

Create Vendor Contact Form

While using the [Dokan multivendor](#) marketplace, vendors may need to contact with admin for several reasons. Yes! by integrating weForms with Dokan, the vendor can easily send their preferred queries, suggestions, or any issues through the contact form using the Dokan multivendor site.

So in this documentation, we'll show how you can create a vendor contact form and customize all the essential things right on your marketplace.

Requirements

- [weForms](#)
- [Dokan Lite](#)

Do make sure that you have successfully installed and activated Dokan & weForms on your WordPress site.

Configuration

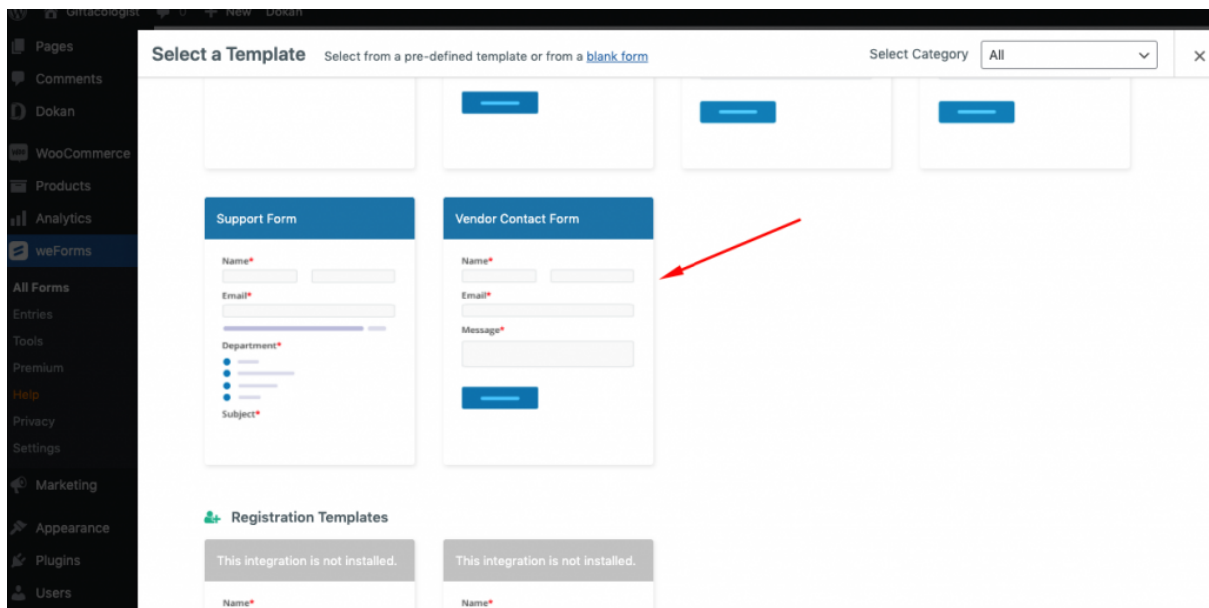
Before you use weForms, you need to create a brand new form.

- To do that, Navigate to **WP-Admin > weForms > Add Form**.

