

#### Feedback Information

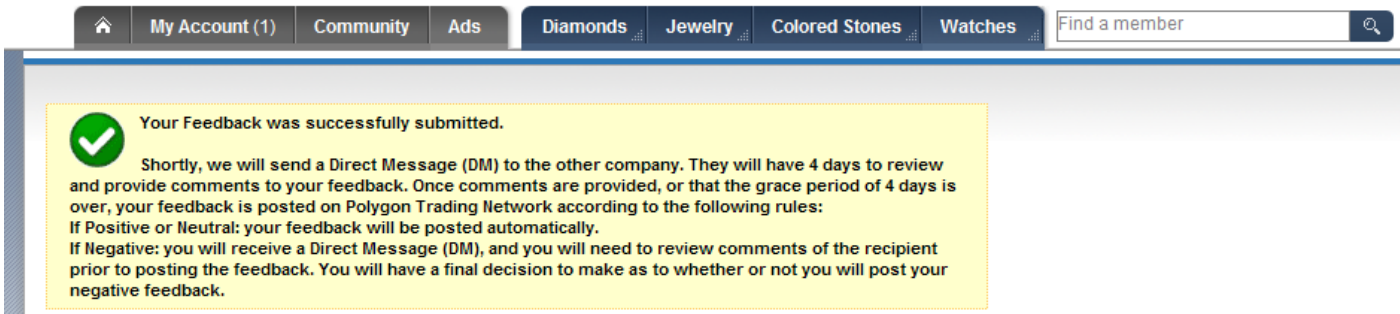
Your role ☐ Buyer ☐ Seller

Feedback ☐ Positive ☐ Neutral ☐ Negative


Feedback Comments

Transaction information will not be published to other members

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



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**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

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 JEWEL SYSTEMS

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Sort by:  ☐ Ascending ☒ Descending

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		
 <b>New Feedback Received</b>	Poly HQ (0) (800) 221-4435, Dillon, CO, US	05/26/11 8:41 AM		

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

Results Per Page: 25 50 100 500

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

[Top](#)
[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 <b>NEGATIVE</b> 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.			
			<a href="#">View New Feedback</a> <a href="#">View All Feedback Messages</a>

