

Demo Feedback Guide — How Review & Feedback Works

For the SRS Distribution / The Home Depot Technology Team reviewing the ProCard demo.

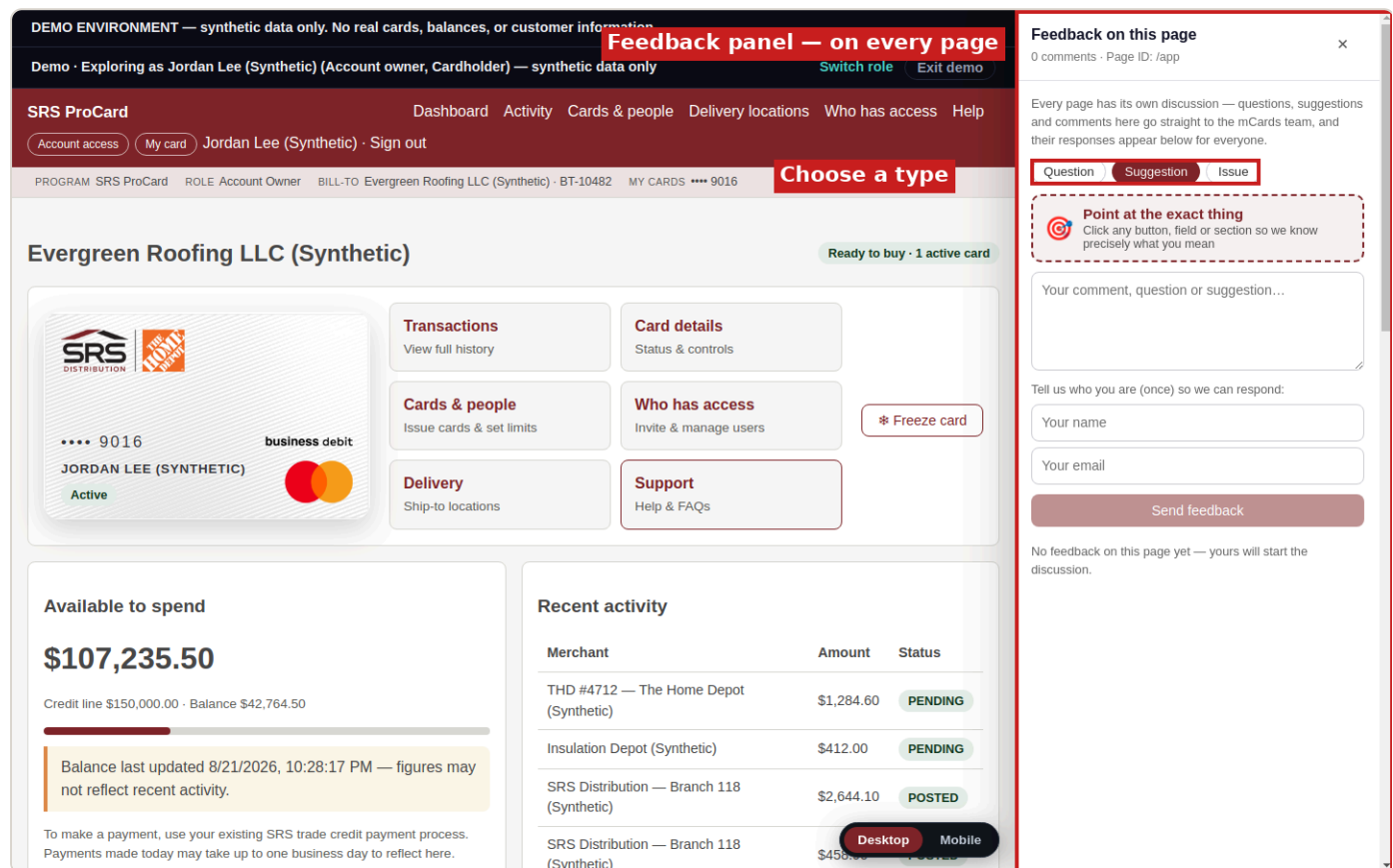
The demo site (<https://srs.procards.mcards.com>) has a built-in feedback system on every page. This guide explains how to use it, and what happens to your feedback from the moment you submit it to the moment you see the change shipped back to you for review.

1. Where to leave feedback

Every page of the demo — every portal, every role experience — has a **Feedback panel on the right-hand side of the screen**. You never need a separate tool, ticket system, or email thread:

- The panel is always available on the page you are looking at.
- Each page has its **own shared discussion thread**: everything you and your colleagues have said about that page, plus every mCards reply, lives right there.
- If the panel is collapsed, click the  **Feedback** button to reopen it (a count shows how many comments already exist for that page).

