



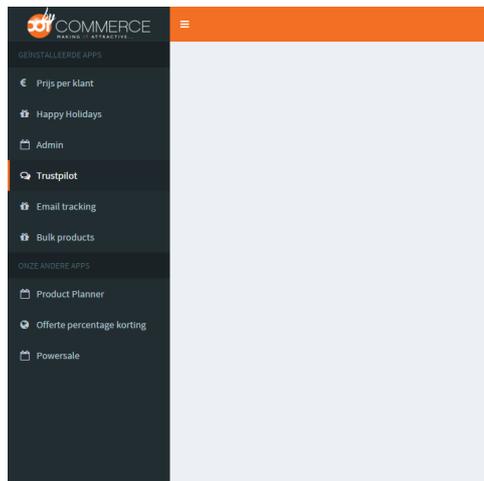
Trustpilot Manual

MANUAL

DotCommerce App Framework

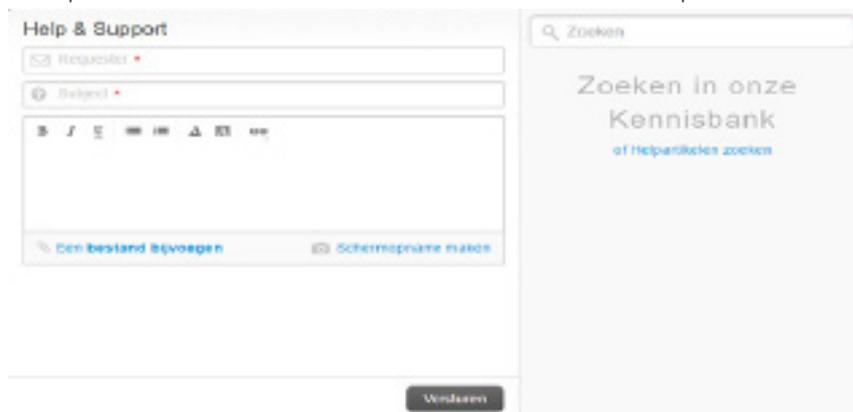
To make full usage of our custom made work you'll need to log in on the app framework of DotCommerce. You can reach the framework via: <http://www.bydotcommerce.nl>. Once you've reached this page you will be able to use the credentials provided by DotCommerce to log in (these credentials will be sent by email once you've installed the app).

After you've logged in you'll be on the homepage or 'dashboard'. Within our framework you'll have an organized overview of all our applications that you may have installed. For our SEOshop customers we have sorted the applications for easy accessibility.



The framework's layout is simple and clear, you can navigate by clicking the links on the left-hand side or the menu on the top-right side. You'll find all installed applications on the left. This way you'll be able to control the many applications of DotCommerce from one, simple panel.

Should you encounter a problem, feel free to contact us via the 'help-button' at the bottom.



- Via the help-button, one may submit a ticket to our support desk.
- It is possible to attach a file such as a screenshot or errorlog.
- You'll also find our FAQ/guidelines here (we advise you to check these out before contacting our support desk).



Trustpilot

Delay, how does this work?

Delay, will (like its name suggests) send your clientele delayed messages. After a customer has placed an order, the application will distribute a message, inviting your customers to review your webshop.

Delay *

Select how long you want to wait, before inviting people to review.

In this menu you'll be able to enter a numerical value, in the example above we've used the number '7'. You'll be able to enter a number of choice using the arrow-keys to the right-hand side of the menu or enter a value of your own using the keyboard.

day(s)	▼
day(s)	
hour(s)	

after the order has been created	▼
after the order has been created	
after the order has been shipped	

To the right we'll find two more options, in the first menu you'll be able to choose from two options in a drop-down menu: day(s) and hour(s). Both apply to the earlier given numerical value (for example 7 hours or 7 days).

Lastly, we'll need to configure if the message will be sent after a customer has placed an order or after the order has been shipped. Click on the drop-down menu to make your selection.

How do I configure this?

1. Use the arrow keys to enter a numerical value in the first field
2. Use the drop-down menu in the second field to select either hour(s) or day(s) (which will apply to the numerical value in step 1)
3. Use the drop-down menu in the third field to select when the message(s) will be distributed

Sender name, how does this work?

In the field 'sender name' you may enter a name. Customers who receive your message will see this name. Valediction will be included in the templates.

Sender name *

Which name should people see as sender for the review e-mail?

Sender email *

Which e-mailaddress should people see as sender for the review e-mail?

Note: If you change this, make sure you read the instructions at support.trustpilot.com

Trustpilot email *

Sender email, how does this work?

This step is optional. This value has been preset to `noreply.invitations@trustpilot.com` and does not require intervention. When a customer replies to your message they will receive an automated reply, informing them that

How do I configure this?

