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[Vendor Review and Rating]

Vendor Review And Rating is an add-on for CedCommerce Multi-Vendor Marketplace for Magento 2. It provides the user a facility to rate the vendor for his shop's performance on the basis of several parameters such as quality, price, value, etc. The ratings provided to the vendor will be visible on his shop page at frontend.

Vendor Review and Rating

User Manual

Version - 2.0

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Overview

Vendor Review and Rating is an addon for CedCommerce Multi-Vendor Marketplace for Magento 2 which provides the customers a facility of rating the vendor for their shop's performance on the basis of several parameters such as quality, price, value, etc. The ratings provided to the vendor will be visible at frontend on Vendor Shop Page.

Since this is an addon therefore, CedCommerce Multi-Vendor Marketplace has to be installed before installing Vendor Review and Rating otherwise, this addon won't function properly.

CedCommerce Multi-Vendor Marketplace menu section in the admin panel includes a sub-menu "Vendor Review and Rating" to perform the related tasks.

Configuration Settings

The configuration settings can be opened from **Marketplace > Vendor Configuration > Vendor Review and Rating tab**.

i. Enable Vendor Review System

When set to Yes, Vendor Review and Rating addon will enable the Vendor Review and Rating module which means that this addon will be shown at frontend. If set to No, it will not be shown at frontend.

ii. Admin Approval Required

If set to Yes, then Admin approval will be required to list the review and ratings given to vendor. Until and unless the vendor will approve the ratings, these ratings won't show up at frontend.

Vendor Review and Rating

Enable Vendor Review System [WEBSITE]

Admin Approval Required [WEBSITE]

Manage Vendor Review

This section will display the grid having details of all the reviews that have been added from frontend. The reviews that will be approved by the admin will only be visible at frontend, if the admin approval is required. The grid is filterable and can be filtered on the basis of Id, Vendor Name, Customer Name, Review Subject, Review Description and Review Status.

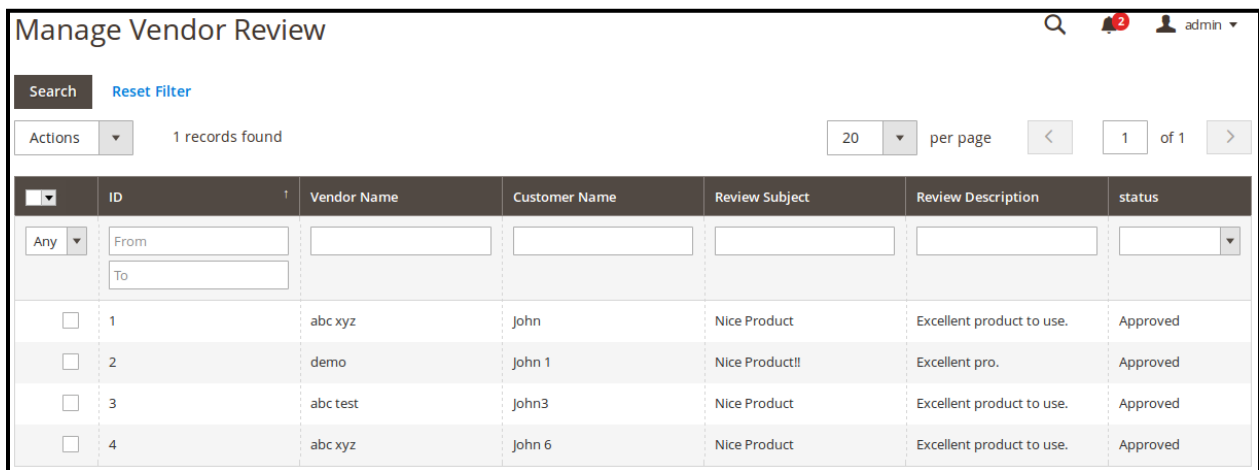
To open this page, **Marketplace > Vendor Review and Rating > Manage Review** has to be selected.

i. Edit Review Item

The Review Item can be edited by directly clicking on the Review Item that is to be edited to open the **“Edit Review Item”** page. The details to be edited can be entered here and the status of the review can also be changed from here. After editing all the details, **“Save Review Item”** button should be clicked to save the review item.

ii. Delete Review Item

The Review Item can be deleted by going on the **“Edit Review Item”** page and clicking on the **“Delete”** button.



