

Re: Re: Re: Re: Re: Re: Re: Re: Re: Re: Yotpo Kick Off

Eugene <moongashin@pfd.co.kr>
To: Sani Acharya <sanskriti.acharya@yotpo.com>
Cc: Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>, Jules Holden <jules.holden@yotpo.com>

Hi Sani,

I hope you're doing well. It's been a while since I sent an email regarding the review design for Village 11, but haven't received any response yet. I'm just reaching out to inquire about the progress. C

Thank you, Eugene



신유진 / Eugene Shin
플랫폼 전략팀 팀장 / Platform Strategy Team Manager

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Mobile +82 10-5811-7918
Email moongashin@pfd.co.kr

보내는사람: Eugene <moongashin@pfd.co.kr>
받는사람 : Sani Acharya <sanskriti.acharya@yotpo.com>

참조 : Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>,Jules Holden <jules.holden@yotpo.com>

보낸 날짜 : 2024-03-21 18:52

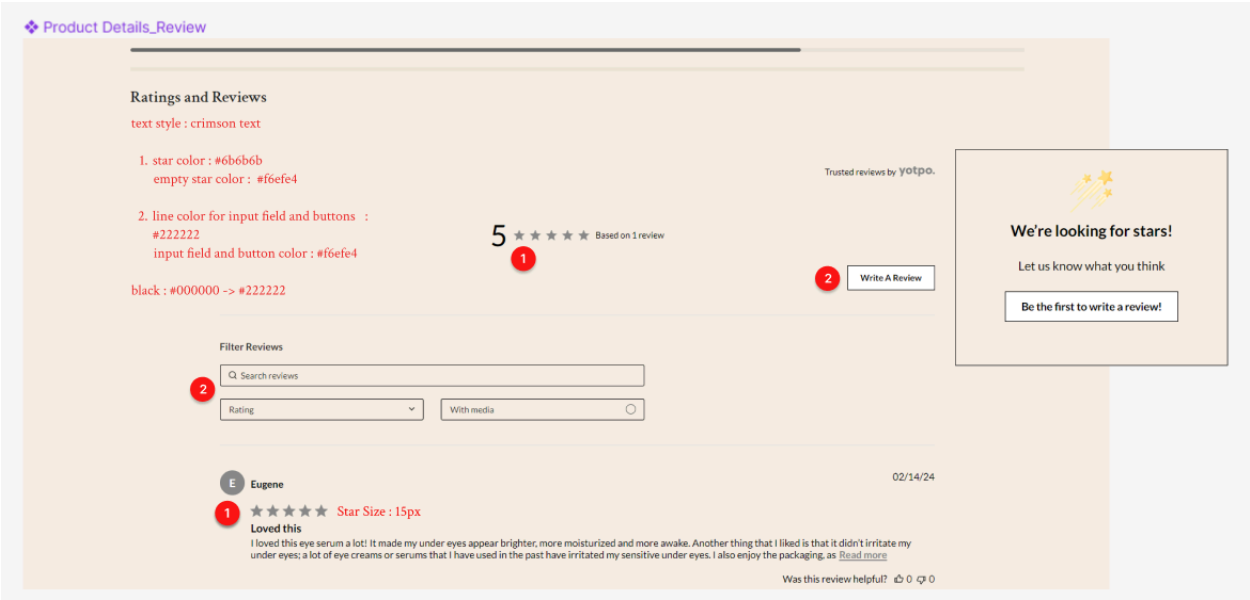
제목 : Re: Re: Re: Re: Re: Re: Re: Re: Re: Re: Yotpo Kick Off

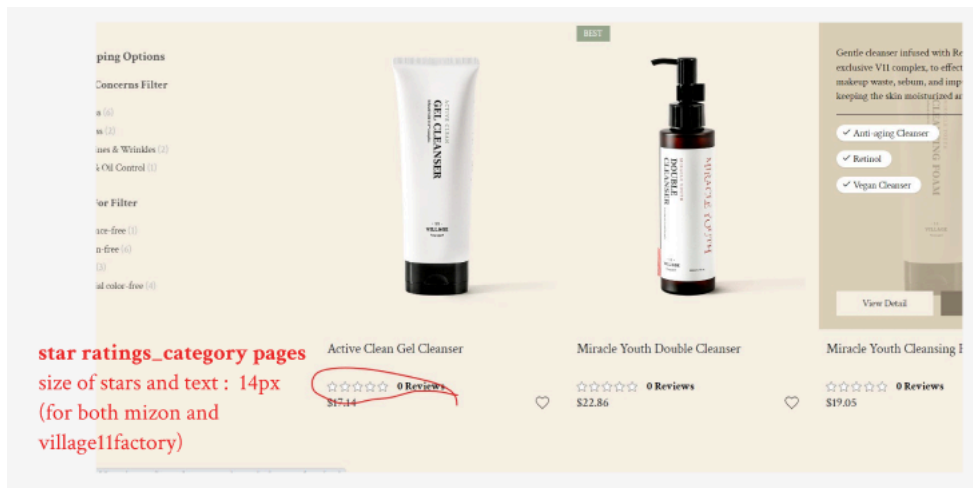
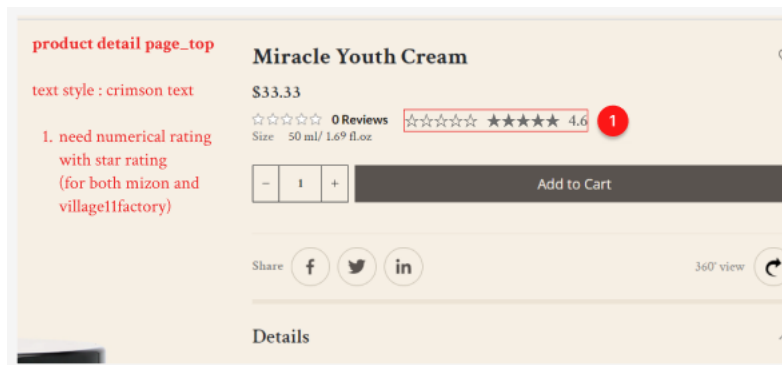
Hi Sani,

I hope you're doing well.

Firstly, I want to extend my apologies for the delay in responding.