1. Enter a name which will show up at the valediction of the message.
2. 'Sender email' will not need intervention, unless desired. In case you do wish to make modifications to this value follow the instructions on support.trustpilot.com very carefully.

Trustpilot

Trustpilot email, how does this work?

This field will require the email address with which you've registered on the website of Trustpilot. We'll use the default example 'info@dotcommerce.nl' as seen on the image below.

ATTENTION: It is required to register via Trustpilot (business) to make usage of this application. How to register a business-account will be explained later in the manual.

Trustpilot email *

Please enter the e-mail address that's registered with Trustpilot

Trustpilot domain *

Which domain name was used when registering with Trustpilot? Please use the format: example.com (so no www., http:// or https://)

Trustpilot domain, how does this work?

The value domain should be configured immediatly, it will be identical to the webshop for which you've installed the application. Should this not be the case, or when you wish to use another webshop you can manually add or edit the adres (without http://, https://, www.).

How do I configure this?

1. In the field 'Trustpilot email' enter the mailadres with which you've registered with on the Trustpilot-website.
2. In the field 'Trustpilot domain', please enter the domain of your webshop (excluding http://, https://, www.).



Templates, how does this work?

Included with the Trustpilot application is the possibility to choose from templates. In the case of having a bilingual (or more) webshop it is possible to configure a template for more than one language.

-- Please select a template --

- Standard template for Brazilian Portuguese
- Standard template for Danish
- Standard template for Dutch
- Standard template for English
- Standard template for English (NEW beta)
- Standard template for Finnish
- Standard template for French
- Standard template for German
- Standard template for Italian
- Standard template for Japanese
- Standard template for Mandarin Chinese
- Standard template for Norwegian Bokmål
- Standard template for Polish
- Standard template for Portuguese
- Standard template for Russian
- Standard template for Spanish
- Standard template for Swedish

Once you have configured all the options to your preference do not forget to press the button 'Submit' to confirm and save all changes made.

This applies to any changes.

Submit

Cancel

How do I configure this?

1. Click -- Please select a template -- to activate a drop-down menu.
2. Pick an option from the list, for example: 'Standard template for Dutch'
3. Once you've made a selection, click on 'submit' to confirm and save the configurations.

Product Reviews

Product reviews opens up the possibility for customers to review not only your store(s) but also the products you sell. After reviewing your webstore the Trustpilot connector will invite your loyal customers to leave an honest opinion on your products.

01. To activate the product review option, simply click on the checkbox next to 'include product reviews'

02. Select the manner with which the Trustpilot connector will 'connect' with Trustpilot;

Now that you've activated product reviews and connected them we must now select how Trustpilot will recognize Lightspeed products. Trustpilots will use a unique marker to recognize these products, known as SKU-numbers.

Should you not make usage of SKU-numbers, we've designed a workaround. Under 'sync products on' you will find a drop-down menu with the following options:

Use the SKU from Lightspeed as the SKU for Trustpilot – Trustpilot will use the SKU-number from SEOshop as it's recognitionpoint in Trustpilot.

Use the EAN from Lightspeed as the SKU for Trustpilot - Trustpilot will use the EAN-number from SEOshop as it's recognitionpoint in Trustpilot.

Use the article code from Lightspeed as the SKU for Trustpilot - Trustpilot will use the articlenumber from SEOshop as it's recognitionpoint in Trustpilot.

When no option is selected, Trustpilot will use the URL of the product. Keep in mind that this option may fail when this URL is altered in any way.

03. Lastly, there's an option to import Trustpilot reviews into the Lightspeed backoffice. Check this box to enable this function.

Once you are content with the made changes simply click on the button '**Send**' to save all changed settings.

Registering an account via Trustpilot

Registering an account via Trustpilot is simple and understandable. To do so, first navigate to Trustpilot's homepage. Click on the orange button 'Sign up'.

ATTENTION: Should you have ended up on the consumer-website use the button 'for companies' to access the business to business page.

Ready to collect reviews?

Build **strong relationships** and **improve your company's online reputation** through customers reviews

-  **Engage with customers** by responding to feedback in one place.
-  **Boost sales** by displaying reviews on your website to drive conversion.
-  **Watch your Google Seller Rating and Bing Merchant Rating climb**, and benefit from lower online marketing costs.

Start collecting reviews today

First name

Last name

Website

Email address

Telephone

Company name

United States

Get started now

By clicking above you accept our [Privacy policy](#)

On the next page you'll be asked to fill in a form (firstname, lastname, website, emailaddress, telephone, company name, etc.).

After filling out all of the forms do not forget to change the last option to 'the Netherlands' and press 'Get started now' to proceed. After successfully registering your account you should receive an e-mail in which you're able to confirm your account. Once this step is completed you'll have your Trustpilot account and full access to the Trustpilot-application by DotCommerce.

Should you have any questions or feedback about our manual. Please contact us at the following address or telephone number

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