

GUIDE FOR DMCS AND GROUND HANDLERS

Group desk guide for DMCs

Your partners (the tour operators and agencies that send you groups) ask the same questions all day: is the hotel confirmed, what is the guide's number, did you get the rooming list. The group desk answers them on WeChat, WhatsApp and email, from your group files, in their language, at any hour. Anything that needs a decision goes to your team.

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Need help with any step? Open **Help and support** in your dashboard, or write to support@fareply.com.

How it works

Every group booking (PNR) is a **group file** in Fareply, with its services: hotels, transfers, guides, activities, meals. When a partner writes "AG-26118 现在什么状态? " on WeChat, Fareply finds the file, reads it and answers with every service, its status and its confirmation number. Your team never typed that answer.

Zhang Wei (Golden Dragon)
WeChat (Anatolia Ground WeChat) · ...

Unassigned Booked? Booking ref Close

Partner **Golden Dragon Travel**: answered from their group files · talking about **AG-26118** Change

Traveller · 09:05
AG-26118 现在什么状态？

fareply-ai · 09:06

团号 AG-26118 (Classic Turkey 9 days) : 2026年11月2日至2026年11月10日, 24人 (另1个免费名额)。

酒店: 已确认 2/4

- Grand Bosphorus Hotel, Istanbul, 2026年11月2日至2026年11月5日, 11 DBL + 2 SGL: 已确认 (确认号 GBH-88231)
- Cave Valley Suites, Cappadocia, 2026年11月5日至2026年11月7日, 11 DBL + 2 SGL: 申请中
- Travertine Thermal Resort, Pamukkale, 2026年11月7日至2026年11月8日: 已确认 (确认号 TTR-2210)
- Lara Beach Hotel, Antalya, 2026年11月8日至2026年11月10日: 预订中

接送:

- Airport arrival transfer, Istanbul, 2026年11月2日, 49-seat coach, IST to hotel: 已确认 (确认号 TR-4471)

导游:

- Chinese-speaking guide, 2026年11月2日至2026年11月10日: 已确认 (确认号 GD-102)

活动: 已确认 1/2

- Bosphorus dinner cruise, Istanbul, 2026年11月3日, Table for 25, set menu: 已确认 (确认号 BC-559)
- Hot air balloon, sunrise, Cappadocia, 2026年11月6日, 25 seats: 已暂留

其余服务正在处理中, 确认后我们会第一时间通知您。

Group arrives on TK 21 from Shanghai at 06:10.

预订确认单 (凭证): <https://vouchers.anatolia-dmc.example/AG-26118.pdf>
最后更新: 2026年10月19日。

此为我们的 AI 助手自动回复。如需更多帮助, 同事会为您服务。

● Sent automatically Sent

Traveller · 09:09

Reply window open until 21 Oct, 09:17 (48 hours, at most 5 replies after the traveller's last message).

● Suggested: Change request, recorded on the file Not sent automatically: hand-offs are never sent automatically. Check it, edit if needed, then send. Discard

Why: 1 point for a person ▾

Reply Internal note

谢谢。我们已记录团号 AG-26118 的变更申请, 团队会与供应商核实后尽快确认。

← Saved replies Tour Quote PDF

Nothing is sent until you press Send. Ctrl+Enter sends.

✎ Draft with AI Send on WeChat

The partner asks in Chinese. The answer lists each service of AG-26118 with its status and confirmation number, the note for the partner and the voucher link.

Three rules keep this safe:

- **The facts come from the file, never from the AI.** Every status, date, phone number, amount and confirmation number is written with fixed wording straight from the file. The AI only works out which group is meant, what is being asked and in which language.
- **A partner only hears about its own groups.** If someone asks about a group of another company, Fareply neither confirms nor denies that it exists.
- **Changes always go to a person.** "Add 2 travellers" becomes a change request on the file and a suggested reply for your team. Nothing is changed or promised automatically.

Before you start

- **A DMC or DMC Plus plan.** The group desk is part of these plans. Choose one on the **Billing** page, or ask us to switch it on for a pilot. The Group files page shows how many open files your plan allows.
- **At least one channel your partners use.** WeChat for Chinese tour operators, WhatsApp, or email. See [Connect WeChat](#), [Connect WhatsApp](#) and [Connect email](#).

- **Your group list.** An export from your booking system (Juniper, Tourplan, Lemax or similar) or a spreadsheet. You can also start with one or two files typed by hand.

Setting up takes about an hour for most DMCs. With the DMC onboarding package we do the first import and the channel setup with you.

