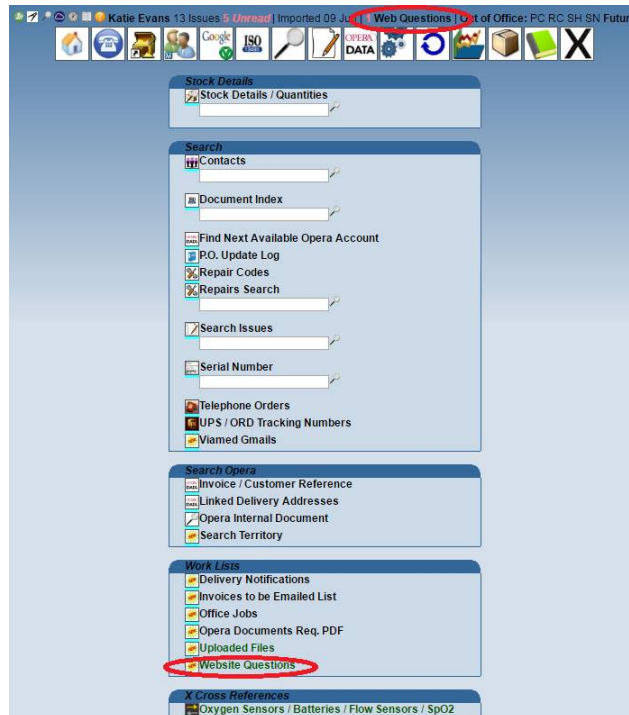


Answering Website Questions

When a question is received via the websites, a notification is displayed at the top of Intrastats pages; this can be clicked on, or you can access the page via the “Website Questions” link.

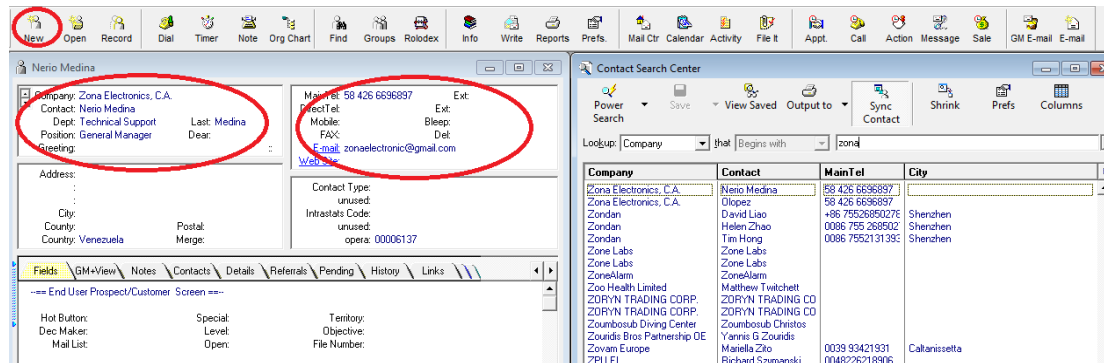


This page will be displayed:

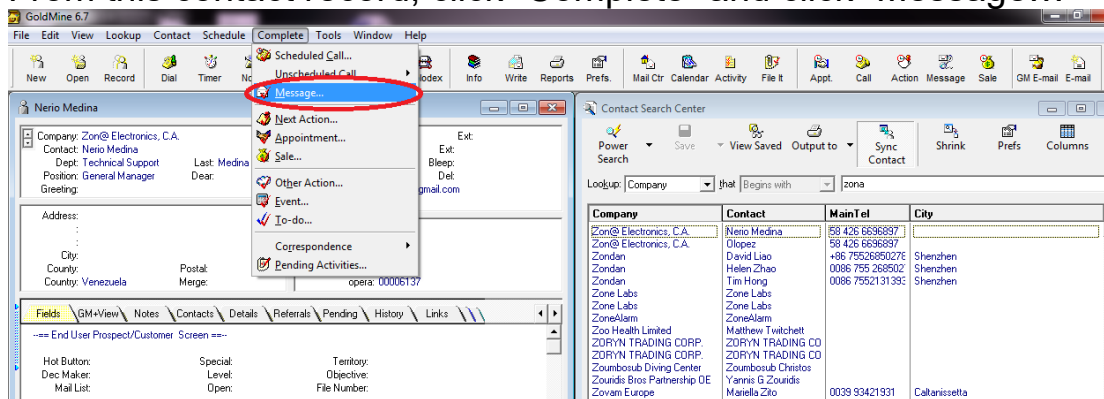
http://www.viamed.co.uk/uk/Modules/questions/index.php?sessionid=7ad52a4909e39108c076572374735164&pw=265f93aa5a1bd905a277c9d01ca2eae&t=1 Stats Stats Google history Google?	
ID	FROM
901	zonaelectronic@gmail.com Thursday 9th of June 2016 05:46:21 AM
Message	
Information Request to Viamed Limited at the http://www.viamed.co.uk/uk/ WebSite	
Nerio Medina Zon@ Electronics, C.A. zonaelectronic@gmail.com Venezuela Type: Pricing Very good days, Consult with you to request information on availability and price of cells oxygen UFO-130-2 Thank you for your response Sincerely, Nerio Enrique Medina Zona Electronics, C.A. Telf: 58 424 6719314 - 261 7197472 Venezuela - Maracaibo Estado ZuliaUFO-130-2 Request further information on	
Done	
Convert to Issue	

