

Budget Manager – Information Requests

Information requests

When a Buyer has requested more information from a Service Provider via shop4support, the Service Provider can view and respond to these from the Information request section of Budget Manager.

By navigating to 'Documents' / 'Information Requests' you can:

- View a summary of all the information requests sent ;
- Respond to the Buyer and
- Read any further responses from the buyer.

Note that it is not possible for a Service provider to cancel an information request. This action can only be performed by the Buyer once they have no further questions or would like to order the service.

Information requests – Summary table

All information requests you have received are listed in a table. 'Unread' requests are shown first followed those you have 'Read'. Each request will have a status of:

- Sent by Buyer - This is when you have received a new request or a response to an existing request.
- Sent by Provider - This is when you have responded to a question from the buyer.
- Completed - This is when the request has either been cancelled by the buyer or they have gone on to order the service through the information request.

You can choose to view Information requests grouped by status. To do this expand the 'Information requests' node on the left of the screen and select the desired status.

Any unread messages are highlighted in bold text.

Read an Information request from the Buyer

When you receive an Information request from a Buyer you can read this by clicking on the View icon next to the request.

This opens up the details of that particular information request and you can view all the messages that have been sent by the Buyer along with any of your responses.

Respond to the Buyer

To respond to the Buyer:-

- Click on the Edit icon from the summary page.
- Enter the response within the text box that appears.
- Click on the 'Save & Close' button to submit your response to the buyer. The summary screen is displayed and the status of the Information request is changed to 'Sent by provider'

Note that you do not need to wait for a response from the Buyer if you wish to send another message. Simply repeat the steps above to send another response.