

RE:SALE USER MANUAL

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INTRODUCTION

Do you have food that's nearing expiry? Food that you don't want to eat, or throw away? Re:sale can help with that. Re:sale enables you to find and sell items nearing expiry. As an individual user, you can post on our marketplace to find, sell, or exchange items. As a business, you can manage your products, list items for sale, and review sales data.

We're here to reduce food waste and give customers a good deal. Re:sale makes it easy to find sale listings near you with our advanced search options. Found a listing you're interested in? Add it to your liked listings to find again later. You can organise liked listings on your home page to make sure you stay on top of the best deals. Made a purchase? Give the business a review to help them give you the best service.

REGISTERING AND ACCESSING YOUR RE:SALE ACCOUNT

REGISTERING AN ACCOUNT

1. From the Re:sale landing page, click 'Register' in the top right of the page or the 'Register here' link in the middle of the page underneath the 'Login' button.

Note: Registering with Re:sale will create an Individual account, business accounts can be subsequently added once logged in.

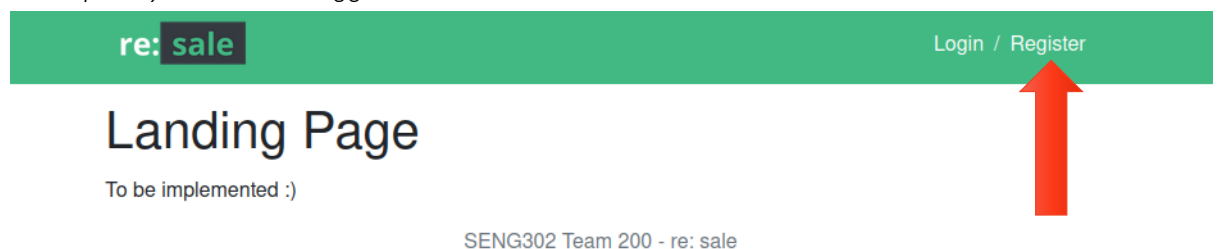


FIGURE 1: HOW TO REGISTER

2. Enter your First Name, Last Name, Email, Date of Birth, Address, and Password; these are required fields. Optionally add a Middle Name, Nickname, and personal Bio paragraph.
Note: A user must be over the age of 13 to register, have a valid email address, valid street address and a password of at least 8 characters containing a combination of upper-case, lower-case, and numerical characters.

3. Click “Create Account”. You will be redirected to your home page upon successful registration.

12/01/2000

Phone Number

Enter your Phone Number with extension

Address*

20 Kirkwood Avenue, Christchurch 8041, Canterbury, New Zealand ✓

Password*

Password must be a combination of lowercase and uppercase letters, numbers, and be at least 8 characters long

Images [Add image](#)

[Create Account](#)

Already have an account? [Login here](#)

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FIGURE 2: HOW TO CREATE ACCOUNT

LOGGING IN TO YOUR ACCOUNT

1. From the Re:sale landing page, click ‘Login’ in the top right of the page.

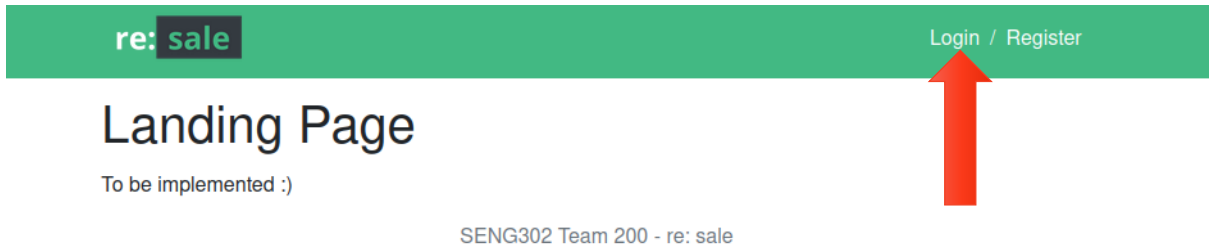


FIGURE 3: HOW TO LOGIN

2. Enter your registered email and password Re:sale credentials.
Note: Authentication will be unsuccessful if you have not registered a Re:sale account or the entered credentials do not match those inputted when creating your account.
3. Click ‘Login’. You will be redirected to your home page once authenticated.

Note: To log out of your account, click on your user/business name in the top right and select 'Logout' in the dropdown menu.

re: sale

Login / Register

Login

Email*

Password*

[Forgot password?](#)

Login

Don't have an account? [Register here](#)

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FIGURE 4: HOW TO LOGIN

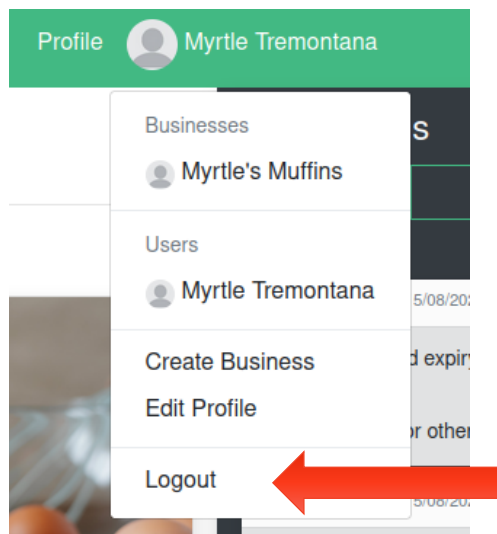


FIGURE 5: HOW TO LOG OUT

USER SEARCH

SEARCHING FOR A USER

1. Click “Search” in the top left of the navigation bar. This will redirect you to Re:sale’s search functionality. Make sure the ‘Users’ tab is selected.

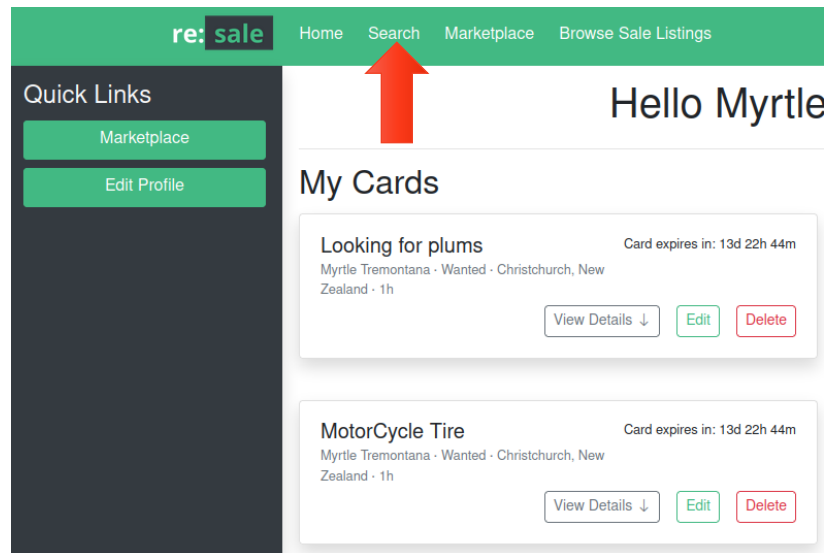


FIGURE 6: HOW TO SEARCH FOR USERS

2. In the search query box at the top of the page, enter a user’s First Name, Last Name, Middle Name, Nickname or any combination of these.
3. Click ‘Search’. Users that match the given search query will appear as search results. Clicking on a User will redirect you to their profile page.

Note: Searching with an empty search query will return all users registered with Re:sale.

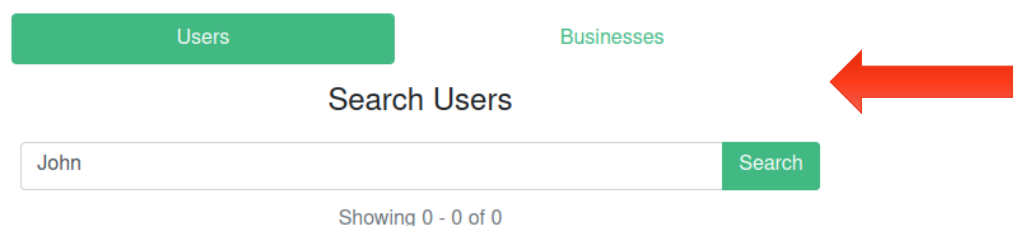



FIGURE 7: HOW TO SEARCH FOR USERS

NAVIGATING USER SEARCH RESULTS

- Clicking a specific column will toggle search results to be sorted by that column in ascending or descending order.

Note: Search results include a user’s unique identifier, First Name, Middle Name, Last Name, Email, and Location region; these can all be used to sort search results.




Id↑		Firstname
14		John

FIGURE 8: HOW TO SORT BY COLUMN

- Results are paginated, showing 10 results per page. Click the page numbers at the bottom of the page to navigate across pages to see more search results.

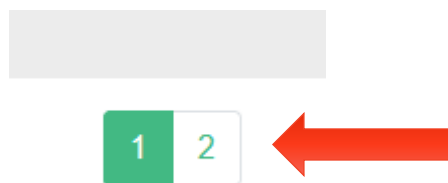


FIGURE 9: HOW TO CHANGE PAGE

ADVANCED SEARCHING

- 'AND' and 'OR':** Words with an OR between them result in any of the given words being matched. Words with an AND between them result in all the given words being matched. If no conjunction (AND or OR) is given, then it is assumed to be AND.
- Query within quotes:** A search query within quotes will provide results that match the query words exactly. Any operators within quotes will be treated as words, not operators.
- Extra whitespace between words is ignored. All words (including 'AND' and 'OR' operators) are case insensitive.

BUSINESS SEARCH

SEARCHING FOR A BUSINESS

1. Click “Search” in the top left of the navigation bar. This will redirect you to Re:sale’s search functionality. Make sure the ‘Businesses’ tab is selected. (Refer to Figure 6)

FIGURE 10: HOW TO SEARCH FOR BUSINESSES

2. In the search query box at the top of the page, enter all or part of a business’ name.
3. To the right of the search query box, there is a drop-down to filter results by a single business type.
4. Click ‘Search’. Businesses that match the given search query (and selected type) will appear as search results. Clicking on a Business will redirect you to their profile page.

Note: Searching with an empty search query will return all businesses registered with Re:sale.

FIGURE 11: HOW TO SEARCH FOR BUSINESSES

NAVIGATING BUSINESS SEARCH RESULTS

- Clicking a specific column will toggle search results to be sorted by that column in ascending or descending order. (Refer to Figure 8)

Note: As with the User Search, all fields can be used to sort Business Search results.

- Results are paginated, showing 10 results per page. Click the page numbers at the bottom of the page to navigate across pages to see more search results. (Refer to Figure 9)

ADVANCED SEARCHING

- The same advanced search functionality as User Search applies.

BUSINESS ACCOUNTS

CREATING A BUSINESS ACCOUNT

1. Click on your name located in the top right of the navigation bar. In the appeared dropdown menu, click 'Create Business'.

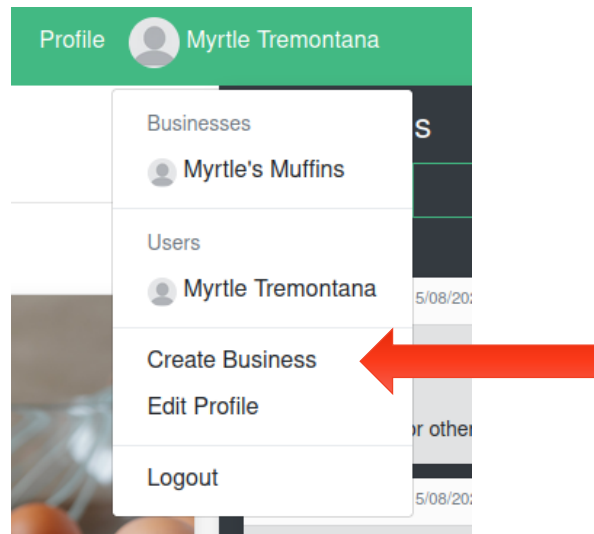


FIGURE 12: HOW TO CREATE BUSINESS ACCOUNT

2. Enter a Business Name, Address, and Business Type as required. Enter an optional Business Bio paragraph.

Note: Business types include 'Accommodation and Food Services', 'Retail Trade', 'Charitable Organization', and 'Non-profit Organisation'.

3. Clicking 'Create Business' will add this register this business with Re:sale. By creating this business, you become the primary administrator of this business on Re:sale.

Register a Business

Business Name*

Test Business

Bio

Write a Business Description (Max length 255 characters)

Address*

20 Kirkwood Avenue, Christchurch 8041, Canterbury, N ✓

Business Type*

Accommodation and Food Services

Images Add image

You must be at least 16 years old to register a business

Create Business

FIGURE 13: HOW TO CREATE BUSINESS ACCOUNT

ACT AS YOUR REGISTERED BUSINESS

1. To switch between your profile and Business profile, click on your name in the top right of the navigation bar. In the dropdown menu select the business you wish to act as.

Note: If the business that you wish to switch to does not appear in the 'Businesses' list, the business has either not been registered with Re:sale or you do not have administrative privileges to it.

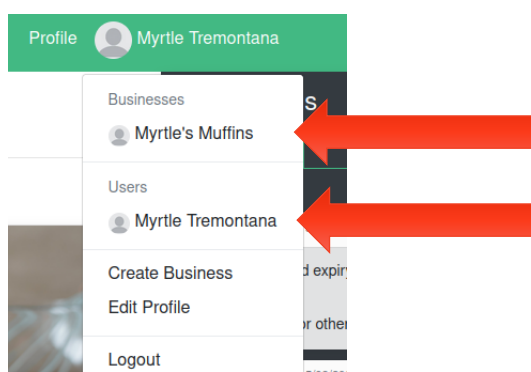


FIGURE 14: HOW TO CHANGE ACTING AS ACCOUNT

ASSIGNING BUSINESS ADMINISTRATORS

1. Navigate to a User's profile through Re:sale's User search functionality.
2. While acting as a Business, click 'Add as Administrator to Business' on a User's profile page.
This will give administrative privileges to this user.



FIGURE 15: HOW TO ADD ADMINISTRATORS TO BUSINESS



3.

FIGURE 16: HOW TO ADD ADMINISTRATORS TO BUSINESS

MANAGING YOUR BUSINESS PRODUCT CATALOGUE

- From the home page of your business, click 'View Product Catalogue' located under the 'Quick Links' section on the left side of the page, or, acting as a business, click on your business name in the top right and select 'Catalogue' in the dropdown menu. This will take you to an itemized list of products in your Product Catalogue. The information displayed about products includes the Product Code, Product Info (name and description), Manufacturer, RRP, and Date Added. This list contains the same sorting and pagination functionality as seen throughout Re:sale.

Note: Products in the Product Catalogue are items that a business can sell and which can be included as instances in a Business Inventory. The Product Catalogue details overarching information about products and not specific instances.

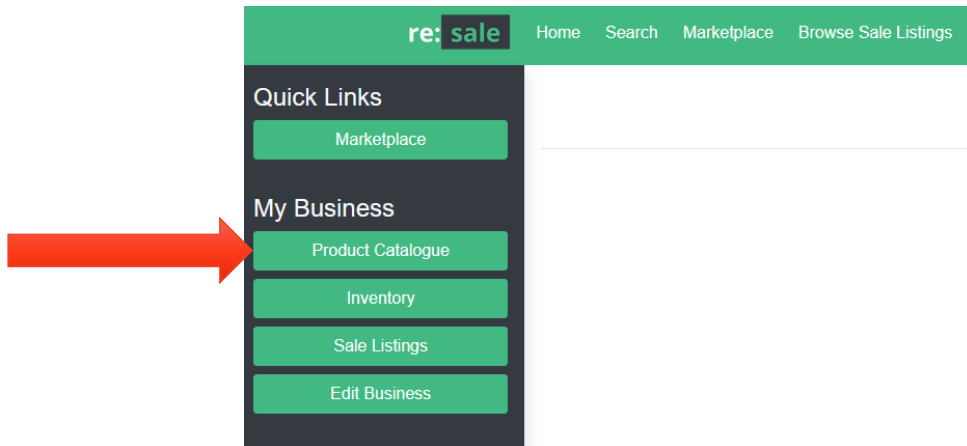


FIGURE 17: HOW TO VIEW PRODUCT CATALOGUE

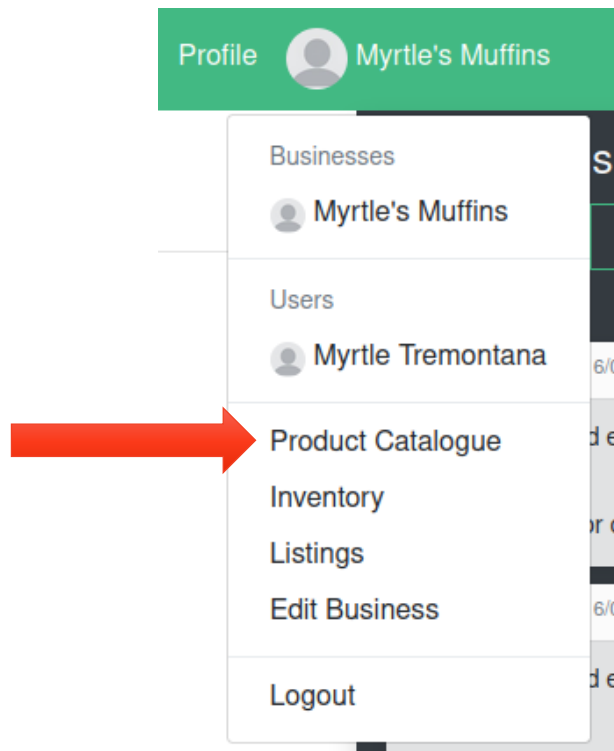


FIGURE 18: HOW TO VIEW PRODUCT CATALOGUE

- To add a product to your business's catalogue:
 - Click 'New Product' in the top right of the Product Catalogue page.

Product Catalogue

Search products

Search

Search By:
 ☐ ID
 ☒ Name
 ☐ Description
 ☐ Manufacturer

New Product

FIGURE 19: HOW TO ADD PRODUCT TO CATALOGUE

- Add the product's ID, Name, and optional Description, Manufacturer, and RRP.
- Click 'Create Product' to add this product.

Create a new Product

Product ID*

Product Name*

Product Description

Manufacturer

Recommended Retail Price
 NZD

Images Add image

Cancel
Create Product

FIGURE 20: HOW TO ADD PRODUCT TO CATALOGUE

- To edit a product in your business's catalogue, click the "Edit" button to the right of the listed product. Here you will be able to edit this product's various information.


Code	Product Info	Manufacturer	RRP	Date Added	
Food	 Foodtest			Mon Jul 19 2021	<div style="display: flex; align-items: center;"> <div style="background-color: #28a745; color: white; padding: 5px 10px; border-radius: 3px; margin-right: 10px;">Edit</div> <div style="background-color: #28a745; color: white; padding: 5px 10px; border-radius: 3px;">View Images</div> </div>

FIGURE 21: HOW TO EDIT PRODUCT IN CATALOGUE

MANAGING YOUR BUSINESS INVENTORY

Note: Your Business Inventory is a place to document stock quantities; unit and total pricing; and important date information for perishable goods.