I addressed the updates required for the Yotpo review design with our design team. I've attached the image for your reference below. Please review it, and if there are any aspects that are unclear or if





Regarding the progress on Village 11 Factory, I've ensured that all necessary tasks have been completed, and everything appears to be in order, thank you.

Additionally, I'm wondering about the timeline for the implementation of the star rating aggregator and the shape of the smart filters.

Once again, I apologize for any inconvenience caused by the delay in my response.

Thank you for your understanding.

Best regards, Eugene

Eugene Shin

Platform Strategy Team / Team Manager

Office +82-2-6959-0078 Mobile +82-10-5811-7918

Email moongashin@pfd.co.kr



보내는사람: Sani Acharya <sanskriti.acharya@yotpo.com>

받는사람 : Eugene <moongashin@pfd.co.kr>

참조 : Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>, Robben <lmc271@pfd.co.kr>, Jules Holden <jules.holden@yotpo.com>

보낸 날짜 : 2024-03-06 14:47

제목 : Re: Re: Re: Re: Re: Re: Re: Re: Re: Re: Yotpo Kick Off

Hi Eugene,

Yes, of course! no stress on that.

Please share the feedback from the team once you are ready.

Also checking that everything else is sorted for the Village 11 site? :)

Thanks!

Best,

Sani Acharya

Customer Success Manager
e: sanskriti.acharya@yotpo.com

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On Tue, Mar 5, 2024 at 6:46 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Sani,
Thanks for the update. I've reviewed the updated content, and everything looks good on our end but need to check with our design team internally for the details. Can I confirm by tomorrow?
Best regards,

Eugene Shin

Platform Strategy Team / Team Manager

Office +82-2-6959-0078 Mobile +82-10-5811-7918
Email moongashin@pfd.co.kr



보내는사람: Sani Acharya <sanskriti.acharya@yotpo.com>

받는사람 : Eugene <moongashin@pfd.co.kr>

참조 : Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>, Robben <lmc271@pfd.co.kr>, Jules Holden <jules.holden@yotpo.com>

보낸 날짜 : 2024-03-04 13:31

제목 : Re: Re: Re: Re: Re: Re: Re: Re: Yotpo Kick Off

Hi Eugene,

Further to my above email, I have just received an update from the team that the reviews widget should be updated on the live site now.

Could you please confirm on your end if it's looking good?

Thanks!

Best,

Sani Acharya

Customer Success Manager
e: sanskriti.acharya@yotpo.com

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On Mon, Mar 4, 2024 at 11:19 AM Sani Acharya <sanskriti.acharya@yotpo.com> wrote:

Hi Eugene,

Apologies for the wait.

Our customisations team has confirmed that the designs are being transferred over to the Village 11 site.

Wanting to confirm if there is anything else we are waiting on for this project other than the widget look and feel?

Best,

Sani Acharya

Customer Success Manager

e: sanskriti.acharya@yotpo.com

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On Wed, Feb 21, 2024 at 2:53 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Sani,

Thank you for your time and for raising the customization request regarding the Mizon reviews widget designs for the Village 11 site.

Here is Village 11 URL:

<https://www.pfdbrand.com/village11factory/>.

If you have any further questions or requirements, please feel free to let me know.

Best regards,

Eugene Shin

Platform Strategy Team / Team Manager

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Email moongashin@pfd.co.kr



보내는사람: Sani Acharya <sanskriti.acharya@yotpo.com>

받는사람 : Eugene <moongashin@pfd.co.kr>

참조 : Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>, Robben <lmc271@pfd.co.kr>, Jules Holden <jules.holden@yotpo.com>

보낸 날짜 : 2024-02-21 12:38

제목 : Re: Re: Re: Re: Re: Re: Yotpo Kick Off

Hi Eugene,

Thanks so much for your time over the call today.

I have now raised a customisation request to have your Mizon reviews widget designs to be copied over to the Village 11 site.

Could you provide me with the Village 11 URL, please?

Thanks!

Best,

Sani Acharya

Customer Success Manager

e: sanskriti.acharya@yotpo.com

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On Tue, Feb 20, 2024 at 3:43 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Sani,

Best regards,

Email moongashin@pfd.co.kr



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On Mon, Feb 19, 2024 at 10:04AM Sani Acharya <sanskriti.acharya@yotpo.com> wrote:

Hi Eugene,

No stress at all!

I have now confirmed with the team that the shape of the smart filters can in fact be changed from the circular shape to square. We can lodge a ticket once we have knocked out some basic tasks first and then

I also have the confirmation for the star rating aggregator at the top from the team, good news - this is just a button to turn on and off on the V3 widget as well!

Incredible! - Happy to catch up on Wednesday. Please lock in a time with me below (Sydney Time)

Select Meeting Time

Time Zone: Australia/Sydney

10:30 a.m. - 11:00 a.m.
11:30 a.m. - 12:00 p.m.
1:15 p.m. - 1:45 p.m.
1:45 p.m. - 2:15 p.m.
3:00 p.m. - 3:30 p.m.
4:00 p.m. - 4:30 p.m.

View times in a new page.

Looking forward to chatting soon!

Best,

Sani Acharya
Customer Success Manager
e: sanskriti.acharya@yotpo.com

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On Fri, Feb 16, 2024 at 6:57PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Sani,

Thank you for the clarification and for providing insights into the timeline for the Yotpo upgrade.

It's reassuring to hear that the upgrading process to version 3.0 should take approximately 5 days, which is considerably quicker than the customizations' SLA. This will indeed give us

Regarding the button adjustments, could you please look into finding a way to apply the button adjustments to the filters section?.

I appreciate your efforts to confirm with the team regarding the star rating aggregator at the top.

As for the Village 11 review request email's look and feel, we haven't started working on it yet. I'm definitely keen to hop on a call with you next week to align our vision and kick start

Looking forward to our conversation next week!

Best regards, Eugene

Eugene Shin
Platform Strategy Team / Team Manager

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Email moongashin@pfd.co.kr



보내는사람: Sani Acharya <sanskriti.acharya@yotpo.com>
받는사람 : Eugene <moongashin@pfd.co.kr>
참조 : Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>, Robben <lmc271@pfd.co.kr>
보낸 날짜 : 2024-02-16 14:41

제목 : Re: Re: Re: Re: Re: Yotpo Kick Off

Hi Eugene,

Absolutely no worries!

