Export opportunities reply feature

Frequently asked Questions

What are the benefits of using this feature?

Existing users of the feature 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 feature, or can I still use my email?

The use of the system will be mandatory from 3 April 2018. We recommend you use this feature 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 feature 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 feature please [email Kenny Legg].

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.

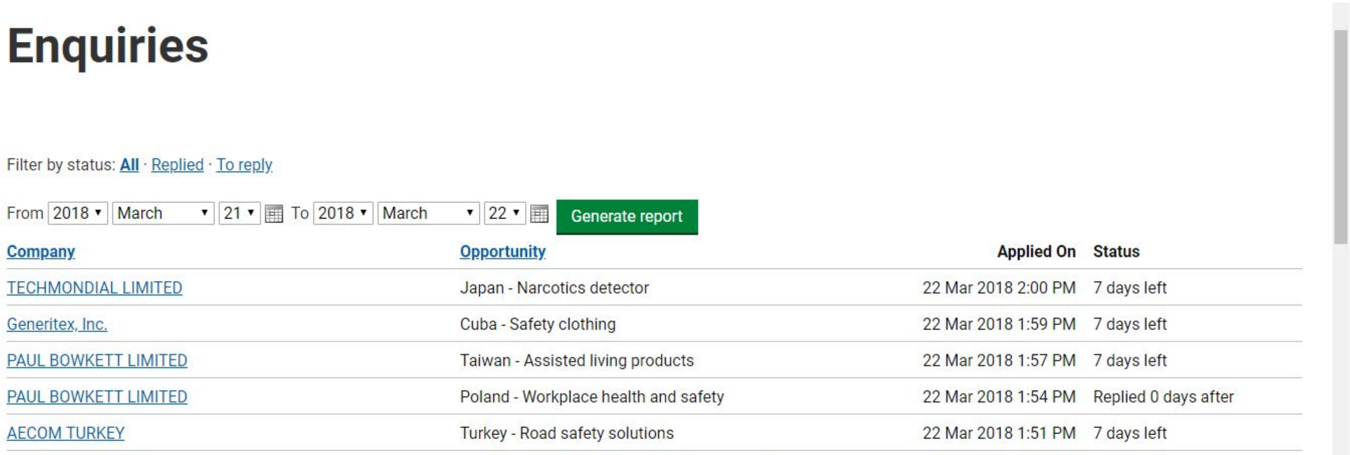
What happens if I don't respond within 5 working days?

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 know how many days I have left to reply to a UK company?

The "Status" column on the enquiries screen shows you how many days you have to reply to the UK company.

See screenshot below for an example.



Enquiries

Filter by status: All · Replied · To reply

From 2018 March 21 To 2018 March 22 Generate report

Company	Opportunity	Applied On	Status
TECHMONDIAL LIMITED	Japan - Narcotics detector	22 Mar 2018 2:00 PM	7 days left
Generitex, Inc.	Cuba - Safety clothing	22 Mar 2018 1:59 PM	7 days left
PAUL BOWKETT LIMITED	Taiwan - Assisted living products	22 Mar 2018 1:57 PM	7 days left
PAUL BOWKETT LIMITED	Poland - Workplace health and safety	22 Mar 2018 1:54 PM	Replied 0 days after
AECOM TURKEY	Turkey - Road safety solutions	22 Mar 2018 1:51 PM	7 days left

Do I have to use this feature for export opportunities I've already published? Or do I just use it for new export opportunities?

You should use the reply feature for all enquiries you receive from now on. This includes new enquiries to any export opportunities published before the 3 April 2018.

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 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.

See screenshot below for an example.

Opportunity	Malaysia - Dried fruit snacks
First name	Theo
Last name	Charnley
Email address	theo@realhandful.com
Company Address	4 Rhino Court, Cheadle
Company Telephone	07825702257
Companies House listing	REAL HANDFUL LTD
Company Postcode	SK8 5AT
URL	http://www.realhandful.com
Existing exporter?	Yes, in the last year
Company Sector	Food & Drink
Company Explanation	Real Handful is a family owned company that hand blends our trail mixes right here in the UK. We are committed to using the best possible ingredients and have developed a range that delivers on both nutritional value and taste. Our range uses 75% or more nutritious dried fruits, whole nuts and seeds which are boosted by vibrant natural flavours and high quality Belgian chocolate. Naturally nutritious snacks for people on the go!
Data Protection	No

