

# Contact Us User Guide

You can customize your Contact Us form to suit your business needs. Customization includes removal and adding of the type Contact Details you require your customers to enter in the form. Online customer will then be able to contact your company by using Contact Us form located on your Company homepage in HBiz.

## Customization of Contact Us

- 1) Click on **“Contact Us”**.
- 2) Click on **“Business Name”**.
- 3) Select **“Show Contact Us”** or **“Do not show Contact Us”**.



Go to Corporate Zone **Member Zone**

BizHome Products Companies Classifieds About HBiz

Welcome Ng Chun Chong,  
Go to Member Zone >>  
Logout >>

**My Member Services**

- Master Accounts
- Supplementary Accounts
- Request New Master User Accounts

**My Business Directory**

- Inbox
- Companies
- Products
- Classifieds
- Enquiry
- Contact Us

Home > Member Home > Company Selection

### Company Selection

Please select the account to edit Contact Us

Business Name	UEN	Premise Address
<a href="#">HBIZ SAMPLE PTE. LTD.</a>	200902009M	Blk 8 LOR 8 TOA PAYOH, #08-88, S (319261)

1 points to 'Contact Us' in the sidebar menu.

2 points to the 'Business Name' column header.

Home > Member Home > Company Selection > Contact Us

## My Contact Us

My Contact Us last updated on: 16/06/2009 12:39:55

My Contact Us last updated by: CHONG CHUN CHEH (ZHANG JUNJIE)

Contact Us Display

**Show Contacts Us** (dropdown menu)

**Show Contacts Us**

**Do Not Show Contacts Us**

mail Account

Any correspondence from this form will be sent to your personal email account.

calvin@fourierlab.com

3 points to the dropdown menu.

4) Enter your **Email Account**.

- Members will be able to receive email notifications after online customers submit the **Contact Us** form.

**To remove unwanted Contact Detail(s)**

- 5) Select the field. Press **Ctrl** key if more than one field are to be selected.  
6) Click the **“Remove Selected Fields”** button.

**To add Contact Detail(s)**

- 7) Enter the **“Contact Detail”**.  
8) Click on **“Add”** button.  
  
9) Click on **“Preview and Submit”**.

**Send Submission to your Email Account**

Any correspondence from this form will be sent to your personal email account.

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**Contact Details**

Customize the fields for your customer contact details. By default Company Name, Address, Contact Person, Contact No., Email, and Fax are used.

Company Name  
Address  
Contact Person  
Contact No.  
Email  
Fax

Remove Selected Fields [Ctrl + click to select multiple fields]

Add Contact Details (10 more slots)

Save Changes || Preview and Submit || Cancel

10) Click "Save changes" button.

Home > Member Home > Company Selection > Contact Us

## My Contact Us Preview

1. Company Name	:	<input type="text"/>
2. Address	:	<input type="text"/>
3. Contact Person	:	<input type="text"/>
4. Contact No.	:	<input type="text"/>
5. Email	:	<input type="text"/>
6. Fax	:	<input type="text"/>