Just to clarify, when you mentioned 12 business days, is that the timeframe for toggling off the "Powered by Yotpo" button, or does it refer to the installation time for the new version? - *This is usually the ! implement with all your previously set designs. This will significantly give us a head start as you will be able to toggle off the 'Powered by Yotpo' yourself once the new version is implemented.*

The Buttons currently on-site look similar to the figma mock you sent across, if the adjustment is to be made on the filters section, this would need to be scoped out when we do decide to implement it on si

I can confirm regarding the star rating aggregator at the top with the team and get back to you if that's okay.

Confirming if we have already started working on the look and feel for the Village 11 review request email? - Would you be keen to hop on a call with me next week so that we can align and kick start the j

Looking forward to chatting again soon!

Best,

Sani Acharya
Customer Success Manager
e: sanskriti.acharya@yotpo.com

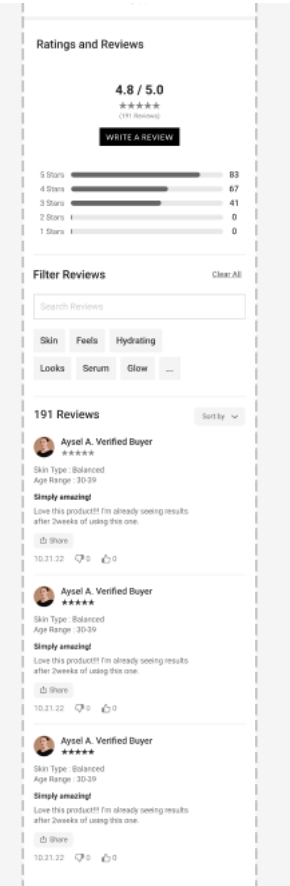
⚠️ **Technical Issue?** 🙌 Please log a **Support Case**.

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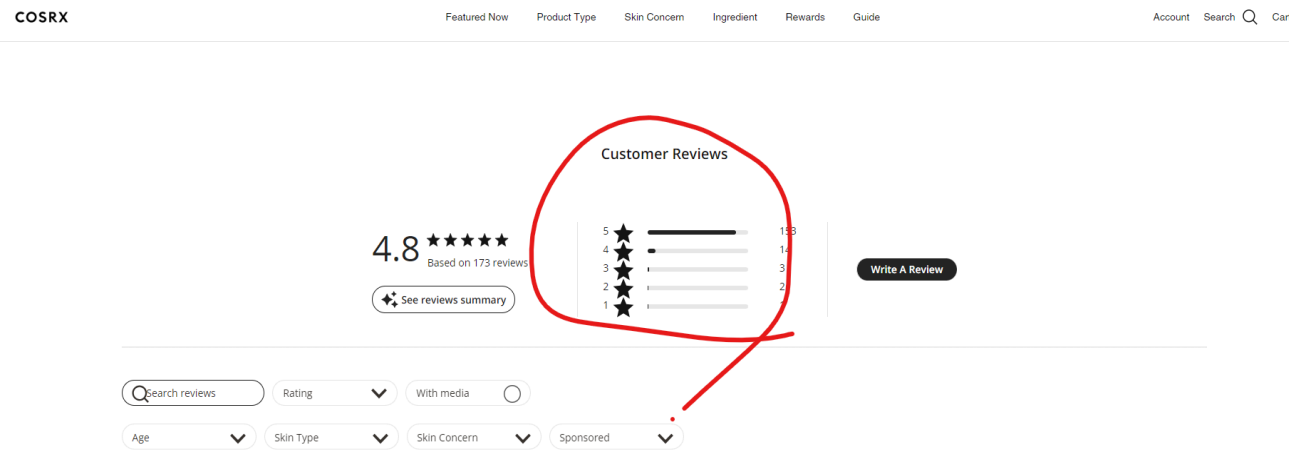
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On Fri, Feb 16, 2024 at 1:34PM Eugene <moongashin@pfd.co.kr> wrote:
Hi Sani,
Thanks for your prompt response and comprehensive explanation.
Regarding the upgrade to the 3.0 version, I understand that it comes with enhanced functionalities and a better user experience. Just to clarify, when you mentioned 12 business days, In response to your answers:
Question 1: The button customization is specifically for the buttons within the on-site widgets.
I've attached a mobile Figma image below. Although we haven't set up the popular topic filter yet, we'd like it to resemble the layout shown in the attached image.



Additionally, as seen in the review section of [cosrx.com](https://www.cosrx.com) (also attached below), could we include review graphs next to each star rating, similar to what's shown for each star?



We want the review area for both Village 11 and Mizon to be identical to Mizon's, with adjustments made to colors, font styles, etc., to align with the tone and style of Village 11.

Question 2: Confirmed, and thank you for your assistance.

Question 3: I appreciate your perspective on keeping the "Powered by Yotpo" section. Once we upgrade to the 3.0 version, we'll manage this through the admin interface.

Thank you for addressing the removal of the "Top Rated Product" section as well.
Looking forward to your continued support, and please let me know if you need any further information.
Best regards,

Eugene Shin
Platform Strategy Team / Team Manager

Office +82-2-6959-0078 Mobile +82-10-5811-7918
Email moongashin@pfd.co.kr



보내는사람: Sani Acharya <sanskriti.acharya@yotpo.com>
받는사람 : Eugene <moongashin@pfd.co.kr>
참조 : Elizabeth Tang <elizabeth.tang@yotpo.com>, Dean <pjh0118@pfd.co.kr>, Robben <lmc271@pfd.co.kr>

보낸 날짜 : 2024-02-16 09:54

제목 : Re: Re: Re: Re: Yotpo Kick Off

Hi Eugene,

Hope you have been well.

Apologies for the back and forth, I will be taking over the comms from here on out and strive to get you live with the desired results as quickly as possible.

On that note, the easiest way to get this would be upgrading to the newer 3.0 Version for reviews that we have available, recently released. This version has more out of the box functionalities, better local customisations from the team on the 2.0 version (typically takes upto 12 business days). I will get our team to upgrade you to the newer version with the current settings you have on the 2.0 version.