- From the home page of your business, click 'View Inventory' located under the 'Quick Links' section on the left side of the page, or, acting as a business, click on your business name in the top right and select 'Inventory' in the dropdown menu to access your Business Inventory. This will redirect you to a page displaying instances of products including their Product Code, Quantity, Unit Price, Total Price, Manufacture date, Sell-By date, Best-Before date, and Expiry date.

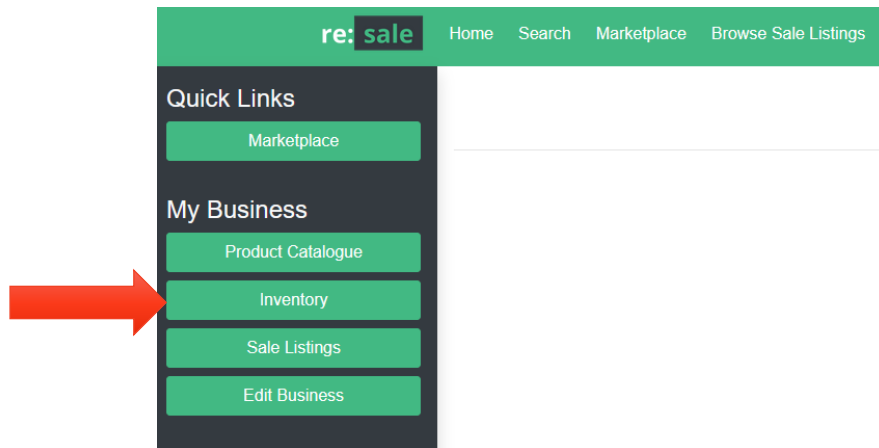


FIGURE 23: HOW TO VIEW INVENTORY

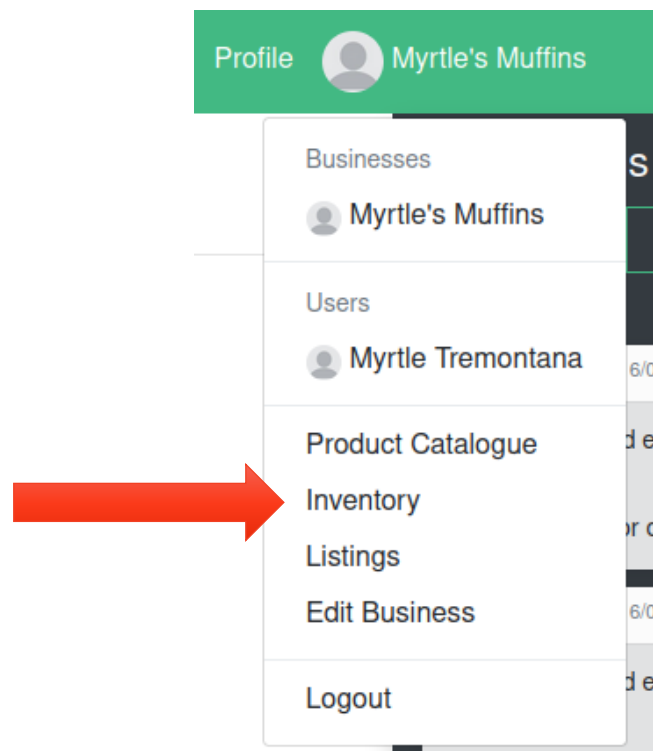


FIGURE 22: HOW TO VIEW INVENTORY

- To add a product to your Business Inventory from your Product Catalogue:
 - On the Inventory page, click 'New Item'. A popup box to create a new inventory item will appear.

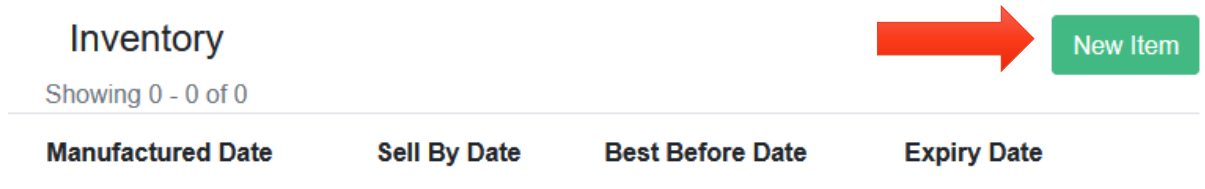


FIGURE 24: HOW TO ADD ITEM TO INVENTORY

- To select an item from your Product Catalogue, click the 'Select' button adjacent to the 'Product Code' field.

Create a new inventory item

Product ID*

FIGURE 25: HOW TO ADD ITEM TO INVENTORY

- This will open a list containing all the products in the Product Catalogue. Click 'Select' next to the product you wish to add an instance of in your inventory.

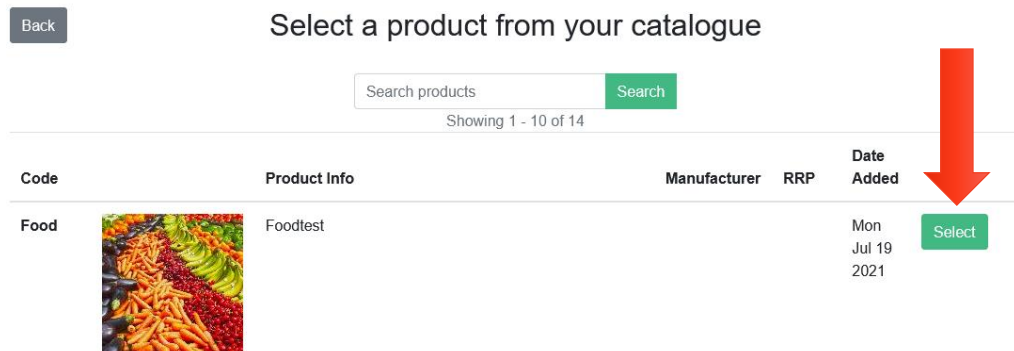


FIGURE 26: HOW TO SELECT PRODUCT FROM CATALOGUE

- Having selected an item from the Product Catalogue, enter the Quantity and Expiry, and optionally include Price Per Item, Total Price, Manufactured date, Sell-By date, and Best-Before date.

- Once all information about that inventory item has been entered, Click 'Create Item' to save the item to the Business Inventory.

Best Before Date

24/08/2021

Expiry Date*


27/08/2021

Cancel

Create Item

FIGURE 27: HOW TO ADD ITEM TO INVENTORY

- To edit a product in your Business Inventory, click the "Edit" button to the right of the listed inventory item. Here you will be able to edit this item's various information.

Product Code		Quantity	Price per Item	Total Price	Manufactured Date	Sell By Date	Best Before Date	Expiry Date		
Food		12	\$12.00 NZD	\$45.00 NZD	Wed Jul 28 2021	Thu Aug 19 2021	Fri Aug 20 2021	Fri Aug 27 2021	Edit	View Images

MANAGING YOUR PRODUCT SALE LISTINGS

Note: A sale listing puts the products in your Inventory on the open market for purchase. Users on Re:sale will have the opportunity to purchase your products.

- To view sale listings created by your Business, from the home page of your business, click 'View Listings' located under the 'Quick Links' section on the left side of the page, or, click on your business name in the top right and select 'Listings' in the dropdown menu. This will redirect you to a page where your Sale Listings are displayed, including the Product Info (product name and description), Quantity for Sale, Price, the listing's Creation date, and the listing's Closing date.

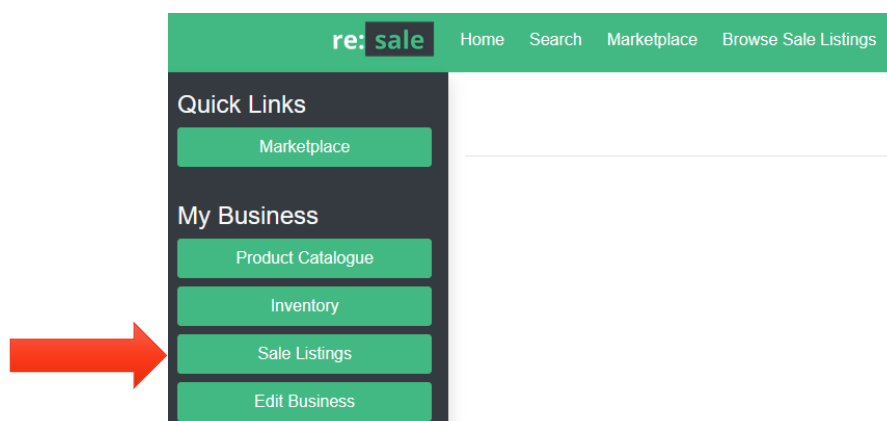


FIGURE 28: HOW TO VIEW SALE LISTINGS

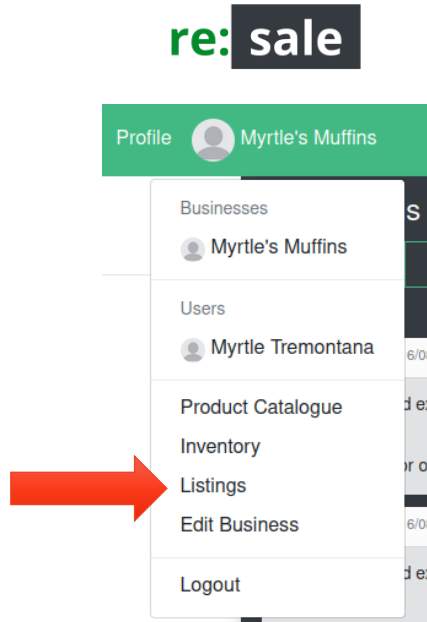


FIGURE 29: HOW TO VIEW SALE LISTINGS

- To create a Sale Listing:
 - On the 'Sale Listings' page, click 'New Listing'. A popup box to create a new sale listing will appear.

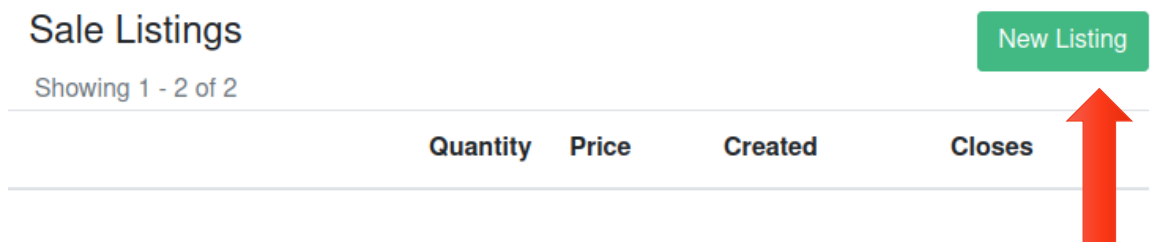


FIGURE 30: HOW TO ADD A SALE LISTING

- To select an item from your Business Inventory to list, click the 'Select' button adjacent to the 'Inventory Item' field.

Create a new sale listing

Inventory Item*

FIGURE 31: HOW TO SELECT ITEM FROM INVENTORY

- This will open a list containing all the items in your Business Inventory. Only inventory items with a quantity greater than the quantity of that item already listed for sale will be

shown. Click 'Select' next to the inventory item you wish to add a sale listing for.

Back

Select a product from your inventory

Showing 1 - 1 of 1

Product Code	Quantity Available	Price per Item	Total Price	Manufactured Date	Sell By Date	Best Before Date	Expiry Date	
CHOC-CHIP	2/4	\$3.49 NZD	\$8.00 NZD	Sat Apr 10 2021	Sat May 15 2021	Sat May 15 2021	Mon May 17 2021	<div>Select</div>




FIGURE 32: HOW TO SELECT ITEM FROM INVENTORY

- Having selected an item from the Business Inventory, enter the Quantity of the selected item to sell, its Sale Price, listing Closing date, and optionally add any additional information in the 'More Info' field to accompany the listing.
- Once all Sales Listing information has been entered and the listing is ready to be published, click 'Create Listing' to add your product for sale to the Re:sale market.
Note: Once a Sale Listing has been created, it cannot be edited or removed until the listing close date.

More Info

Yummy Muffins

Closing Date*

05 / 17 / 2021

Cancel

Create Listing



FIGURE 33: HOW TO ADD A SALE LISTING

YOUR PROFILE PAGE

- Both Individuals and Businesses on the Re:sale platform have their profile page. To access your profile page, click the 'Profile' link in the top right of the navigation bar to view your profile page, the relevant profile being displayed depending on whether you are acting as an Individual or Business.



FIGURE 34: HOW TO VIEW PROFILE

An individual's profile page includes information such as Primary Image, First Name, Middle Name, Last Name, Nickname, Bio, Email, Location, Date of Registration to Re:sale, any businesses they administer, and all the images they have uploaded in carousel form. An individual's profile page includes all cards for the marketplace they have created, shown in a card form.

[Edit Profile](#)

First Name:	Myrtle
Middle Name:	Frances
Last Name:	Tremontana
Nickname:	
Bio:	I like to embrace visionary e-commerce
Email:	myrtle.t@gmail.com
Location:	Christchurch, Canterbury, New Zealand, 8042
Phone:	+64 27 998 9246
Date of Birth:	1964-10-06
Member Since:	2021-08-16 (Less than 1 month)

FIGURE 36: INDIVIDUAL PROFILE

User's Cards

Looking for plums Card expires in: 13d 23h 42m

Myrtle Tremontana · Wanted · Christchurch, New Zealand · 15m

[View Details ↓](#)
[Edit](#)
[Delete](#)

MotorCycle Tire Card expires in: 13d 23h 42m

Myrtle Tremontana · Wanted · Christchurch, New Zealand · 15m

[View Details ↓](#)
[Edit](#)
[Delete](#)

Apples for Oranges Card expires in: 13d 23h 42m

Myrtle Tremontana · Exchange · Christchurch, New Zealand · 15m

[View Details ↓](#)
[Edit](#)
[Delete](#)

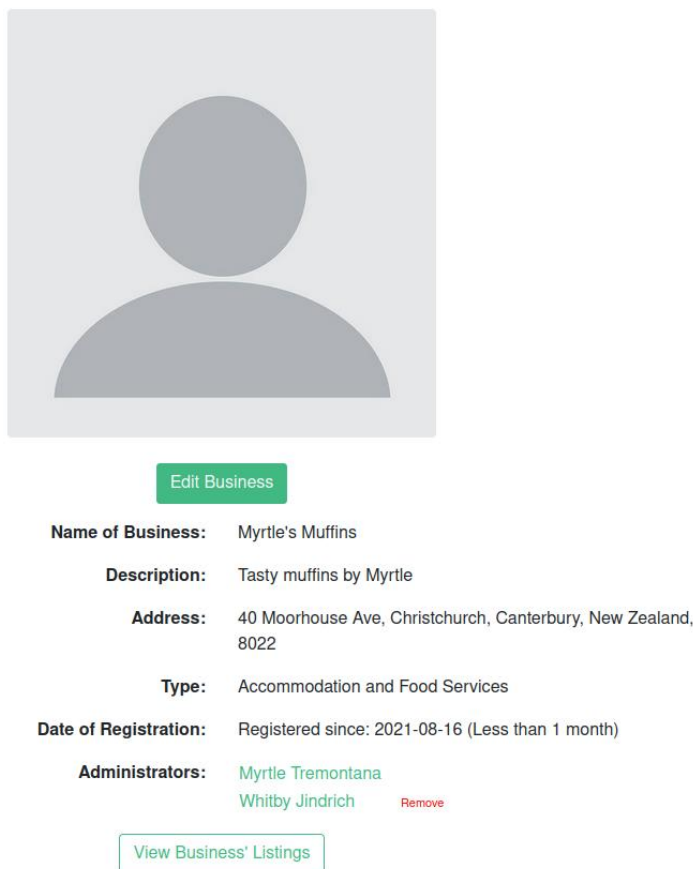
Oranges for other fruit Card expires in: 13d 23h 42m

Myrtle Tremontana · Exchange · Christchurch, New Zealand · 15m

[View Details ↓](#)
[Edit](#)
[Delete](#)

FIGURE 35: INDIVIDUAL PROFILE

- A Business' profile page includes information such as Business Name, Description, Address, Business Type, Date of Registration to Re:sale, and Business Administrators.



A screenshot of a business profile page. At the top is a large grey placeholder for a profile picture. Below it is a green button labeled "Edit Business". The form contains the following fields:

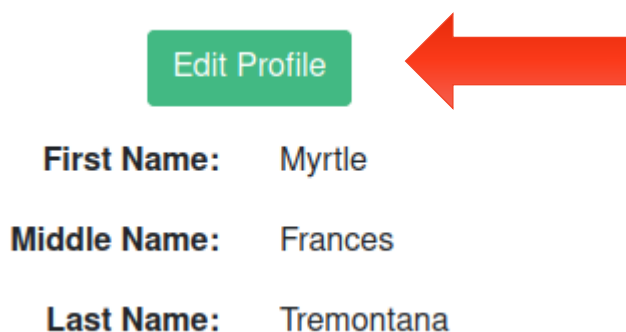
- Name of Business:** Myrtle's Muffins
- Description:** Tasty muffins by Myrtle
- Address:** 40 Moorhouse Ave, Christchurch, Canterbury, New Zealand, 8022
- Type:** Accommodation and Food Services
- Date of Registration:** Registered since: 2021-08-16 (Less than 1 month)
- Administrators:** Myrtle Tremontana, Whitby Jindrich (with a red "Remove" link next to the second name)

At the bottom is a green button labeled "View Business' Listings".

FIGURE 37: BUSINESS PROFILE

EDITING YOUR PROFILE

To edit your profile, you must be acting as an individual and be on your profile page (To access your profile see above). On the profile page, there is a button labelled "Edit Profile". Clicking this will take you to a page where you can edit your profile information. All current information will appear in the text boxes under their respective labels, which can now be edited (Validation still applies to these fields).



A screenshot of an individual profile form. At the top is a green button labeled "Edit Profile" with a large red arrow pointing to it from the right. Below the button are three text input fields:

- First Name:** Myrtle
- Middle Name:** Frances
- Last Name:** Tremontana

FIGURE 38: HOW TO EDIT INDIVIDUAL PROFILE

To edit one of your businesses, you must be acting as the given business and on your profile page (To access your profile see above). On the business profile page, there is a button labelled "Edit

Business”. Clicking this will take you to a page where you can edit your business information. All current information will appear in the text boxes under their respective labels, which can now be edited (Validation still applies to these fields).

CANCEL CHANGES

You can cancel any changes made by either clicking the red button labelled “Cancel” at the bottom of the page or by leaving the page in any other way.

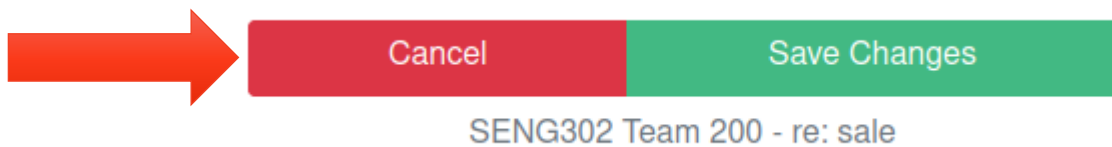


FIGURE 39: HOW TO CANCEL CHANGES

SAVING CHANGES

To save any changes made to your profile you must click the green button labelled “Save Changes” at the bottom of the page, doing so will save the changes and take you to a new page. On the new page, you can click the grey button labelled “Edit Again” to take you back to the edit profile page, or you can click the green button labelled “Home” to take you to your home page.