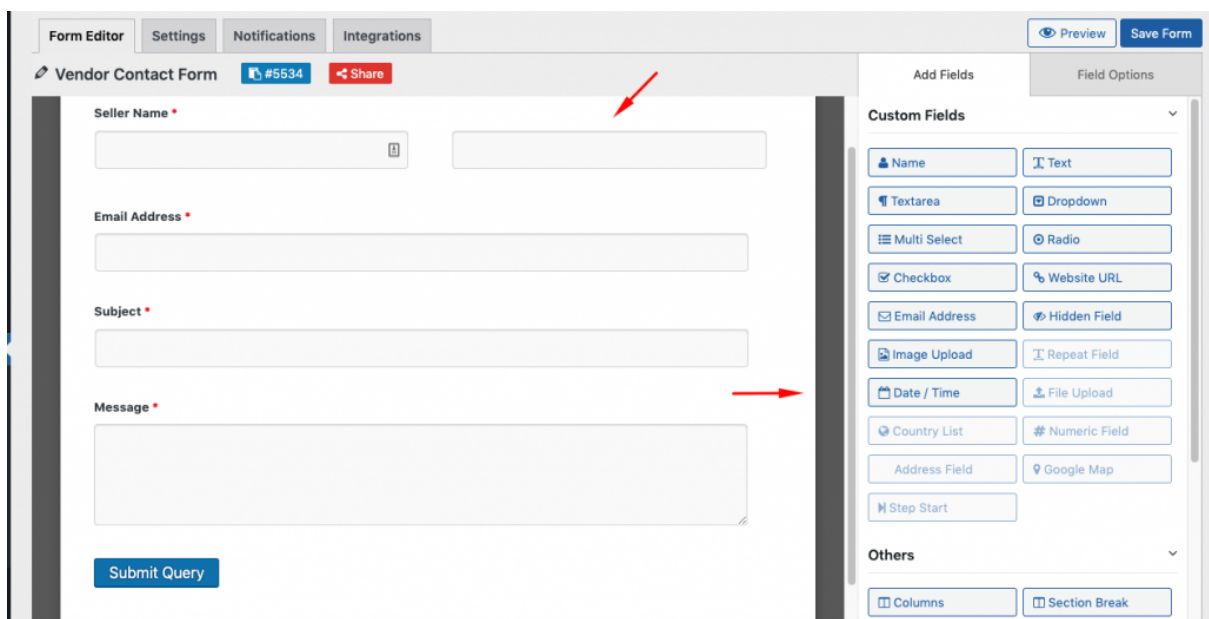
Name	Shortcode	Entries	Status	Views	Conversion
<input type="checkbox"/> Contact Form	[weforms id="5530"]	—	Open	0	0%

- Select **Vendor Contact Form** from the given templates which is the default form for Dokan-powered marketplace vendors.

Click on **Create Form**.



- Now the form editor will open and here you can modify your form as you like. Such as adding or changing fields, setting up email notification settings, setting up entry limits, scheduling forms, or configuring them with other integrations.

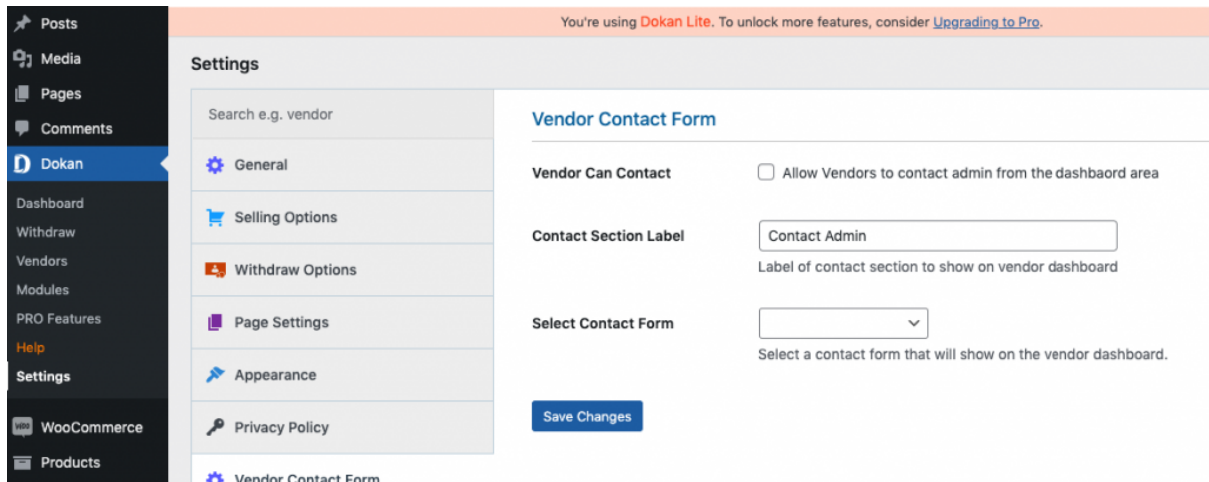


After adding all the required fields, do make sure to click on **Save Form** to save all changes and activate the form for use.