Step 1: Add your partners

A partner is a company that sends you groups. Open **Partners** in the menu and click **Add partner**.

Add partner

Company name

Sun Tours Shanghai

Client code

as in your booking system

Country

CN

Answer in

English

Email domains

suntours.cn, suntours.com

Emails from these domains are linked to this partner automatically. WeChat and WhatsApp contacts are linked once, from the Inbox. Answers use the language of the partner's message; the language above is used for status updates you send.

☒ Their contacts may ask about payments (deposit, balance, what is open)

Internal note

Add partner

Cancel

The Add partner form.

FIELD	WHAT TO ENTER
Company name	The partner's name as your team knows it.
Client code	The code your booking system uses for this client (for example <code>GDT</code>). Imports use it to put each file under the right partner.
Answer in	The language for status updates you send yourself. Answers to questions always use the language of the partner's message.
Email domains	For example <code>goldendragon.com</code> . Emails from these domains are linked to the partner automatically.
Payments	Tick it if the partner's staff may ask about deposits and balances. Untick it and payment questions go to your team instead.
Internal note	Only for your team.

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Anatolia Ground Services

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selin@anatoli...

Owner

Partners

Your B2B clients: tour operators and agencies that send you groups. Their contacts get status answers about their own files only.

+ Add partner

☐ Show archived

PARTNER	CODE	LANGUAGE	OPEN FILES	CONTACTS	EMAIL DOMAINS		
Golden Dragon Travel · CN	GDT	Chinese	2	1	goldendragon.example	Contacts	Edit
Lotus Journeys · MY	LTJ	English	2	0	lotusjourneys.example	Contacts	Edit
Silk Road Holidays · CN	SRH	Chinese	2	1	silkroad-holidays.example	Contacts	Edit

How partners get answers

1. Link a partner's WeChat, WhatsApp or email conversation to the partner, once, from the Inbox (emails link themselves by domain).
2. When they ask about a group, Fareply finds the file by its number, their group code, the name or the dates.
3. The answer is written from the file: service statuses, confirmation numbers, guide and driver contacts, payments, rooming list.
4. Change requests are recorded on the file and handed to your team. Nothing is ever changed or promised by the AI.

The Partners page shows each partner's open files and how many chat contacts are linked.

If you import files first, partners that are not in the list yet are created from their client code. You can rename them later.

Step 2: Bring in your group files

There are three ways. Most DMCs import a spreadsheet first, then keep it current by importing again or by connecting their booking system.

Import a spreadsheet (Excel or CSV)

1. Open **Group files** and click **Import**.
2. Export your files from your booking system with **one row per service** and the file number on every row. Not sure about the layout? Click **Download the template**.
3. Choose the file and click **Check the file**. Nothing is saved yet: Fareply shows what it read, and lists anything it could not read.
4. If it looks right, click **Import**.

Import group files

X

Export your files from Juniper, Tourplan, Lemax or any spreadsheet: one row per service, with the file number on every row. Existing files are updated, not duplicated. [Download the template](#).

Choose File sample-import.csv

Check the file

Import 2 files

FILE	PARTNER	GROUP	ARRIVAL	SERVICES
AG-26141	LTJ	Turkey in winter 7 days	4 Dec 2026	4
AG-26144	GDT	Pamukkale and coast 6 days	11 Dec 2026	2

After **Check the file** you see each file before anything is saved.

Import again whenever you like. Files with the same number are updated, never duplicated.

Fareply understands the usual column names in English, Chinese, Turkish and Spanish, and the usual status codes:

IN YOUR FILE	IN FAREPLY
OK, CONF, HK, KK, 已确认	Confirmed
RQ, on request, 申请中	On request
OP, option, hold	Option
WL, waitlist, 候补	Waitlisted
NA, UC, declined, 满房	Declined
XX, CX, cancelled, 取消	Cancelled
Empty, pending, new	Requested

A simple booking list works too: a code, a group name such as `CN-0T-1411TK` and a confirmation link. Fareply reads the partner code and the arrival date from the group name, and keeps the link as the file's voucher.

Create a file by hand

Click **New group file**. Only the partner, the file number and the dates are required. Leave the number of travellers empty if you do not know it yet.

New group file

Partner (client)

File number (PNR)

Partner's group code

Choose...

TR27-0412

optional

Group or tour name

Arrival

Departure

Turkey Highlights May

dd/mm/yyyy

dd/mm/yyyy

Paying travellers

Free places (FOC)

Status

Rooming list due

Name list due

not know

0

Confirmed

dd/mm/yyyy

dd/mm/yyyy

Tour leader

Tour leader phone

Voucher or confirmation link

https://... from your booking system. Sent only to this file's partner when they ask for the voucher.