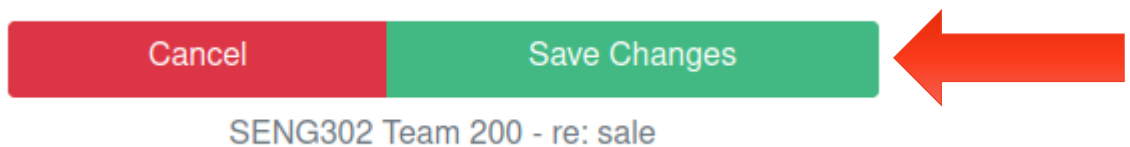


FIGURE 40: HOW TO SAVE CHANGES

Edit Your Profile

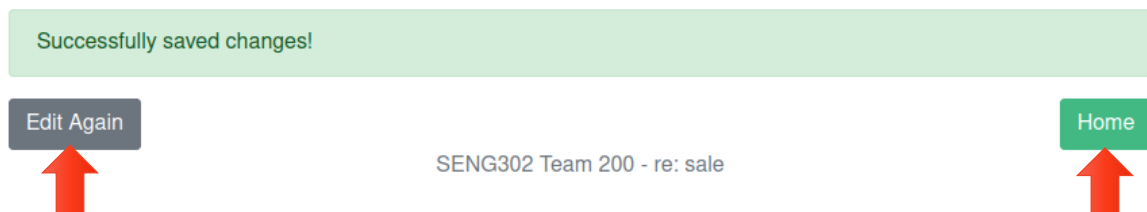


FIGURE 41: HOW TO SAVE CHANGES

UPDATING YOUR LOCATION

When modifying your user details, if the country is changed (From New Zealand to Australia for example), you will receive a prompt on a new page stating that the currency has been changed and

whether you would “like all your active products to have their currency changed”. If you select the grey “No” button, only future products will be in the new currency.

Edit Your Profile

Successfully saved changes!

Currency Change

Your currency has changed from NZD to AUD.
Would you like all your active products to have their currency changed to AUD?
If you say 'No', only future products will be in AUD.

Yes No

Edit Again Home

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FIGURE 42: CHANGING INDIVIDUAL LOCATION

When modifying your business details, if the country is changed, a confirmation popup will appear with the text: “The country of your business is changing, would you like to update the currency of your existing products to match this new country?”. If you select the grey “Keep Same” button, all products made before these changes will retain the previous currency, but all subsequent products will be displayed with the currency of the new country. If you select the green “Update” button, all products made before or after these changes will be displayed with the currency of the new country.

Country Change x

The country of your business is changing, would you like to update the currency of your existing products to match this new country?

Cancel Keep Same Update

Country*

FIGURE 43: CHANGING BUSINESS LOCATION

UPLOADING IMAGES

You can add images to your profile by scrolling to the bottom of the edit profile page and clicking on the green button labelled “Add image”. This will open a file upload window, by selecting any image(s) (with file type PNG or JPEG and file size less than 10MB) the image(s) will be added to the list of images to be uploaded. To save an image to your profile you must save your changes as mentioned above in the “Saving Changes” section, doing so will upload the images and add them to your profile.

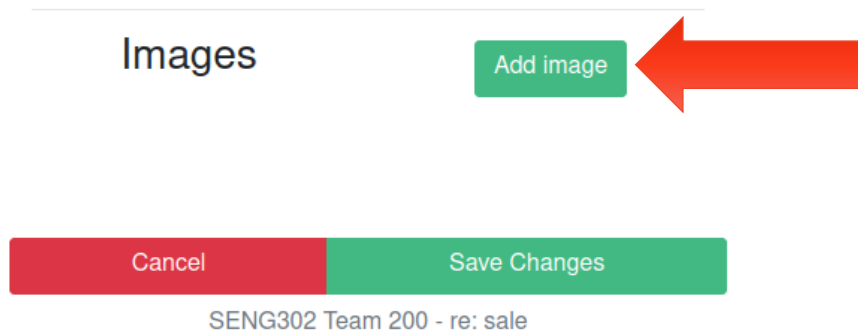


FIGURE 44: HOW TO UPLOAD IMAGES

REMOVING IMAGES

You can remove any image by clicking the red button labelled “Remove” and confirm your decision with the pop up that appears on the screen. This change will be done immediately and independently of the other changes made to your profile. This works for both images that have been uploaded and ones that have been selected but not uploaded yet.

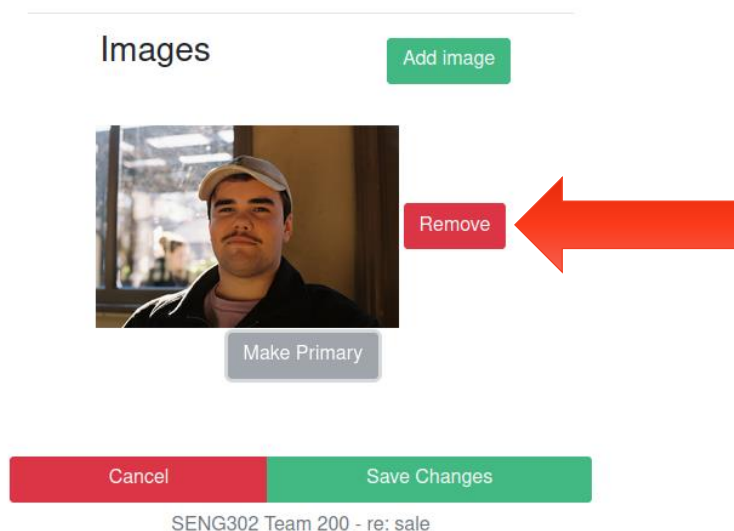


FIGURE 45: HOW TO DELETE IMAGES

PRIMARY IMAGE

The image that will be shown as the main image on your profile is called the “Primary Image”, but all images can be viewed if you scroll underneath the profile information on the profile page where they are displayed in a section labelled “User’s Images”. To change which image is used as the primary image you will need to be on the edit profile page. Underneath the current primary image, there is a button labelled “Already Primary” to show which image is currently the primary image, by clicking the green button labelled “Make Primary” under any other image that has been uploaded (the same button will be coloured grey for an image that has not been uploaded) you will change the primary

image to the selected one. To save this change to your profile you must save your changes as mentioned above in the “Saving Changes” section.

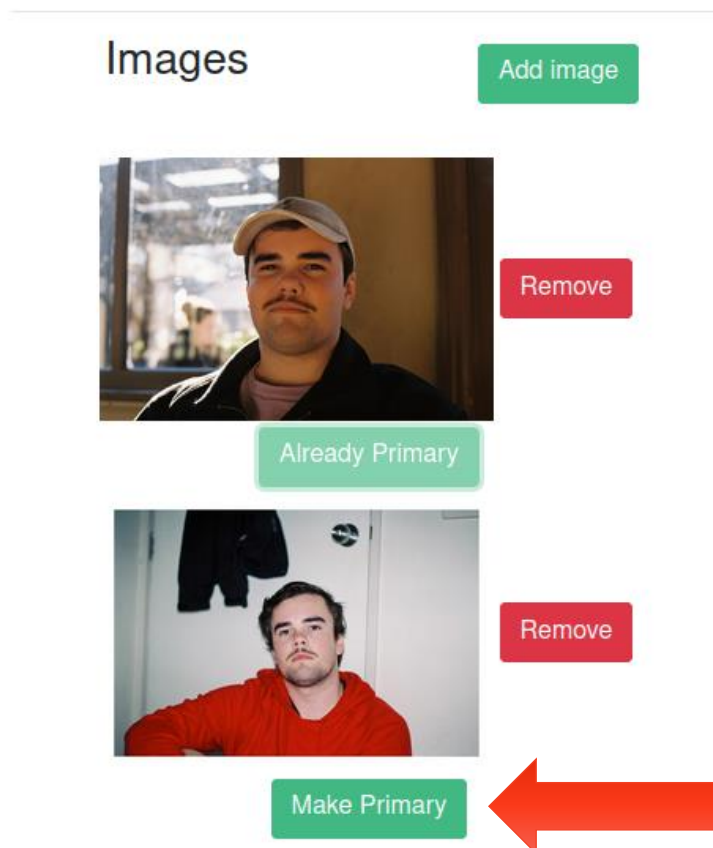


FIGURE 46: HOW TO SELECT PRIMARY IMAGE

THE MARKETPLACE

- The Marketplace is where Individuals can make their listings (called cards) for other Individuals to view and interact with, these cards can only be made by Individuals, not Businesses. Cards can be viewed in one of three sections, For Sale, Wanted, and Exchange.
- Cards will be displayed in the Marketplace for a fixed period of 14 days, when such time has passed, the Individual will be given 24 hours to either delete the card or extend the display time by a further 14 days. If the Individual does not choose either of these options and the 24-hour time limit has been reached the card will automatically be deleted.
- Each card has some basic information (Title, Name of Creator, Country of Creator, Time since creation, and keywords associated with the card) that is visible in the Marketplace, to view more information any User (Individual or Business) can click on a particular card in the Marketplace to expand it.

NAVIGATING TO THE MARKETPLACE

- Any User on their Home page (Business or Individual) can access the marketplace by clicking ‘Marketplace’ located on the left-hand side of the page under the ‘Quick Links’ section, or, by

clicking 'Marketplace' located at the left side of the navigation bar at the top of the page.

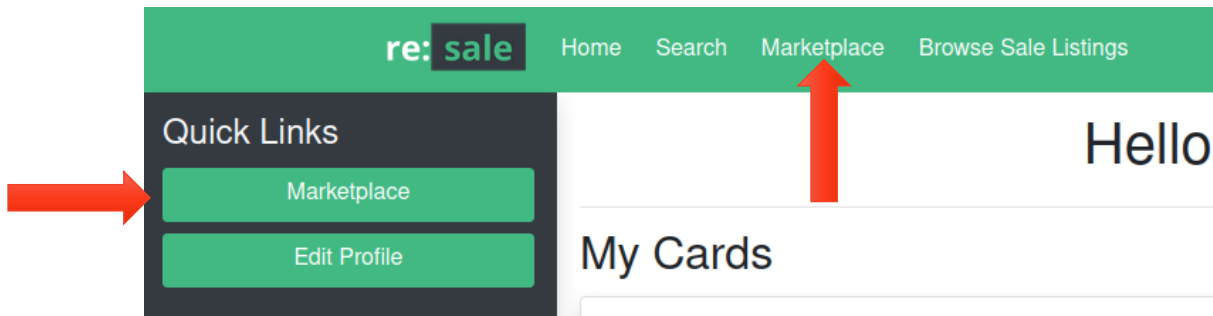


FIGURE 47: HOW TO VIEW MARKETPLACE

- On the Marketplace there are three tabs located at the top of the page (For Sale, Wanted, and Exchange), to change sections click on one of the tabs, this will then take you to that specific section.
- The section that is currently being viewed by the User is indicated by highlighting the current tab located at the top of the page. Each section will only display cards that have been added under that specific section.

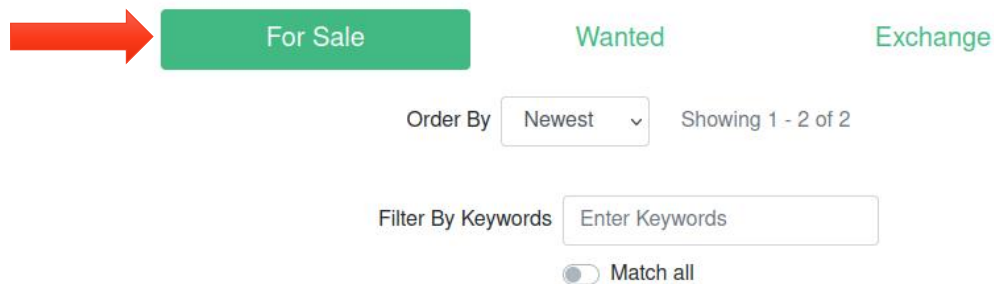


FIGURE 48: HOW TO CHANGE SECTIONS IN MARKETPLACE

FILTERING CARDS IN THE MARKETPLACE

Re:sale gives the user the option to filter cards by keyword.

1. While on the marketplace, type keywords to be filtered by in the input box labelled 'Filter By Keywords' this input box acts as a search for all keywords in Re:sale, and will return a list of matching keywords.

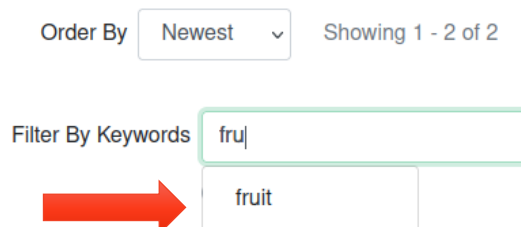


FIGURE 49: FILTERING CARDS WITH KEYWORDS

2. To select a matching keyword, simply click on it and the keyword will be added to the filter, shown by a bubble below the keyword search.

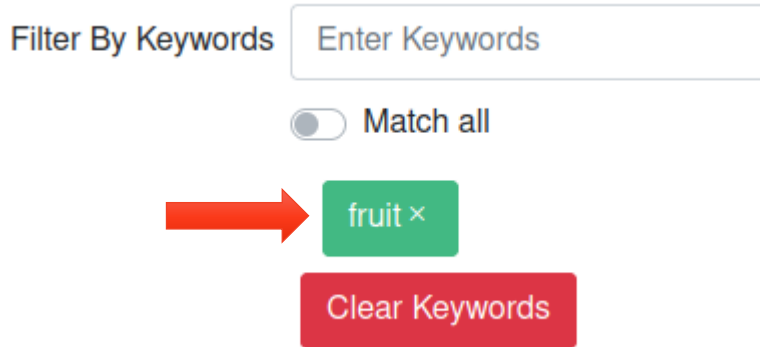


FIGURE 50: FILTERING CARDS WITH KEYWORDS

3. Clicking the “x” on a keywords bubble will remove that keyword from the filter. Also clicking the ‘Clear Keywords’ button will clear all keywords from the filter and return all. Toggling the ‘Match all’ switch under the keyword search will toggle between matching

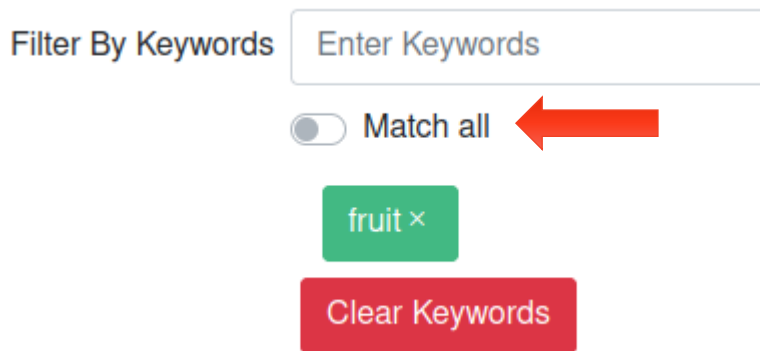


FIGURE 51: HOW TO REMOVE KEYWORDS

All keywords in the filter (switch on) or matching any of the keywords in the filter (switch off). The filter will apply automatically when you select a keyword.

MANAGING YOUR MARKETPLACE

- To create a new card:
 1. While on the Marketplace page an Individual can create a new card by clicking on the ‘New Card’ button located on the top right side of the page (this can be done while

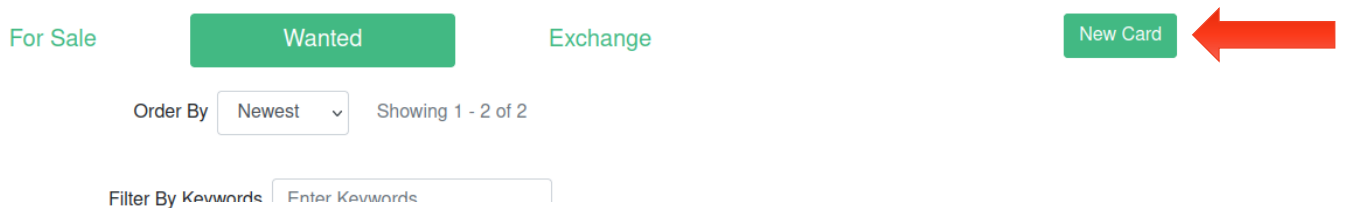


FIGURE 52: FILTERING CARDS WITH KEYWORDS

viewing any of the three sections of the Marketplace). Once clicked a popup box to create a new card will appear.

2. The fields indicated with a red asterisk are required to be filled out, these fields are the “Section” which is the section the card will be visible in, the card “Title” which is the title that can be seen on the card, and the Keywords which let another User know at a glance what the Individual’s card is about. There is also a “Description” field which is not required but is available for any more information about the card.
3. When the Individual is done with filling out the required fields, they can create their card by clicking the ‘Create Card’ button on the bottom right of the popup box or they can cancel making the card by clicking on the ‘Cancel’ button on the bottom left of the popup box.

FIGURE 53: HOW TO ADD A CARD TO THE MARKETPLACE

4. If the Individual has clicked ‘Create Card’ and there are any problems, then the Individual will be notified of this by warning messages under the incorrect field as well as that field outlined in red. If there are no problems, then the popup box will close, and the new card will have been created and will be visible in the section it was assigned.