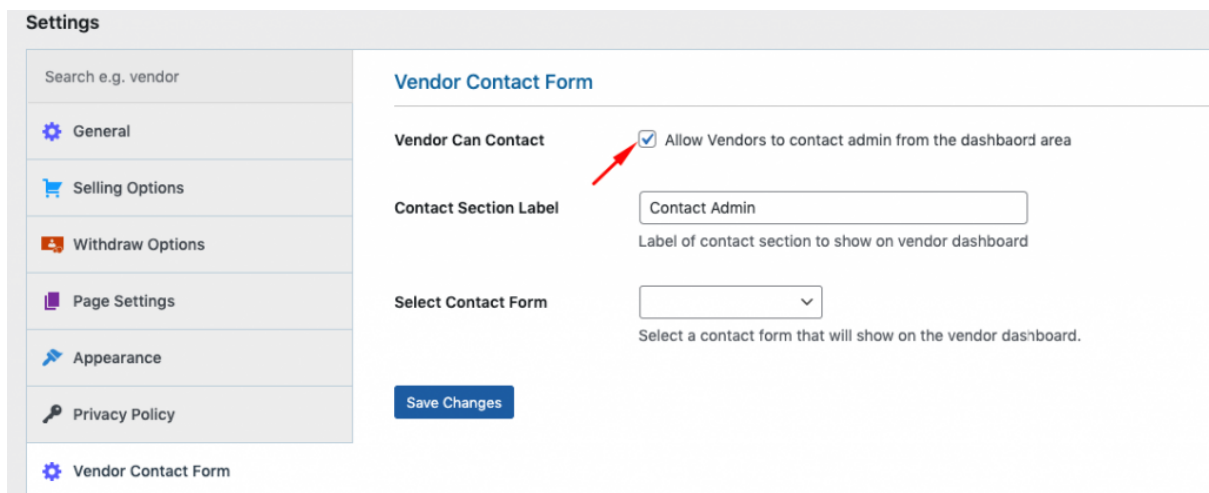
Dokan Admin Configuration Settings

Your form is ready to use. Now admin needs to configure the settings, so that vendor can find the form right on the frontend.

- To do that navigate to **WP-Admin> Dokan> Settings> Vendor Contact Form**.



- Enable the check-box **Allow Vendors to contact Admins from the dashboard area**.



- You can change the default section label [**Contact Admin**] that will appear in the store sidebar to anything else that is more appropriate for your marketplace.


Settings


Search e.g. vendor

- General
- Selling Options
- Withdraw Options
- Page Settings
- Appearance
- Privacy Policy
- Vendor Contact Form

Vendor Contact Form

Vendor Can Contact Allow Vendors to contact admin from the dashbaord area

Contact Section Label 
Label of contact section to show on vendor dashboard

Select Contact Form 
Select a contact form that will show on the vendor dashboard.


[Save Changes](#)

- Finally, select the **Vendor Contact Form** from the drop-down in the third field. If you want to use a different contact form ensure you have it set up in weForms and saved. Then select your chosen form from the drop-down.

Vendor Contact Form

Vendor Can Contact Allow Vendors to contact admin from the dashbaord area

Contact Section Label
Label of contact section to show on vendor dashboard

Select Contact Form 
Select a contact form that will show on the vendor dashboard.