Note the partner may see

Shown in status answers, for example: lunch on day 3 is a Chinese restaurant.

Internal note

Never shown to the partner or the AI.

Create file

Cancel

The deadlines you enter here (rooming list, name list) show up on the file and on the board.

Connect your booking system

On **Booking system**, click **Create link**. You get a **Group files address** and a signing secret. Your booking system, or an automation tool such as Make or n8n, sends each group file with its services to that address and Fareply keeps the file up to date. Files kept in sync this way show "synced from your booking system".

Connect your booking system

Replace link Remove

For Juniper, tour operator systems, your own software, or tools like Zapier, Make and n8n. Pro, Agency and DMC plans.

Address (POST)

Copy

Group files address (POST, same signing secret)

Copy

Your booking system sends each group file with its services; Fareply keeps the file up to date.
Signing secret: stored in your booking system. Lost it? Replace the link.

Created by selin@anatolia-dmc.example 17:54 · no booking received yet

☐ Send the confirmation to the traveller automatically

Off: the booking appears in the conversation and your team sends the confirmation with one click. On: Fareply sends it at once when the channel allows it (for WhatsApp and Messenger, within 24 hours of the traveller's last message; otherwise your team sends it).

When WhatsApp's 24-hour window has closed

WhatsApp then only allows an approved template. Create one in your WhatsApp Manager (category **Utility**, for example booking_confirmation: "Your booking {{1}} for {{2}} is confirmed."), in each language you need with the same name. Once Meta approves it, choose it here and Fareply sends it automatically with the values below. Without a template, your team sends it from the Inbox.

Now: no template, your team sends it

Choose a WhatsApp template

Give the group files address and the secret to your developer or your booking system provider.

Step 3: Work in a group file

The **Group files** page is your board. The cards at the top count open files, groups arriving in the next 14 days, files that need attention and open change requests.

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selin@anatoli...

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Group files

Every group booking (PNR) with its services. Partners ask about these on any channel and get the status from here.

Import

New group file

Open files

6

of 300 on your plan

Arriving in 14 days

3

in this view

Need attention

2

open services, missed deadlines

Change requests

1

open

Open change requests

Asked by partners in chat or added by your team.

AG-26118 · Golden Dragon Travel

Travellers

Add 2 travellers in one DBL room

19 Oct

Open

Finished and cancelled

All

Search file number, group cod

All partners

ARRIVAL	FILE	PARTNER	PAX	SERVICES CONFIRMED	NEXT DEADLINE	ATTENTION
20 Oct 2026 tomorrow	AG-26102 / LJ-TR-22 Istanbul city break 4 days	Lotus Journeys	12	3 of 3	None	✓ OK
24 Oct 2026 in 5 days	AG-26105 / SR-HL-1105 Turkey Highlights 8 days	Silk Road Holidays	30 +2	6 of 6	16 Oct Rooming list due	⚠ 2
2 Nov 2026 in 14 days	AG-26118 / GDT-0211TK Classic Turkey 9 days	Golden Dragon Travel	24 +1	5 of 8	24 Oct Option ends: Cave Valley Suites	⚠ 1 1 change
5 Nov 2026 in 17 days	AG-26121 / GDT-0511IC Istanbul and Cappadocia 6 days	Golden Dragon Travel	18 +1	4 of 5	22 Oct Balance payment due	✓ OK
14 Nov 2026 in 26 days	AG-26126 / SR-ET-2611 Ephesus and Aegean 7 days	Silk Road Holidays	22	0 of 4	4 Nov Rooming list due	✓ OK
26 Nov 2026 in 38 days	AG-26130 / LJ-TR-30 Muslim-friendly Turkey 10 days	Lotus Journeys	?	0 of 2	31 Oct Option ends: Grand Bosphorus Hotel	✓ OK

Your morning list: what arrives soon, what is not confirmed, which deadline comes next.

A file **needs attention** when it arrives within 14 days with services still not confirmed, when a supplier declined a service, or when a deadline was missed. Search by file number, the partner's group code, the group name or the partner.

Services and statuses

Open a file to see its services. Change a status in the list and it is saved at once. The partner's next question is answered with the new status.

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selin@anatoli...

