Export opportunities reply feature

Frequently asked Questions

What are the benefits of using this function?

Existing users of the function have told us they like it because:

- it's quicker and easier to reply to enquiries and saves you time
- it's easy to monitor enquiries and replies in an organised way
- you can see easily which enquiries you, or your colleague, have replied to and when
- it's easy to filter out non-UK and non-relevant responses by using the pre-populated templates
- you can use a no-reply email address to respond to non-UK and non-relevant responses

Is the reply feature live?

Yes, the system has been in use since the end of September 2017.

Do I have to use this function, or can I still use my email?

The use of the system will be mandatory from 3 April 2018. We recommend you use this function now.

What if I don't use the system?

From the 3 April 2018 the email notification you receive when you receive a response to one of your opportunities will no longer contain the contact details of the company. So you will need to follow the link in the email to reply to them.

How do I use it?

We have designed the function to be as easy to use as possible and we hope you agree.

You can watch our recent webinar to learn how to use it.

If you need more help you can ask your colleagues in the Export Opportunities Community or email Kenny Legg.

Can I access this from my FCO computer?

Yes. If you are having trouble accessing the function please let us know.

Can Overseas Delivery Partners use this system?

Yes, the system can be used by anyone who has access to the export opportunities admin centre.

Do I still receive email alerts when a UK company responds to my export opportunity?

Yes, you still receive email alerts every time a UK company responds to your export opportunity.

Do I have a target to respond within 5 working days?

The expectation is that all enquiries will be replied to within 5 working days.

What happens if I don’t respond within 5 working days?

Nothing, but you should respond at your earliest opportunity. When UK companies respond to an export opportunity they receive a message saying you will be in touch within 5 days and it is expected that this will happen.

How do I find the reply templates to respond to UK companies?

You click on each enquiry in the enquiries tab in the admin centre. This then takes you to a screen showing you the company's full response. On the bottom right of the page is a green button that says “reply”. You click here and it takes you through to the response templates.

I can't find the “reply” button.

You’re probably looking at the “opportunity” page. Go to the “enquiries” tab to find the enquiry. When you open the individual enquiry you’ll find the reply button in the bottom right hand corner.

Can the system have template responses per type of response for each opportunity?

This is not currently possible and would be hard to do technically. We advise to save your responses in Word documents and copy and paste them into your response.

Do emails that are sent via the admin centre appear from my email address?

If you use the “right for opportunity” response the admin centre sends the email from the email address that you use to log in to the admin centre.

If you use “not right for opportunity”, “not UK registered” or “not for third party” the email is sent from a no-reply email address.

Do emails that are sent via the admin centre contain my email signature?

Yes, you can add your email signature to the template in the 'your contact details' section.

Do emails sent via the admin centre appear in my sent items?

No, they don’t. You can view them in the admin centre.

Can you add hyperlinks in the responses?

Yes, you can add hyperlinks in the response templates.

Is there a word limit to the text boxes in the templates?

There is no word limit, however we advise keeping the replies short. If you need to add further information you can do this by adding attachments.

Can I attach documents to the responses from the admin centre?

You are able to add attachments to replies when you deem the company to be “right for opportunity”. You can add up to 5 files. The allowed document types are doc, docx, pdf, ppt, pptx, jpg or png. At the moment you can’t upload Excel documents. The maximum file size is 25Mb.

Can I search and read the full response I've sent to UK companies?

Yes, you can do this by clicking on the individual enquiry. Your response appears underneath the enquiry.

If a UK company replies to me is this added to the admin centre?

No, if a UK company responds it does so via email and this is sent to your email inbox.

Do I see all replies in the admin centre, even from export opportunities which have already expired?

Yes, you see all replies.

Can I export a Word/pdf of a particular type of response (e.g. “right for opportunity”) from the admin centre?

At the moment this is not possible. You can export all responses from the enquiries page.

Can I download an overview of my enquiries?

Yes, in the Enquiries tab click "Generate report" and this will show you all your enquiries for the date range you've selected, including the details of the response you sent via the reply feature.

Do we still need to log the responses on Data Hub after replying?

Yes. There is currently no link between export opportunities admin and Data Hub. We are looking at connecting the two.

I have an idea on how to improve the system, who do I speak to?

Great! Let us know via the Export Opportunities Community, or email kenny.legg@mobile.trade.gov.uk