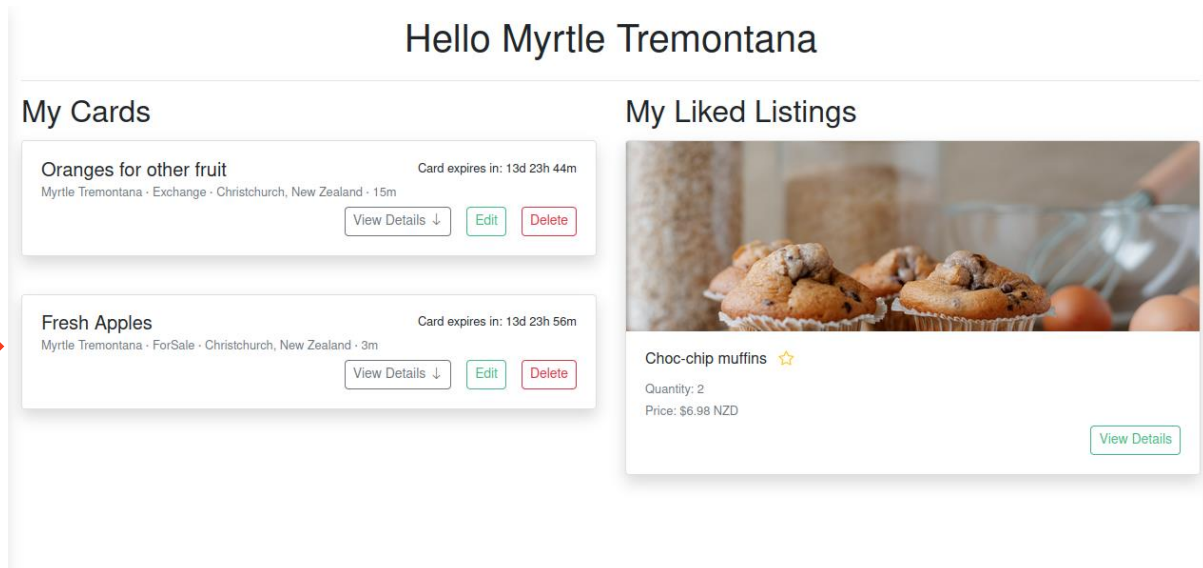


FIGURE 54: NEW CARD ON HOME PAGE

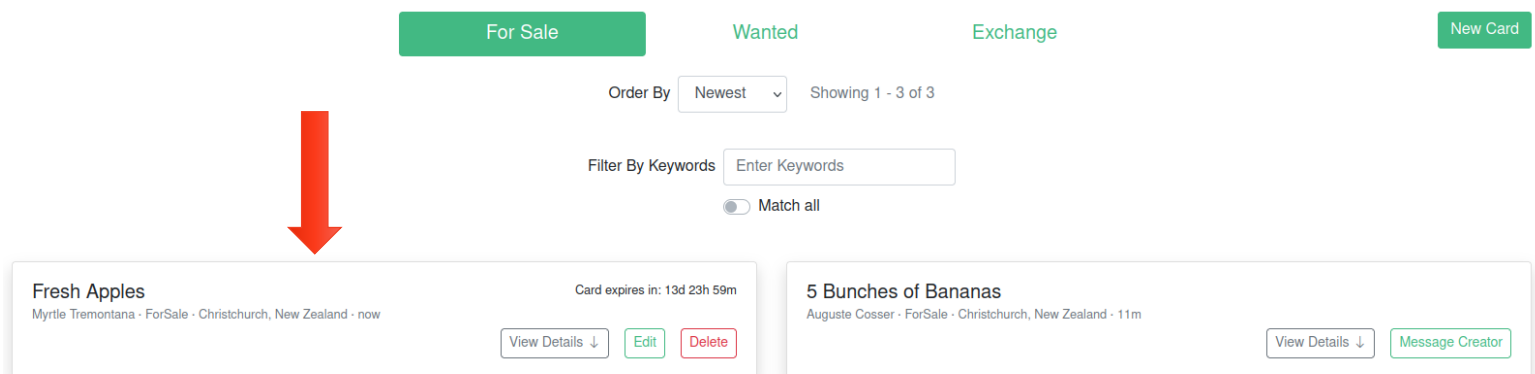


FIGURE 55: NEW CARD ON THE MARKETPLACE

- Managing your cards:
 - Once the Individual has made a card, it will be visible in the section they assigned it to. The new card will also be visible on the Individual's Home page.
 - Each card will have the same information that is visible for other Users, but it will also have additional information only visible for the Creator of the card. This information is a countdown of the display period, as well as a 'Delete' button.

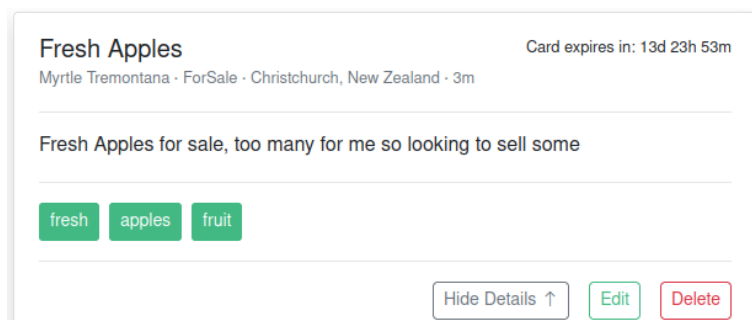


FIGURE 56: CARD VIEWED BY CREATOR

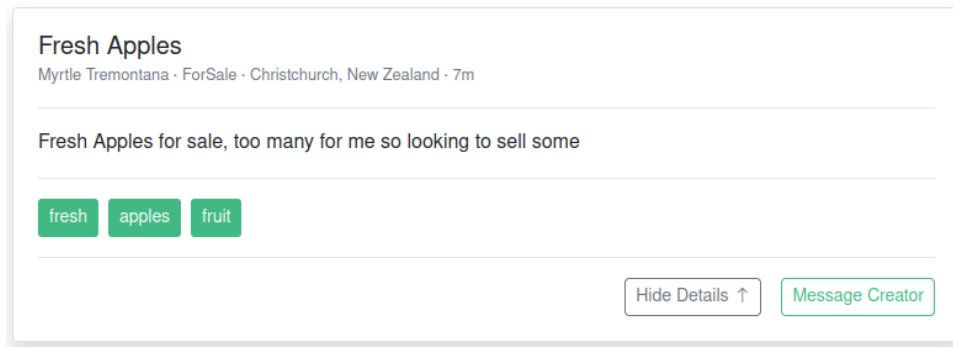


FIGURE 57: CARD VIEWED BY ANOTHER USER

3. If the card has expired, the creator can either extend the card by another 14 days or they can 'Delete' the card. If no action is taken the card will be deleted automatically.

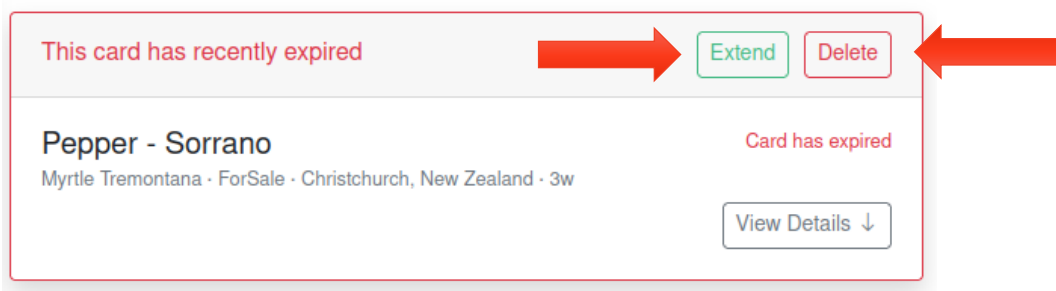


FIGURE 58: HOW TO DELETE OR EXTEND A CARD

4. Clicking the 'Delete' button will cause a popup box to open Asking the User if they are sure they want to delete that specific card, giving the option to click 'Cancel' to cancel the deletion of that card or to click 'Delete' to delete the card.

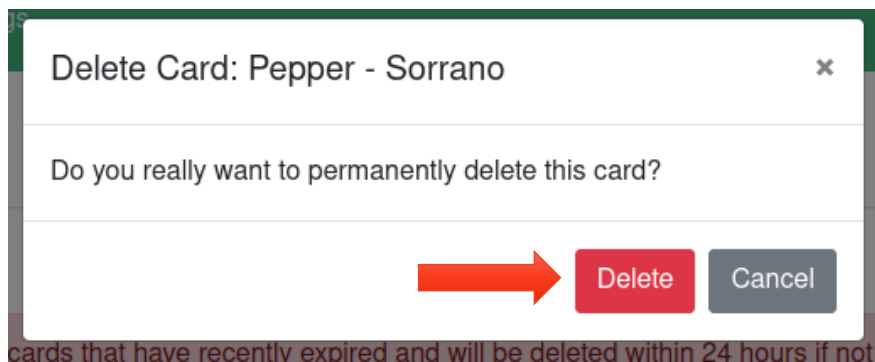


FIGURE 59: HOW TO DELETE A CARD

- Editing your cards:
 1. If an individual would like to edit one of their cards, they can click the "Edit" button shown on the card. This can be done either on the individual's homepage or in the marketplace. Once clicked a popup box to edit the card will appear.

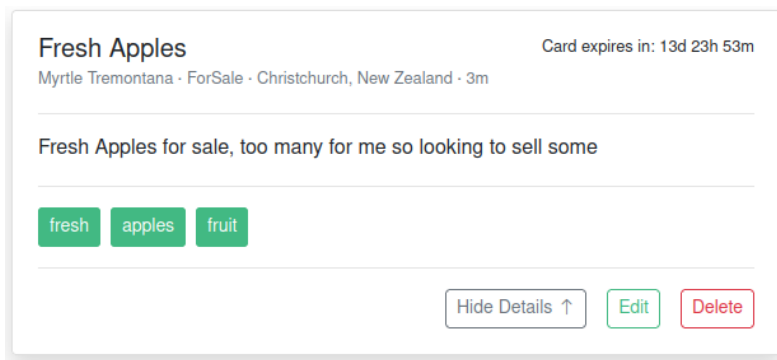


FIGURE 60: HOW TO EDIT A CARD

2. All fields are prefilled with the card's current data. The individual can update these fields as they please. The fields indicated with a red asterisk are still required to be filled out.

FIGURE 61: HOW TO EDIT A CARD

3. Once the individual has made the necessary changes to their card, they can press the 'Save Changes' button, updating the card to display the new changes (provided all required fields are filled).
4. If the individual decides that they do not want the changes they have made to be saved, they can press the 'Cancel' button instead. This reverts the card data to its original state.

MESSAGING USERS ABOUT CARDS

Re:sale has the functionality to message other users about cards they have on the community marketplace.

- Sending Messages from cards
 1. To Send a message to another user, navigate to the community marketplace, and find the card you want to message the creator about. (Refer to Figure 47)
 2. Then click the “Message Creator” button on the card, The card will be extended to accommodate an input box where you can then input a message to send to the card creator. Once the user is happy with the message, they can click “Send Message”, and the message will be sent.

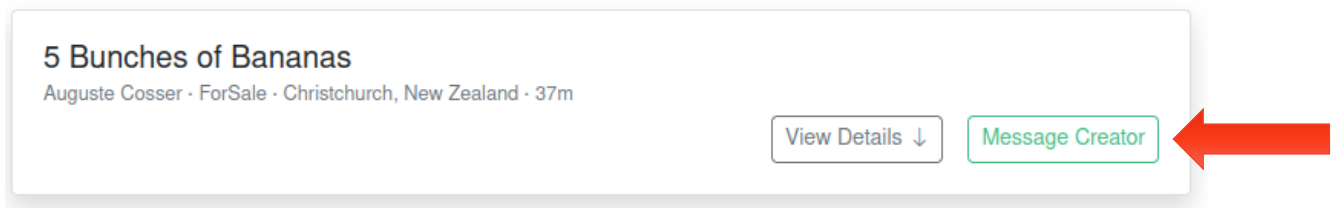


FIGURE 62: HOW TO MESSAGE USER ABOUT CARD

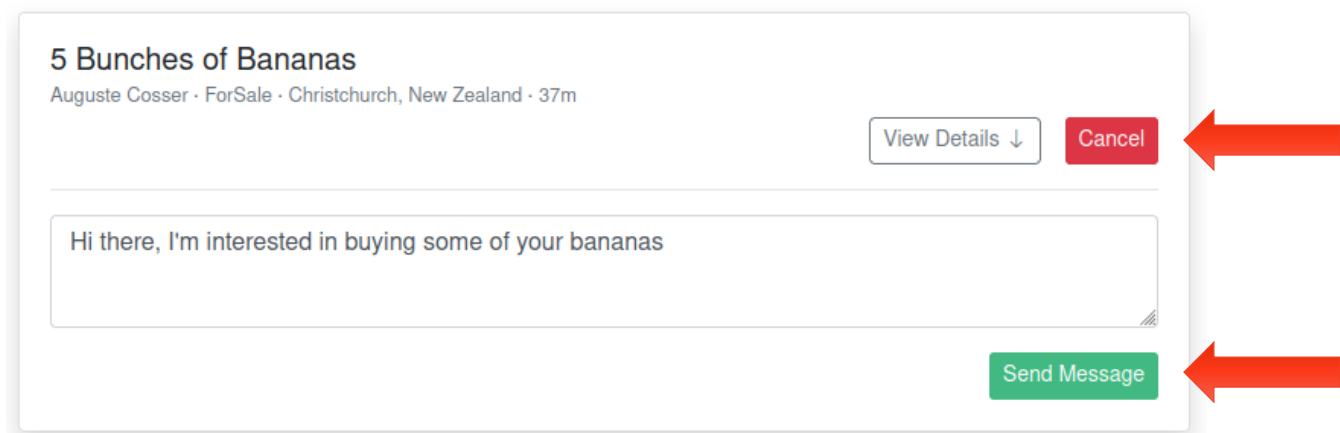


FIGURE 63: HOW TO MESSAGE USER ABOUT CARD

- Receiving and then sending messages from the messages panel
 1. When you receive a message about a card you created or a reply from another user, that message will be shown in the messages panel on the home page.

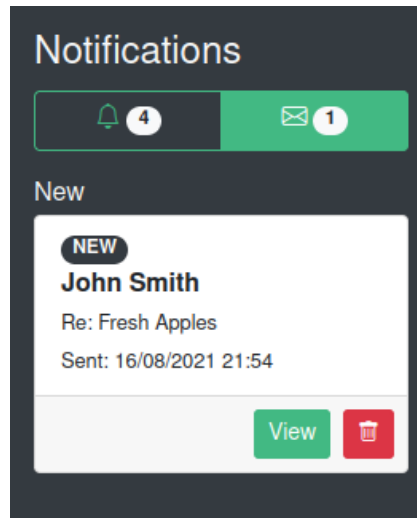


FIGURE 64: VIEWING MESSAGES

2. To get to the messages panel, navigate to the homepage by clicking the “home” link in the navbar. On the right side of the page, you will see a notification panel, on this page, you can click the messages icon to view your received messages. A small bubble with the number in it will appear next to the message’s icon indicating the number of messages received.

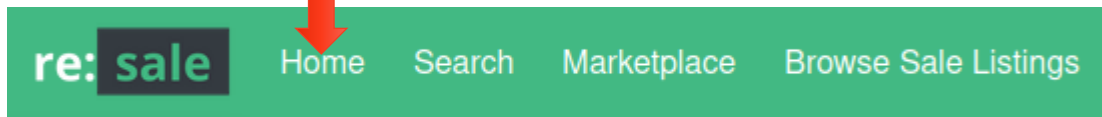


FIGURE 65: NAVIGATING TO THE HOME PAGE

3. To reply to a message, simply click the “view” button, a popup will now appear allowing the user to see the entirety of the message and will allow the user to reply to this message via the “Enter a reply” text box.

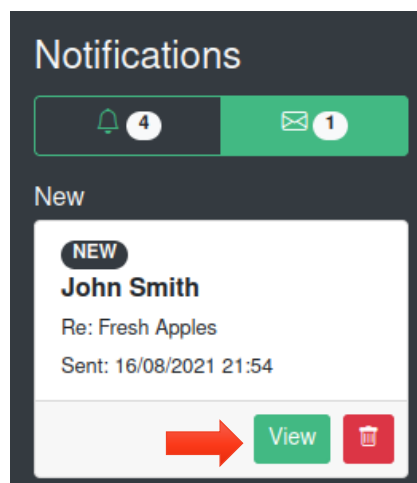


FIGURE 66: HOW TO VIEW A MESSAGE

- Once the user has entered a reply to send to the message sender, they can click "Send Reply" to send the message. This sent message will now appear in the receivers' messages panel. (Refer to Figure 64)

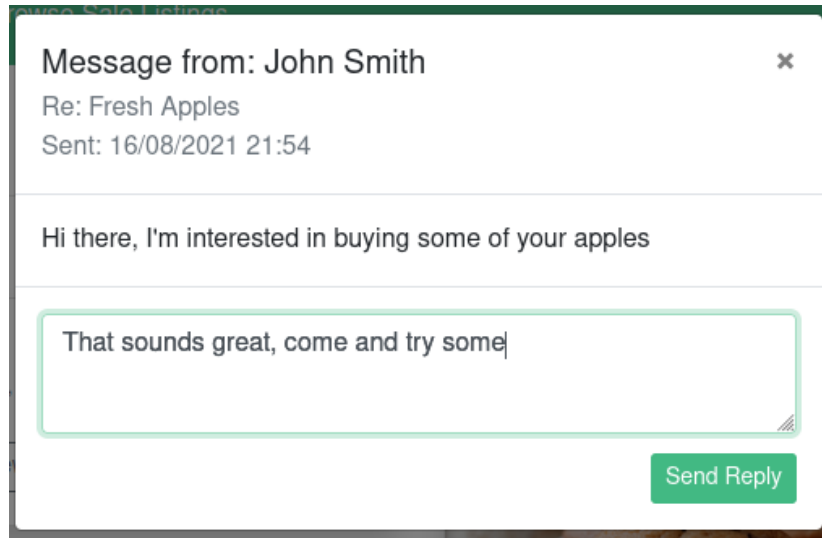


FIGURE 67: HOW TO REPLY TO A MESSAGE

PRODUCT SEARCH

SEARCHING FOR A PRODUCT

- To search for a given product in a business' product catalogue, first, navigate to their product catalogue (see the 'Managing your Business Product Catalogue' section for details on this). (Refer to Figure17 & 18)
- Select one (or more) of the provided checkboxes (ID, Name, Description or Manufacturer) that you would like to search the product catalogue by.

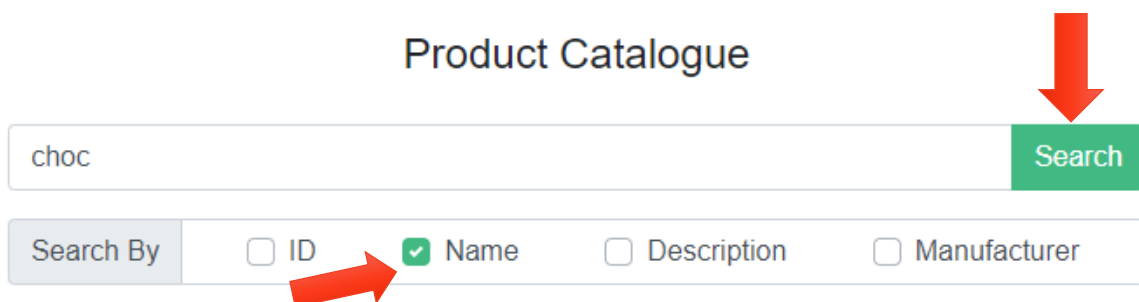


FIGURE 68: PRODUCT SEARCH

- In the search query box at the top of the page, enter your search query.
- Click 'Search'. Products that match the given search query will appear as search results.

