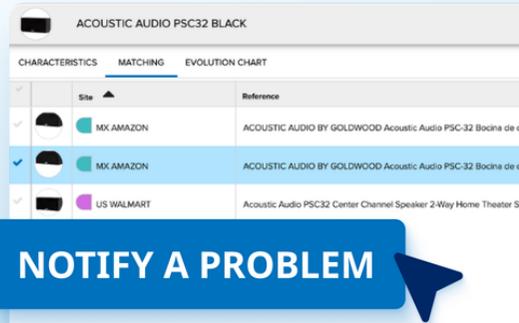


Reporting Issues in Market Intelligence and Price Check



How to report a matching issue, pricing concern, or platform bug

We are committed to supporting your business with accurate, actionable market data. When something does not look right, we want to know. Reporting issues helps us resolve them quickly and ensures you can continue making confident decisions without disruption. **Every submission is reviewed by our Support team. You will receive confirmation that your request has been received.**

Market Intelligence

Issue reporting is available in the following reports:

Price Matrix	Price Ranking	Promotions Matrix	Reviews Matrix
<p>Open the report, right-click the product name and select Matching.</p>	<p>Select the product by checking the box on the left and click "Notify a problem on all selected products."</p>	<p>Describe the issue and click "Send."</p>	

Tip: Include a URL when reporting missing competitors or exclusivity issues.

Price Check

Report a Price or Matching Issue

<p>Open the product offer and click the three dots on the right side of the row.</p>	<p>Select Report an error to this offer and choose the issue type.</p>	<p>Describe the issue and click "Submit."</p>
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Report a Platform Issue or Bug

If you encounter login issues, report failures, loading problems, or other platform functionality concerns, contact Support at workit.support@workit.com. Please include:

- Platform name (Market Intelligence or Price Check)
- Retailer or product involved
- Description of the issue
- Screenshots, if available