

Managing Reviews

Advantages of using the “Manage My Reviews” feature

Kudzu businesses experience fantastic results by communicating directly with customers. You can thank customers for a compliment, invite them back to take advantage of future specials or ask them to contact you regarding a complaint resolution. By responding to people who review your business, you increase your chances of turning those customers into repeat customers. And potential customers appreciate businesses that favorably respond to reviews, both negative and positive.

Using the “Manage My Reviews” feature

After logging in, click on the “Edit” link next to “Manage My Reviews.” Your most recent reviews, up to 10, will display. Click the “Add Reply” link to the right of any review. If the review already contains a reply, you will find an “Edit Reply” link. Click the link to continue. The reply page will allow you to enter a response to the consumer review, up to 3000 characters in length. Click on “Publish” to save the changes. Keep in mind that all reviews and replies are subject to the terms set forth by Kudzu. Please allow 24 to 48 hours for new or edited content to publish to the site.

What to do if a reply has not published

If a reply does not publish and it has been over 48 hours, it is often because the reply is over the 3000-character limit and will need to be shortened. If you shorten the reply and it still does not publish in 48 hours, please contact Kudzu for assistance.

What to do if the “Manage My Reviews” feature is unavailable

Your business has not yet been registered with Kudzu.com. Go to Kudzu.com and click on “Got a Business?” to register.

My customers’ reviews have not been published

There are a few possible reasons:

- Consumers must confirm their registrations by email before their reviews are published. If your customers have not confirmed their profiles, their reviews will not be published.
- It may take 24 to 48 hours for new or edited reviews to be published.
- Consumers may modify or delete a review at any time.
- Kudzu reserves the right to refuse or remove any review that does not comply with our Visitor Agreement.

Contacting people who write reviews about my business

While we cannot give you a reviewer's contact information, our business owners are experiencing great results by directly communicating with reviewers via the “Manage My Reviews” feature.

Reviewing another business

Ratings and reviews are a consumer visitor feature. You must log in as a consumer to rate or review a business.