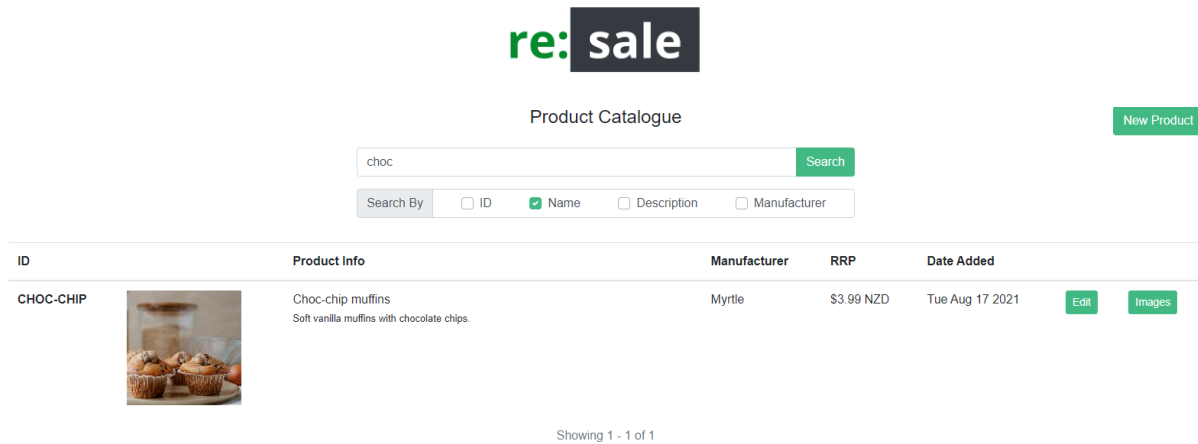


FIGURE 69: PRODUCTS VISIBLE DUE TO SEARCH

NAVIGATING PRODUCT SEARCH RESULTS

- Clicking a specific column will toggle search results to be sorted by that column in ascending or descending order. (Refer to Figure 8)
Note: As with the User Search, all fields can be used to sort Product Catalogue Search results.
- Results are paginated, showing 10 results per page. Click the page numbers at the bottom of the page to navigate across pages to see more search results. (Refer to Figure 9)

ADVANCED SEARCHING

- The same advanced search functionality as User and Business Search applies.

SALE LISTING SEARCH

SEARCHING FOR A LISTING

- To search for a given listing on the sale listings page, click on the “Browse Sale Listings” button, which can be found at the top of the navbar.

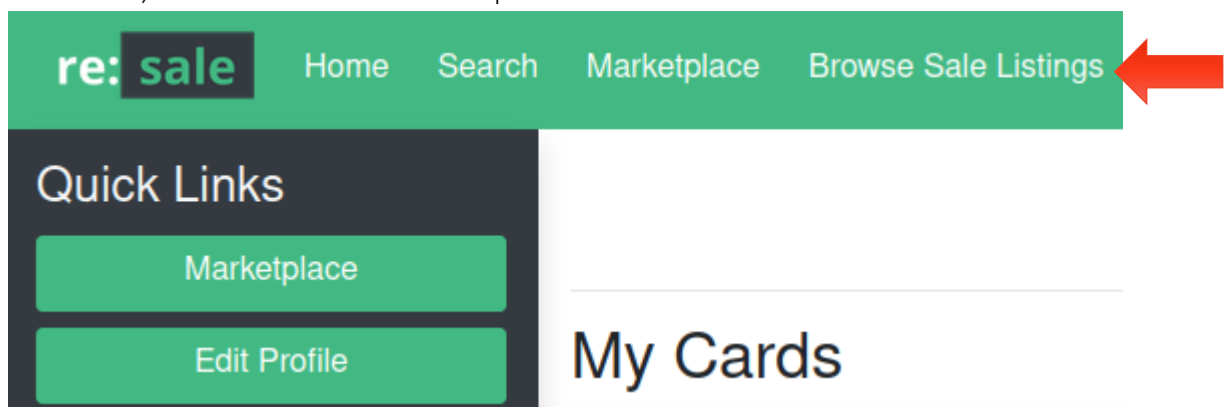


FIGURE 70: HOW TO VIEW SALE LISTINGS

- Click on the “Options” button to show the checkboxes, you can select one or more of these (Product name, seller name, seller location, and seller type) that you would like to search the sale listings by.

Browse Sale Listings

Search listings	Options	Search
-----------------	---------	--------

FIGURE 72: HOW TO ACCESS SEARCH CONTROLS

Browse Sale Listings

Search listings	Close	Search
-----------------	-------	--------

Search By	<input checked="" type="checkbox"/> Product Name	<input type="checkbox"/> Seller Name	<input type="checkbox"/> Seller Location	<input type="checkbox"/> Seller Type
-----------	--------------------------------------------------	--------------------------------------	------------------------------------------	--------------------------------------

Order By	Best Match	⌵
----------	------------	---

Price Range	minimum price	maximum price
-------------	---------------	---------------

Closing Date Range	mm / dd / yyyy	mm / dd / yyyy
--------------------	----------------	----------------

Apply Filters

FIGURE 71: HOW TO ACCESS SEARCH CONTROLS

3. In the search query box at the top of the page, enter your search query.
4. Click 'Search'. Products that match the given search query will appear as search results.

NAVIGATING SALE LISTING RESULTS

- Results can be ordered using the dropdown at the top of the page next to the “Order By:” text.

Browse Sale Listings

FIGURE 73: HOW TO ORDER SALE LISTINGS

- Results can also be filtered using a price range and a date range, which can be found to the right of the search bar at the top of the page. Once you have entered your ranges in the provided fields, press the “Apply Filters” button beneath the inputs to apply them.

FIGURE 74: HOW TO USE FILTERS

- Results are paginated, showing 10 results per page. Click the page numbers at the bottom of the page to navigate across pages to see more search results. (Refer to Figure 9)

ADVANCED SEARCHING

- The same advanced search functionality as User Search applies.

VIEWING AN INDIVIDUAL LISTING

- Clicking on a sale listing on the “Browse Sale Listings” page will open up the full sale listing details.


Product Info	Quantity	Price	Created	Closes	Seller
 <p>Banana muffins ❤️ 0 Seller may be willing to consider near offers</p>	3	\$6.50 NZD	Mon Aug 16 2021	Sat Aug 21 2021	Myrtle's Muffins Accommodation and Food Services Christchurch, Canterbury, New Zealand, 8022

FIGURE 76: SALE LISTING IN TABLE

- The individual full sale listing details include all of the listing's images, all of the dates associated with the listing (expiry, manufactured, sell by and best before), and a button to view the business offering the listing.

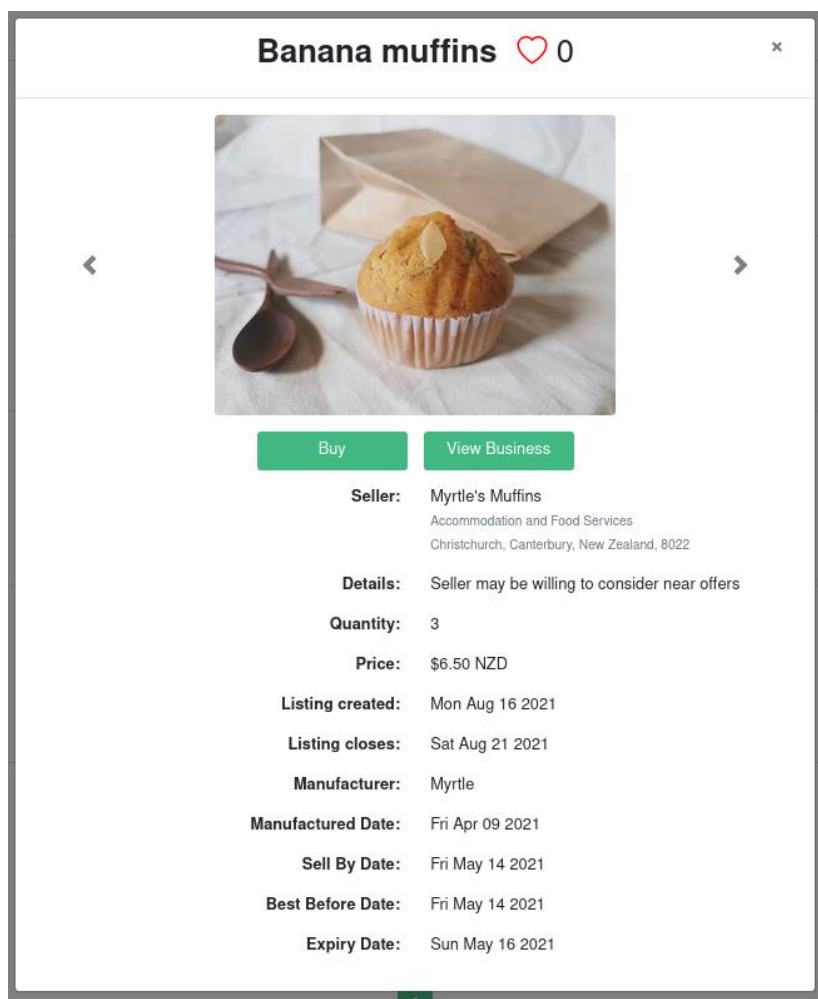


FIGURE 75: INDIVIDUAL FULL SALE LISTING

- Next to the listing's title on the individual full sale listing is a heart icon. Clicking on the heart icon adds the listing to the "My Liked Listings" section on your home page. The number next to the heart icon indicates how many users have liked that listing.

Banana muffins ❤️ 0

Banana muffins ❤️ 1

FIGURE 77: LIKING AN INDIVIDUAL FULL SALE LISTING

- Underneath the images on the individual full sale listing is the “Buy” button, enabling you to purchase the listing.

PURCHASING AN INDIVIDUAL LISTING

- When viewing a full sale listing (to access a full sale listing see above), Re:sale gives you the option to purchase that listing through the “Buy” button.

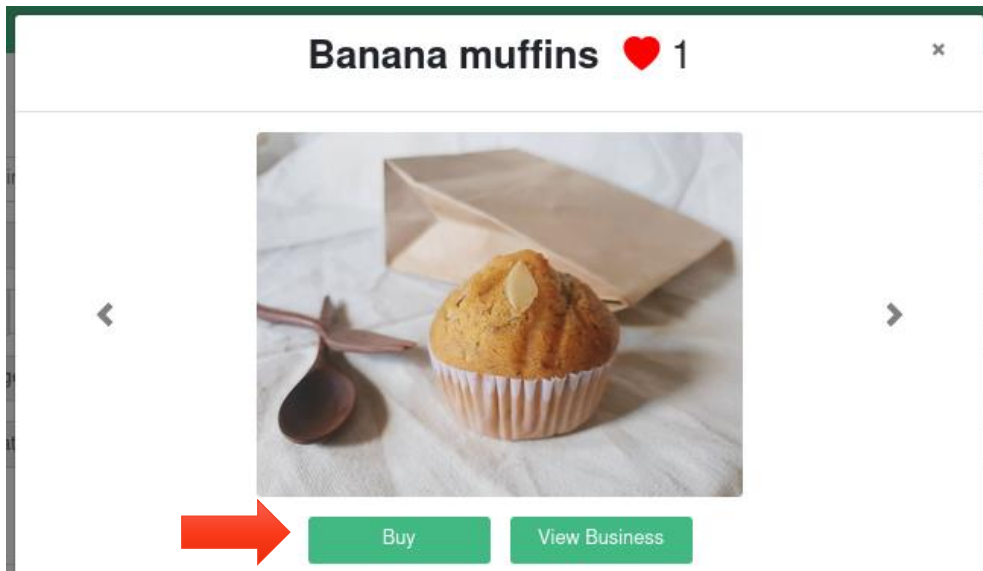


FIGURE 78: BUYING AN INDIVIDUAL FULL SALE LISTING

- To purchase the viewing listing click the “Buy” button, a success message should appear signifying that you have purchased the listing.

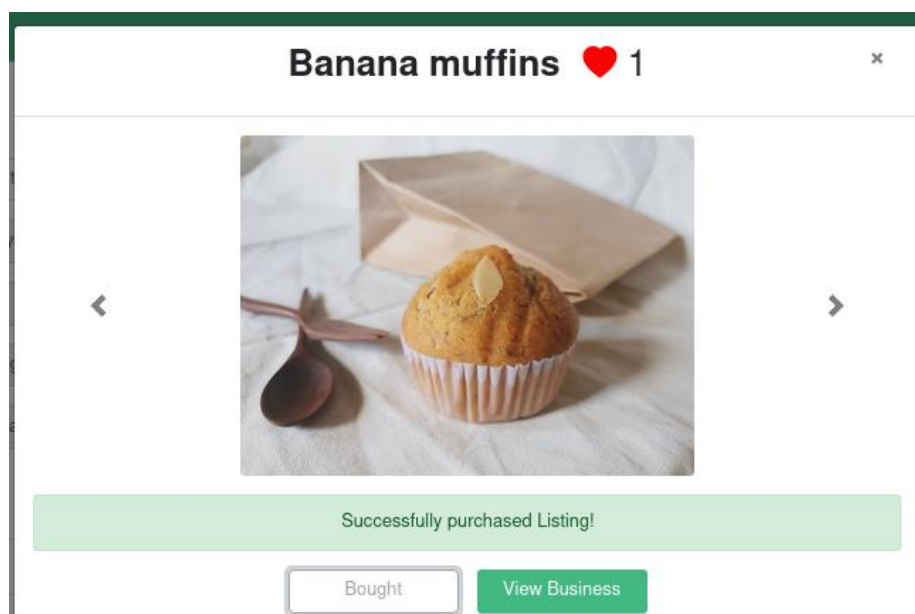


FIGURE 79: BUYING AN INDIVIDUAL FULL SALE LISTING

- After purchasing, a notification will be sent to you detailing payment and pickup details.

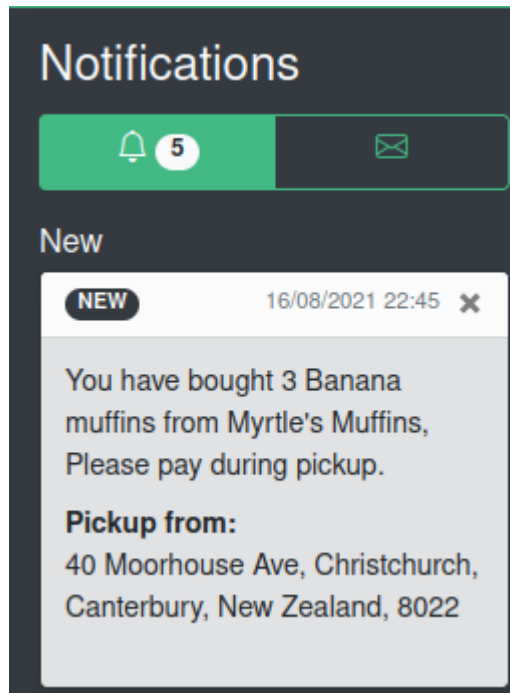


FIGURE 80: PAYMENT INSTRUCTIONS FOR BOUGHT SALE LISTING

- Other users who liked that sale listing will also be sent a notification saying that the sale listing has been purchased by another user.

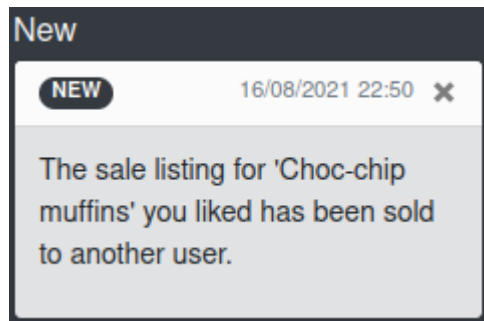


FIGURE 81: INFORMING OTHER USERS SALE LISTING HAS BEEN SOLD

MANAGING YOUR HOME FEED

Re:sale gives you the ability to manage items in your feed on your home page, to get to your home page from anywhere, click on the “Home” button in the navbar

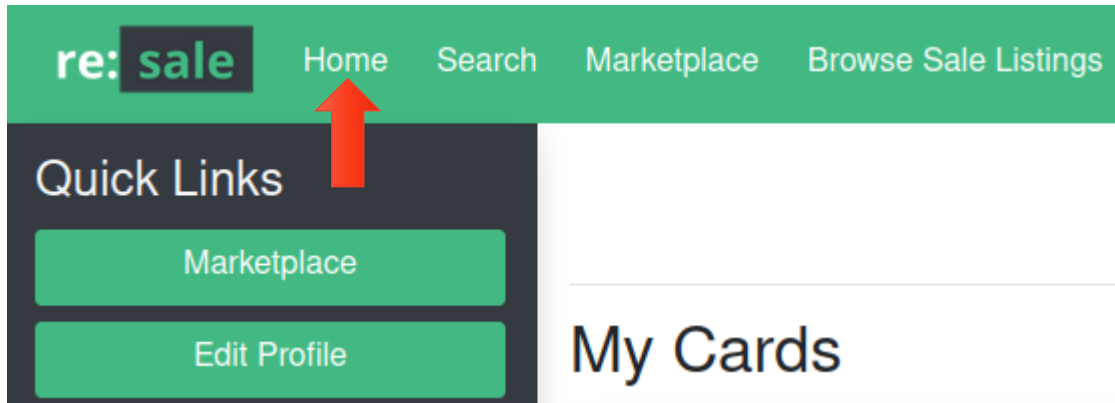


FIGURE 82: NAVIGATING TO YOUR HOME PAGE

STARING LIKED SALE LISTINGS

- Re:sale gives you the option of starring any of your liked sale listings, doing so will push it to the top of your feed so you can see the listing easier.
- To start a liked sale listing, on your homepage, click the star icon on any of your liked sale listings. After doing this, the starred sale listing will be pushed to the top of your feed

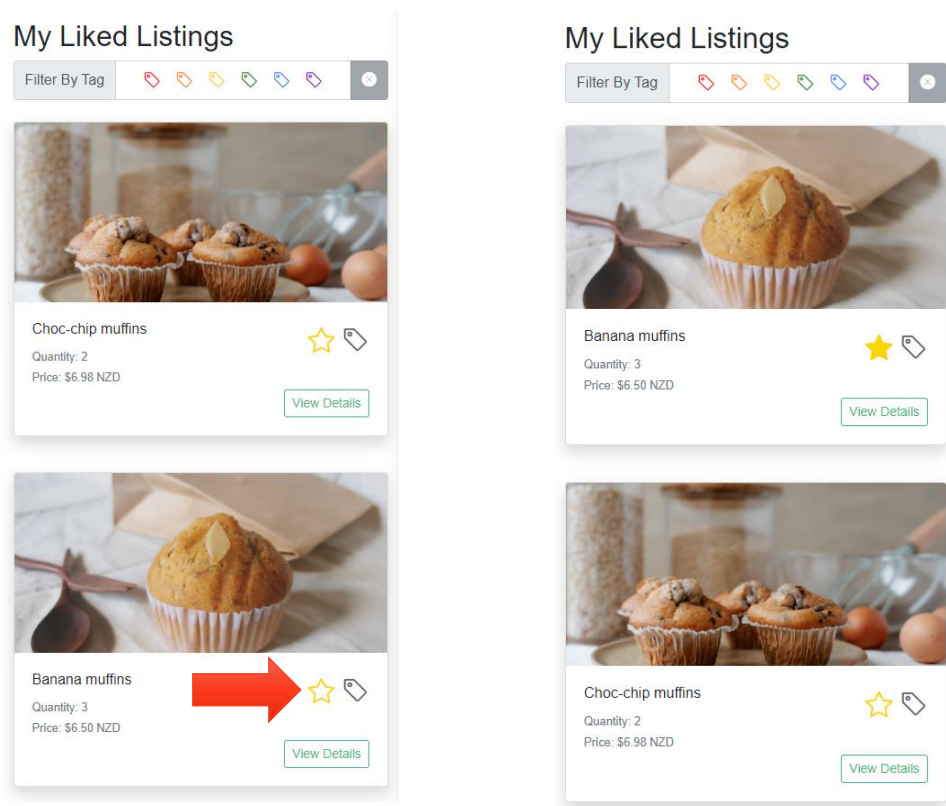


FIGURE 83: STARING LIKED SALE LISTINGS

TAGGING LIKED SALE LISTINGS

- Re:sale gives you the option to tag liked sale listings in your feed, this allows you to filter and organise all of your liked sale listings
- To Tag a liked sale listing, on your home page, simply click the tag icon on one of your liked sale listings, and click on the tag you want the liked sale listing to have.