To answer your questions:

Question 1: Is it possible to change all the button styles to be square instead of round for a consistent look? - *Is this for the buttons on the on-site widgets or the review request email editor? This will need mocks - Additionally, is this for both Mizon and Village 11? I will raise a customisations ticket for the team to scope this out once I receive details from you.*

Question 2: Can we disable the Q&A functionality? - *Yes, this is possible. I have actioned this on the Mizon backend now. If you would like to enable this again in the future, this sits under: On-Site Widgets > Promoted Products > Q&A*
Question 3: Can we remove the "Powered by Yotpo" section? - *Yes we can. However, I typically recommend that my brand partners consider keeping it. This way, shoppers can see that these reviews are authentic, this can be done on the admin itself, hence I recommend waiting until we have been upgraded to action this much quicker if we do want to go through with this.*

Top Rated Product : *Completely understand not wanting to have it until more reviews are collected- I have removed this now. To reactivate in the future please follow : On-site Widgets > Promoted Products > Top Rated Products*

Please feel free to let me know if you have any further pending questions that I might've missed on the thread, I will be taking over the onboarding from here with Liz on cc of course, hence don't hesitate.

Best,

Sani Acharya

Customer Success Manager

e: sanskriti.acharya@yotpo.com

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On Thu, Feb 15, 2024 at 6:14PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Thank you for the update and for confirming that we can proceed with the Village 11 customization.

However, I'd like to clarify that the Yotpo setup is not only for the Village 11 Factory store but also includes requirements for Mizon. Specifically, we're still encountering issues with reviews. Additionally, there are a few outstanding questions from previous communications that haven't been addressed:

Question 1: Is it possible to change all the button styles to be square instead of round for a consistent look?

Question 2: Can we disable the Q&A functionality?

Question 3: Can we remove the "Powered by Yotpo" section?

It would be greatly appreciated if you could address these inquiries as soon as possible.

Looking forward to your prompt response.

Best regards,

Eugene Shin

Platform Strategy Team / Team Manager

Office +82-2-6959-0078 Mobile +82-10-5811-7918

Email moongashin@pfd.co.kr



보내는사람: Elizabeth Tang <elizabeth.tang@yotpo.com>

받는사람 : Eugene <moongashin@pfd.co.kr>

참조 : Dean <pjh0118@pfd.co.kr>, Sani Acharya <sanskriti.acharya@yotpo.com>, Robben <lmc271@pfd.co.kr>

보낸 날짜 : 2024-02-15 15:14

제목 : Re: Re: Re: Yotpo Kick Off

Hi team,

Apologies for the delay, I will need to check with the team for your Yotpo store set up before I can proceed with the Village 11 design customisation.

At the moment, we have 2 x different Yotpo review portals available to PFD Brands. However, one of them is intended to be a test store for testing for connection as this is a Magento review onboard. I can see that you have connected that Staging store to your product instance so I have confirmed internally if this is ok for us to proceed.

I have now got the confirmation that we will be able to proceed so @Sani Acharya will be able to pick up the remaining tasks for Village 11 shortly.

Thank you
Liz

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Thu, Feb 15, 2024 at 4:29 PM Eugene <moongashin@pfd.co.kr> wrote:
Hi Liz,
I'm reaching out once again regarding the pending issues we discussed. Unfortunately, we haven't received any updates or feedback, and the lack of progress is becoming increa
Thank you for your understanding and urgent action on this.

Best regards,

Eugene Shin
Platform Strategy Team / Team Manager

Office +82-2-6959-0078 Mobile +82-10-5811-7918
Email moongashin@pfd.co.kr



보내는사람: Eugene <moongashin@pfd.co.kr>
받는사람 : Elizabeth Tang <elizabeth.tang@yotpo.com>
참조 : Dean <pjh0118@pfd.co.kr>, Sani Acharya <sanskriti.acharya@yotpo.com>, Robben <lmc271@pfd.co.kr>
보낸 날짜 : 2024-02-07 16:25

제목 : Re: Re: Yotpo Kick Off

Hi Liz,
Thanks for the update.
Reviews Delay I appreciate you raising the support ticket for this issue.
Village 11 Factory Here's the URL: <https://www.pfdbrand.com/village11factory> I'd appreciate it if this could be addressed as soon as possible. The current review colors don't q
Hiding the "Other top rated products" When can we expect this to be implemented? Our site is already live.
Thank you as always,

Eugene Shin
Platform Strategy Team / Team Manager

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Email moongashin@pfd.co.kr



보내는사람: Elizabeth Tang <elizabeth.tang@yotpo.com>
받는사람 : Eugene <moongashin@pfd.co.kr>
참조 : Dean <pjh0118@pfd.co.kr>, Sani Acharya <sanskriti.acharya@yotpo.com>, Robben <lmc271@pfd.co.kr>
보낸 날짜 : 2024-02-03 11:56

제목 : Re: Yotpo Kick Off

Hi Eugene,
Reviews Delay
I have raised a support ticket for the team to look into, you are cc-ed into the ticket so please feel free to liaise with our support team directly to resolve the issue

Village 11
Can you please confirm Village 11 site URL for me?

Hiding the "Other top rated products"
I will defer to @Sani Acharya to action this for you after you are live as this requires your widget to be upgraded to the 3.0 version

DNS record
Our support team has confirmed that the DNS Auth had failed, please work with our support team to action this ASAP

Thank you
Liz
Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Thu, Feb 1, 2024 at 7:52PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Thanks for your swift response. I'm glad the issues are being addressed.

With the website launch set for tomorrow, I'm a bit anxious about the timeline for implementing the updates, especially the design changes. Can you please

Appreciate your assistance.

Best,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Dean" <pjh0118@pfd.co.kr>; "Sani Acharya" <sanskriti.acharya@yotpo.com>; "Robben" <lmc271@pfd.co.kr>;
Sent: Wed, Jan 31, 2024 14:02 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Thank you for the screenshots! They are super helpful and I will get support to investigate this further

Village 11 Design - let me follow up again with customisation team, apologies I was informed that this has been applied

Hiding Carousel - noted, thanks for confirming I will get customization team to action

Invalidate orders - thanks for confirming, will get support team to action this

Thank you
Liz

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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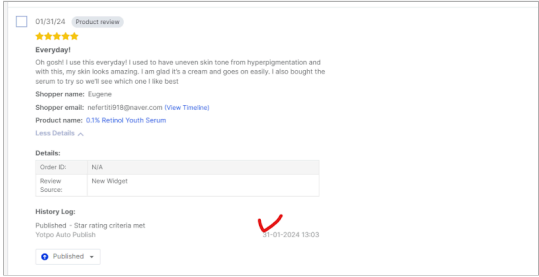
On Wed, Jan 31, 2024 at 3:58 PM Eugene <moongashin@pfd.co.kr> wrote:
Hi Liz,

Thank you for your support.