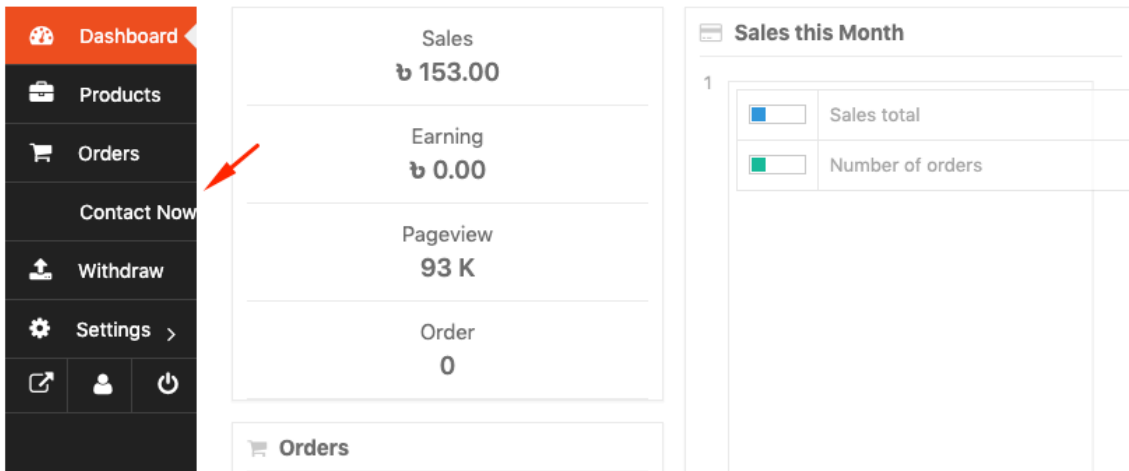
[Save Changes](#)

How Vendor Can Find The Contact Form

Now we'll show how vendors will find the registration form on the marketplace.

- When the vendor logs into his dashboard, he will now be able to view the new menu label in the sidebar.

Dashboard



- When the vendor clicks on it he will find the assigned form. Logged-in vendors will have their usernames and email address auto-populated and hidden since this is selected to be the case by default in the Vendor Contact Form template.

After that, vendors just need to hit **Submit Query**.

Contact Here

Name *

Test Vendor
First Last

Email Address *

testvendor@gmail.com

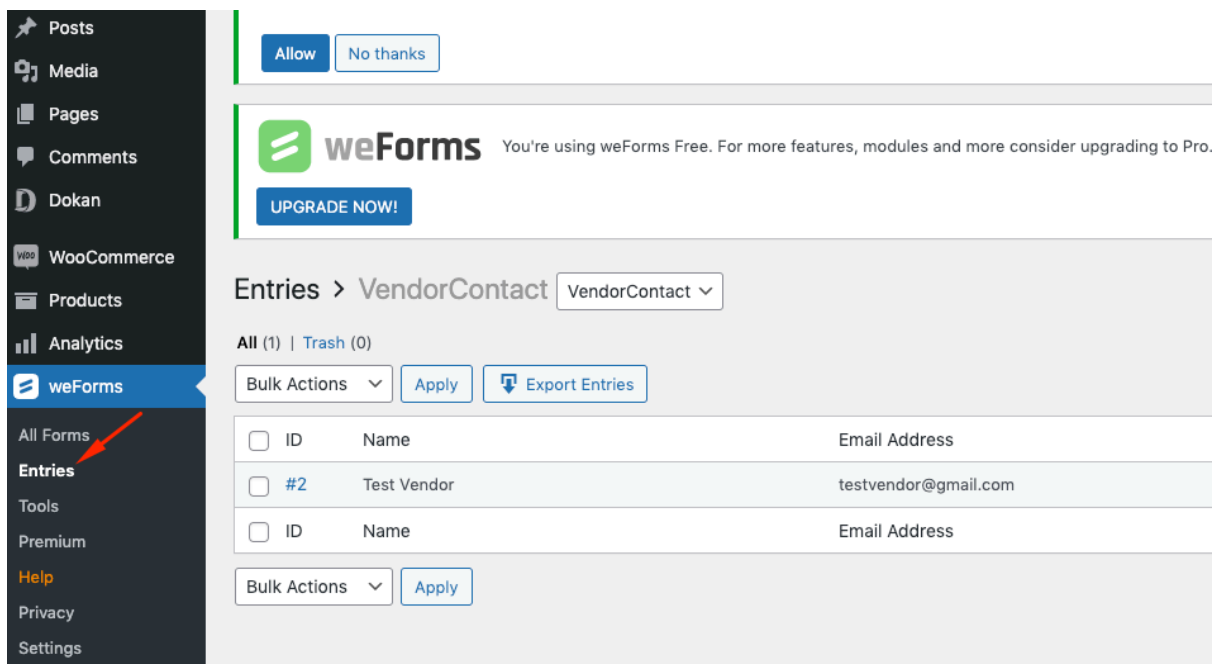
Your Querie *

Not working properly

How Admins Can Manage Entries

After your vendors submit the queries, you'll be able to find them right from the backend.