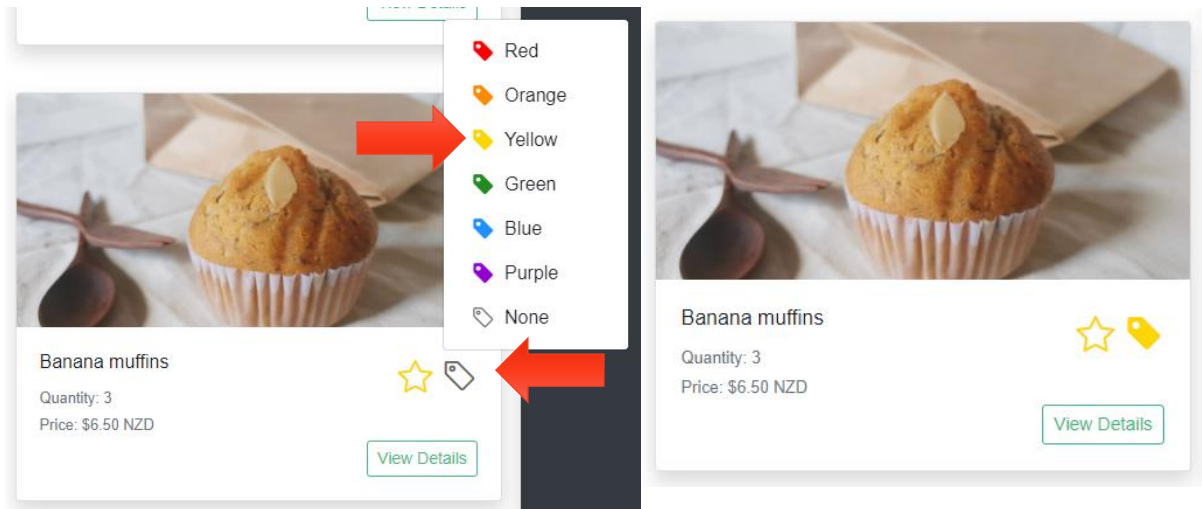


FIGURE 84: TAGGING LIKED SALE LISTINGS

- You can also filter by tags. To filter by tags on liked sale listings on your homepage, simply click on the tag you want to filter by in the “Filter By Tag” section at the top of the home page. Now only liked sales listings with the selected tag will be shown.

- The “Filter By Tag” section is also additive, so you can select more tags to filter by and you will be shown liked sales listings that feature any of the selected tags.

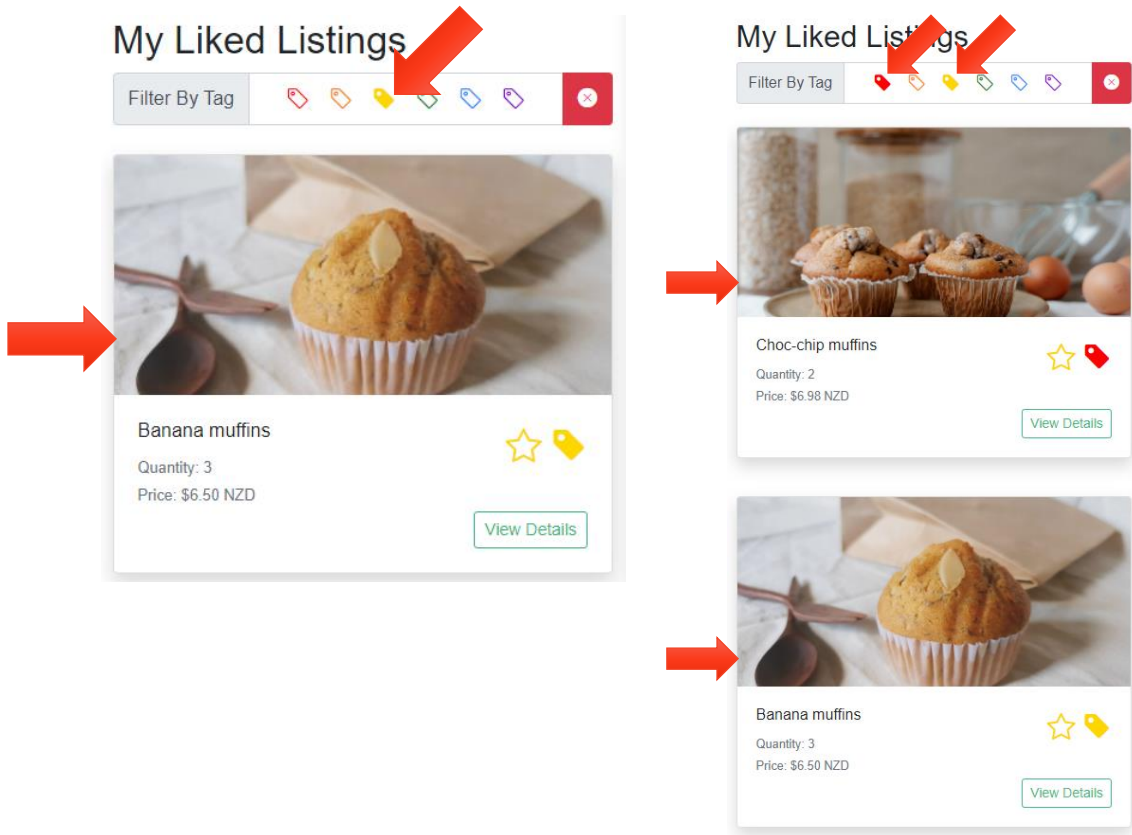


FIGURE 85: FILTERING LIKED SALE LISTINGS BY TAGS

DELETING MESSAGES AND NOTIFICATIONS

- To better organise your notifications and messages, you have the option to delete any notification or message you have received.
- To delete a notification, while on your home page, and in the notification section on the right-side panel, click the ‘X’ icon at the top of the notification,

- To delete a message, while on your home page, and in the message section on the right-side panel, click the trash can icon at the bottom of the message

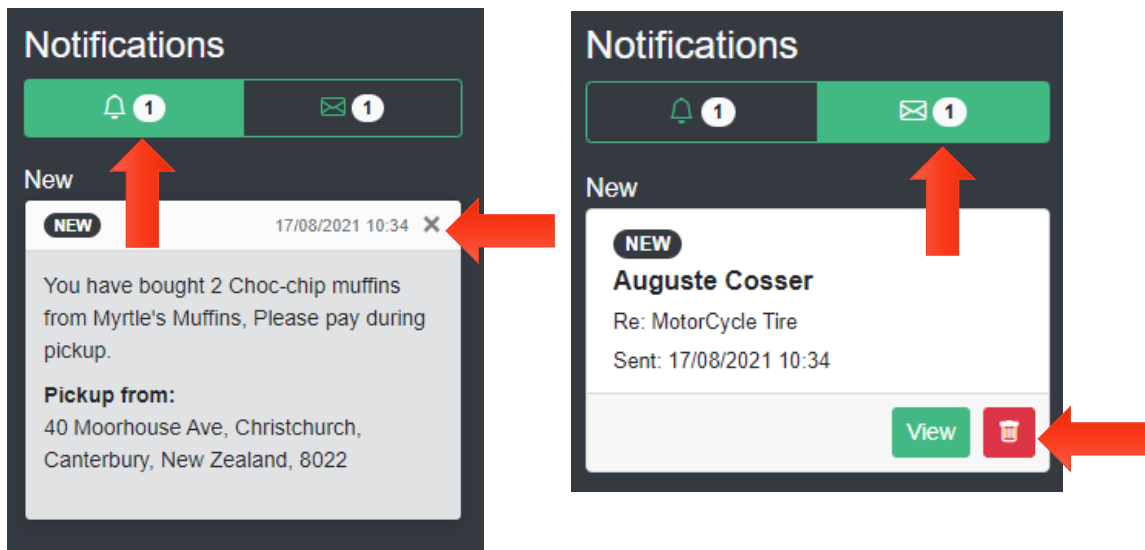


FIGURE 86: DELETING MESSAGES AND NOTIFICATIONS

- After deleting a message or notification, this action can be undone by clicking the “Undo Deletion” button that appears at the top of the messages or notifications. You have 10 seconds to undo the action until the message or notification is permanently deleted.

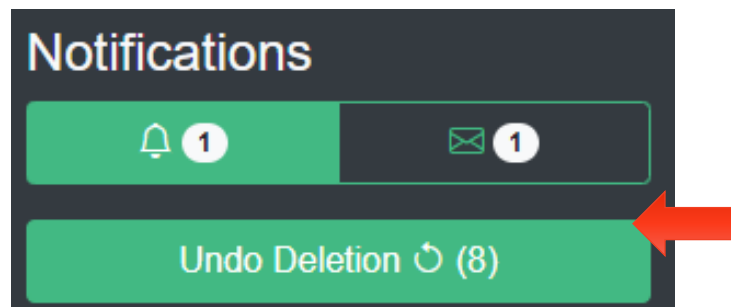


FIGURE 87: UNDO DELETION OF NOTIFICATIONS AND MESSAGES

MARKING MESSAGES AND NOTIFICATIONS AS READ

- To better keep track of what notifications and messages you have seen and what notifications and messages are new, Re:sale gives you the option to mark notifications and messages as read.
- When you mark a notification or a message as read, the notification will go to a new section at the bottom of the notification or message feed labelled 'older'

- To mark a notification as read, while on your home page, and in the notification section on the right-side panel, simply click on a notification you want to mark as read, then the notification will move to the 'older' section.

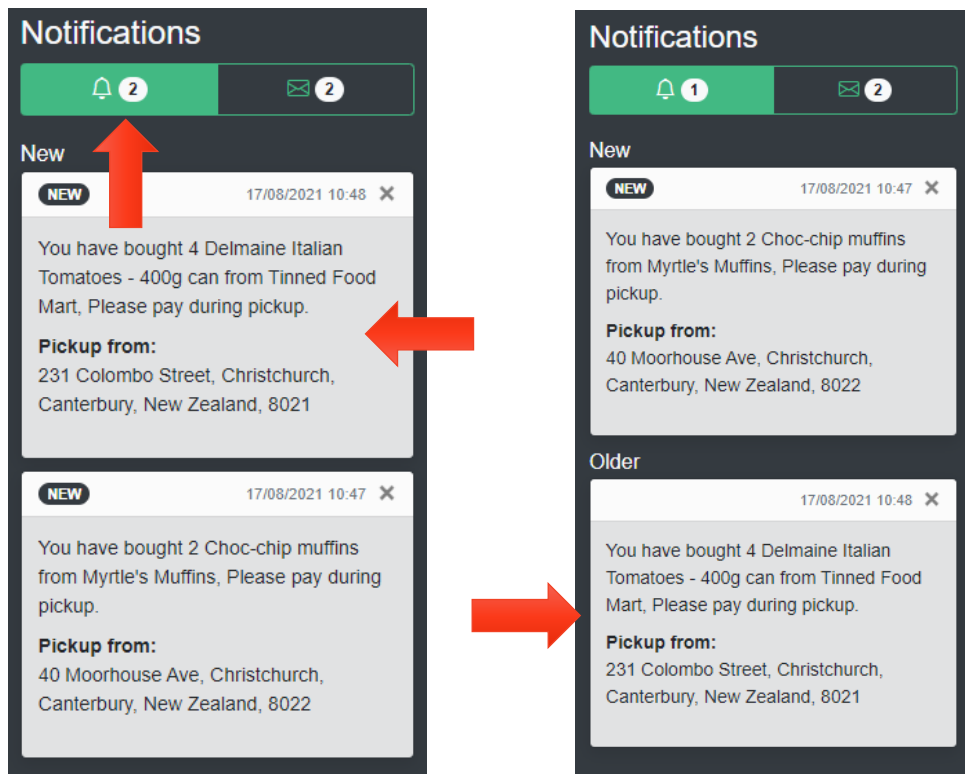


FIGURE 88: MARKING NOTIFICATIONS AS READ

- To mark a message as read, while on your home page, and in the message section on the right-side panel, simply click “view” on the message you want to mark as read, then the message will move to the ‘older’ section

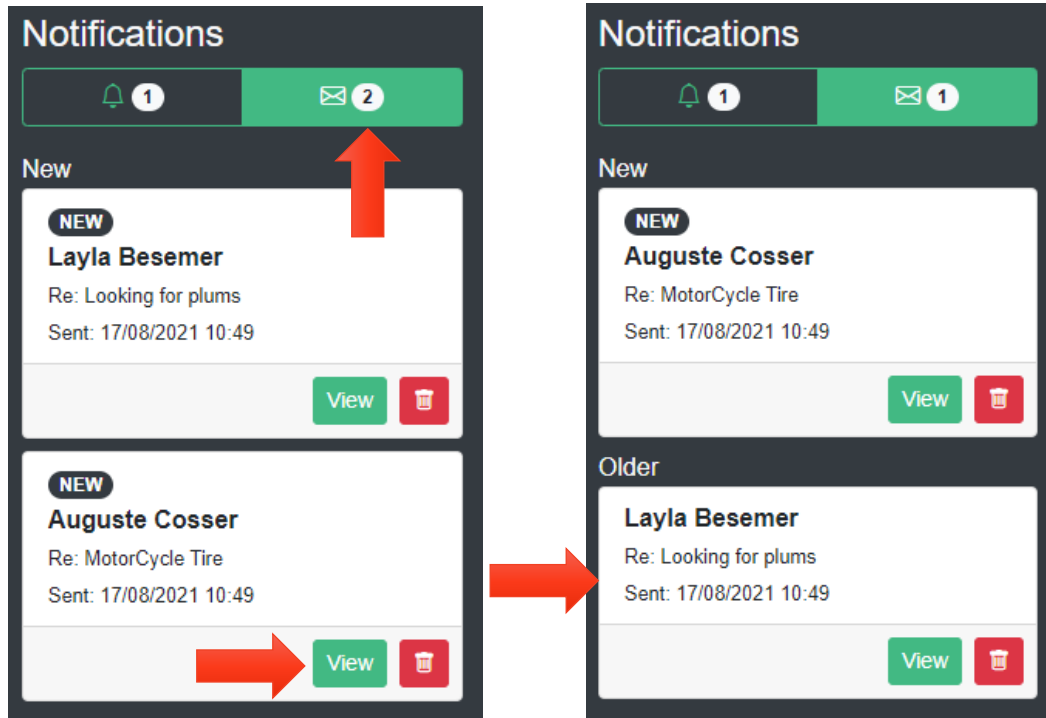


FIGURE 89: MARKING MESSAGES AS READ

RESETTING A FORGOTTEN PASSWORD

- Re:sale gives you the ability to reset your password if you have forgotten it.
- To reset your password, navigate to the login page and click the “Forgot Password?” link.

Login

Email*

Password*

[Forgot password?](#)

[Login](#)

Don't have an account? [Register here](#)

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FIGURE 90: NAVIGATING TO THE FORGOT PASSWORD PAGE

- This will show a popup where you can enter your email and send a password reset email.
- After clicking the button labelled “Send Password Reset Email”, an email will have been sent

FIGURE 91: PASSWORD RESET EMAIL INPUT

to your email address (please check your spam folder) with a link to change your password.

Resale: Reset your password >

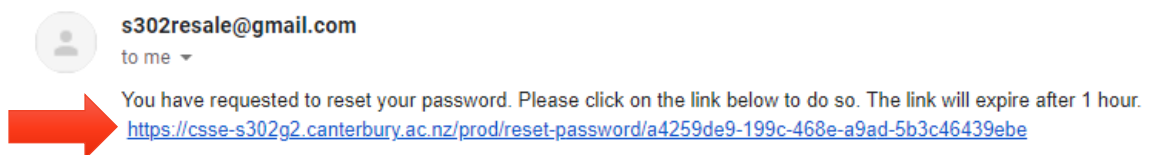


FIGURE 92: PASSWORD RESET EMAIL

- Clicking this link will direct you to a password reset page where you can enter in a new password.
- After clicking the “Reset Password” button, your password will have been updated and you will be able to log in with your new password on the login page.



FIGURE 93: PASSWORD RESET PAGE

SALES REPORTS

- As a business, you can generate a sales report to get an overview of products sold.
- The sales report feature can be found on the Home page when acting as a business.

Myrtle's Muffins

Sales Report

Date Range	16/09/2020		16/09/2021	
Granularity	All		Generate Report	

Click the button above to generate a sales report

FIGURE 94: SALES REPORT PAGE

- You can select a period to generate a sales report by entering a date range into the date range field.
 - This defaults to the past year.





Date Range	16/09/2020			16/09/2021		
------------	------------	-------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------	------------	---------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------

FIGURE 95: DATE RANGE SELECTION FOR SALES REPORT

- You can also select the granularity of the report by changing the option in the granularity field.
 - This defaults to the “All” option, displaying all sales together.

Granularity	All			Generate Report
-------------	-----	-------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------	---------------------------------

FIGURE 96: GRANULARITY SELECTION FOR SALES REPORT

- Clicking the “Generate Report” button will generate a report and display the report to you.
- The sales report displays a summary of the sales for the selected period, as well as information for each row based on granularity selection.

Sales Report

Date Range

07 / 14 / 2021

×

07 / 31 / 2021

×

Granularity

Weekly

⌵

Generate Report

FIGURE 97: SALES REPORT CONTROLS

- If the selected period given includes sales that have different currencies a warning will appear to let you know what dates are in what currency

Totals include unconverted data in multiple currencies.

Data before 7/26/2021 is in NZD and data from 7/26/2021 is in CNY. Please convert manually.

Data before 7/30/2021 is in CNY and data from 7/30/2021 is in AUD. Please convert manually.

Sales Summary	4 Sales	\$47.00 NZD	
Wed Jul 14 2021 - Tue Jul 20 2021	1 Sales	\$15.00 NZD	View Sales
Wed Jul 21 2021 - Tue Jul 27 2021	2 Sales	\$25.00 NZD	View Sales
Wed Jul 28 2021 - Sat Jul 31 2021	1 Sales	\$7.00 NZD	View Sales

FIGURE 98: SALES REPORT CURRENCY CHANGE WARNING

- You can also click the “View Sales” button to expand that section and view individual sales in the section.