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← Group files

AG-26118 · Classic Turkey 9 days

Golden Dragon Travel (GDT-0211TK) · 2 Nov to 10 Nov 2026 · 24 travellers + 1 free · Confirmed

Share status

Voucher

Edit

Delete

3 service(s) not confirmed, arriving in 14 days

Arrival

2 Nov 2026

in 14 days

Services confirmed

5 / 8

Tour leader

ZhangWei

+86 138 0000 1234

Last shared with partner

Never

Partners can also ask any time

Services

+ Add service

Change a status here and the partner's next question is answered with it.

DATE	SERVICE	DETAILS	STATUS	CONFIRMATION
2 Nov to 10 Nov	Guide Chinese-speaking guide Ahmet Yilmaz +90 532 444 5566		Confirmed	GD-102 Edit X
2 Nov to 5 Nov	Hotel Grand Bosphorus Hotel · Istanbul	11 DBL + 2 SGL	Confirmed	GBH-88231 Edit X
2 Nov	Transfer Airport arrival transfer · Istanbul Murat (driver) +90 532 111 2233	49-seat coach, IST to hotel	Confirmed	TR-4471 Edit X
3 Nov	Activity Bosphorus dinner cruise · Istanbul	Table for 25, set menu	Confirmed	BC-559 Edit X
5 Nov to 7 Nov	Hotel Cave Valley Suites · Cappadocia	11 DBL + 2 SGL Option until 24 Oct	On request	Edit X
6 Nov	Activity Hot air balloon, sunrise · Cappadocia	25 seats Option until 26 Oct	Option	Edit X
7 Nov to 8 Nov	Hotel Travertine Thermal Resort · Pamukkale		Confirmed	TTR-2210 Edit X
8 Nov to 10 Nov	Hotel Lara Beach Hotel · Antalya		Requested	Edit X

The warning at the top tells you what to chase before the group arrives.

STATUS	MEANING	WHAT THE PARTNER IS TOLD
Requested	You have not asked the supplier yet, or are about to	Being booked
On request	Asked, waiting for the supplier	On request
Option	Held until a date	On option
Confirmed	Confirmed by the supplier, with its confirmation number	Confirmed, with the number
Waitlisted	On the supplier's waiting list	Waitlisted
Declined	The supplier said no	Not available, we are arranging an alternative
Cancelled	No longer part of the programme	Cancelled

Click **Add service** or **Edit** on a service for the details: dates, details such as "11 DBL + 2 SGL", the supplier's confirmation number, the option date, and the guide's or driver's name and phone. Partners get those contacts when they ask for them.

Add service

Type

Hotel

▼

Name

Hotel name, transfer, balloon ride...

City

From

02/11/2026



To

dd/mm/yyyy



Details

7 DBL + 2 SGL, 49-seat coach...

Status

Requested

▼

Supplier confirmation

Option until

dd/mm/yyyy



Supplier (internal)

Guide or driver name

Phone

Note the partner may see

Internal note

Never shown to the partner or the AI

Add service

Cancel

"Supplier (internal)" and "Internal note" are never shown to the partner or the AI.

Rooming lists

Upload the partner's rooming list as it is, in Excel or CSV, under **Rooming list** on the file. Chinese, Turkish and English headers and merged cells are fine. Fareply counts the rooms and people, marks the tour leader, and warns about anything odd: three people in a double, more people than booked.

When a new version arrives, upload it too. Fareply shows exactly what changed against the previous version. Check it, then click **Mark as checked**. **Download for hotels (CSV)** gives you a clean list to send on.

Rooming list version 2

rooming-AG-26118-v2.csv · 17:54 by selin@anatolia-dmc.example

Changes against version 1
 Added: XIE JIE, SONG LAN
 Removed: TANG RUI, FENG LU

ROOM	TYPE	NAME
101	DBL	WANG LEI
101	DBL	LI NA
102	DBL	ZHANG MIN
102	DBL	LIU YANG
103	DBL	CHEN JING
103	DBL	YANG FAN
104	DBL	HUANG LI
104	DBL	ZHAO QIANG
105	DBL	WU XIA
105	DBL	ZHOU HUI
106	DBL	XU MING
106	DBL	SUN YAN
107	DBL	MA JUN

Version 2 against version 1: two names added, two removed.

Payments, change requests and deadlines

Rooming list

Upload the partner's Excel or CSV as it is. Every version is kept and compared.

Version 2 To check 25 people · 11 DBL, 3 SGL 17:54

Version 1 Checked 25 people · 11 DBL, 3 SGL 17:54

Upload

Payments

Deposits and balance from the partner.

