Report Abuse

Notification · https://multivendorx.com/docs/knowledgebase/report-abuse/

Brief Introduction

The ability to report false products or stores builds trust and security in your marketplace. MultiVendorX’s reporting feature empowers customers to flag inaccurate listings, helping you maintain a transparent and reliable platform where authenticity is prioritized.

Embedded media: https://www.youtube.com/embed/-dFBbmS6qoc?feature=oembed

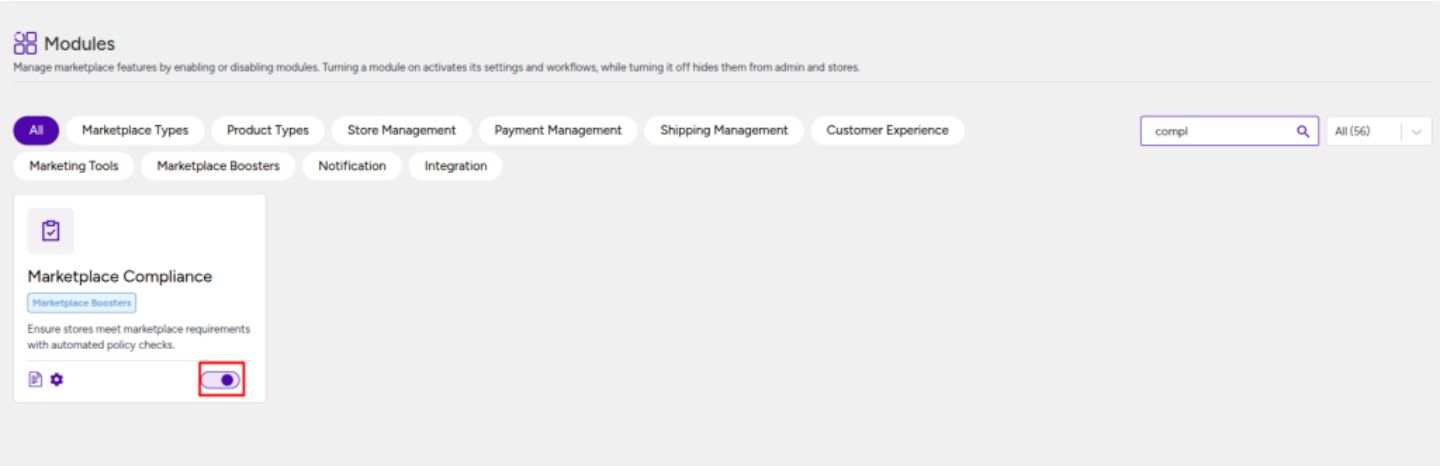
Module Required

- **Compliance**

Configuration from the admin dashboard

To enable the Compliance module:

1. Go to **Admin Dashboard → MultiVendorX → Modules**
2. At the top, select **Marketplace Booster** to filter relevant modules
3. Find **Compliance** in the list and **enable** it
   (You can also scroll through the full list if needed)



Configure product abuse reporting

Once the module is enabled, the associated settings can be configured:

1. To do so go to **MultiVendorX → Settings**
2. Open **Privacy & Compliance**
3. Select **Product Compliance** to adjust the settings.

Configure reporting permissions

Who can report

Choose who is allowed to submit abuse reports:

- Only logged-in users
- Anyone visiting the marketplace

This setting controls whether guest users can access the reporting form.

Configure abuse report reasons

The reporting form includes predefined reasons that customers can select while submitting a complaint.

MultiVendorX provides several default reasons which can:

- Be renamed or modified

- Be expanded with additional custom reasons

These reasons help standardize reports and make admin review easier.

You can also include an **Other** option so customers can provide custom explanations when needed.

Once the configuration is complete, the reporting option becomes available on product pages.

Customer Perspective

Customer reporting workflow

Customer views a product

When customers open a single product page, they will see a:

Report Abuse

option on the product page.

This allows users to immediately flag products that appear misleading, fake, inappropriate, or suspicious.

Customer submits a report

After clicking the report option, a reporting form appears.

Customers are asked to provide:

- Name
- Email address
- Reason for reporting

If the customer selects:

Other

they can also add additional details explaining the issue.

Report submission process

Once the form is submitted:

- The abuse report is saved in the compliance system
- The marketplace admin receives the report for review
- The reported product becomes visible inside the flagged reports section

At this stage, no automatic product removal happens unless the admin decides to take action manually.

Admin review workflow

View flagged reports

Admins can review all submitted abuse reports from:

MultiVendorX → Compliance → Flagged

This section acts as the central review area for all reported products.

Each report includes important details such as:

- Product name
- Reporter information
- Reason for reporting
- Report creation date
- Available actions

This helps admins quickly understand the issue before taking action.

Reviewing and resolving reports

After reviewing the report, admins can decide how to handle the issue depending on the severity of the complaint.

Possible actions may include:

- Contacting the store owner for clarification
- Reviewing product authenticity or policy violations
- Removing the product from the marketplace
- Marking the report as resolved

This workflow helps maintain marketplace quality while ensuring that suspicious listings are reviewed properly before action is taken.

Marketplace workflow summary

Customer flow

1. Customer visits a product page
2. Customer clicks **Report Abuse**
3. Customer submits the reporting form
4. The report is sent to the admin for review

Admin flow

1. Admin receives the flagged report
2. Admin reviews the submitted reason and product details
3. Admin investigates the reported listing
4. Admin takes the appropriate compliance action
5. The report can then be resolved or closed

Important notes

Allowing customer reporting increases marketplace trust and transparency

Reporting does not automatically delete or disable products

Admins maintain full control over final actions

Predefined reporting reasons help maintain consistent moderation