[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

Transaction information will not be published to other members

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

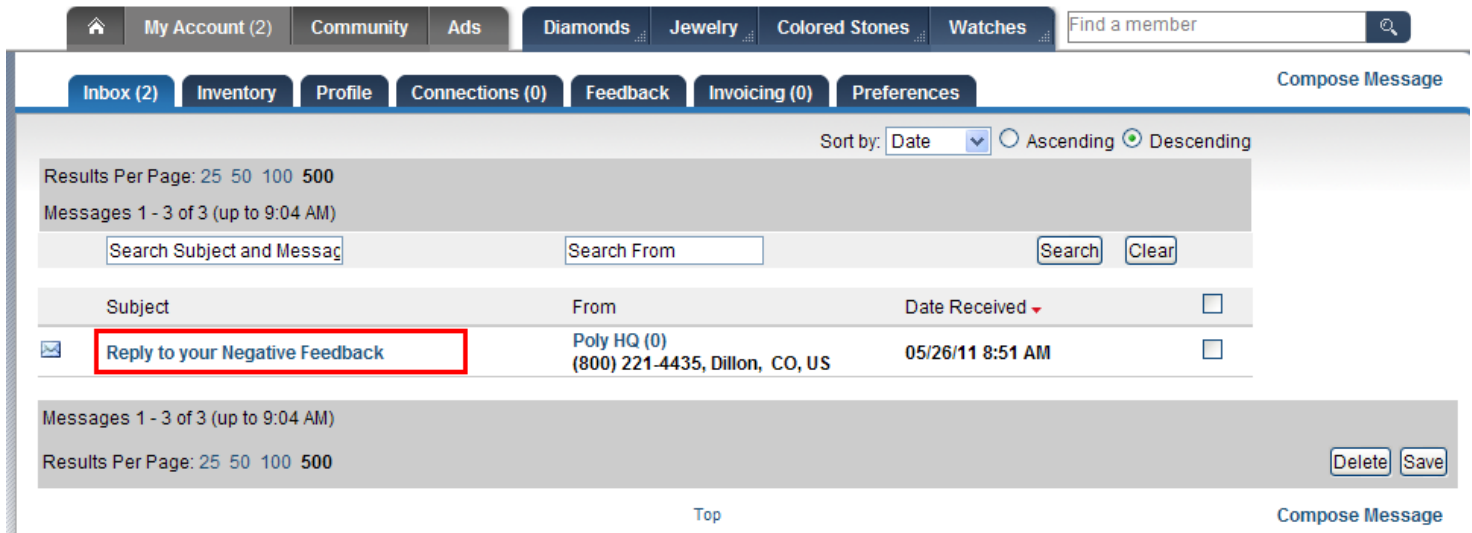


**Your reply was successfully submitted. The company contact will now have the opportunity to read your response. They will then have the option to publish on Polygon Trading Network or delete the feedback from being seen on Polygon**

**Trading Network**  
[My Feedback](#)

### 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.



- 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.

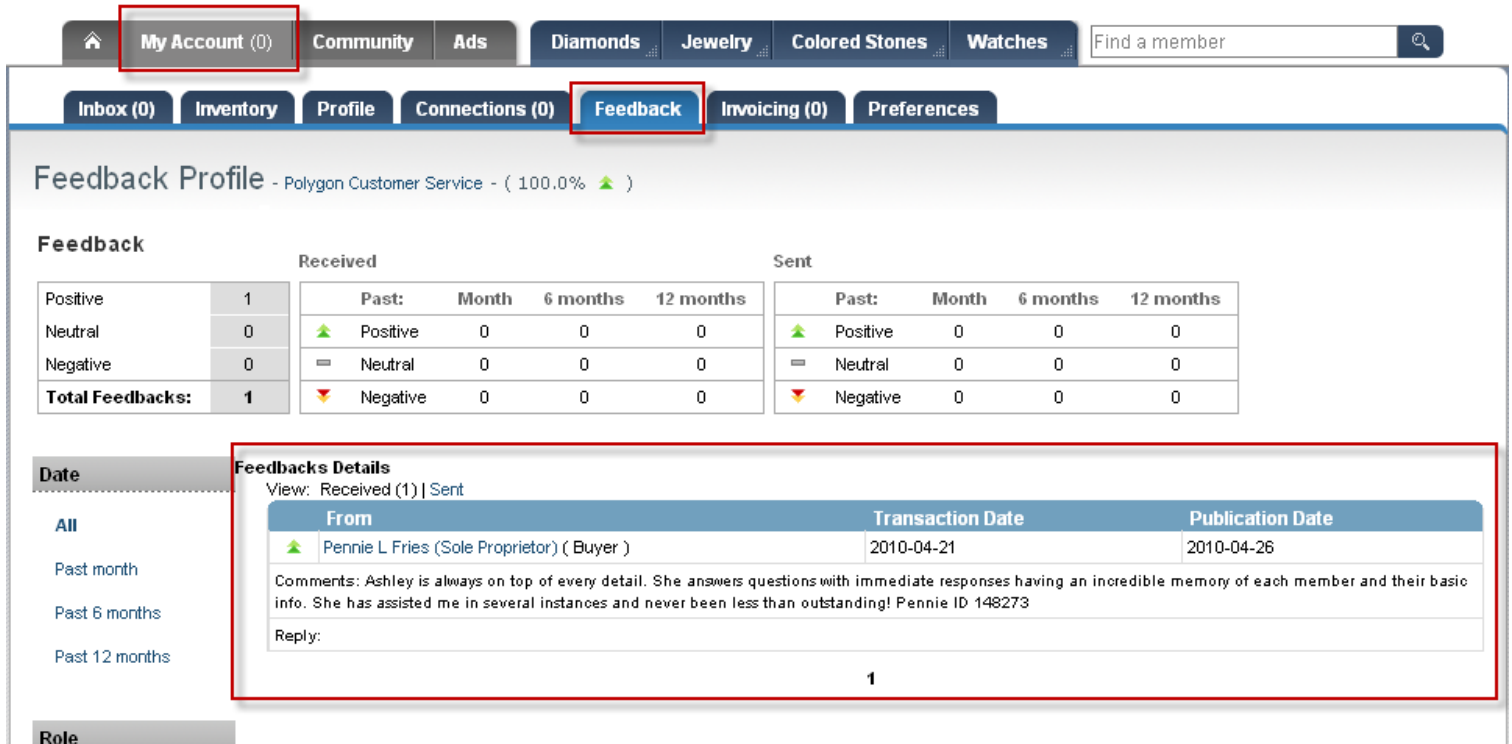
Note: If you don't take any action within the next 4 days your negative feedback will be deleted.