### Enquiry Message

Character Count: 0

||  ||  ||

10

## Successful Submission Page

Home > Member Home > Company Selection > Contact Us

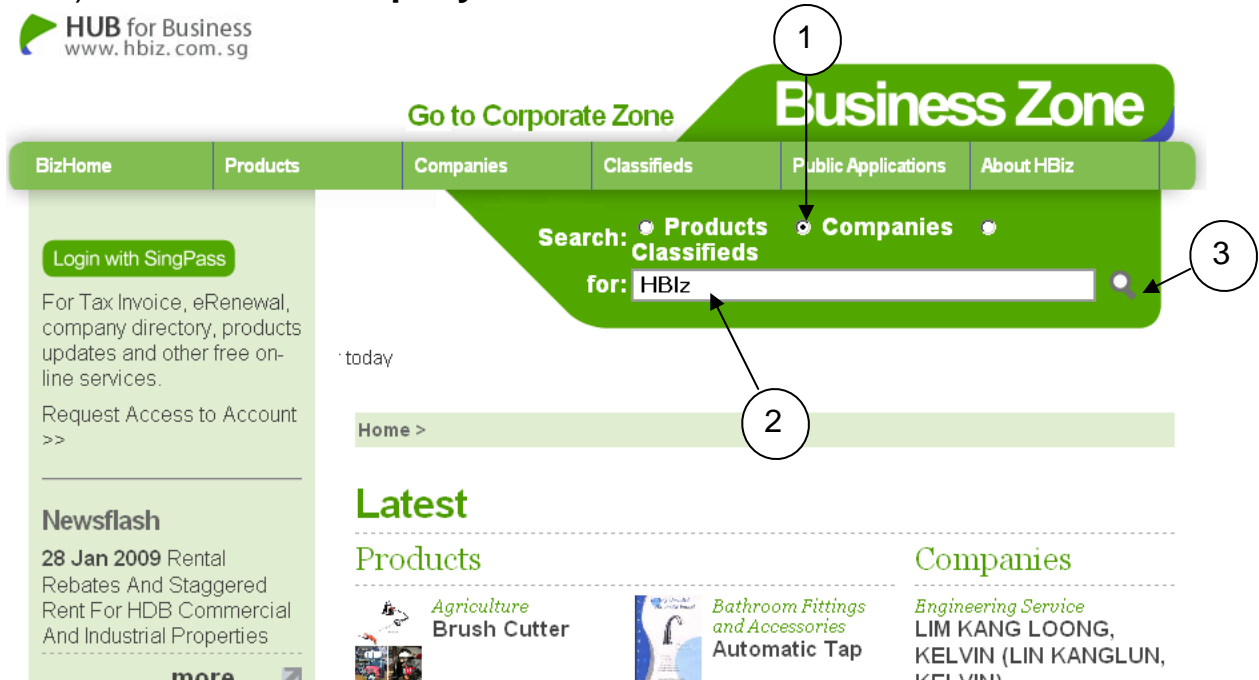
## My Contact Us Successful Submission

If you need further assistance, please do not hesitate to call our hotline at 1800-8663077.

## How online customers use Contact Us

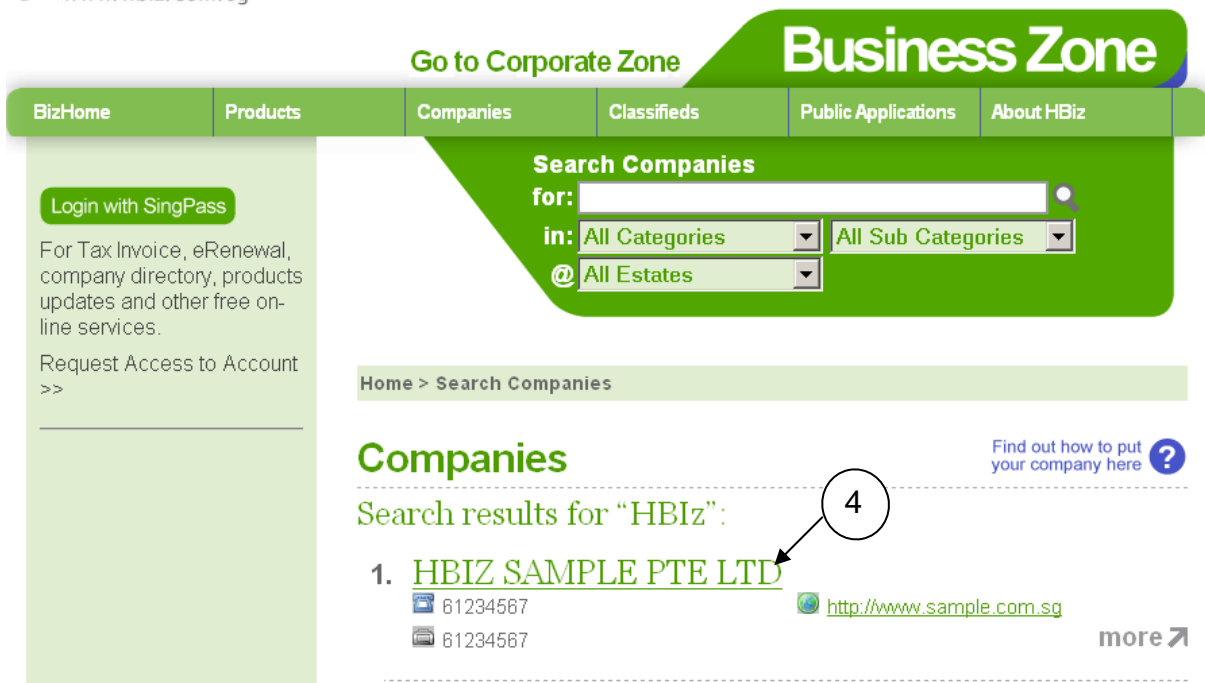
- 1) Select “Companies”.
- 2) Enter the search criteria.
- 3) Click the search icon.
- 4) Click on the Company Name.