Because feedback is tied to the exact page (and optionally the exact control) you were looking at, the mCards team never has to guess what you meant.



The screenshot shows the SRS ProCard demo interface. At the top, a red banner reads "Feedback panel — on every page". Below this, the main header includes "SRS ProCard" and navigation links like "Dashboard", "Activity", "Cards & people", "Delivery locations", "Who has access", and "Help". The user is logged in as "Jordan Lee (Synthetic)" with a "My card" button. The main content area displays "Evergreen Roofing LLC (Synthetic)" with a "Ready to buy · 1 active card" status. A card image shows the SRS ProCard with the number "9016" and the name "JORDAN LEE (SYNTHETIC)". To the right of the card are several action buttons: "Transactions", "Card details", "Cards & people", "Who has access", "Delivery", and "Support". Below the card, there's a section for "Available to spend" showing a balance of "\$107,235.50" and a "Recent activity" table with columns for Merchant, Amount, and Status. The feedback panel is overlaid on the right side, titled "Feedback on this page" with "0 comments · Page ID: /app". It contains a text input field for "Your comment, question or suggestion...", a "Send feedback" button, and a "Point at the exact thing" section with a target icon and instructions. The panel also shows a "Question", "Suggestion", and "Issue" tab.

DEMO ENVIRONMENT — synthetic data only. No real cards, balances, or customer information.

Feedback panel — on every page

Demo · Exploring as Jordan Lee (Synthetic) (Account owner, Cardholder) — synthetic data only

SRS ProCard

Dashboard Activity Cards & people Delivery locations Who has access Help

Account access My card Jordan Lee (Synthetic) · Sign out

PROGRAM SRS ProCard ROLE Account Owner BILL-TO Evergreen Roofing LLC (Synthetic) · BT-10482 MY CARDS 9016 Choose a type

Evergreen Roofing LLC (Synthetic) Ready to buy · 1 active card

Transactions View full history

Card details Status & controls

Cards & people Issue cards & set limits

Who has access Invite & manage users

Delivery Ship-to locations

Support Help & FAQs

* Freeze card

Available to spend

\$107,235.50

Credit line \$150,000.00 · Balance \$42,764.50

Balance last updated 8/21/2026, 10:28:17 PM — figures may not reflect recent activity.

To make a payment, use your existing SRS trade credit payment process. Payments made today may take up to one business day to reflect here.

Recent activity

Merchant	Amount	Status
THD #4712 — The Home Depot (Synthetic)	\$1,284.60	PENDING
Insulation Depot (Synthetic)	\$412.00	PENDING
SRS Distribution — Branch 118 (Synthetic)	\$2,644.10	POSTED
SRS Distribution — Branch 118 (Synthetic)	\$458.00	POSTED

Desktop Mobile

Feedback on this page

0 comments · Page ID: /app

Every page has its own discussion — questions, suggestions and comments here go straight to the mCards team, and their responses appear below for everyone.

Question Suggestion Issue

Point at the exact thing

Click any button, field or section so we know precisely what you mean

Your comment, question or suggestion...

Tell us who you are (once) so we can respond:

Your name

Your email

Send feedback

No feedback on this page yet — yours will start the discussion.

2. How to submit feedback

1. **Navigate to the page** you want to comment on — the panel automatically records which page you're on and which demo persona you're viewing it as.
2. (Optional but very helpful) Use the **element picker** to click the specific button, field, or section your comment is about. It gets attached to your comment as a 🎯 target label. Press **Esc** to cancel picking.

The screenshot shows the SRS ProCard dashboard for Jordan Lee (Synthetic). The dashboard includes a header with navigation links (Dashboard, Activity, Cards & people, Delivery locations, Who has access, Help) and a sidebar with account information. The main content area displays a card for Evergreen Roofing LLC (Synthetic) with a balance of \$107,235.50 and a recent activity table. An 'Element picker' overlay is active, showing a red box around the 'Available to spend' section. A red banner at the bottom of the dashboard reads 'Picker active — click any element'. On the right, a 'Feedback on this page' sidebar is visible, containing a text input field for comments, a 'Send feedback' button, and a section for user information.

Available to spend
\$107,235.50
Credit line \$150,000.00 · Balance \$42,764.50
Balance last updated 8/21/2026, 10:28:17 PM — figures may not reflect recent activity.

Recent activity

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Feedback on this page
0 comments · Page ID: /app
Every page has its own discussion — questions, suggestions and comments here go straight to the mCards team, and their responses appear below for everyone.
Question Suggestion Issue
Point at the exact thing
Click any button, field or section so we know precisely what you mean
Your comment, question or suggestion...
Tell us who you are (once) so we can respond:
Your name
Your email
Send feedback
No feedback on this page yet — yours will start the discussion.