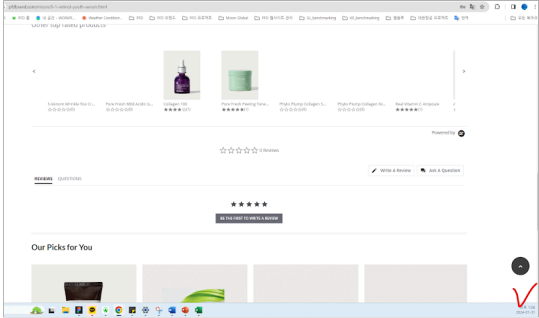
Test Results
Here are the new test results below.
1. Posted immediately at 1:03 pm



2. Checked on Admin page (nefertiti918@naver.com)



3. Disappeared at 1:06 pm



Village 11 Design

I hope the structure of the review section in Village 11 is now identical to Mizon. Currently, it appears in the free version with odd color combinations. make changes myself, but I'm unsure how to adjust it. For now, please make it exactly like Mizon, and let me know how to change the colors.

Mizon hiding other top-rated products:

Yes, that's correct. The carousel section is the one to be hidden.

Invalidate Order Date:

Six months is fine.

Always appreciate your assistance.
Eugene





Eugene Shin
Platform Strategy Team / Team Manager

#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
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Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang"<elizabeth.tang@yotpo.com>
To: "Eugene"<moongashin@pfd.co.kr>;
Cc: "Dean"<pjh0118@pfd.co.kr>; "Sani Acharya"<sanskriti.acharya@yotpo.com>; "Robben"<lmc271@pfd.co.kr>;
Sent: Wed, Jan 31, 2024 12:23 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Thank you for raising this, so that our support team can investigate this - can you please provide a new test with the below:

- 1 - Post a review on the site, screenshot showing when it was posted, please include the time
- 2 - the email used to post the review
- 3 - A screenshot of the review in Yotpo, please include the auto-publish timestamp

Village 11 Design

This should now be updated, can you please review and let me know if there's anything needs changing, Yup the brand jit is the best to upda

Mizon hiding other top rated products

Just to confirm, below carousel is what you would like to be hidden?



Thank you
Liz

Elizabeth Tang

Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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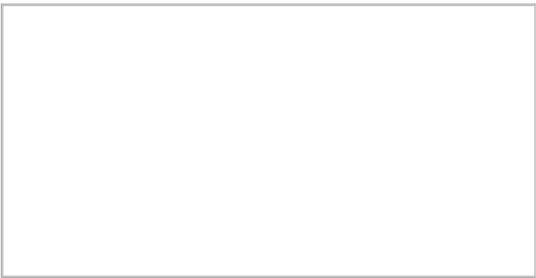
On Tue, Jan 30, 2024 at 9:58 PM Eugene <moongashin@pfd.co.kr> wrote:
Hi Liz,

I have additional requests regarding the review display colors on Village 11 Factory. I'm curious why the colors are different from Mizon.

*Village 11 Factory



*Mizon



Can you please adjust them to be consistent with Mizon? Also, could you guide me on where to make this adjustment? I tried to do it in the Br

Another one is can you remove 'Other top rated products' from Mizon? We don't have any real reviews yet, so I'd like to make it hidden unti

Thank you.
Best regards,

Eugene



Eugene Shin
Platform Strategy Team / Team Manager
#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Eugene" <moongashin@pfd.co.kr>
To: "Elizabeth Tang" <elizabeth.tang@yotpo.com>;
Cc: "Dean" <pjh0118@pfd.co.kr>; "Sani Acharya" <sanskriti.acharya@yotpo.com>; "Robben" <lmc271@pfd.co.kr>;
Sent: Mon, Jan 29, 2024 18:41 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Liz,

Thanks for the updates and for addressing the concerns. Here are my comments:

#1 - Review Publish Delay:

- Tested with pjh0118@pfd.co.kr after receiving your email.
- Initially, the review appeared briefly but disappeared after 3-5 minutes.
- Consistency in visibility is still a challenge; reviews are not consistently visible within a few hours.
- The delay in visibility persists.

#2 - Yotpo Verification Email:

- Understood the intended functionality. - Verified that reviews from anonymous reviewers display without verification. - Need clarification on the

#3 - Invalidate Order Date:

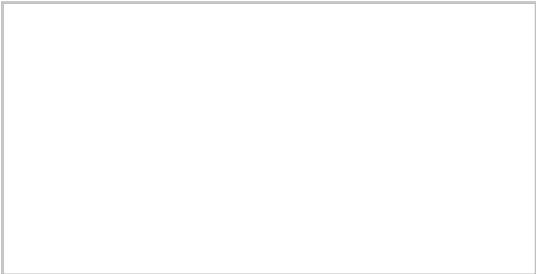
- Agreed to start with 6 weeks. - Could we have the flexibility to change the timeframe later?

#4 - Widget Design Approval:

- Widget designs look good, and I appreciate the customization. - Regarding design, comments are detailed in the next paragraph.
- Regarding design:

Question Could you please set up On-site
1 : widgets on [pfdbrand.com](https://www.pfdbrand.com/) for
Village11Factory similar to what you
did for Mizon, considering the
different tone and manner of the two
brands?

[https://www.pfdbrand.com/
mizon/](https://www.pfdbrand.com/mizon/)
[https://www.pfdbrand.com/
village11factory/](https://www.pfdbrand.com/village11factory/)



Best regards,

Eugene



Eugene Shin
Platform Strategy Team / Team Manager

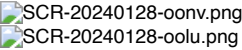
#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang"<elizabeth.tang@yotpo.com>
To: "Eugene"<moongashin@pfd.co.kr>;
Cc: "Dean"<pjh0118@pfd.co.kr>; "Sani Acharya"<sanskriti.acharya@yotpo.com>;
Sent: Sun, Jan 28, 2024 14:57 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

#1 - Review publish delay

Can you please re-test? I tested again today after the DNS auth had been completed, and my test review was published and visible on-site



#2 - Yotpo verification email

Yes, this intended Yotpo functionality encourages authenticity and best practices. It is intended to ask customers to verify their emails if the will still be published, but the review will not have the verified buyer badge showing.