A question can be seen along with contact details of the enquirer

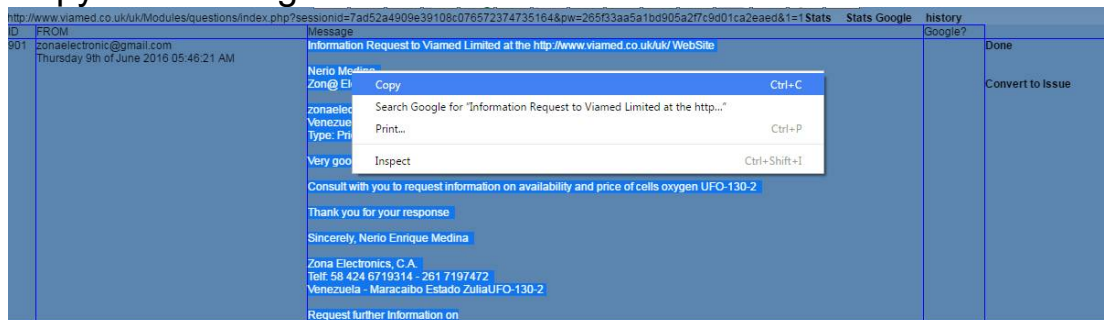
Using GoldMine, search for the company name, if they are not listed, click “New” and add as many contact details as possible from the supplied information.



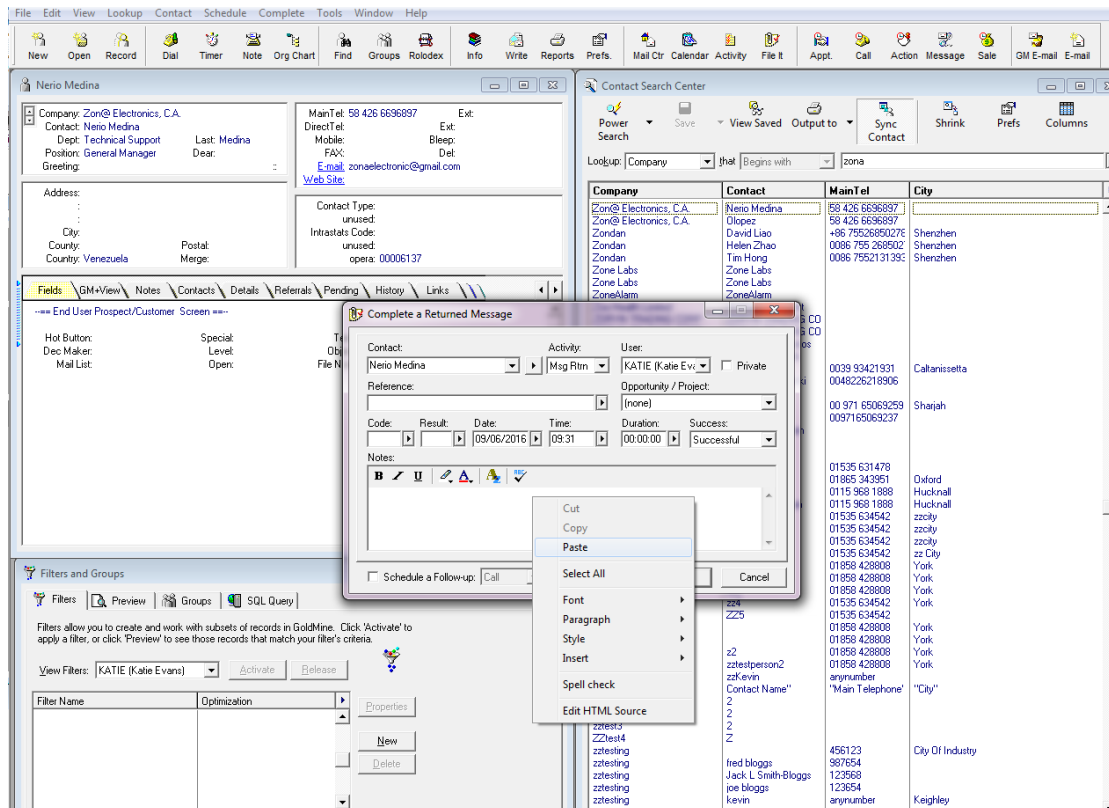
From this contact record, click “Complete” and click “Message...”