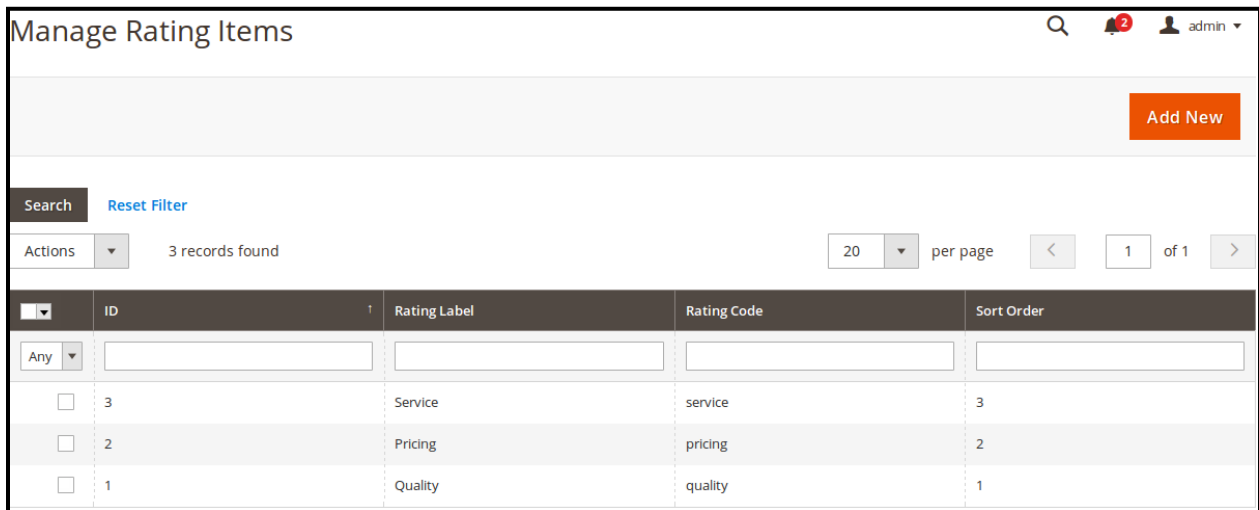
The screenshot shows the 'Manage Vendor Review' interface. At the top, there is a search bar and a user profile 'admin'. Below the search bar, there are 'Search' and 'Reset Filter' buttons. A summary bar shows 'Actions' with a dropdown, '1 records found', and pagination controls for '20 per page' and '1 of 1'. The main table has columns for ID, Vendor Name, Customer Name, Review Subject, Review Description, and status. Each row has a checkbox for selection.

	ID	Vendor Name	Customer Name	Review Subject	Review Description	status
<input type="checkbox"/>	1	abc xyz	John	Nice Product	Excellent product to use.	Approved
<input type="checkbox"/>	2	demo	John 1	Nice Product!!	Excellent pro.	Approved
<input type="checkbox"/>	3	abc test	John3	Nice Product	Excellent product to use.	Approved
<input type="checkbox"/>	4	abc xyz	John 6	Nice Product	Excellent product to use.	Approved

Manage Rating

This section will display the rating items that have been added by the admin by clicking on the “Add New” button. The rating items being added will be visible in the “Manage Rating Items” grid. This grid is also a filterable grid and can be filtered on the basis of Id, Rating Label, Rating Code and Sort Order.

To open this page, **Marketplace > Vendor Review and Rating > Manage Rating** option has to be selected.



The screenshot shows the 'Manage Rating Items' page. At the top right, there is a search icon, a notification bell with '2', and a user profile 'admin'. Below this is a white bar with an orange 'Add New' button. A search bar with 'Search' and 'Reset Filter' is present. Below the search bar, it says '3 records found'. There are pagination controls showing '20 per page' and '1 of 1'. The main table has columns for ID, Rating Label, Rating Code, and Sort Order. The table contains three rows: Service (ID: 3, Rating Code: service, Sort Order: 3), Pricing (ID: 2, Rating Code: pricing, Sort Order: 2), and Quality (ID: 1, Rating Code: quality, Sort Order: 1). Each row has a checkbox in the first column.

	ID	Rating Label	Rating Code	Sort Order
<input type="checkbox"/>	3	Service	service	3
<input type="checkbox"/>	2	Pricing	pricing	2
<input type="checkbox"/>	1	Quality	quality	1

i. Add New

To add a new rating item, “Add New” button at the top right corner has to be clicked.

i. Rating Name

The name of the item can be given here like quality, price, etc.