Deposit EUR 9,000.00 · due 29 Sep 2026 Received

Balance EUR 21,400.00 · due 26 Oct 2026 Open Mark received

+ Add

Change requests

Changes partners ask for in chat land here, so none is lost.

Travellers Add 2 travellers in one DBL room 17:54 · Fareply AI · [conversation](#) Open

Add a change by hand, for example: 2 more travellers in one DBL Add

Deadlines and contacts

Done	Deposit payment due	29 Sep 2026
Done	Name list due	21 Oct 2026
Done	Rooming list due	23 Oct 2026
Soon	Option ends: Cave Valley Suites	24 Oct 2026
Soon	Option ends: Hot air balloon, sunrise	26 Oct 2026
Soon	Balance payment due	26 Oct 2026

Partner contacts

[Zhang Wei \(Golden Dragon\)](#) wechat

Note for the partner

Group arrives on TK 21 from Shanghai at 06:10.

Internal note

Net cost sheet v3 in the shared drive.

Everything about the group on one page.

- **Payments:** add the deposit and balance with their due dates. Click **Mark received** when the money arrives. Overdue payments show on the board.
- **Change requests:** what partners asked for in chat, and anything you add by hand. Move each one to In progress, Done or Declined. See [Change requests](#).
- **Deadlines:** built from the file (rooming list, name list, option dates, payments). Nothing is typed twice. "Soon" means within 7 days.

Step 4: Link partner contacts in the Inbox

Fareply has to know that a WeChat or WhatsApp contact works for a partner. You do this once per contact. Emails from a partner's domain link themselves.

When a new contact mentions one of your file numbers, the Inbox suggests the partner. Click **Link to** the partner, or **Other** to choose another one.

Aisha (Lotus Journeys)
WeChat (Anatolia Ground WeChat) · ...

Unassigned ▼ Booked? Booking ref Close

Mentions group file **AG-26130** of **Lotus Journeys**. Link this contact to them? [Link to Lotus Journeys](#) Other

Traveller · 10:05
Hello, AG-26130 hotel status please

⌚ Reply window open until 21 Oct, 10:05 (48 hours, at most 5 replies after the traveller's last message).

Reply Internal note

Write a reply, type / for saved replies, or draft one with AI

← Saved replies 📁 Tour 📄 Quote PDF ✨ Draft with AI 📤 Send on WeChat

Nothing is sent until you press Send. Ctrl+Enter sends.

One click links the contact. From then on their questions are answered from that partner's files.

If no file is mentioned, the bar asks "Is this a tour operator or agency sending you groups?". Click **Link to a partner**. To undo a link, click **Change** and choose "Not a partner".

Step 5: Turn on automatic answers

Until you turn them on, Fareply prepares each answer as a suggestion and your team sends it. Read a few suggestions first. When you trust them:

1. Open **Automatic replies**.
2. Set **Policy and status answers** to **Automatic**. These are the status, contacts, payment, rooming and voucher answers.
3. Optional: set **Asking for details** to Automatic too, so "which group do you mean?" also goes out on its own.
4. Under **Where and when**, check the channels and the hours.

Reply types

Sent automatically today: 4 of 200

Suggest only puts the draft in the inbox for your team. **Automatic** sends it, but only when it is safe: prices only from approved tables, never for bookings, discounts, complaints or anything unclear, and never once a colleague has joined the conversation. Automatic replies say that an AI assistant wrote them.

REPLY TYPE	MODE	LAST 30 DAYS	CHANGED BY YOUR TEAM	READINESS
Price quotes Prices from your approved tables, checked by the price firewall.	Off Suggest only Automatic	0 drafted 0 sent automatically 0 used as is	- 0 edited, 0 not used	20 more reviewed suggestions needed
Policy and status answers Answers from your approved policies and FAQ, and group status answers to partners (group desk), always with their source.	Off Suggest only Automatic	4 drafted 4 sent automatically 0 used as is	- 0 edited, 0 not used	20 more reviewed suggestions needed
Asking for details Asking the traveller for a missing date, group size or room type.	Off Suggest only Automatic	0 drafted 0 sent automatically 0 used as is	- 0 edited, 0 not used	20 more reviewed suggestions needed
Hand to a person Bookings, discounts, availability, complaints, unclear requests.	Always suggest only	1 drafted	-	Never automatic

"Hand to a person" is never automatic: change requests and anything unclear always wait for your team.

Automatic answers end with a short line saying an AI assistant wrote them. They pause for 24 hours when a colleague replies in the conversation, and **Pause all automatic replies** stops everything at once.