 HUB for Business  
www.hbiz.com.sg



The screenshot shows the 'Business Zone' header with navigation tabs: BizHome, Products, Companies, Classifieds, Public Applications, and About HBiz. A search bar is active with 'HBiz' entered. The search criteria are set to 'Companies'. A search icon is visible to the right of the input field. Below the search bar, there are sections for 'Latest Products' and 'Companies'. The 'Companies' section lists 'Engineering Service LIM KANG LOONG, KELVIN (LIN KANGLUN, KELVIN)'.

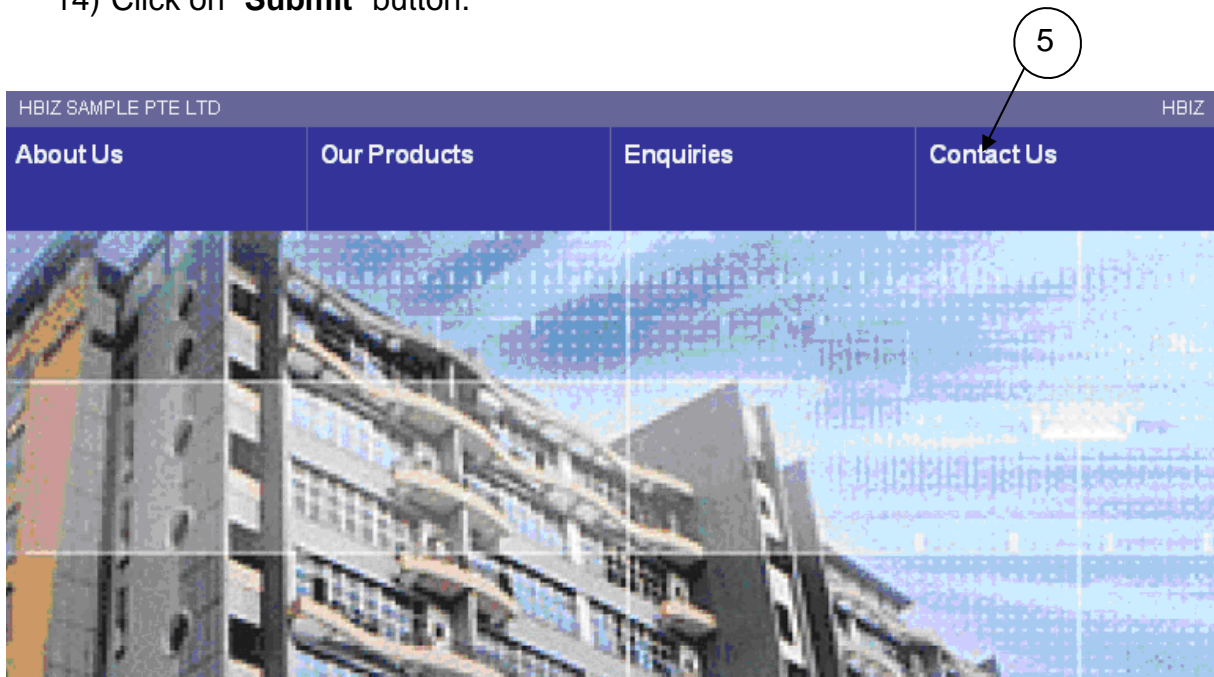
 HUB for Business  
www.hbiz.com.sg



The screenshot shows the 'Business Zone' header with navigation tabs: BizHome, Products, Companies, Classifieds, Public Applications, and About HBiz. The search bar is now titled 'Search Companies' and shows search results for 'HBiz'. The results list '1. HBIZ SAMPLE PTE LTD' with contact information: 61234567 and a website link: http://www.sample.com.sg. A 'more' link is also visible.

## Member's home page in HBiz

- 5) Click on "Contact Us".
- 6) Enter "Fax".
- 7) Enter "Email".
- 8) Enter "Contact No. ".
- 9) Enter "Contact Person".
- 10) Enter "Address".
- 11) Enter "Company Name".
- 12) Enter the "Enquiry Message".
- 13) Enter the "Answer" base on the image of captcha.
- 14) Click on "Submit" button.