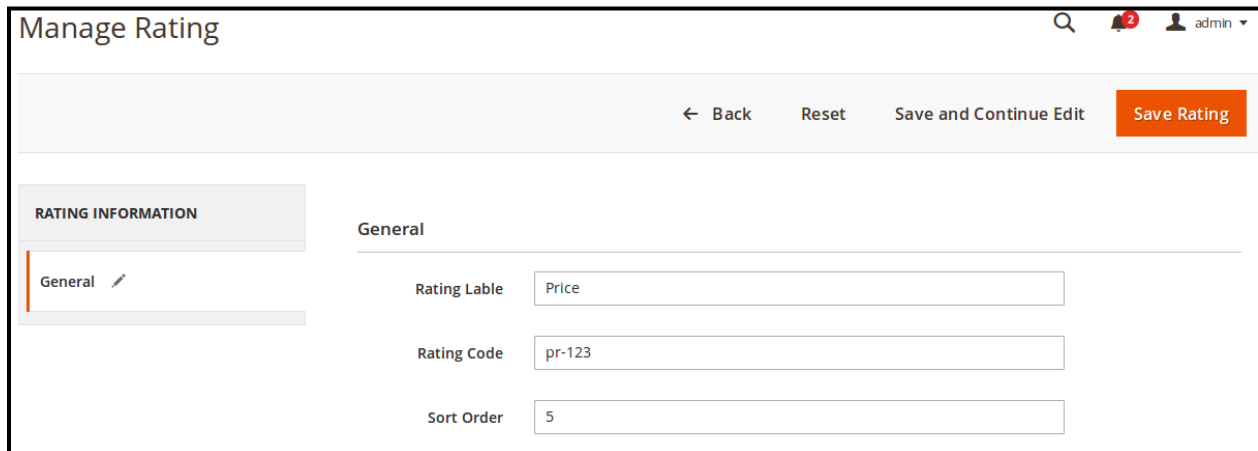
ii. Rating Code

The code of the rating item can be given here which should be unique for every rating item otherwise an error will be displayed.

iii. Sort Order

The sort order i.e. the order of display of the rating item can be given here.

After entering all the fields, the “Save Rating Item” button should be clicked to save the rating item.



Manage Rating

← Back Reset Save and Continue Edit **Save Rating**

RATING INFORMATION

General

Rating Lable Price

Rating Code pr-123

Sort Order 5

ii. Edit Rating

To edit the rating item, the respective row which has to be edited in the “Manage Rating Items” grid can be clicked. The “Edit Rating Item” page will appear.

i. Rating Name

The name of the rating item can be edited or new name can be added here.

ii. Rating Code

The code of the rating item can be edited or new code can be entered from here but that should be a unique code.

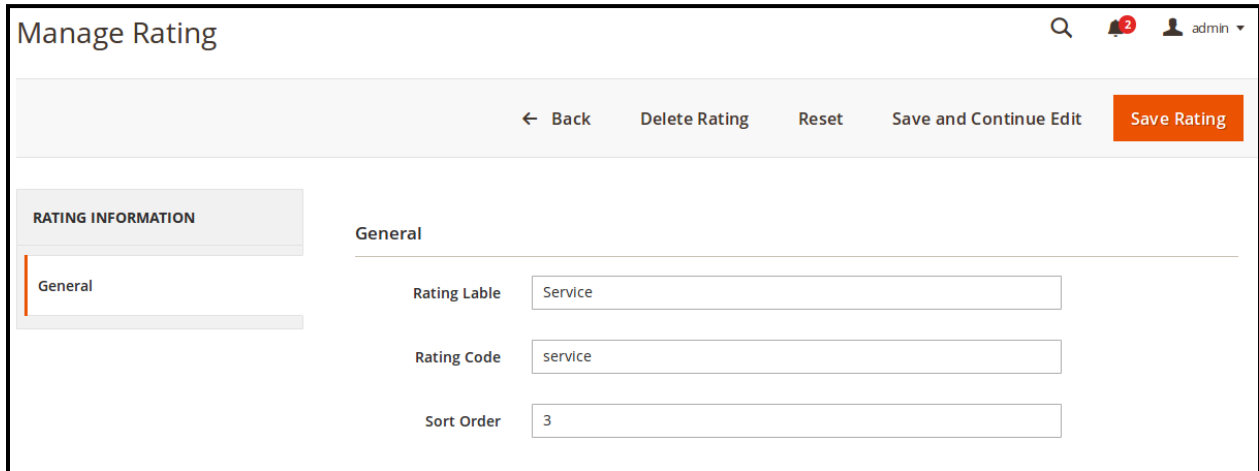
iii. Sort Order

The sort order of the rating item can be edited from here.

After editing the details of the rating item, “**Save Rating Item**” button should be clicked to save the details of the edited rating item.

iii. Delete Rating Item

The rating item can be deleted by opening the “Edit Rating Item” page and clicking the “Delete Rating Item” button.



Manage Rating

← Back Delete Rating Reset Save and Continue Edit Save Rating

RATING INFORMATION

General

General

Rating Lable Service


Rating Code service

Sort Order 3

Review & Ratings on Marketplace Page

The marketplace page at frontend displays the ratings where the name of the vendor’s shop is listed. The ratings are displayed between the Vendor’s Shop Name and the “Go to Shop” link in the grid.