- To find the entries, navigate to **weForms > Entries**. From here, the admin can view, edit, delete and do more with the entries of each of his forms.

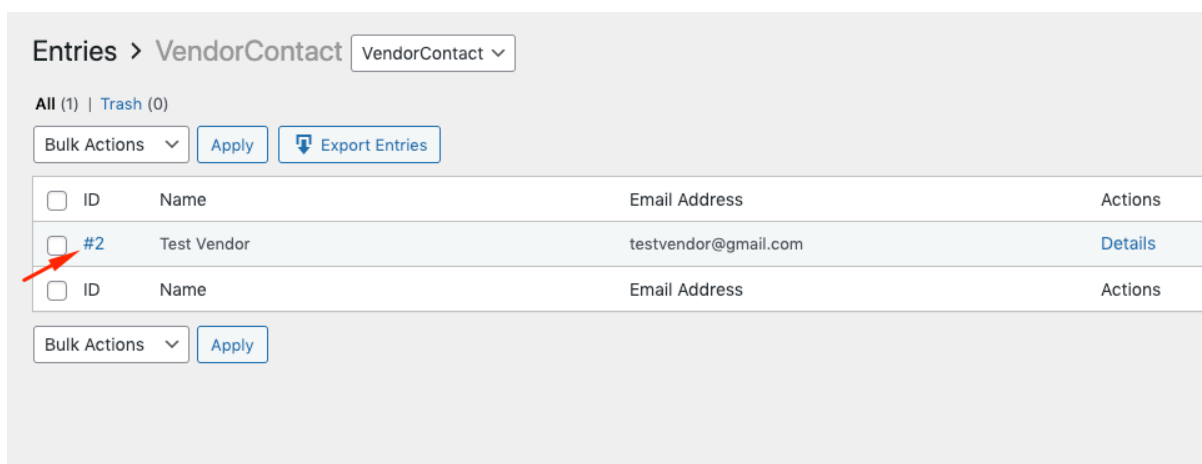


The screenshot shows the weForms admin interface. On the left is a dark sidebar with navigation items: Posts, Media, Pages, Comments, Dokan, WooCommerce, Products, Analytics, weForms (highlighted), All Forms, Entries (highlighted with a red arrow), Tools, Premium, Help, Privacy, and Settings. The main content area has a top bar with 'Allow' and 'No thanks' buttons. Below that is a weForms banner with the text 'You're using weForms Free. For more features, modules and more consider upgrading to Pro.' and a 'UPGRADE NOW!' button. The main content area is titled 'Entries > VendorContact' with a dropdown menu set to 'VendorContact'. Below the title, it says 'All (1) | Trash (0)'. There are 'Bulk Actions' and 'Apply' buttons, and an 'Export Entries' button. The table below has the following data:

<input type="checkbox"/>	ID	Name	Email Address
<input type="checkbox"/>	#2	Test Vendor	testvendor@gmail.com
<input type="checkbox"/>	ID	Name	Email Address

Below the table, there are 'Bulk Actions' and 'Apply' buttons.

- The **Details** tab will show the complete message of the vendor to the admin along with other info, such as the date of submission and device used.



The screenshot shows the weForms admin interface with the 'Details' tab selected. The sidebar is the same as in the previous screenshot. The main content area is titled 'Entries > VendorContact' with a dropdown menu set to 'VendorContact'. Below the title, it says 'All (1) | Trash (0)'. There are 'Bulk Actions' and 'Apply' buttons, and an 'Export Entries' button. The table below has the following data:

<input type="checkbox"/>	ID	Name	Email Address	Actions
<input type="checkbox"/>	#2	Test Vendor	testvendor@gmail.com	Details
<input type="checkbox"/>	ID	Name	Email Address	Actions

Below the table, there are 'Bulk Actions' and 'Apply' buttons.

