

General Enquiries



General Enquiries

View General Enquiries

1. On the home page, click **General Enquiries**
2. You will a list of your General Enquiries divided into 2 tabs
 - a. **Open General Enquiries** – Any enquiries that are New or In Progress
 - b. **Closed General Enquiries** – All enquiries that have been handeld by Sydney Markets and closed

Open General Enquiries

2 items • Sorted by Case Number • Filtered by All cases - Closed, Case Record Type

	Cas... ↑	Sta...	Sydney ...	What topic best describes your enqui...	Fin...	Conta...	Date/Time O...
1	00001050	New	Site Services	Building and Construction Process	12345	John Smith	2/8/2023, 6:49 pm
2	00001051	New	Property	Paddy's Market Take up Application Process	12345	John Smith	2/8/2023, 6:55 pm





General Enquiries

Create a New General Enquiry

1. On the home page, click **General Enquiries**
2. Click **New General Enquiry**
3. Fill in details about your enquiry
 - a. **Financial Account** – Select Account
 - b. **Sydney Markets' Department** – Select department to which your enquiry is related to. The enquiry will be sent to this department
 - c. **What topic best describes your enquiry?** – Select from a list of relevant topics to the department you selected in (b)
 - d. **Description** – Describe the enquiry with as much detail as possible
4. Click **Confirm** – Upon clicking this, the Sydney Markets' department you selected will be notified.

General Enquiry

* Financial Account

* Sydney Markets' department

Site Services

* What topic best describes your enquiry?

Maintenance and Repairs

* Description

My AC has not been working property, are you able to send someone to service it?]

Confirm





General Enquiries

Communicate with Sydney Markets

To resolve your enquiry, Sydney Markets will communicate with you through the General Enquiry cases.

1. You can access the updated case in 2 ways”
 - a. When Sydney Markets staff has responded, you will receive a notification through SML Hub. Click on this notification
 - b. On the home page, click **General Enquiries**. Click on the case you'd like to open
2. On the right-hand side, you will see the most recent comments from Sydney Markets
3. To respond, click on the text field under the comment and enter your response
4. Click on the blue send button

You can keep doing this as you communicate with Sydney Markets and the case closes.

The screenshot displays the Sydney Markets SML Hub interface. At the top, there is a navigation bar with links for Home, Services, About SML, Our Team, News & Announcements, and FAQs. A search icon, a notification bell, and a user profile icon are also present. A notification box in the top right corner, labeled '1a', contains a 'New Case Comment Notification' for Case Request 00001050, received 8 minutes ago. The main content area shows a case titled 'Case In Progress' with Case Number 00001050. Below this, there are sections for 'Details', 'Case Information', 'Case Detail', and 'Additional Information'. The 'Case Detail' section shows the department as 'Site Services' and the enquiry topic as 'Building and Construction Process'. The 'Additional Information' section shows a financial account of 12345 and contact name John Smith. On the right side, there is a 'New Comment' section with a text input field and a 'Comment' button. Below this, a comment thread is visible. A comment by Marilyn Loch (Employee) is highlighted with a yellow box and labeled '2'. The comment text reads: 'Hi John, These are the high level steps to build a cool room. Step 1 - Contact a Site Services representative and discuss your proposed works. Step 2 - Engage a Drafting Service Provider to prepare detailed drawings. Step 3 - Engage a Private...'. Below this comment, there is a 'Like' and 'Comment' button. A response comment is highlighted with a yellow box and labeled '3', containing the text: 'Thanks for your response. I will organise a time to call you tomorrow.' At the bottom right of the comment input area, there is a blue send button highlighted with a yellow box and labeled '4'. At the bottom left, there is a 'Related Files' section with a table for file uploads.

Title	Owner	Last Modified	Size
Files (0)			

