



RespondWay

A guide for shop owners

*Someone reviewed the shop
today. Did the owner reply?*

THE PROBLEM

Customers review the business on Google every day.

Most shop owners never reply.



THE PROBLEM

Silence looks bad.

New customers notice.
So does Google.



THE PROBLEM

The owner is too busy for one more reply.

Especially to an angry customer.



THE SOLUTION

RespondWay writes the reply for the owner.

In the owner's own voice.
The owner just taps send.



HOW IT WORKS

Three steps. That's it.



Review arrives



Reply written



Owner approves

SEE IT IN ACTION

A real review. A ready reply.

★★★★ Maria

"Food was good but we waited almost 30 minutes for a table."



Owner's reply

"Thank you! We're glad you enjoyed the food. We're working on faster seating at busy times. Hope to see you again soon!"

WHY THIS WAY

Google takes months to approve new apps.

Email forwarding lets the owner start today, instead of waiting on Google.



SIGNING UP

First, the owner creates an account.

At respondway.com, tap Sign Up.
Name, shop name, email. Two minutes.



SIGNING UP

The owner gets a special address.

This is where the owner's reviews will arrive.

r-ab12cd@respondway.com

ONE-TIME SETUP

On the owner's phone? Skip the Gmail app.

Open Gmail in the browser instead, and turn on "Desktop site."



Gmail app



Browser

ONE-TIME SETUP

Find Forwarding and POP/IMAP.

Tap the gear, then
"See all settings."



Settings

Forwarding tab

ONE-TIME SETUP

Add the RespondWay address.

Tap "Add a forwarding address,"
then paste this in:

r-ab12cd@respondway.com

ONE-TIME SETUP

Confirm it.

Google emails a confirmation.
Open it, and tap confirm.



ONE-TIME SETUP

Make one filter.

Settings → Filters and Blocked
Addresses → Create a new filter.



ONE-TIME SETUP

Paste this into the From box.

businessprofile-noreply@
google.com OR no-reply@yelp.com
OR notification@facebookmail.com
OR tripadvisor.com OR opentable.com

ONE-TIME SETUP

Forward it, and save.

Tick "Forward it to," choose the RespondWay address, then Create filter.



ONE-TIME SETUP

Five minutes. Then automatic, forever.

Every future review arrives
here on its own. No repeats.



GETTING FULLY AUTOMATIC

One tap to post, for now.

We're already applying for
Google's official approval.



Try it free today.

No card needed.

This QR code is for the owner.
Scan it now to start the free
sign-up, instead of typing the
web address. Not for customers.



Point the camera here

respondway.com/signup

Questions? support@respondway.com