- After clicking on the # like an option, you'll get all the submission-related queries from here.

Entry Details [Back to Entries](#)

VendorContact : Entry # 2	
Name	Test Vendor
Email Address	testvendor@gmail.com
Your Querie	Not working properly

Submission Info
Entry ID : #2
User IP : 0.0.0.0
Device : Google Chrome/MAC OS
Page : http://localhost:10003/contact-here/
From : Vendor Test
Submitted On : April 6, 2021 9:26 am

[Delete](#)

So this is how weForms works with Dokan. And helps store owners to collect vendors' complaints, queries or immediate suggestions, and more.

Integrations with Dokan

To make the best use of Dokan and add some remarkable features to your marketplace, you can use some of the amazing integrations within it. Of course, using these integrations, you can increase your store's visibility and also give your marketplace top-notch facilities.

So let's not wasting any time, check out the integrations below:-

- YOAST SEO
- WooCommerce Simple Auction
- WooCommerce PDF Invoices & Packing Slip
- YITH WooCommerce Brands Add-Ons

Dokan GDPR

The Dokan Privacy Policy includes the basics around what personal data from vendors, visitors, and customers your Dokan Multivendor will be collecting, storing, and sharing, as well as who may have access to that data.

Depending on what settings are enabled and which additional plugins are used, the specific information shared by your store will vary. We recommend consulting with a lawyer when deciding what information to disclose on your privacy policy.

We collect information about you during the checkout process on our store.

What We Collect and Store

While you visit our site, we'll track:

Stores you've viewed: we'll use this to, for example, show you vendor stores you've recently viewed.

Products you've viewed: we'll use this to, for example, show you products you've recently viewed.

Location, IP address and browser type: we'll use this for purposes like estimating taxes and shipping.

Shipping address: we'll ask you to enter this so we can, for instance, estimate shipping before you place an order, and send you the order!

We'll also use cookies to keep track of cart contents while you're browsing our site.

Note: you may want to further detail your cookie policy, and link to that section from here.

When you purchase from us, we'll ask you to provide information including your name, billing address, shipping address, email address, phone number, credit card/payment details and optional account information like username and password. We'll use this information for purposes, such as, to:

- Send you information about your account and order
- Respond to your requests, including refunds and complaints
- Process payments and prevent fraud
- Set up your account for our store
- Comply with any legal obligations we have, such as calculating taxes
- Improve our store offerings
- Send you marketing messages, if you choose to receive them

- If you create an account, we will store your name, address, email and phone number, which will be used to populate the checkout for future orders.

We generally store information about you for as long as we need the information for the purposes for which we collect and use it, and we are not legally required to continue to keep it.

For example, we will store order information for XXX years for tax and accounting purposes. This includes your name, email address and billing and shipping addresses.

We will also store comments or reviews if you choose to leave them.

Who on Our Team has Access

Members of our team have access to the information you provide us. For example, both Administrators of Dokan Multivendor and Marketplace Owners/Store Managers can access:

- Order information like what was purchased, when it was purchased and where it should be sent/
- Customer information like your name, email address, and billing and shipping information.

Dokan team members, such as, customer support representatives, product developers, and marketing personnel have access to information to help fulfill orders, process refunds and support you.

What We Share with Others

We have certain integrations with third parties who help us provide seamless services with orders and other store services for you. For example - payment gateways to process and complete your orders or web analytics to make your store and shopping experience better.

Payments

We accept payments through PayPal. When processing payments, some of your data will be passed to PayPal, including information required to process or support the payment, such as the purchase total and billing information.

Please see the [PayPal Privacy Policy](#) for more details.