See [this help article](#) for more details

I noticed the email currently is not styled so I have also requested our customisation team to update that for you.

#3 - Invalidate order date

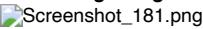
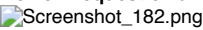
Now that we have the DNS auth record completed, can you please confirm the date where you would like the Automatic review request to s 6-8 weeks.

#4 - Please review and approve the following design

Our customisation team has updated the design for each of the widgets, please review the below and let me know if you are happy for the :

Widget Design


Q&A Design


Star Rating Design

Review request email design


Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Fri, Jan 26, 2024 at 1:34 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Thank you for your prompt response. I appreciate your assistance in looking into this matter. The review in question is associated with my persc as mentioned earlier, there was a significant delay in its appearance.

.

On a related note, I noticed an email from Yotpo to my personal email requesting verification. Even though I haven't verified it, the review is still emails, and if this is a standard practice for all users?

Thanks for your help in clarifying these points.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Dean" <pjh0118@pfd.co.kr>; "Sani Acharya" <sanskriti.acharya@yotpo.com>;
Sent: Thu, Jan 25, 2024 18:56 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Of course! Can you please confirm for me which review is not published and is experiencing delay (please provide email address) and I v

Thank you
liz

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Thu, Jan 25, 2024 at 8:43 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Thank you for providing an explanation. However, the delay we're experiencing seems more extended than a "slight delay." Items we've subn

The current situation is causing inconvenience. If possible, could you please review the process to ensure there's no issue causing prolonged

I appreciate your understanding and assistance in resolving this matter.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----

From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Dean" <pjh0118@pfd.co.kr>; "Sani Acharya" <sanskriti.acharya@yotpo.com>;
Sent: Thu, Jan 25, 2024 18:22 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

ahh ok - thanks for clarifying. Yes there will be a slight delay in us publishing the reviews.

I have confirmed with our product team and they have provided the following feedback:

Yotpo uses caching to ensure the best load times on our widgets. Because the widget calls a cached version of the widget rather than the site. We find performance is more important for CVR than the newest reviews.

If the slight delay is a concern for you, I have looped in your CSM - @Sani Acharya to raise and discuss this post go live.

Thank you
Liz

Elizabeth Tang

Implementation Manager, Customer Success Team

e: elizabeth.tang@yotpo.com

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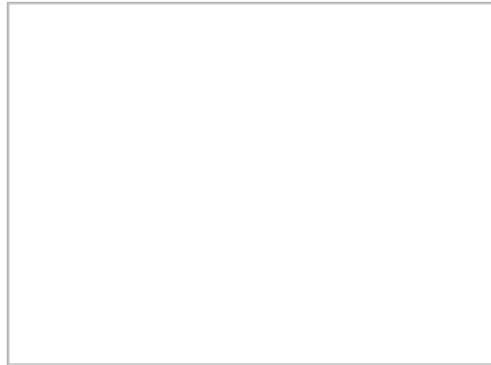


On Thu, Jan 25, 2024 at 8:15 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Thank you for the clarification and the quick response. I appreciate it.

I've conducted tests, and initially, the reviews do appear as expected right after submission. However, after a short period, they seem to disappear to answer to a question, but it's not yet visible on the front end.



If there's a delay in the visibility for user-generated content, especially the answers to questions, could you please investigate and let us know?

Thanks again for your assistance.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager


#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----

From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Dean" <pjh0118@pfd.co.kr>;
Sent: Thu, Jan 25, 2024 17:52 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

These "Reviews" are not autopublished as these are not technical reviews but they are questions on the product that customers left.



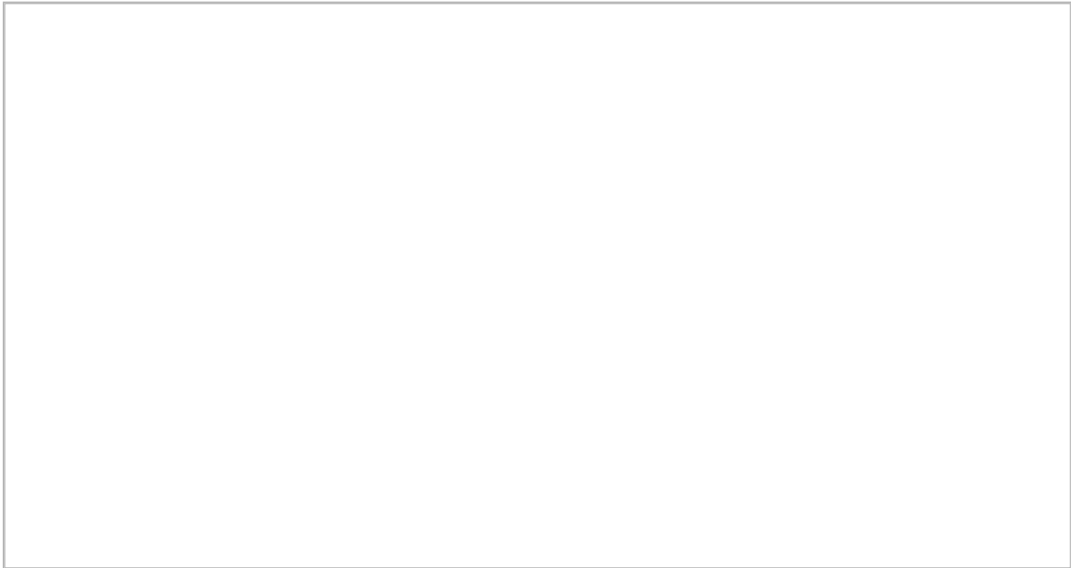
If you do not wish to have this feature available I can raise a ticket for our customisation team to remove this for you

Thank you
Liz
Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Thu, Jan 25, 2024 at 7:37 PM Eugene <moongashin@pfd.co.kr> wrote:
Are you asking for the email address of users?

Here is the captured image from our admin page below;



FYI,

Thanks,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Dean" <pjh0118@pfd.co.kr>;
Sent: Thu, Jan 25, 2024 17:29 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Can you please supply the email address used in the review so I can take a look?