## Contact Us

### Contact Details

- |                   |   |  |    |
|-------------------|---|--|----|
| 1. Fax            | : | <input type="text" value="61234567"/>                          | 6  |
| 2. Email          | : | <input type="text" value="test@hdb.gov.sg"/>                   | 7  |
| 3. Contact No.    | : | <input type="text" value="61234567"/>                          | 8  |
| 4. Contact Person | : | <input type="text" value="Jone"/>                              | 8  |
| 5. Address        | : | <input type="text" value="Blk 1, Orchard Rd, #01-01 S123456"/> | 9  |
| 6. Company Name   | : | <input type="text" value="TEST SAMPLE"/>                       | 10 |

### Message

12

characters left




Answer \* :

## Successful submission Page

HBIZ SAMPLE PTE LTD HBIZ

<a href="#">About Us</a>	<a href="#">Our Products</a>	<a href="#">Enquiries</a>	<a href="#">Contact Us</a>
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# Contact Us Successful Submission

### Retrieve Contact Us email

Members who have registered their email account are able to receive the email notification with the Contact Details of the customers.

From: <[hbiz\\_admin@hdb.gov.sg](mailto:hbiz_admin@hdb.gov.sg)>  
Date: 2009/6/25  
Subject: Message From HBiz  
To: [calvin@fourierlab.com.sg](mailto:calvin@fourierlab.com.sg)  
Cc: [hbiz\\_admin@hdb.gov.sg](mailto:hbiz_admin@hdb.gov.sg)

Dear Sir/Madam,

#### **Contact Us**

Contact Details

**Fax** : 61234567  
**Email** : [test@hdb.gov.sg](mailto:test@hdb.gov.sg)  
**Contact No.** : 61234567  
**Contact Person** : Jone  
**Address** : Blk 1, Orchard Rd, #01-01 S123456  
**Company Name** : TEST SAMPLE  
**Message** : TEST SAMPLE

Regards  
Web Administrator

# Retrieve Contact Us by login into Member Servicess

Login to Member Services using SingPass ID.

- 1) Click on **"Inbox"**.
- 2) Click on **"Contact Us"**.
- 3) Click on **"x"** to close window.



Go to Corporate Zone **Member Zone**

BizHome Products Companies Classifieds Public Applications About HBiz

Welcome ncc,  
Go to Member Zone >>  
Logout >>

**My Member Services**

- Master Accounts
- Supplementary Accounts
- Request New Master User Accounts

**My Business Directory**

- Inbox** (1)
- Companies
- Products
- Classifieds
- Enquiry
- Contact Us

Home > Member Home > Inbox

**My Inbox**

	Application Type	Sender	Message	Date Created	
<input type="checkbox"/>	1	Contact Us	Jone	Test Sample	25/06/2009 11:23:37
<input type="checkbox"/>	2	Enquir	asdfa sdf	asdfa sdfasdf asdfasdfa afsda	16/06/2009 13:19:35

(2)

**View Contact Us**

Contact Details

1. Email : test@hdb.gov.sg  
2. Contact No. : 61234567  
3. Contact Person : Jone  
4. Address : Blk 1, Orchard Rd #01-01 S123456  
5. Company Name : Test Sample

