

[REDACTED] 23\_08\_15

Review Generation plus Monitoring plus Google My Business Page

RevGenPlus\_[REDACTED]\_23\_08\_15.pdf

Email all questions to [Ed@OnlyVMO.com](mailto:Ed@OnlyVMO.com) 630-452-6938

**[A.] Recipients**

[REDACTED]  
[REDACTED]

These attached reports are in PDF format and are best viewed on a PC screen.

However, the report → **B2\_[REDACTED]\_23\_08\_15\_All\_Private\_Feedback** does not format well and is best viewed online. (See RevGenPlus\_[REDACTED]\_23\_08\_15.pdf) Private feedback is generated by clients visiting [REDACTED] in response to an email generated via your NEO software or the entering text on your walkout receipt. To view Negative Private feedback view → **B1\_[REDACTED]\_23\_08\_15\_Negative\_Private\_Feedback**

Please begin with attached PDF:

**RevGenPlus\_[REDACTED]\_23\_08\_15.pdf**

**Section D of RevGenPlus\_[REDACTED]\_23\_08\_15.pdf has ONE Negative Reviews**

## [ B.] Private Feedback [REDACTED]\_23\_08\_15

View attached PDF: B1 [REDACTED]\_23\_08\_15\_Negative\_Private\_Feedback

View attached PDF: B2 [REDACTED]\_23\_08\_15\_All\_Private\_Feedback

View attached PDF: B3 [REDACTED]\_23\_08\_15\_Google\_My\_Business\_Posts

1. Almost all Private Feedback is positive and unpublished. Therefore, there is very little need to respond individually to positive feedback. Specifically, unless we choose to post specific client responses to your Google My Business Page, Private Feedback is NOT displayed anywhere on the Internet. Private Feedback is between ONLY you and your clients. Private Feedback can be viewed as constructive criticism that you have solicited from your clients via email and a URL printed on your clients' walkout receipt.
2. The unique and proprietary website [REDACTED] guides clients (who have recently visited your Practice) to write keyword specific Private Feedback and optionally generate a Public Review on Google, etc.
3. A selected Private Feedback response from this billing cycle may be posted to your Google My Business Page. Click this link to view and notify us if you do not approve [REDACTED]
4. **To view the most current private feedback online:**
  - Go to [REDACTED]
  - Click the blue "View Full Report" (under your Practice name)
  - Click "Get Reviews" tab under your Precise name to invoke a password box
  - Type or copy/paste password: [REDACTED] into password box
  - Click LOGIN to display the Get Reviews summary page
  - Scroll down to **Kiosk & Link Mode Campaigns** section

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  - Scroll down to "Link Mode" line
  - Click "View" button on right side of line
  - Click "Date" on the header line to arrange in date order

## [C.]RecentPublic Reviews SAH\_23\_08\_15

View attached PDF: C1 [REDACTED]\_23\_08\_15\_Review\_Report

View attached PDF: C2 [REDACTED]\_23\_08\_15\_New\_Reviews

View attached PDF: C3 [REDACTED]\_23\_08\_15\_Selected\_Reviews

Selected Google Reviews added to [REDACTED]

1. Reviews reflect the public perception of your Veterinary Medical Practice and may or MAY NOT reflect in inside reality of the typical client experience.
2. Facebook and Yelp Reviews have little Return on Investment (ROI) because of very limited visibility. . Therefore the time and effort costs are more than the benefit.
3. Google dominates local online marketing. Therefore, all Google reviews generated during this period will have a response from your Veterinary Medical Practice.
4. All negative reviews of 1, 2, or 3 Stars will invoke a preliminary draft response. Please view Section D. Upon your revision and approval, the response to the negative review will be posted:
5. **To view ALL current Public Reviews & Reports**
  - Click [REDACTED]
  - Click the blue **“View Full Report”** on the line under your Practice name
  - View the Overview Report
  - Click **Reviews** Tab just right of the **Overview** Tab (not Get Reviews Tab)
  - View all Public Reviews
  - Click icons on the Red Side Bar to explore reports

**[D.] Negative Public Reviews and proposed responses [REDACTED]\_23\_08\_15**

9th Aug 2023

Google

1

Absolutely rude front desk staff. Refused to provide pricing over the phone. Very unprofessional.

Reviewer: Amanda

**PROPOSED RESPONSE**

**Your-Name- Here is not always able to give exact prices without seeing the animal. However, we are always happy to provide prices on vaccinations, routine surgeries, and office calls. For more complicated things we are not always able to provide prices.**

**Thank you for your understanding"**