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Subject: Contacting a customer?

Posted by [pdb](#) on Thu, 21 Jun 2012 13:12:42 GMT

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Heya

So all of a sudden i sold 3 items, great news:

One of the items has a had a bit of a bad review:

really smart, nice idea, but doesn't make a great case. It's very loose fitting and the cutouts in the back get caught on everything.

Flag as inappropriate

2012-06-19 17:23:54 by mikelite

Is there anyway i contact the customer so i can offer him an updated design at my expense ?  
Plus i would like photo's as I dont have any fitting issues with my test prints.  
I dont have a mark-up on my items so the sale doesnt appear in my shop.

Thanks

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Subject: Re: Contacting a customer?

Posted by [pfeiffer stylez](#) on Thu, 21 Jun 2012 13:38:36 GMT

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Since you know his username:

"Private Messaging" --> "New Message"

... and copy his username into the "To:" input form.

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Subject: Re: Contacting a customer?

Posted by [natalia](#) on Thu, 21 Jun 2012 19:07:36 GMT

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Hi Piers!

You can add a comment below his asking for photos, and you can certainly always order your own designs.

Definitely consider adding a markup to your designs! You took the time to design your products and open a shop, you should be rewarded so you can keep designing!

Check out our Shop Owner tips for some helpful ideas:

[http://www.shapeways.com/betashops/how\\_to\\_promote\\_your\\_shop](http://www.shapeways.com/betashops/how_to_promote_your_shop)

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Subject: Re: Contacting a customer?

Posted by [stop4stuff](#) on Thu, 21 Jun 2012 20:27:40 GMT

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hi Natalia,

Do commetors get notified of comments on a model after they've commented?

Cheers,

Paul

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Subject: Re: Contacting a customer?

Posted by [natalia](#) on Fri, 22 Jun 2012 16:53:20 GMT

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Yes they do!

If someone leaves a comment on your model, you get emailed an automatic notification so you can respond if necessary.

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Subject: Re: Contacting a customer?

Posted by [stop4stuff](#) on Fri, 22 Jun 2012 18:23:28 GMT

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natalia wrote on Fri, 22 June 2012 16:53Yes they do!

If someone leaves a comment on your model, you get emailed an automatic notification so you can respond if necessary.

Yes, that is right, however, once the commentor has left a comment on a designer's model, does

the commentor get a notification once the designer replies?

To ask in a different way, if I leave a comment on pbd's models, will I get a reply when pbd replies?

Cheers,  
Paul

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Subject: Re: Contacting a customer?  
Posted by [pfeiffer stylez](#) on Fri, 22 Jun 2012 19:07:53 GMT  
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stop4stuff wrote on Fri, 22 June 2012 18:23once the commentor has left a comment on a designer's model, does the commentor get a notification once the designer replies?  
I can confirm that the commentor does not get a notification if the designer replies with another comment.

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Subject: Re: Contacting a customer?  
Posted by [natalia](#) on Fri, 22 Jun 2012 19:14:19 GMT  
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Beat me to it!

Indeed. We only notify the designer, not the commentator.

Ideally, if you had started a conversation (as a commentator) you'd want to check to see if it was still going!

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Subject: Re: Contacting a customer?  
Posted by [stop4stuff](#) on Fri, 22 Jun 2012 19:34:40 GMT  
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I know I should put this up on UserVioce, however as this topic is here, could a 2 way communication feedback system be implimented so that designers and customers could have a raport to resolve any issues, and/or the opportunity for a designer to point the customer in the right direction for a damaged/mis-printed model?

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Subject: Re: Contacting a customer?

Posted by [pfeiffer stylez](#) on Fri, 22 Jun 2012 19:52:12 GMT

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natalia wrote on Fri, 22 June 2012 19:14

Ideally, if you had started a conversation (as a commentator) you'd want to check to see if it was still going!

Same in the forum, pos ?

As long as it's (also) possible to send the commentator a PM, it's not really a problem.

But since we can get notifications about almost everything (if we want)...

At least it should be easier to contact other Shapies.

We have a "Send Message" button on the shop page, but not on the user details page.

( [shapeways.com/designer/UserName](http://shapeways.com/designer/UserName) )

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Subject: Re: Contacting a customer?

Posted by [virtox](#) on Fri, 22 Jun 2012 20:15:14 GMT

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Would it be feasible to make the name of the commenter a pm link ?

To save us the trouble of going to the forum and copy paste the name to send a pm in reply to a comment/query?

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Subject: Re: Contacting a customer?

Posted by [pfeiffer stylez](#) on Fri, 22 Jun 2012 21:08:18 GMT

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Well, yes...

But I would prefer a pm link on the user details page.

The commentator's profile image is linked to this page, and hey, one mouse-click more or less...

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Subject: Re: Contacting a customer?

Posted by [virtox](#) on Fri, 22 Jun 2012 21:12:25 GMT

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Oops missed both your last post and the fact the avatar was a link to the user page :-S

tgif

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