Back

Reply

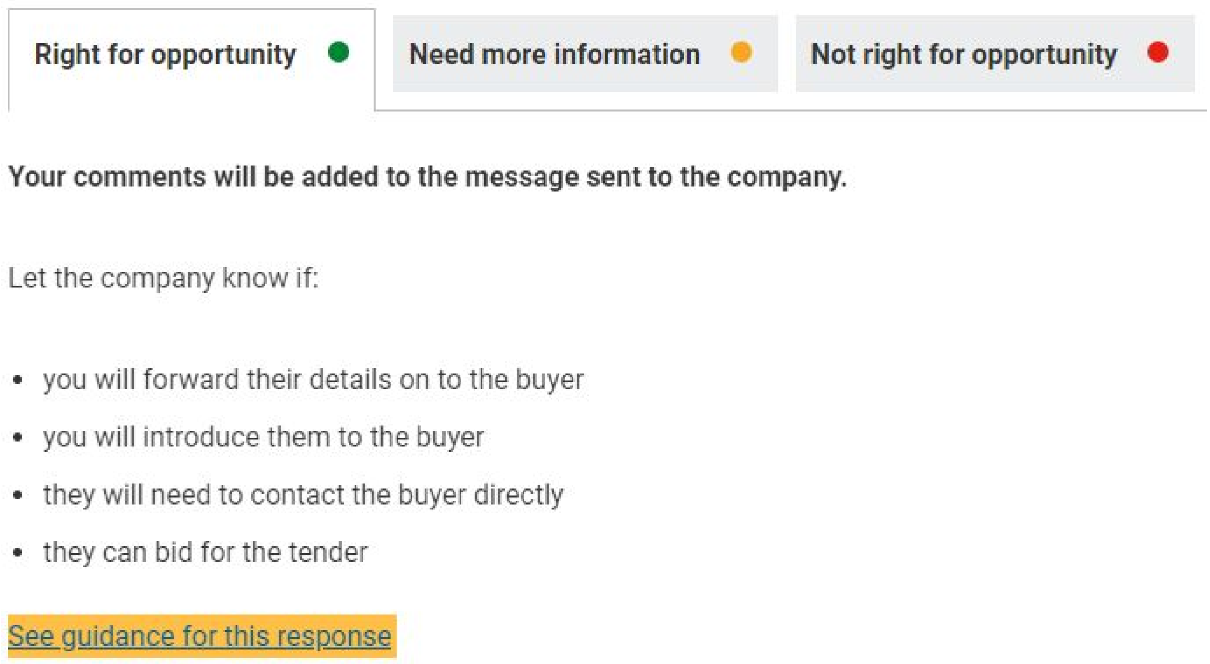
I can't find the “reply” button.

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.

How do I know which template to use in my response?

We've written guidance to help you assess the information provided by the UK company. The guidance can be found in each template.

A screenshot of where the guidance for “Right for opportunity” is shown below. The link to the guidance is highlighted in yellow.



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 your responses..

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 published opportunities?

Yes, in the Opportunities tab. This report shows the opportunities that were produced in a chosen time frame :

- draft
- pending
- published
- trashed

The report also shows how many enquiries each published export opportunity has received.

You can see step-by-step guide of how to generate the report here.

Can I download an overview of my enquiries?

Yes, in the Enquiries tab.

This report shows the:

- full details of each export opportunity response you received in a chosen timeframe by Service Provider
- text information included in the response
- details of your reply, as sent via the admin centre.

You can see [step-by-step guide of how to generate the report here.]

