Message your consignors

Rose 3.0 · Contracts · Messages

Good to know: consignors and vendors read your messages in **myPortal**, under MESSAGES. When they write to you, Rosebot answers questions about their sales, payouts and items straight away. Anything else comes to you.

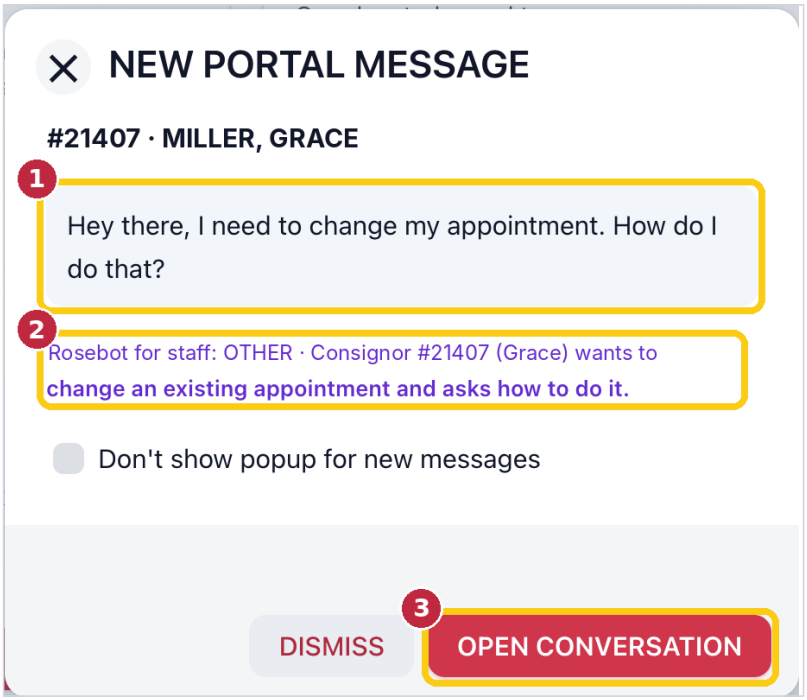
When a consignor writes to you

A **NEW PORTAL MESSAGE** window pops up in Rose, and the **MESSAGES** button at the top shows how many are waiting.



The MESSAGES button shows a count when messages are waiting.

1. Read the message.
2. Read Rosebot's one-line note for staff. It says what the consignor needs.
3. Click **OPEN CONVERSATION** to reply, or **DISMISS** to come back to it later.



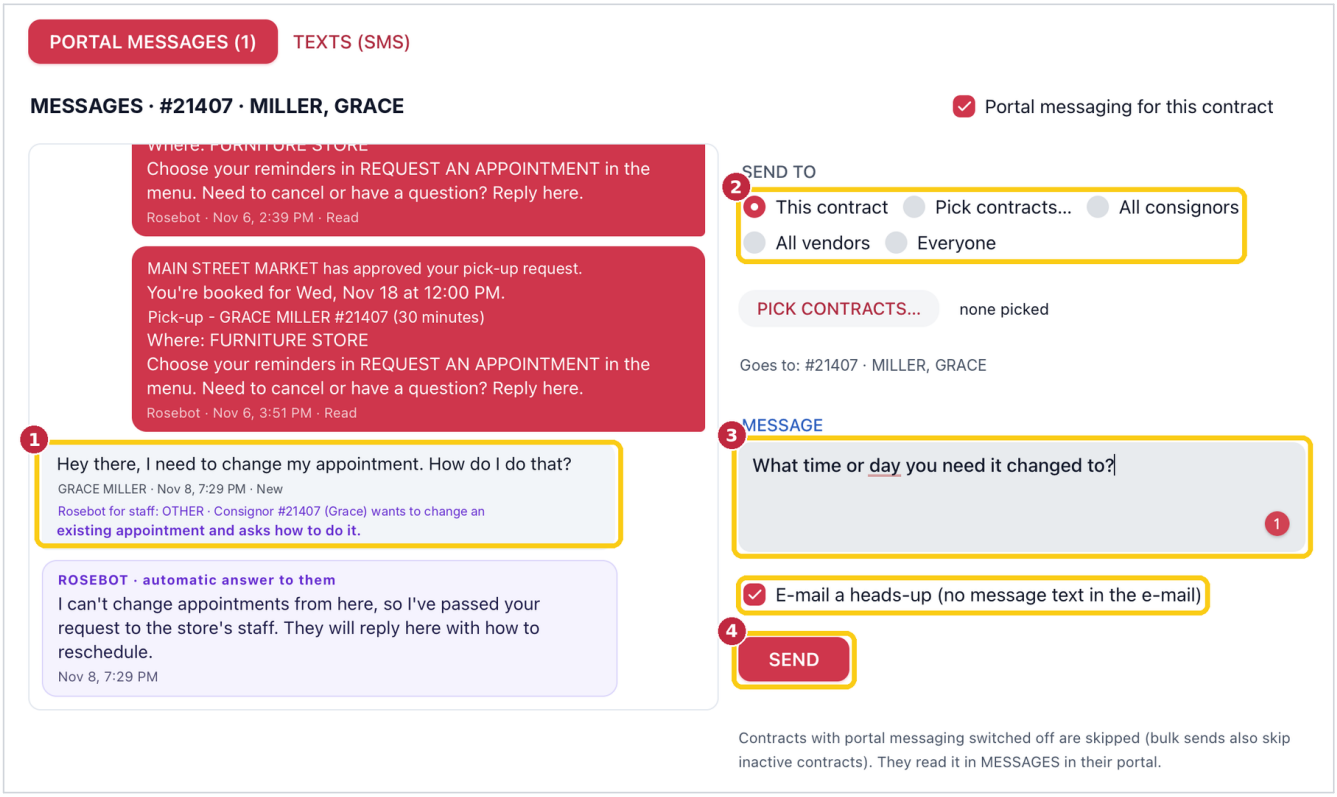
The message (1), Rosebot's note for staff (2) and OPEN CONVERSATION (3).