Sales Summary		3 Sales	\$19.98 NZD		
Wed Sep 01 2021 - Tue Sep 07 2021		0 Sales	\$0.00 NZD		
Wed Sep 08 2021 - Tue Sep 14 2021		1 Sales	\$6.50 NZD	View Sales	
Wed Sep 15 2021 - Thu Sep 16 2021		2 Sales	\$13.48 NZD	View Sales	
Date Sold	Product ID	Product Name	Quantity Sold	Sale Price	Review
16/09/2021 16:30	CHOC-CHIP	Choc-chip muffins	2 sold	\$6.98 NZD	No review
16/09/2021 16:30	BANANA	Banana muffins	3 sold	\$6.50 NZD	No review

FIGURE 99: SALES REPORT SECTION

SALES REPORT CHART

When you choose to generate the sales report, it will also include a bar chart with the relevant information that is also shown in the Sales Summary. The chart can be found by scrolling past the Sales Summary.

You can also change the granularity of the chart separately from the report. This can be done by selecting which granularity option you want for the chart; in the same way, you can change the granularity for the report. This will be set by default to the same as the report granularity, and then can be changed from there.



FIGURE 100: SALES REPORT CHART CONTROLS

The chart defaults to show the monetary value of the sales that are included in the report. You can click the button in the bottom left-hand corner under the chart to swap the chart from showing the monetary value and instead show the number of sales.

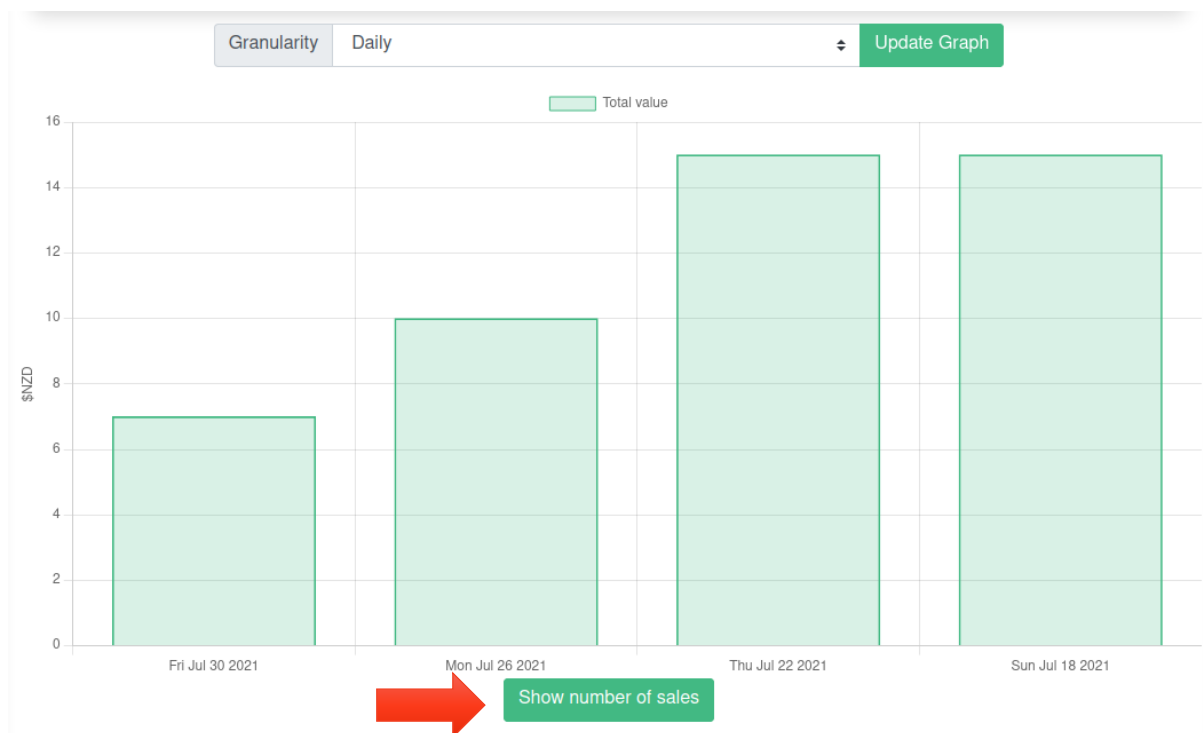


FIGURE 101: SALES REPORT CHART MONETARY VALUE

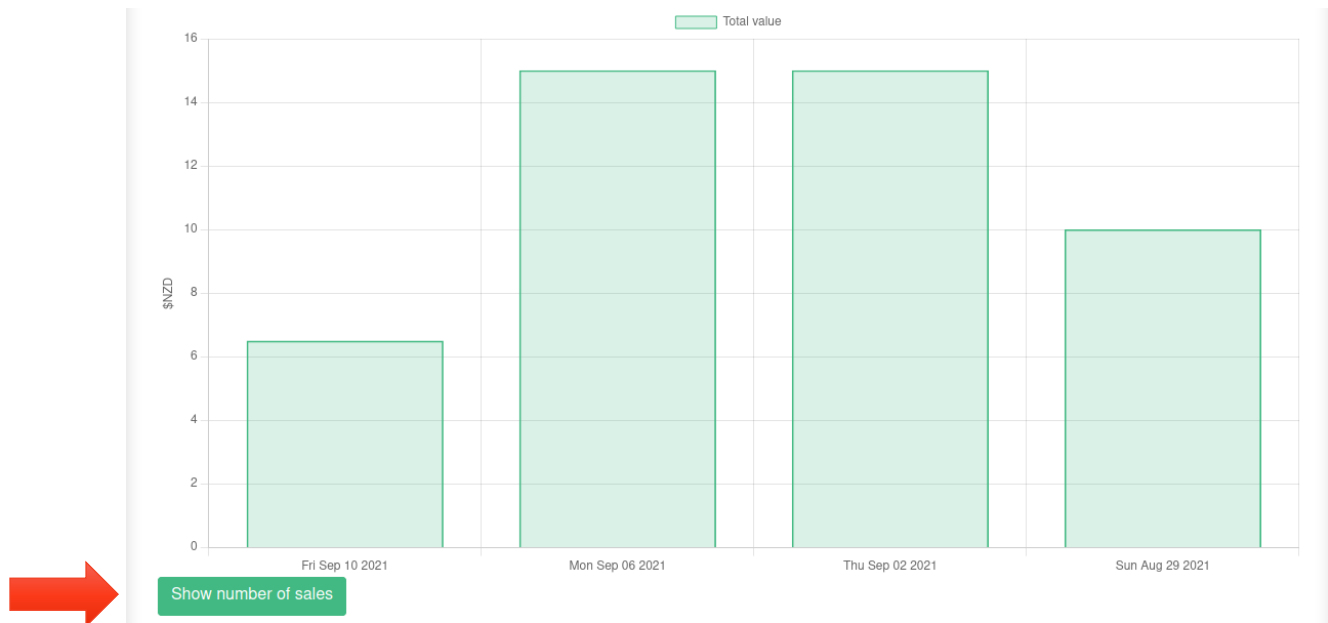


FIGURE 102: SALES REPORT CHART NUMBER OF SALES

You can swap back to the chart with the monetary value by clicking the same button again. You are also able to see exact information about each bar by placing the cursor over one of the bars.



FIGURE 103: SALES REPORT CHART

LANDING PAGE

- Re:Sale has a landing page to entice new users to register and use our features. This page can be accessed by visiting the site for the first time, without being logged in.

- Re:Sale shows statistics for the site on the landing page, namely the number of user accounts, the number of current listings, and the number of listings sold.

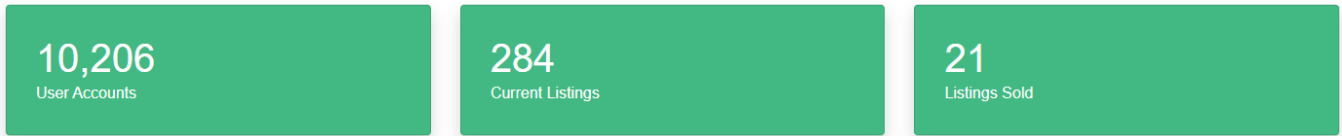


FIGURE 104 RE:SALE STATISTICS PANEL

- Re:Sale's 'About us' section is also on the landing page and describes the site's purpose

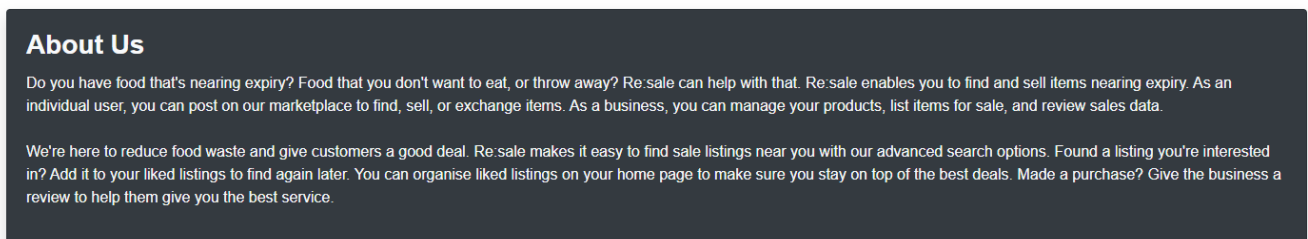


FIGURE 105 ABOUT US SECTION

- Finally, at the bottom of the landing page is Re:Sales quick access links. These include a 'contact us' section (Figure 103) which allows a potential user to contact Re:Sale, a 'Register' button, and a 'Login' button.

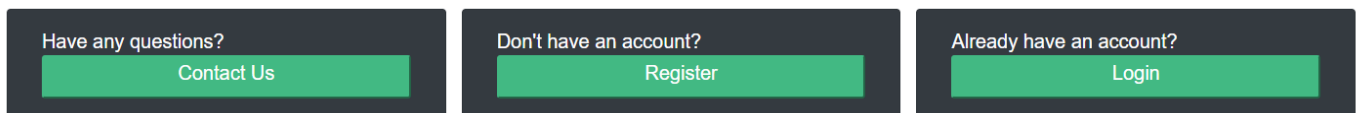


FIGURE 106 QUICK LINKS SECTION

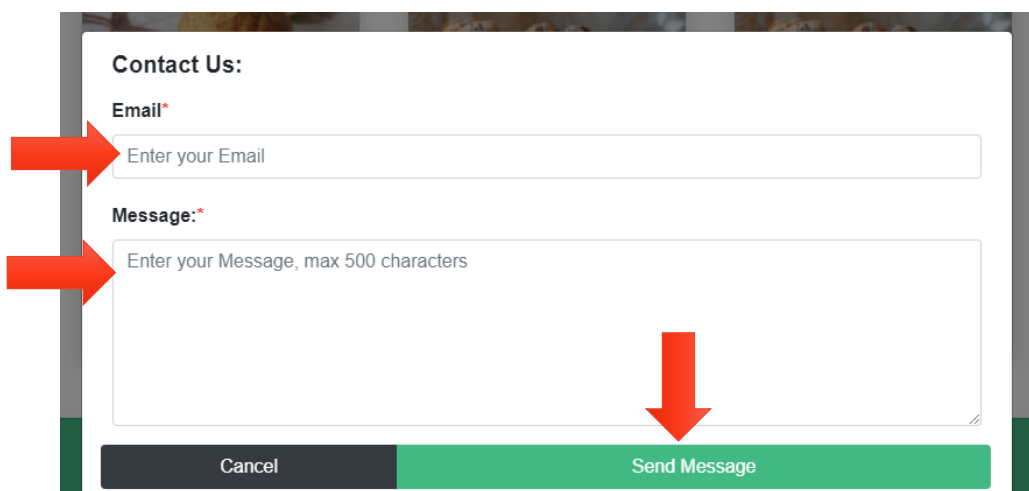


FIGURE 107 CONTACT US POPUP

POPULAR LISTINGS

- Re:Sale also displays the application's currently popular listings at the top of the landing page. These popular listings are based on the number of likes the listing has.
- The listings are shown in a carousel with 3 listings on each slide (see figure 104). Pressing the arrows on either side of the carousel changes the slide.
- The input box above the popular listings can be used to restrict the popular listings shown based on the country the business producing them is from. This input field auto-fills as the user types.
- Selecting "View Details" at the bottom of a popular listing will display a modal with extra details about the sale listing (like that seen in 'Viewing an Individual listing', page 35). There are no buttons on the modal allowing the user to interact with the listing unless they are logged in.

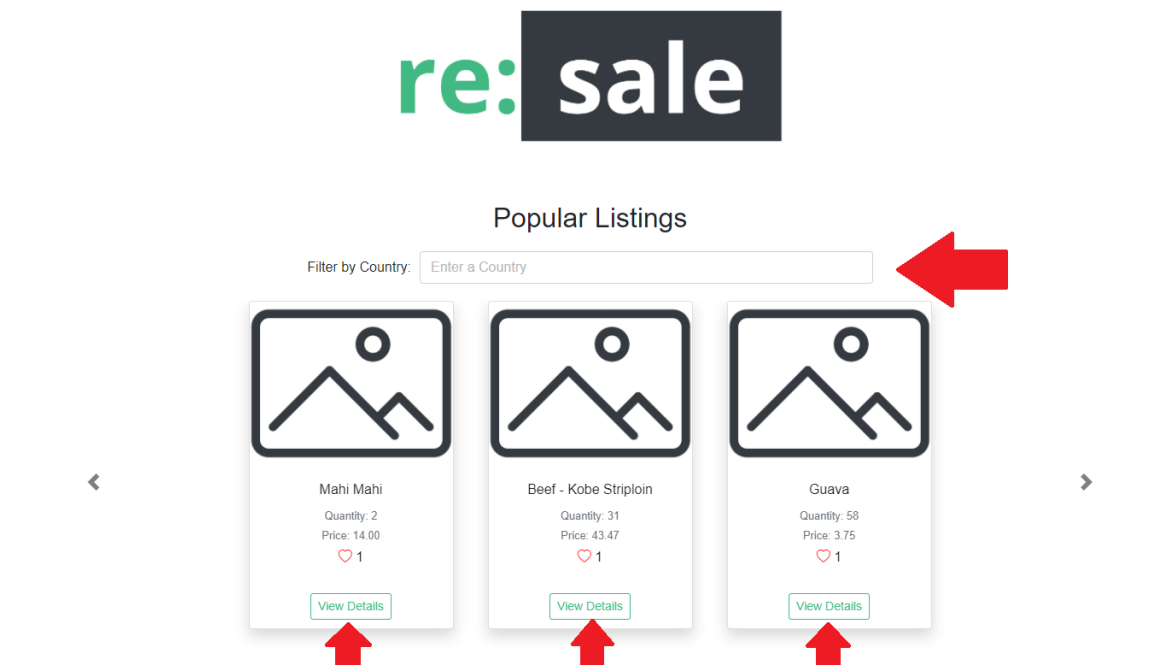


FIGURE 108 RE:SALE POPULAR LISTINGS SECTION

FEATURED LISTINGS

- Businesses registered with Re:Sale can feature up to 5 of their listings, making them visible to potential customers front and centre on their profile page.

ADDING FEATURED LISTINGS

- To feature listings, you must be acting as a business and on your businesses home page. Once on your home page, click the “Sale Listings” button in the Quick Links panel (Figure 109).

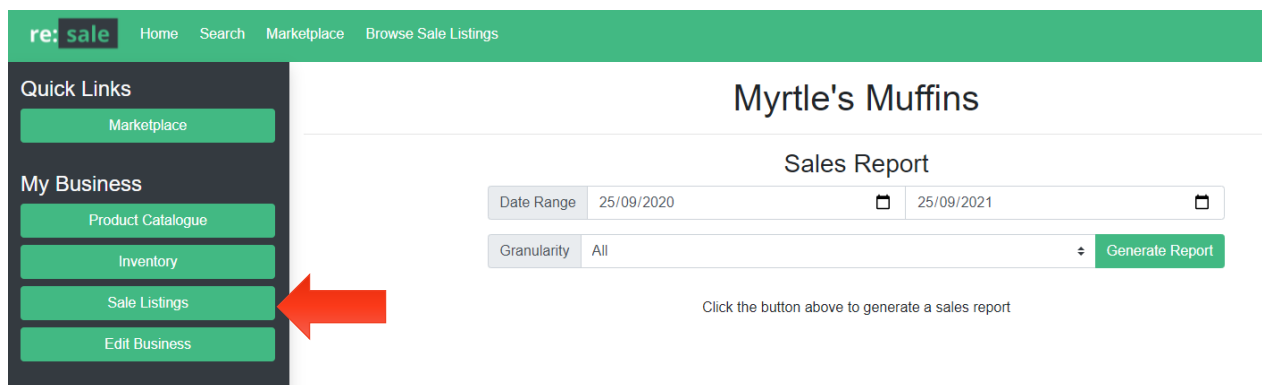


FIGURE 109 SALE LISTINGS BUTTON IN QUICK LINKS

- Once on your business’s sale listings page, you can feature listings by checking the listings “Featured” checkbox (Figure 110).

Sale Listings

New Listing





Product Info	Quantity	Price	Created	Closes	Featured
 <p>Choc-chip muffins Seller may be willing to consider near offers</p>	2	\$6.98 AUD	Sat Sep 25 2021	Wed Jul 21 2021	<input checked="" type="checkbox"/>
 <p>Banana muffins Seller may be willing to consider near offers</p>	3	\$6.50 NZD	Sat Sep 25 2021	Sat Aug 21 2021	<input type="checkbox"/>
 <p>Delmaine Italian Tomatoes - 400g can</p>	4	€15.00 EUR	Sat Sep 25 2021	Sat Aug 21 2021	<input type="checkbox"/>
 <p>Delmaine Italian Tomatoes - 400g can</p>	4	€15.00 EUR	Sat Sep 25 2021	Sat Aug 21 2021	<input checked="" type="checkbox"/>

FIGURE 110 FEATURE LISTING CHECKBOX

VIEWING FEATURED LISTINGS

- To view Featured Listings, simply go to the businesses profile page. This can be accessed via the business search functionality (see Business Search steps), or if you want to view your business profile while acting as the business, simply click the “Business Profile” button in the navbar dropdown (Figure 111).

