Collect Reviews and Send Requests

Reputation Management · https://support.jansma.vip/docs/vip-reputation/reputation-management/collect-reviews-and-send-requests/

VIP Reputation provides manual links, QR codes, individual requests, campaigns and optional automation for collecting authentic customer feedback.

Choose the right method

Share the review link manually for one-to-one interactions, use a QR code for in-person journeys, or send controlled requests by email, SMS or an available messaging channel.

Prepare contacts and templates

Add contacts individually or import an authorised list. Create concise templates that identify your business, explain why you are contacting the recipient and include the review link.

Send responsibly

- Only contact people when you have a valid legal basis and the required consent.
- Avoid incentives tied to positive ratings.
- Respect opt-outs and local marketing rules.
- Use reminders sparingly.

Campaigns and automation

For larger groups, filter contacts carefully and review the audience, channel, template and timing before sending. Auto-send can trigger a request after a configured delay; test it with an internal contact first.

Need help with this feature? Contact Jansma VIP Support with the relevant account area, location and non-sensitive error details. Availability can depend on your plan, connected services and third-party platform rules.