Enquiry Message

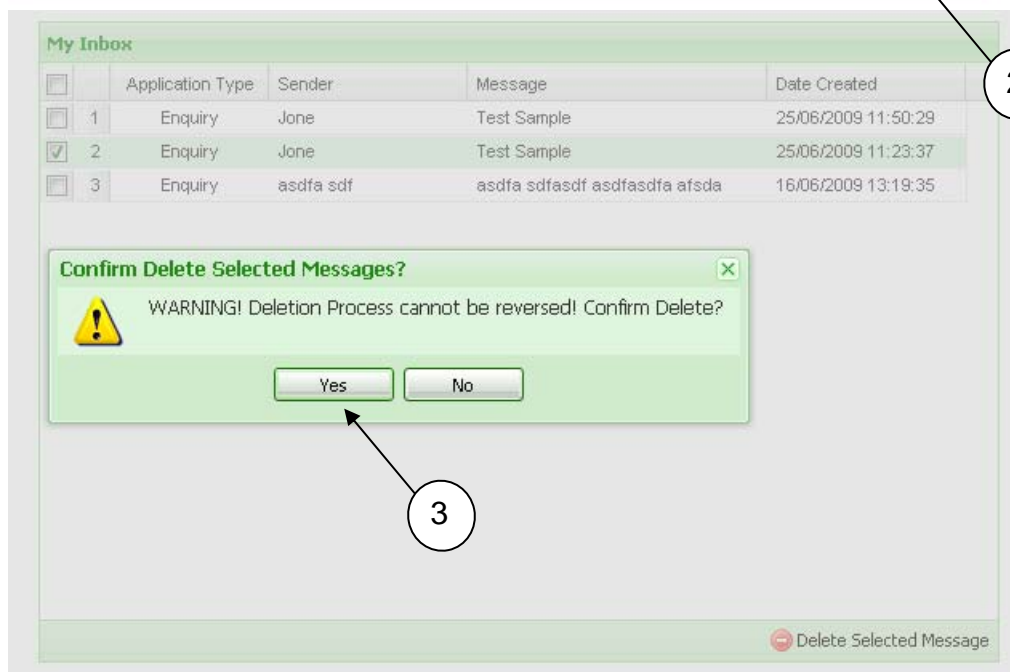
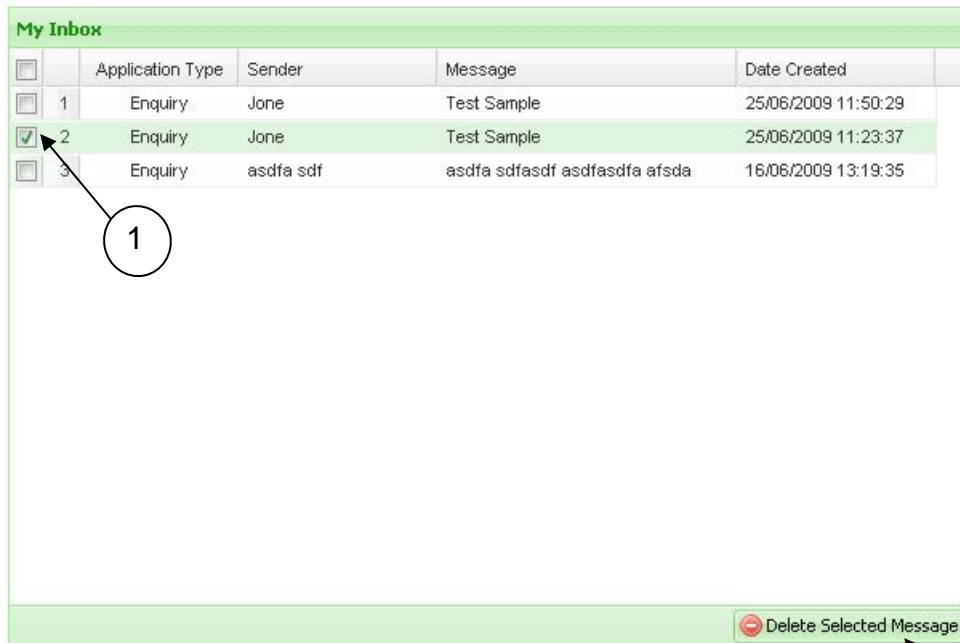
Test Sample

(3)

Delete

## Delete message from Inbox

- 1) Tick the “**Message**”.
- 2) Click on “**Delete Selected Message**”.
- 3) Click “**Yes**”.
- 4) Click “**OK**”.



**My Inbox**

<input type="checkbox"/>	Application Type	Sender	Message	Date Created	
<input type="checkbox"/>	1	Enquiry	Jone	Test Sample	25/06/2009 11:50:29
<input checked="" type="checkbox"/>	2	Enquiry	Jone	Test Sample	25/06/2009 11:23:37
<input type="checkbox"/>	3	Enquiry	asdfa sdf	asdfa sdfasdf asdfasdfa afsda	16/06/2009 13:19:35

**Message Deletion Success** X  
Messages successfully deleted.  
OK

4

Delete Selected Message

## Message deleted

**My Inbox**

<input type="checkbox"/>	Application Type	Sender	Message	Date Created	
<input type="checkbox"/>	1	Enquiry	Jone	Test Sample	25/06/2009 11:50:29
<input type="checkbox"/>	2	Enquiry	asdfa sdf	asdfa sdfasdf asdfasdfa afsda	16/06/2009 13:19:35

Delete Selected Message