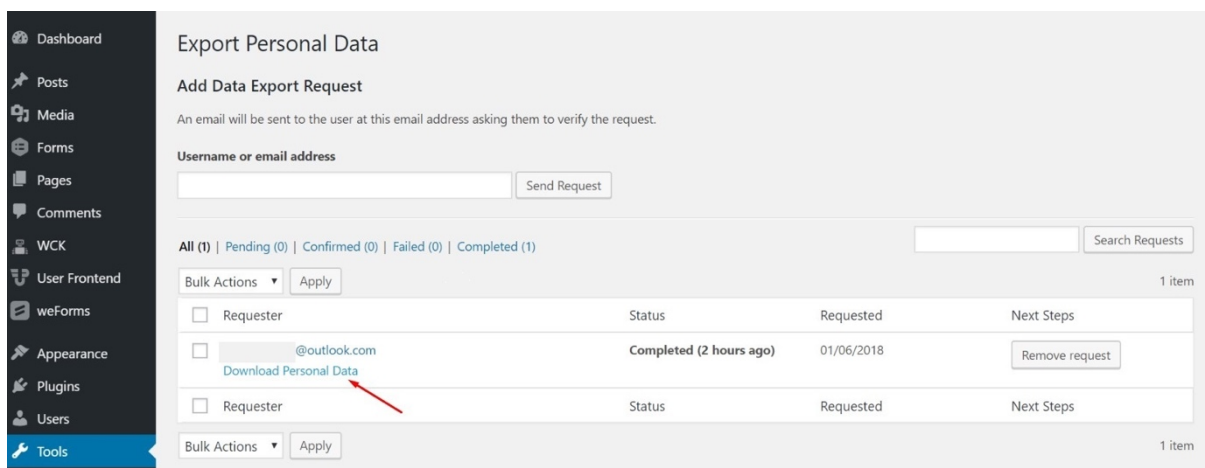
Modules

Dokan has premium modules that perform specific and special purpose tasks. Each of the modules collect additional information. Also third party extensions and integrations collect data that is applicable to the each of their individual privacy policy.

How Users Can Obtain, View, or Delete Their Data

If a user wants to export his data to view it or for some other purpose, admins or marketplace owners will be needing to send a request to that particular user via email.

Simply go to **Tools -> Export Personal Data** tab of your WordPress dashboard. Request for the personal data by sending the user a request. Once a user gives you the consent to export personal data, you will be able to download it.



The screenshot displays the 'Export Personal Data' interface in a WordPress dashboard. On the left is a sidebar with navigation items: Dashboard, Posts, Media, Forms, Pages, Comments, WCK, User Frontend, weForms, Appearance, Plugins, Users, and Tools. The main area is titled 'Export Personal Data' and contains a section for 'Add Data Export Request'. This section includes a text input field for 'Username or email address' and a 'Send Request' button. Below this is a table of requests with the following structure:

Requester	Status	Requested	Next Steps
@outlook.com Download Personal Data	Completed (2 hours ago)	01/06/2018	Remove request
Requester	Status	Requested	Next Steps

The table also includes 'Bulk Actions' and 'Apply' buttons at the bottom. A red arrow points to the 'Download Personal Data' link in the first row of the table.

If a user requests to delete their personal data, the admin of the marketplace has to follow the same process.

Go to **Tools -> Erase Personal Data**, then enter the username or email address to send request.

Once the user approves it, admins can remove the data from their database. deletes them totally from their database but the transaction of their posts remains as it is but without their credentials on it.

Erase Personal Data

Add Data Erasure Request

An email will be sent to the user at this email address asking them to verify the request.

Username or email address

All (1) | Pending (0) | Confirmed (0) | Failed (0) | Completed (1)

Bulk Actions 1 item

<input type="checkbox"/>	Requester	Status	Requested	Next Steps
<input type="checkbox"/>	@outlook.com Force Erase Personal Data	Completed (07/06/2018)	06/06/2018	<input type="button" value="Remove request"/>
<input type="checkbox"/>	Requester	Status	Requested	Next Steps

Bulk Actions 1 item

Sometimes a user may ask you to erase the personal data. According to GDPR rules, it obligates the admin to do so no questions asked. So you can erase their personal data in the same way. Get to the Tools tab and click on erase personal da

Note: When a user wants the admins to erase his/her personal data, it removes all information that was obtained by the plugin in any form. Except with transactions, their details remain but all credentials or userID are nulled so that the information cannot be attributed to any individual. In other words, the user cannot be tracked with only order details.