



CUSTOMER TESTIMONY PORTAL INSTRUCTIONS

The customer testimony portal is designed to capture Xpress Boats owner experiences to use in showcasing our product from the user's point of view while promoting our authorized dealers.

Additionally, having our loyal customers submit a Google Review for both Xpress Boats and their dealer is vital to our ongoing success. Providing a Google Review does require the user to have an account with Google, but that doesn't take long to do.

The following tutorial will walk you through using the customer testimony portal, creating a Google account, and submitting an online Google Review.

Using the Customer Testimony Portal



1. Log onto www.xpressboats.com/testimony-portal or scan this QR code.
2. Enter the required information for each of the fields. Providing thorough information for the Customer Testimony/Comments field is especially important. A good format is to ask the customer what their top three favorite features on their Xpress are and why. Also, inquire how their experience working with the dealer went.
3. The last part of the form is the Photo/Video Upload. Photos that work best are shot in landscape format (wide) and include the brand's logo in it somewhere, be taken on the water or at the dealership versus in a driveway on a trailer, and not have competing brands in the background. If the customer would like to record a brief video testimony they can do so and upload that as well.
4. You can either drag and drop media files onto the white box labeled "Drop files here" or press the red Select Files button, browse to find the images on your device, select them, and press upload.
5. Once all fields are filled in and you are done, press the red Submit button.

Creating a Google Account



1. Click the blue [Create a Google account](#) button on the web page or scan this QR code.
2. Enter your first and last name along with a username that will be the first part of your new Gmail account.
3. Enter a password and confirm it and then press the blue Next button.
4. You now have the option to enter your phone number and a recovery email address, birthday, and gender, if you wish to do so. Once done, press the blue Next button.
5. Verify your phone number or press the not now option.
6. Read the Privacy and Terms on the next page, then scroll down, and press the blue I agree button.

You have complete the Google account setup once you see the welcome screen with your name on it.

Submitting a Google Review



1. Click the blue [Write a Google review](#) button on the web page or scan this QR code.
2. Sign in to your Google account if you are not already signed in. It should automatically route you to the Google review form with Xpress Boats at the top. If not, go to Google, do a search for Xpress Boats, and click on the blue Google reviews link or the write a review button. If you are on a mobile device, you can press a star rating to begin. Enter a star rating.
3. Type in your review. We encourage our customers to be honest here about their experience with Xpress Boat's products and how their dealer experiences went. Including photos of your boat is strongly encouraged. To do so, click the blue camera icon under the review and select one of the following: Upload photos, Photos from phone, or Your photos. Find the image(s) you want to include with the review.
4. Press the blue Post button to submit your review to Google and it will be added to the collection of existing reviews once it is verified.

We hope this user-friendly helped walk you through using the customer testimony portal, creating a Google account, and submitting an online Google Review.

Thank you for supporting Xpress Boats.