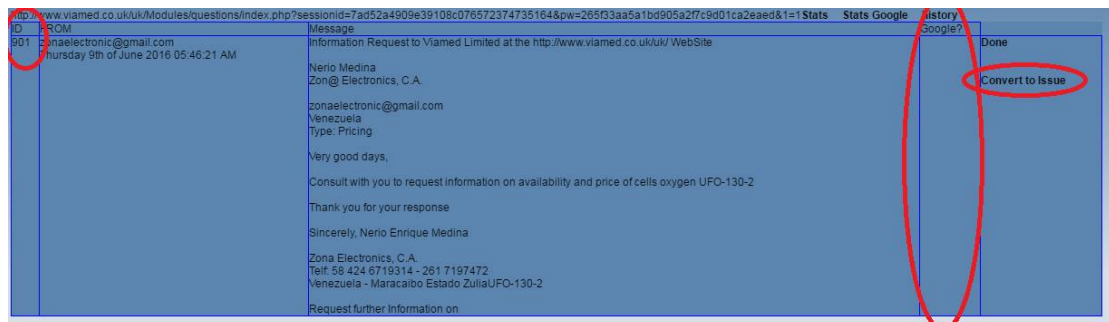
Copy the message information from Intrastats



and paste into the message box on GoldMine



If there is a number listed in the “Google?” column, this question is a result of Google marketing. Ask the marketing department who needs to answer this question; do not respond to this question yourself. Make a note of the ID number and click “Convert to Issue”



You will be directed to your issues page, find the issue named “Web Site Question ID ***” and click on it

My Created Issues Not yet Read (6)					
Issue	Meeting	Header	Subject	Icon	
69666	Stock Meeting	Any Other Business	Capnograph and Accessories		#2
71809	BS EN ISO 13485:2003	Document Control Amendments needed	Document Update Request (16344)		20
71816	BS EN ISO 13485:2003	Document Control Amendments needed	Document Update Request (15285)		20
71870	BS EN ISO 13485:2003	Document Control Amendments needed	Document Update Request (16426)		17
72144	Stock Meeting	Repairs Review - General	Repair Approved SR565415		13
72710	Web Site Updates	Web Site Updates	Web Site Question ID 901		0

Click on the “Next Action” box and select the name of the relevant person as directed by the marketing department. Write a small note to advise this person of why you are sending them the issue and click “Confirm I have updated the issue”

#72710 Mark as read, no further action at this time

Web Site Question ID 901 Issue Visible to: Katie Evans AND Katie Evans
Web Site Updates Web Site Updates
#72710 - Created: 09 Jun 2016 09:47:53 AM By Katie Evans
Sent to User: Katie Evans

Web Site Question ID 901
09/06/16
zonaelectronic@gmail.com
Information Request to Viamed Limited at the http://www.viamed.co.uk/uk/ WebSite

Nerio Medina
Zon@ Electronics, C.A.
zonaelectronic@gmail.com
Venezuela
Type: Pricing

Very good days,
Consult with you to request information on availability and price of cells oxygen UFO-130-2
Thank you for your response
Sincerely, Nerio Enrique Medina

Zona Electronics, C.A.
Telf: 58 424 6719314 - 261 7197472
Venezuela - Maracaibo Estado ZuliaUFO-130-2

Request further Information on

New Notes
Leave answer this web question

save draft
Saved (not submitted)

Priority

Subject
Hide Issue Until:
Meeting Web Site Updates Vi
Create
Link to Issue #
Attach
Complete ISSUE
Urgent
Next Action
Confirm I have updated the issue - users will be alerted to the update

Katie Evans
Catherine Spence
Cathie Hill
Daniel Larr
Derek Lamb
Emily Harman
Emma Clark
Graham Sanderson
Heaven Lamb
James Neal
John Lamb
Linda Shearing
Marina Auderman
Michael Green
Monica Lamb
Philip Crossley

710
CLOSED - Noone will see additional
History

Changing this field means Katie Evans may not see updates to issue

Combined Issues Notes (Comment order might be out of context - Read Original Issue to be sure)
Issue Date User Action / Notes
72710 09/06/16 09:49:50 AM Katie Evans Re-Read

If there is not a Google code listed in this column, proceed to email the potential customer and answer their question. When you have contacted the customer, click “Done”

ID	FROM	Message	Google?	history
901	zonaelectronic@gmail.com Thursday 9th of June 2016 05:46:21 AM	Information Request to Viamed Limited at the http://www.viamed.co.uk/uk/ WebSite Nerio Medina Zon@ Electronics, C.A. zonaelectronic@gmail.com Venezuela Type: Pricing Very good days, Consult with you to request information on availability and price of cells oxygen UFO-130-2 Thank you for your response Sincerely, Nerio Enrique Medina Zona Electronics, C.A. Telf: 58 424 6719314 - 261 7197472 Venezuela - Maracaibo Estado ZuliaUFO-130-2 Request further Information on	Done Convert to Issue	

If the question cannot be answered by an office team member, and there is no Google code listed. Convert to issue as outlined earlier in this document and send to relevant team member.