What partners can ask

Partners write the way they always do, in their own language. Fareply finds the group by its file number, the partner's own group code, the group name or the dates. If it cannot tell which group is meant, it asks and lists their upcoming groups.

THEY ASK	FOR EXAMPLE	FAREPLY
Status of the group	AG-26118 现在什么状态?	Answers with every service, status and confirmation number
One type of service	Are the hotels confirmed?	Answers for that type only
Contacts	导游电话多少?	Gives the tour leader, guide and driver with their phones
Payments	尾款付了多少?	Lists deposit and balance with their state, if the partner may ask about payments
Rooming list	Did you get our rooming list?	Says which version arrived, when, and whether it is checked, or when it is due
Voucher	确认单发我一下	Sends the file's voucher link; without a link, hands over to your team
A change	我们要加2个人	Records a change request and suggests a reply for your team
Anything else	Can you recommend a restaurant?	Hands over to your team

Answers come in the language of the partner's message: English, Chinese, Spanish, Turkish, French, German, Italian or Arabic.

On WeChat, replies are possible for 48 hours after the partner's last message, with at most 5 replies per message. The Inbox shows how much time is left.

Change requests

When a partner asks for a change, Fareply records it on the file and prepares a reply that says the request was noted and your team will confirm. This reply is never sent automatically.

Share the status of AG-26118

×

Written from this file with fixed wording: every status, date and confirmation number is exactly as shown here. Edit before sending if you like.

Language

Send to

Chinese

Zhang Wei (Golden Dragon) (wechat)

团号 AG-26118 最新进展：

团号 AG-26118 (Classic Turkey 9 days)：2026年11月2日至2026年11月10日，24人（另1个免费名额）。

酒店：已确认 2/4

- Grand Bosphorus Hotel，Istanbul，2026年11月2日至2026年11月5日，11 DBL + 2 SGL：已确认（确认号 GBH-88231）
- Cave Valley Suites，Cappadocia，2026年11月5日至2026年11月7日，11 DBL + 2 SGL：申请中
- Travertine Thermal Resort，Pamukkale，2026年11月7日至2026年11月8日：已确认（确认号 TTR-2210）
- Lara Beach Hotel，Antalya，2026年11月8日至2026年11月10日：预订中

接送：

- Airport arrival transfer，Istanbul，2026年11月2日，49-seat coach, IST to hotel：已确认（确认号 TR-4471）

Send

Copy

Choose the language and the contact, edit if needed, and send. Or copy it into any other app.

The file then shows when you last shared the status.

A normal day with the group desk

1. **Morning:** open Group files. Work through files that need attention and open change requests.
2. **When suppliers confirm:** update the status and confirmation number on the file. That is all; partners who ask get the new status.
3. **When a rooming list arrives:** upload it, check the changes, click Mark as checked.
4. **In the Inbox:** send or edit the suggested replies for changes and anything Fareply handed over. Link new partner contacts when the bar asks.
5. **Before each arrival:** click Share status so the partner has everything in writing.
6. **Once a week:** import your latest export, or let your booking system keep the files in sync.

What partners never see

- Internal notes on the file and on services, and the internal supplier name.
- Files of other partners. A question about another company's group gets "we could not find group X for your company" and goes to your team.
- Payments, if you unticked payments for that partner.

Fareply · Group desk guide for DMCs

17 / 18

- Anything the file does not say. When the file has no answer, Fareply hands over instead of guessing.

Questions and problems

A partner got no automatic answer

Check three things: the conversation is linked to the partner (the bar above it shows the partner's name), **Policy and status answers** is set to Automatic, and the channel and hours under **Where and when** allow it. On WeChat, the 48-hour window must still be open. If a colleague replied in the last 24 hours, Fareply leaves the conversation to them.

Fareply asked "which group do you mean?"

The message named no file, or named several. Ask partners to write the file number or their own group code. Fill in the partner's group code on each file so both numbers work.

The import shows problems

Each line says which row and what is missing, for example a date it cannot read or a partner code that is not in your Partners list. Fix the file and check it again. Nothing is saved until you click Import.

The answer shows an old status

Answers always use the file as it is now. Update the status on the file, or import your latest export. The **Why** list on each answer shows when the file was last changed.

Can partners see the whole file?

No. They get answers to what they ask, written from the parts of the file meant for them. Internal notes, supplier names and other partners' files are never used.

How many files can be open?

Your plan sets the number of files open at the same time. Finished and cancelled files do not count. The Group files page shows your use.