

Customer Support

The IndoMarche system has built-in modules to handle customer supports. It has a complete inbox module where you can receive the messages, and also draft or send the messages. To handle the disputed orders, you are also provided with the dispute and refund modules.

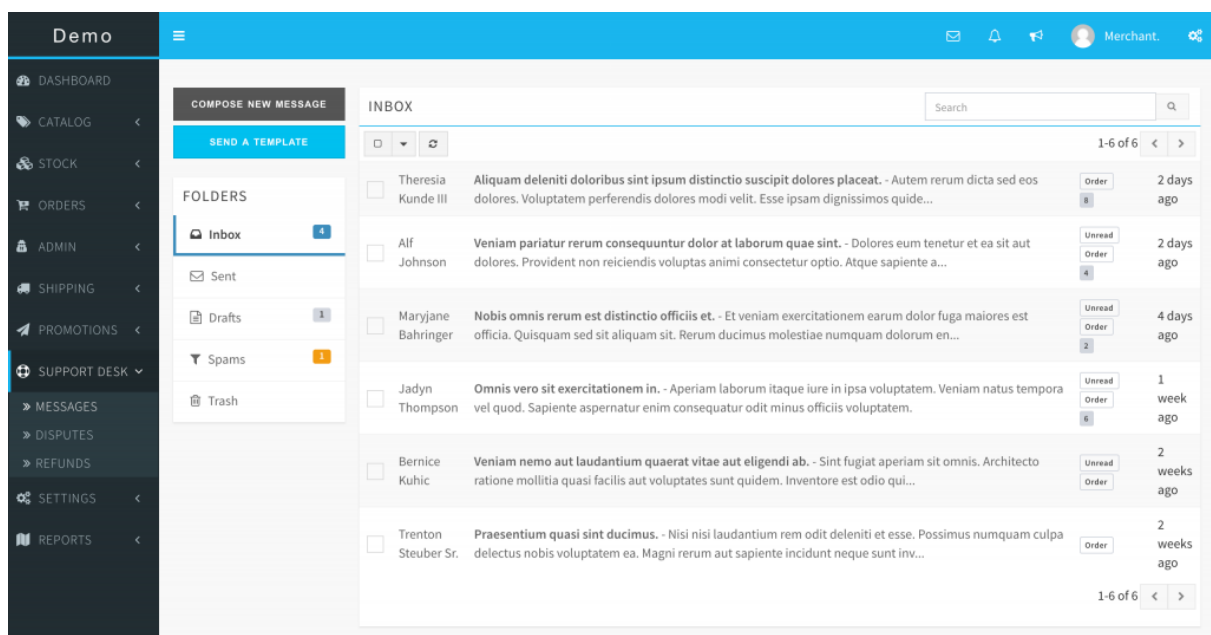
All the modules that are available in this section are:

- [Messages](#)
- [Dispute](#)
- [Refunds](#)

Messages

This module is specially designed to communicate with the customers. With this module, you can personally chat with the customer through the messages.

SUPPORT DESK >> MESSAGES



Send an Email Template

To send an email template that is already saved with you, select the **SEND A TEMPLATE** option when you want to compose and send it.

To create the Email templates with IndoMarche, go to [SETTINGS >> EMAIL TEMPLATES](#). These templates can be plain texts or also Html texts.

Disputes

A customer can open a dispute to order if he/she is not satisfied with the delivered one. Initially, you will be the first one to receive the dispute, and you are advised to carefully handle these disputes as they affect your reputation on the IndoaMarche's portal. If you are unable to solve their issue, or if the customer is not satisfied with your solution, then he/she can **appeal** the dispute. After this, IndoaMarche's support team will handle the dispute and solve the issue.

Tips! It is recommended to handle the disputes carefully and talk to the customers in a very polite and honest way.

SUPPORT DESK >> DISPUTES

The screenshot displays the 'SUPPORT DESK >> DISPUTES' interface. On the left is a dark sidebar with navigation links: DASHBOARD, CATALOG, STOCK, ORDERS, ADMIN, SHIPPING, PROMOTIONS, SUPPORT DESK (expanded), MESSAGES, DISPUTES, REFUNDS, SETTINGS, and REPORTS. The main content area is divided into three panels. The 'MERCHANT' panel shows 'Demo Shop' with a placeholder image and statistics: 'Total Disputes: 8' and 'Last 30 days: 2'. The 'DISPUTE' panel shows a dispute titled 'Did not receive goods' with an 'Open' status, a response box containing placeholder text, and a 'HISTORY' section showing 'System created This disput' 3 days ago. The 'CUSTOMER' panel shows a customer profile with 'Name', 'Total Disputes: 1', 'Last 30 days: 8', and creation/update dates. The top header is blue with 'Demo' and various icons, and the bottom of the dispute panel shows the 'OWNER' as 'Merchant'.

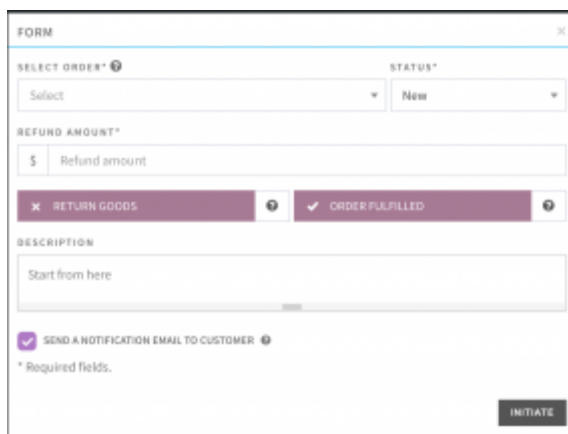
Attention! Only the support team of IndoaMarche can change the status of the appealed disputes.

Refunds

When a dispute is opened by a customer, he/she can request for partial/ full refund for the order total too. You can initiate the refund too if you find it justified.

If you have complete permission to the system, you can also approve or decline the refund request from this section.

SUPPORT DESK >> REFUNDS



The screenshot shows a web form titled "FORM" with a close button (X) in the top right corner. The form contains the following elements:

- SELECT ORDER***: A dropdown menu with "Select" as the current selection.
- STATUS***: A dropdown menu with "New" as the current selection.
- REFUND AMOUNT***: A text input field with a dollar sign (\$) icon and the placeholder text "Refund amount".
- Buttons**: Two purple buttons with white text and icons. The first button is labeled "X RETURN GOODS" with a question mark icon. The second button is labeled "✓ ORDER FULFILLED" with a question mark icon.
- DESCRIPTION**: A text area with the placeholder text "Start from here".
- Checkboxes**: A checked checkbox labeled "SEND A NOTIFICATION EMAIL TO CUSTOMER" with a question mark icon.
- Footnote**: A small asterisk followed by the text "* Required fields."
- Initiate Button**: A dark grey button labeled "INITIATE" at the bottom right.

Attention! Initiating a refund will transfer the actual refund amount to the customer. Even after this, you will have to send the money from your account to the IndoMarche's account.