Thank you
Liz
Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Thu, Jan 25, 2024 at 7:04 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Hope all is well. Regarding the automatic review requests starting on January 31st, I've confirmed the date.

Additionally, I have one more question. As we discussed in our kick-off call, there's an issue we raised previously: When users submit reviews or questions on the website, they don't appear immediately. Even after submitting a question, it doesn't show notification, the question didn't display on the product detail page.

This delay in the visibility of user-generated content is causing inconvenience. Could you please clarify why there's a time lag before the

Your assistance on this matter is greatly appreciated.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager
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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----

From: "Eugene" <moongashin@pfd.co.kr>
To: "Elizabeth Tang" <elizabeth.tang@yotpo.com>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Wed, Jan 24, 2024 13:21 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Liz,

Thank you for providing the detailed updates and action items. I appreciate your prompt attention to these matters. Here are my responses:

1. Review Widget and Review Request Email Design:

I'll eagerly await the design updates from the customization team. Please keep me posted on the progress.

2. DNS Record Authentication:

We've successfully added the provided DNS records to our hosting provider. Kindly verify them on your end, and let me know if everything checks out.

3. Invalidate Orders:

Sounds good regarding the review requests on January by tomorrow to ensure we

If any questions arise during the process, I'll be sure to reach out. Thanks again for your assistance.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager
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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----

From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Tue, Jan 23, 2024 21:05 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Thank you for your patience on this. Please see below actions item and notes

1. Review widget and review request email design

I have created a design ticket for our customisation team to update this so we can expediate the process. I will update again once

2. DNS record authentication

Please see the below from our support team:

I have successfully created the DNS records for the domain pfdbrands.com. Kindly add the following records to your hosting provider.
CNAME Record (1)
Name: em1965.pfdbrands.com
Value: u24207680.w181.sendgrid.net
CNAME Record (2)
Name: s1._domainkey.pfdbrands.com
Value: s1._domainkey.u24207680.w181.sendgrid.net
CNAME Record (3)
Name: s2._domainkey.pfdbrands.com
Value: s2._domainkey.u24207680.w181.sendgrid.net
TXT
Name: _dmarc.pfdbrands.com
Value: v=DMARC1; p=none;
Let me know once the DNS records are added so we can validate and or verify them on our end.

3. Invalidate orders

Can you please confirm the date that we need to back date the automatic review request from? If we would like to automatic review

4. Amazon reviews import

I have confirmed with our support team and our technical experts that this is currently not supported, as Amazon has the copyrig from Amazon and hence, unable to import them into Yotpo.

5. Magento connection

I have also raised an internal support ticket to request for a solution engineer to be assigned to the project for any Magento-relat

Please let me know if you have any questions

Thank you
Liz

Elizabeth Tang

Implementation Manager, Customer Success Team

e: elizabeth.tang@yotpo.com

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On Tue, Jan 23, 2024 at 2:16 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

I wanted to bring to your attention that I have not received the action items you mentioned in your previous email dated 17th. I under
Additionally, as the opening date for the PFDBrand website is approaching on the 31st, I would like to ensure that everything is on tr

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

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Tel +82-2-6959-0078 Mobile +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Wed, Jan 17, 2024 07:08 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Thank you for your patience on this; I have been working to resolve the firewall issue to your site that we saw in the call - this i
Let me know if you have any other questions in the meantime

Thank you
Liz

Elizabeth Tang

Implementation Manager, Customer Success Team

e: elizabeth.tang@yotpo.com

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On Tue, Jan 16, 2024 at 7:19 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

I hope all is well. Since our kick off call last Wednesday, I have been awaiting your feedback on several matters you mentioned yo
confirmation.

Thank you for your time, and I look forward to hearing from you soon.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Mon, Jan 8, 2024 09:52 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Not a problem, I have moved the call to Wednesday

Thank you!
Liz

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Mon, Jan 8, 2024 at 11:41 AM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

Thank you for your assistance, and I'll reach out if any questions arise during the process. Also, unfortunately, a video call won't

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Mon, Jan 8, 2024 06:27 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

I moved the call back one day to allow enough time for us to complete the installation prior to the call, please see below is the list of re

Your Action Items

- 1. Installation**
 - [Adobe Commerce 2 / Magento 2 Support guides](#)
- 2. Social Media (if applicable)**
 - Connect your [Facebook account here](#)
- 3. Importing Existing reviews** (if there are existing reviews that you would like to migrate into Yotpo
 - [Support Guide here](#)
 - If you're importing product reviews, use [this template file](#)
 - if you're importing site reviews, use [this template file](#).
- 4. Fill out the required columns with the relevant reviews information.**
 - Submit reviews for import
 - Use the [online support form](#) to submit the file.
- 4. Email Authentication**
 - Our Support team will be in touch to complete

Feel free to reach out if you have any questions!

Thank you
Liz



Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Fri, Jan 5, 2024 at 7:17 PM Eugene <moongashin@pfd.co.kr> wrote:
Hi, Liz,

Just wondering if the January 8th video meeting is still scheduled? I would like to ensure that everything is in order before the
Looking forward to your response.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager
#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Eugene" <moongashin@pfd.co.kr>
To: "Elizabeth Tang" <elizabeth.tang@yotpo.com>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Thu, Jan 4, 2024 11:32 (GMT+09:00)
Subject: Re: Yotpo Kick Off

By the way, Liz, the Reviews/UGS Onboarding survey seems to be tailored for shopify.
Could you please provide or guide me to a Magento-specific onboarding survey or any necessary steps to ensure our account
Thanks,



Eugene Shin
Platform Strategy Team / Team Manager
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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Eugene" <moongashin@pfd.co.kr>
To: "Elizabeth Tang" <elizabeth.tang@yotpo.com>;
Cc: "Tom Bache" <thomas.bache@yotpo.com>; "Dean" <pjh0118@pfd.co.kr>;
Sent: Thu, Jan 4, 2024 11:12 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Liz,
Thanks for the heads-up and the detailed instructions. I've completed the Reviews/UGS Onboarding survey as per your request.
Regarding the Shopify Partner Access, I wanted to clarify that we're actually using Magento as our platform, not Shopify. I hope that's clear.
Looking forward to our upcoming conversation!
Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager
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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang" <elizabeth.tang@yotpo.com>
To: "Eugene" <moongashin@pfd.co.kr>;

Cc: "Tom Bache"<thomas.bache@yotpo.com>; "Dean"<pjh0118@pfd.co.kr>;
Sent: Thu, Jan 4, 2024 11:06 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Amazing! Thanks for confirming, in the meantime, can you please kindly complete the following so I can get a headstart
Before our first call, please kindly ensure the below are completed so I can ensure the kickoff call and your Yotpo a

- Reviews - admin set up**
- 1. Complete [Reviews/UGS Onboarding survey](#) - this contains all project admin info for me to set up your account. Pleas
 - 2. Shopify Partner Access - please reply to this email with your Shopify URL so I can request Shopify partner access to

Looking forward to speaking with you!