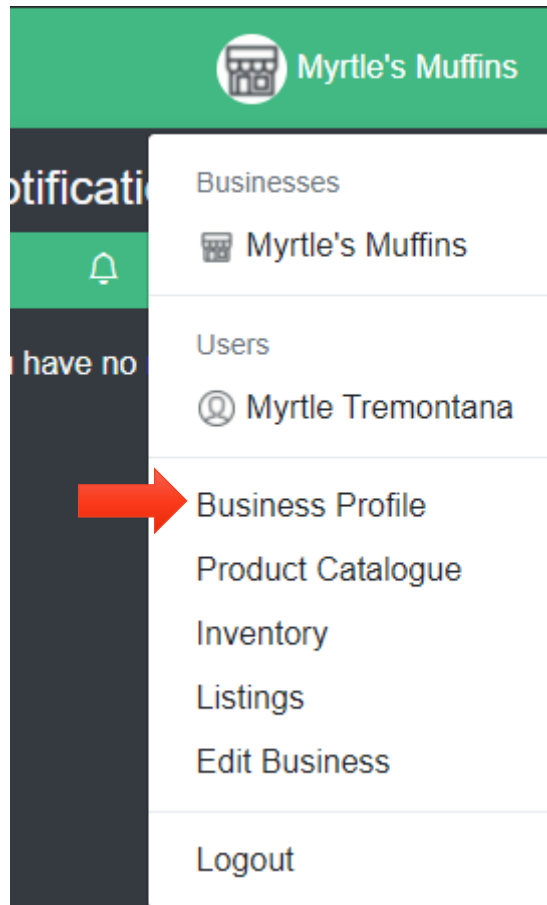
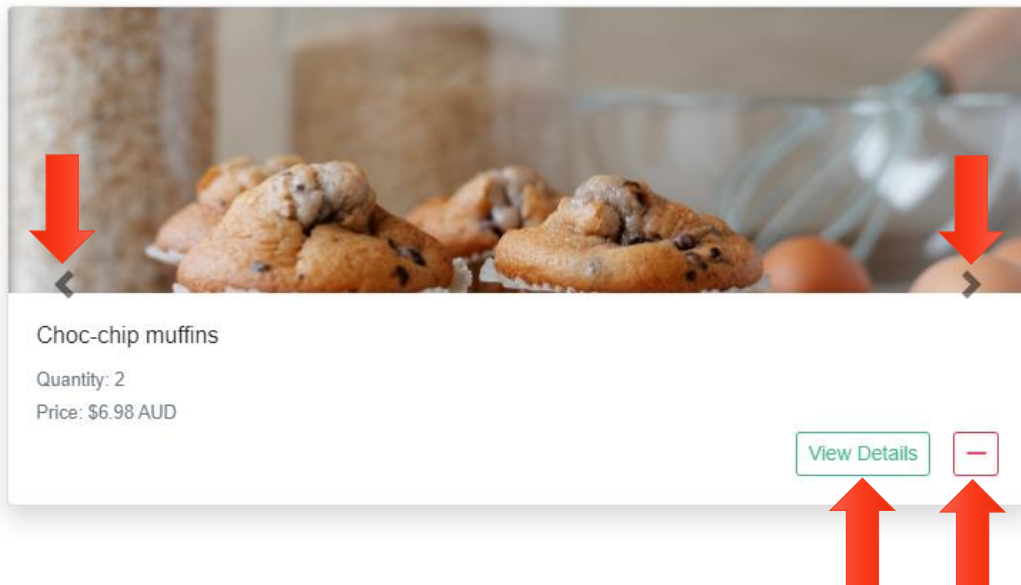


FIGURE 111 VIEW BUSINESS PROFILE NAVIGATION

- Once on the businesses profile, you can see their featured listings, with the ability to scroll through them using the arrow controls and view more details about the listing by clicking the “View Details” button (Figure 112). If you are acting as that business, you will see the “-” remove button on each featured listing which allows you to easily un-feature that listing (Figure 112).

Myrtle's Muffins

Featured Listings



★ 3.25

Name of Business: Myrtle's Muffins

Description: Tasty muffins by Myrtle

FIGURE 112 FEATURED LISTINGS DISPLAY

USER PURCHASE HISTORY

- Users can view the history of Sale Listings they have purchased through Re:Sale, displaying the product purchased, date purchased, price purchased for, quantity purchased, and the business purchased from.
- A user's purchase history can be accessed via a link on the homepage or in the profile menu (Figure 113)

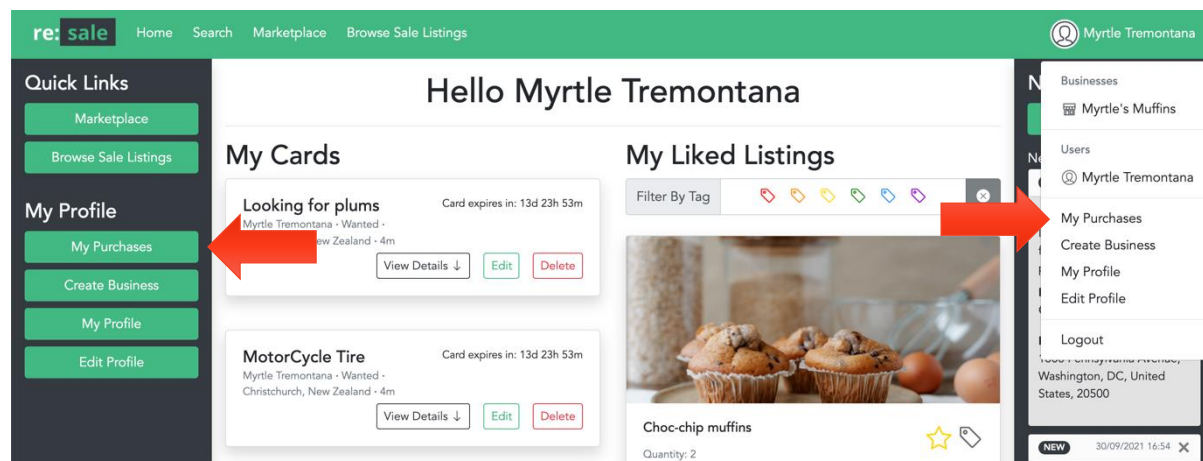


FIGURE 113 USER PURCHASES LINKS

- This will take you to your purchases page which will be filled with the history of your purchases (Figure 114). To purchase a Sale Listing, follow the purchasing individual listing

My Purchases

Date Purchased	Product Name	Quantity	Price	Business	Review
25/09/2021 10:27	Choc-chip muffins	2	\$6.98 AUD	Myrtle's Muffins	No review
25/09/2021 10:27	Delmaine Italian Tomatoes - 400g can	1	€7.00 EUR	Tinned Food Mart	No review
25/09/2021 10:27	Plum Jam	4	¥10.00 CNY	Myrtle's Muffins	No review

Showing 1 - 3 of 3

« < 1 > »


FIGURE 114 USER PURCHASES PAGE

steps on page 37

SALE REVIEWS

LEAVING A REVIEW

- Users can leave reviews on sale listings they have purchased by navigating to the purchase history page and clicking the “Leave Review” button (Figure 115).

My Purchases				
	Quantity	Price	Business	Review
50g can	4	€10.00 EUR	Tinned Food Mart	 Leave Review
as - 400g can	1	€7.00 EUR	Tinned Food Mart	Leave Review

Showing 1 - 2 of 2

« < 1 > »

FIGURE 115 LEAVE REVIEW BUTTON

- Users can then leave a review with both a star rating and a message (Figure 116).

Browse Sale Listings

Review

Watties Baked Beans - 250g can

Leave a review

☆☆☆☆☆

Message

[Leave Review](#)

SENG302 Team 200 - re: sale

FIGURE 116 LEAVING A REVIEW

VIEWING REVIEWS

- Once a user has left a review, they can view it on the business' profile page (Figure 117) as well as in their purchase history (Figure 118).

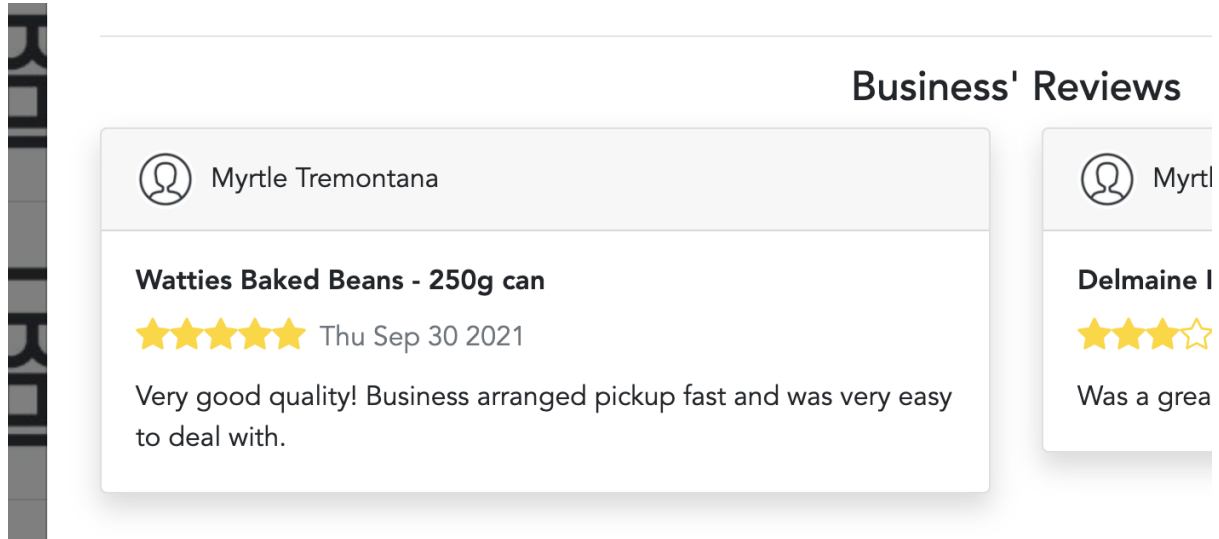


FIGURE 117 VIEWING A REVIEW ON BUSINESS PROFILE PAGE

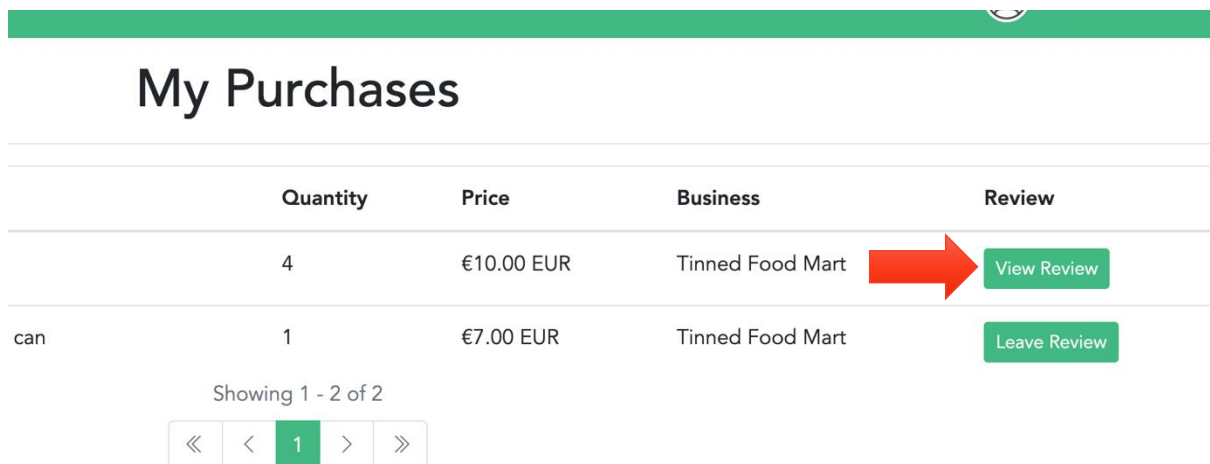


FIGURE 118 VIEWING A REVIEW FROM PURCHASE HISTORY

- Businesses can also view reviews left on their products from their profile page (Figure 117) and their sales report section (Figure 119).

Sales Summary			4 Sales	\$34.00 USD	
Wed Sep 30 2020 - Thu Sep 30 2021			4 Sales	\$34.00 USD	View Sales
Date Sold	Product ID	Product Name	Quantity Sold	Sale Price	Review
09/08/2021 16:54	WATT-250-BEANS	Watties Baked Beans - 250g can	4 sold	€10.00 EUR	No review
13/08/2021 16:54	DELM-400-TOM	Delmaine Italian Tomatoes - 400g can	1 sold	€7.00 EUR	No review
30/09/2021 16:54	WATT-250-BEANS	Watties Baked Beans - 250g can	4 sold	€10.00 EUR	View
30/09/2021 16:54	DELM-400-TOM	Delmaine Italian Tomatoes - 400g can	1 sold	€7.00 EUR	No review

FIGURE 119 VIEWING A REVIEW FROM SALES REPORT

- When viewing a review from the purchase history or sales report page, a modal window will open displaying the review details (Figure 120).

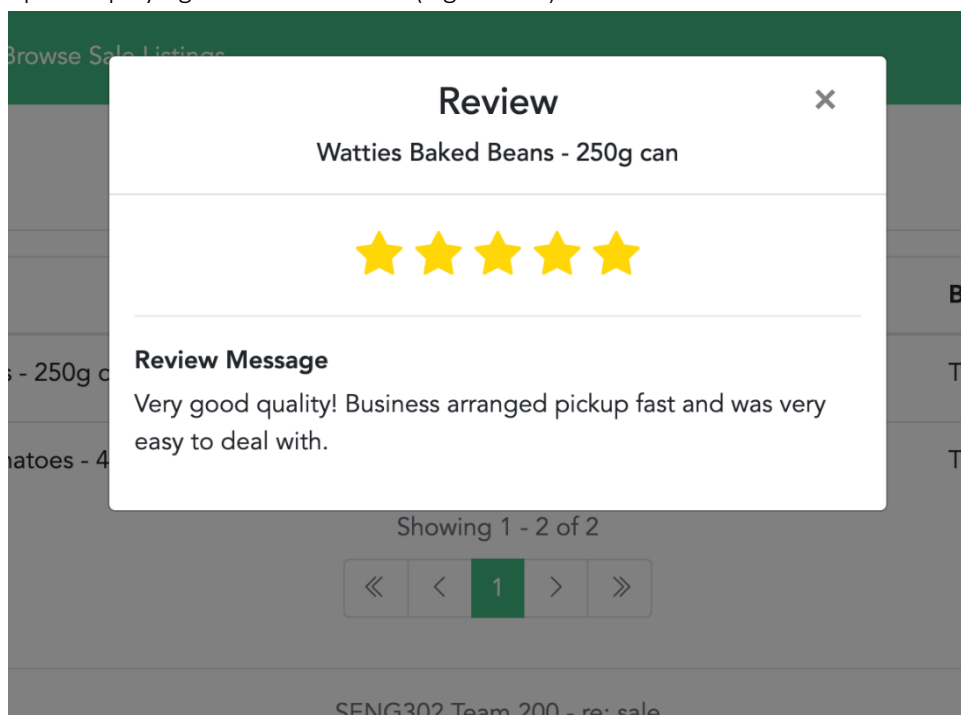


FIGURE 120 REVIEW MODAL WINDOW

RESPONDING TO REVIEWS:

- When acting as a business and viewing their homepage, if they have received a review, a notification will appear as seen in Figure 121.

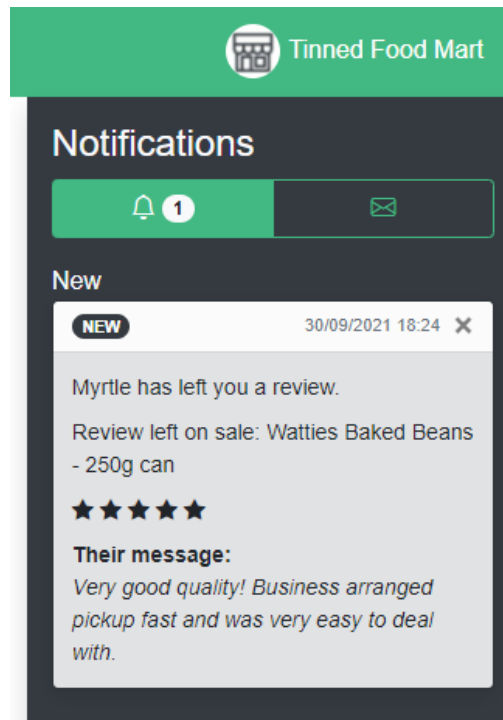


FIGURE 121 A NOTIFICATION FOR A BUSINESS ABOUT A REVIEW

- To respond to a review, view the review (Figure 119) and a section beneath the review will be available for the business to respond to the review. Enter the response and press 'Leave Reply' to respond to the review (Figure 122).

Review

Watties Baked Beans - 250g can

Review Message

Very good quality! Business arranged pickup fast and was very easy to deal with.

Leave a reply

Message

Leave Reply

FIGURE 122 HOW TO RESPOND TO A REVIEW

- Once a business has responded to a review, the user who left the review will receive a notification on their homepage (Figure 123).
- When viewing a review that has a reply, the reply can be seen beneath the initial review message (Figure 124).

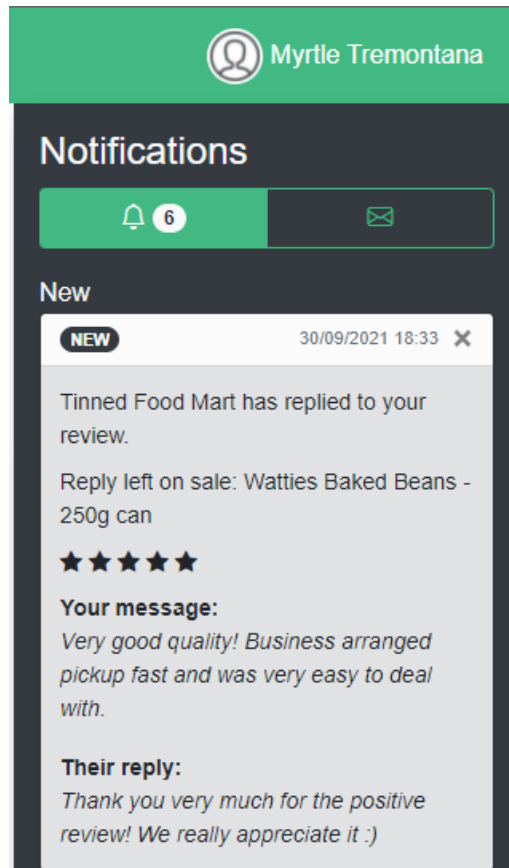


FIGURE 123 A NOTIFICATION FOR A USER ABOUT A RESPONSE TO A REVIEW

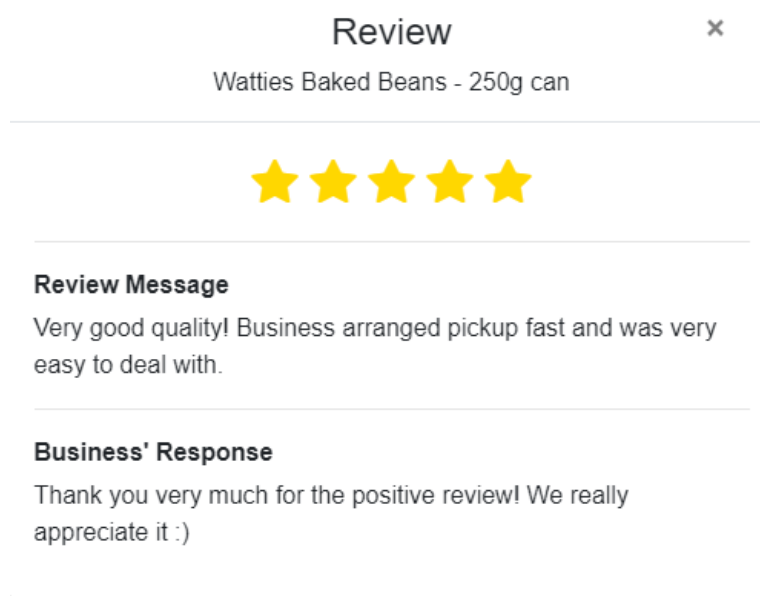


FIGURE 124 REVIEW WITH ITS CORRESPONDING RESPONSE MESSAGE