[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
Positive	1	▲ Positive	0	0	0
Neutral	0	▬ Neutral	0	0	0
Negative	0	▼ Negative	0	0	0
<b>Total Feedbacks:</b>	<b>1</b>				

**Feedbacks Details**  
View: Received (1) | Sent

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

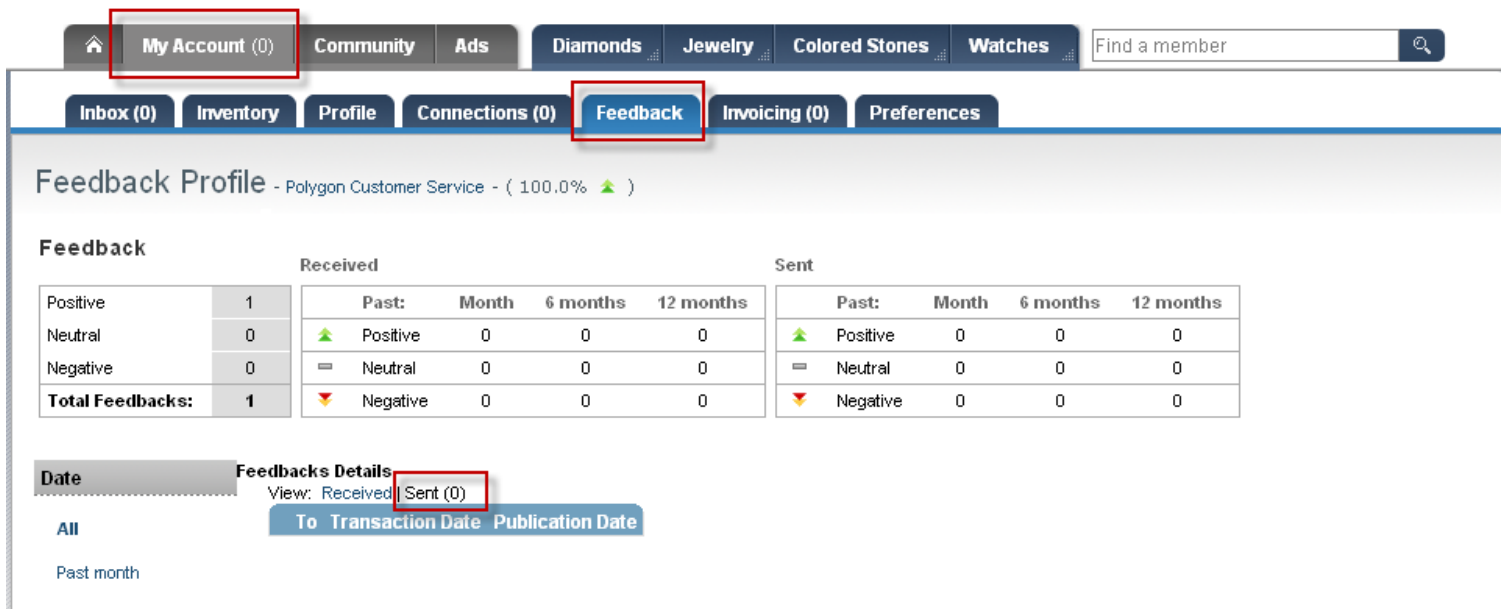
Comments: Ashley is always on top of every detail. She answers questions with immediate responses having an incredible memory of each member and their basic info. She has assisted me in several instances and never been less than outstanding! Pennie ID 148273

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
Positive	1	▲ Positive	0	0	0
Neutral	0	▬ Neutral	0	0	0
Negative	0	▼ Negative	0	0	0
<b>Total Feedbacks:</b>	<b>1</b>				

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


To	Transaction Date	Publication Date
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## 6. Keep track of total feedback







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

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**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
<b>Total Feedbacks:</b>	<b>1</b>										

**Date**

**Feedbacks Details**

View: [Received](#) | [Sent \(0\)](#)

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[Past 6 months](#)

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