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

Annex 1 - Published Export Opportunity report

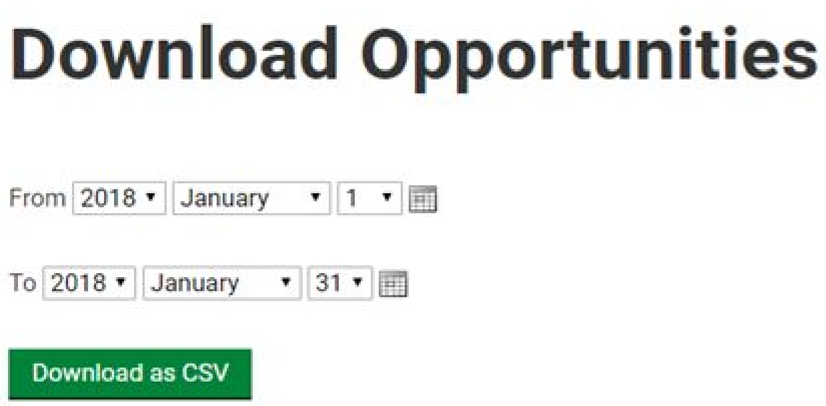
To generate this report:

1. Click on the “Opportunities” tab - https://opportunities.export.great.gov.uk/admin/opportunities

2. Click “Download”

3. Enter the dates you require

4. Click “Download as CSV”



A .csv file will be downloaded to your computer. You can then open the document.

The .csv file shows various fields. These are:

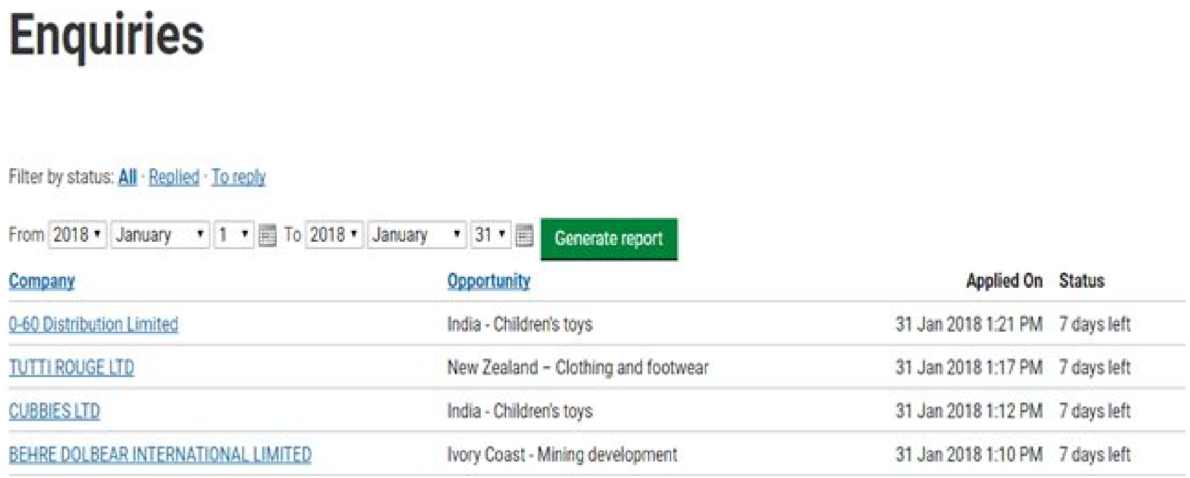
- Created at
- First published
- Updated at
- Title
- Number of responses
- Service provider
- Contact email addresses
- Uploader email address
- Expiry date
- Countries
- Sectors
- Status

Annex 2 - Enquiries report

To generate this report:

1. Click on the “Enquiries” tab - https://opportunities.export.great.gov.uk/admin/enquiries

2. Enter the dates you require



3. Click “Generate report”.

A .csv file will then be emailed to the address you use to log in to the admin centre with. The email will be titled “Your Enquiries Report”. You can then open the document. If you have requested a lot of information that file may be broken into multiple documents.

The file show various fields. These are:

- Company Name
- First Name
- Last Name
- Company Address
- Company Postcode
- Company Telephone number
- Date enquiry submitted
- Company's Sector
- Opportunity Title
- Countries
- Email Address
- Service provider
- Terms accepted
- Companies House Number

- Company URL
- Have they sold products or services to overseas customers?
- How the company can meet the requirements in this opportunity
- Enquiry response reply
- Enquiry response text
- Enquiry response timestamp

The last 3 fields relate to the use of the new reply feature in the admin centre.

These 3 fields enable you to see:

Field title	**Explanation**
Enquiry response reply	This is the template you used to reply
Enquiry response text	This is a copy of the full text you sent in your reply
Enquiry response timestamp	This is the date and time that you, or your colleague, responded

For more information on how to use the reply feature you can watch a webinar recording.