Thank you
Liz

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Thu, Jan 4, 2024 at 11:16 AM Eugene <moongashin@pfd.co.kr> wrote:

Hi Liz,

No problem at all! The new kick-off call schedule on the 8th of January at 10:00 am KR time works perfectly for me. Looking

Thank you for the update, and if there are any other preparations needed before the kick-off, please let me know.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager

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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang"<elizabeth.tang@yotpo.com>
To: "Eugene"<moongashin@pfd.co.kr>;
Cc: "Tom Bache"<thomas.bache@yotpo.com>; "Dean"<pjh0118@pfd.co.kr>;
Sent: Thu, Jan 4, 2024 09:02 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Apologies. I pushed the kick-off call to the 8th of January as that is when the contract is due to start.
Your Yotpo account won't be upgraded in the backend until then, so it's better to have the kickoff call on/after the start

Let me know if the new time (8th Jan/ 10:00 am KR time) doesn't work for you

Thank you
Liz

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Tue, Jan 2, 2024 at 11:22 AM Eugene <moongashin@pfd.co.kr> wrote:
Hi Liz,

Happy New Year! I hope you had a wonderful holiday season.

Thank you for addressing the language concern, and it's great to know that you're fluent in Korean.

I've selected January 4th for the kickoff call, and I'm looking forward to it. Language barriers are always a consideration, :

Your detailed plan for calls, recordings, and follow-up emails is well-noted, and I appreciate the proactive approach. I beli

Excited about the upcoming onboarding process, and I share your optimism for positive results with Yotpo.

Best regards,
Eugene



Eugene Shin
Platform Strategy Team / Team Manager
#2F, Insung Hitech Bld., 627 Ahasan-ro, Gwangjin-gu, Seoul, Republic of Korea, 04967
Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Elizabeth Tang"<elizabeth.tang@yotpo.com>
To: "Eugene"<moongashin@pfd.co.kr>;
Cc: "Tom Bache"<thomas.bache@yotpo.com>; "Dean"<pjh0118@pfd.co.kr>;
Sent: Sat, Dec 30, 2023 09:02 (GMT+09:00)
Subject: Re: Yotpo Kick Off

Hi Eugene,

Hope you had a great Chirstmas and Happy New Year!

Noted on the concern with language barrier - I can speak Korean if it helps :) (I am fluent verbally but have yet to be
Though we currently do not support implementation services in another language but I am definitely happy if the tex

We will have the kickoff call via video, and all of our calls will be recorded and distributed afterwards. I will also follo

We will then schedule a weekly 30-minute video call from the kickoff call to catch up on the project. I envision the or
Yotpo's most sophisticated products, so plenty of help articles and resources are also available.

To kick-start the project, please choose a kickoff call time below that best suits you and the team. Let me know if no

Please also fill out this [onboarding survey form](#)before the kick-off call so I can set up your Yotpo Review/UGC Adr

Select Meeting Time

Time Zone: Asia/Seoul

03 January 2024

10:00 a.m. - 10:45 a.m.

04 January 2024

11:00 a.m. - 11:45 a.m.

[View times in a new page.](#)

 [Select Another Time](#)

Elizabeth Tang
Implementation Manager, Customer Success Team
e: elizabeth.tang@yotpo.com
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On Wed, Dec 27, 2023 at 2:21 PM Eugene <moongashin@pfd.co.kr> wrote:

Hi Tom,

I hope you been well too, Tom.

I appreciate your email and the warm introduction to Liz Tang. It's fantastic to have her on board as our Reviews & VUI

Liz, it's a pleasure to e-meet you, and I'm excited about the journey ahead. Thank you for taking the lead in guiding us
set the stage for our success.

Tom, your ongoing support has been invaluable, and I want to express my gratitude. Your assistance has played a cru

Quick thing, Tom—being real, our main concern during implementation is smooth English communication. Video calls :
setup stuff in writing. What's your take on that?

Thanks again for everything, looking forward to what's ahead!

Best regards,

Eugene



Eugene Shin
Platform Strategy Team / Team Manager

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Tel +82-2-6959-0078 **Mobile** +82-10-5811-7918
Email moongashin@pfd.co.kr

-----Original Message-----
From: "Tom Bache"<thomas.bache@yotpo.com>
To: "Eugene"<moongashin@pfd.co.kr>; "Dean"<pjh0118@pfd.co.kr>;
Cc: "Elizabeth Tang"<elizabeth.tang@yotpo.com>;
Sent: Wed, Dec 27, 2023 10:26 (GMT+09:00)
Subject: Yotpo Kick Off

Hi Eugene,

Hope you've been well!

Reaching out to introduce you to the wonderful Liz Tang (CC'd) who will be your Reviews & VUGC Onboarding Manager.

- Liz will share her availability so you can schedule a kick off call
- She will also reach out to you requesting some initial action items and information we'll need from you to hit the ground running
- In order to set your onboarding up for success, we ask that you get the information over to her and begin working on it

Looking forward to seeing all you accomplish with Yotpo! Let me know if you have questions.

Best,
Tom Bache
Account Executive

Sydney, Australia
0450 355 985
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11 attachments



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image8
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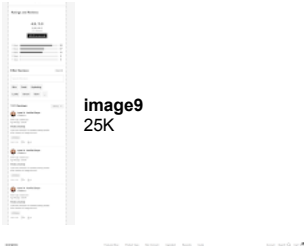


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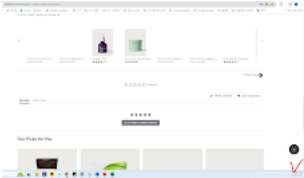


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