3. Choose a **type**:
 - **Question** — "How is this supposed to work?" / "What does this control do?"
 - **Suggestion** — "This would work better for us if..."
 - **Issue** — "This looks wrong / broken / not what we expect."
4. Write your comment and enter your **name and work email** the first time — the demo remembers you in that browser afterward, so later comments are one step.
5. Submit. You'll immediately see a **reference number** (e.g. FBK-517086) and your comment appears in the page thread for everyone.

The typical journeys:

Question: OPEN → ANSWERED
Suggestion / Issue: OPEN → PLANNED → APPROVED → IN_BUILD → READY_FOR_REVIEW → SHIPPED
Declined / out of scope: OPEN → ANSWERED (with an explanation in the thread)

4. How the mCards team reviews and actions your feedback

Behind the scenes, all feedback from every page flows into a single **mCards feedback inbox**, where the team:

1. **Triages** each item — filtering by page, type, and contributor.
2. **Replies in your page thread.** mCards replies are clearly marked "*(mCards team)*" and appear directly under your comment on the page where you left it — so the conversation stays in context.
3. **Moves the status** as the item progresses (you see the badge change in place).
4. **Actions approved changes.** Approved suggestions and issues go into the build pipeline; each one keeps its reference number end-to-end, so `FBK-517086` on the page is the same `FBK-517086` the team builds and ships.

The screenshot shows the 'mCards Portal' interface. At the top, there's a header with 'DEMO ENVIRONMENT — synthetic data only. No real cards, balances, or customer information.' and a user profile 'Ada Admin (Synthetic) (MCARDS_ADMIN)'. Below the header, there's a sidebar with navigation links: Home, Clients, Work Queues, Credit, Operations, and Platform. The main content area is titled 'Client feedback' and contains a search bar, filters for Status, Type, Page, and Commenter, and a list of feedback items. A red box highlights a specific feedback item with ID 'FBK-517086' and status 'READY_FOR_REVIEW'. The item details include a user 'Dana Reviewer', a suggestion about credit figures, and a response from 'Ada Admin (Synthetic) (mCards team)' stating 'Great suggestion — we will add a last-refreshed timestamp next to available credit. Moving this into the build queue.' Below the response, there's a 'Status control' dropdown menu set to 'READY_FOR_REVIEW' and a button to 'Approve changes → notify commenter'.

5. How the changes come back to you

When a change reaches **READY_FOR_REVIEW**:

- The updated experience is live on the demo site.

- The status badge on your original comment flips to **READY_FOR_REVIEW**, and the mCards team's reply in the thread describes what changed.
- **Go back to the page, verify the change, and reply in the same thread** — either "looks good" or what still needs adjusting. Follow-up comments reference the same thread, so nothing gets lost.
- Once confirmed, the item is marked **SHIPPED**.

If a change doesn't land the way you expected, just say so in the thread — it moves back into the pipeline with your notes attached.

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Demo · Exploring as Jordan Lee (Synthetic) (Account owner, Cardholder) — synthetic data only

SRS ProCard Dashboard Activity Cards & people Delivery locations Who has access Help

Account access My card Jordan Lee (Synthetic) · Sign out

PROGRAM SRS ProCard ROLE Account Owner BILL-TO Evergreen Roofing LLC (Synthetic) · BT-10482 MY CARDS **** 9016

Evergreen Roofing LLC (Synthetic) Ready to buy · 1 active card

Transactions
View full history

Card details
Status & controls

Cards & people
Issue cards & set limits

Who has access
Invite & manage users

Delivery
Ship-to locations

Support
Help & feedback

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1 comment · Page ID: /app

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Question Suggestion Issue

Point at the exact thing
Click any button, field or section so we know precisely what you mean

Your comment, question or suggestion...

Commenting as Dana Reviewer · dana.reviewer@example.com

Send feedback

FBK-517086 **READY FOR REVIEW**

You · Suggestion · h1: "Evergreen Roofing LLC (Synthetic)"

It would help our team if the available credit figure also showed the last-refreshed time.

Ada Admin (Synthetic) (mCards team)
Great suggestion — we will add a last-refreshed timestamp next to available credit. Moving this into the build queue.

Status: READY_FOR_REVIEW

mCards team reply — in your page thread

6. Summary for contributors

- **Everything happens on the page.** Leave feedback where you see the thing; read replies in the same place.
- **You always know the state.** The status badge on your comment is the single source of truth from OPEN to SHIPPED.
- **Your reference number follows the work.** Quote it (e.g. FBK-517086) in any conversation with mCards and everyone will be looking at the same item.
- **Review loop closes with you.** Nothing is marked done until the change is back on the demo and your team has had the chance to confirm it.

Questions about the process itself? Leave a **Question** on any page — that's exactly what the system is for.