Don't want the pop-up? Tick **Don't show popup for new messages**.

Reply to a consignor

OPEN CONVERSATION takes you to the contract's **PORTAL MESSAGES** tab. You can also get there from **Contracts**: find the contract, then click **MESSAGES**.

1. Read their message on the left. Rosebot's automatic answer to them is shown underneath.
2. Leave **SEND TO** on **This contract**.
3. Type your reply in **MESSAGE**.
4. Click **SEND**. Leave **E-mail a heads-up** ticked so they get an e-mail telling them to check myPortal.



Their message (1), SEND TO (2), your reply (3) and SEND (4).

The e-mail heads-up doesn't include your message, only a note to check myPortal.

Send a message to many consignors

1. Go to **Contracts** and click **MESSAGES**.
2. Under **SEND TO**, pick **All consignors**, **All vendors** or **Everyone**. Or pick **Pick contracts...** and choose them.
3. Type your message and click **SEND**.

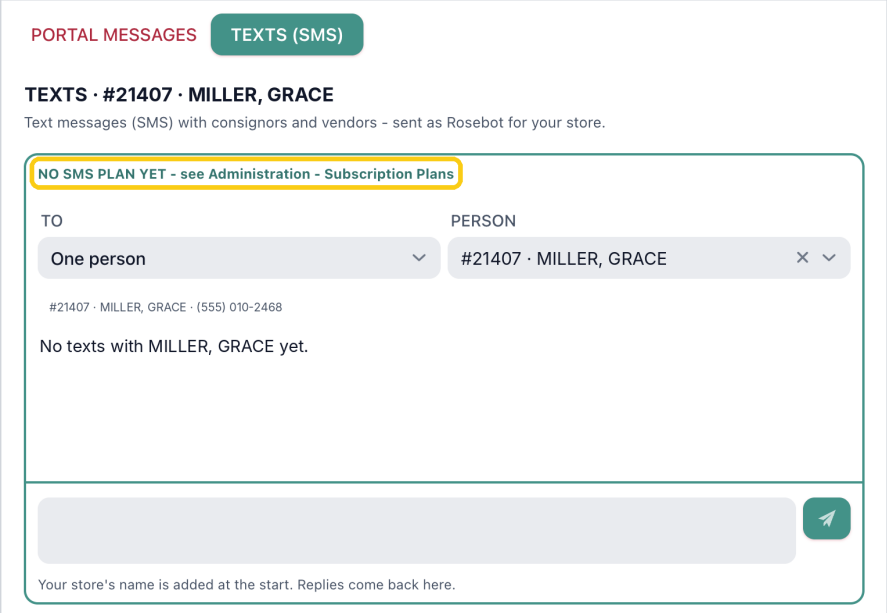
Contracts with portal messaging switched off are skipped. Bulk sends also skip inactive contracts.

Turn messaging off for one contract

On the contract's PORTAL MESSAGES tab, untick **Portal messaging for this contract**. Untick **Popup for new messages** to stop pop-ups from that contract.

Texts (SMS)

The **TEXTS (SMS)** tab lets you text consignors from Rose, as Rosebot for your store. Your store's name is added to the start of each text, and replies come back here.



Until your store has a texting plan, the tab says NO SMS PLAN YET.

To confirm: texting isn't live yet (waiting on carrier approval). Add the steps and plan details when it is.

Still stuck? Ask your Rosebot or email **support@consignorconnect.com**.