CsMarketplace




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Search Vendors Sort By ↑

Country 3 Items

Zip/Postal Code

Search By Vendor's Name




XYZ

★★★★★

[Go to Shop](#)

3 Items



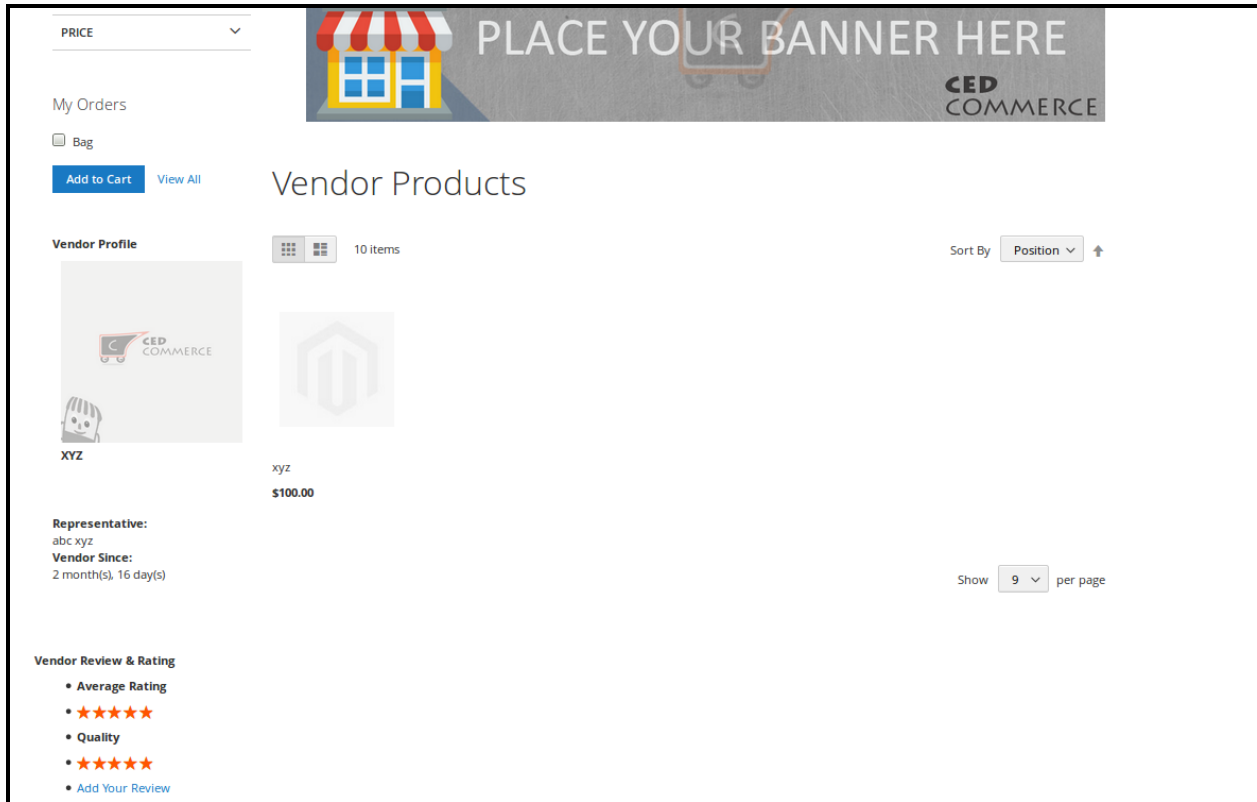
Demo

★★★★★

[Go to Shop](#)

Review & Ratings on Vendor Shop Page

The vendor's shop page displays the ratings and also the reviews in the “**Vendor Review and Rating**” section just below the “Shop by” Filters. The customers can provide the ratings and reviews for the vendor's shop by clicking on the “**Be The First To Review**” link. If the customer is not logged in then he/she will not able to review/rate the vendor.



i. **Add Your Review**

The logged in customer will be able to view the “**Add Your Review**” link in the “Vendor Review and Rating” section, clicking on which will display the review form and rating options with the already available ratings. After filling these options and clicking on “**Submit Review**” button, the review will be submitted. When the review gets approved by the admin then it will be visible at frontend.

If the Vendor himself will be logged in then he won't be able to see the review and ratings form as the Vendor can't rate himself. Only the customers visiting the Vendor Shop Page will be able to see that link.

My Orders

Bag

Add to Cart View All

Vendor Profile

XYZ

Representative:
abc xyz

Vendor Since:
2 month(s), 16 day(s)

Customer Reviews

Review by John

Quality ★★★★★ Excellent product to use.

Pricing ★★★★★

Service ★★★★★ By John 4/4/16

1 Item

You're reviewing:

Your Rating *

Quality
★★★★★

Pricing
★★★★★

Service
★★★★★

Nickname *

Summary *

Review *

Submit Review

Support

If you need support or have questions directly related to Vendor Review and Rating Addon, please use our Online Message Form to contact our support team or send us an email at support@cedcommerce.com

Best Regards,
CedCommerce Team