

# Contacting Sherkety Through Forms and Direct Channels

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## Opening the Contact Page and Finding the Right Way to Reach Sherkety

On the Contact page in **Sherkety ERP & Website Platform**, you can usually handle two things from one screen: send a message through the inquiry form and use direct contact options shown beside or near that form. This layout is helpful when you are deciding whether to write a detailed request or reach out through a faster channel.

The page brings together the main contact details visitors look for:

- a **phone number** you can tap or click
- an **email address** link
- a **WhatsApp** contact option
- the **office address**
- **business hours**

[SCREENSHOT: Contact page showing the inquiry form next to phone, email, WhatsApp, address, and business hours]

Use the **contact form** when your request needs explanation. For example, it is the better choice if you want to describe your business, ask about ERP modules, request implementation details, or explain several requirements in one message. The form gives you space to write everything clearly before you send it.

Use a **direct channel** when you want a quicker back-and-forth conversation. A phone call is useful when you want an immediate response. WhatsApp works well when you want fast replies in a chat format. Email is a good option when you prefer a written message in your mail app.

As you review the page, look for the actions you can take right away:

- tap the **phone number** to start a call on supported devices
- click the **email address** to open your mail app
- select the **WhatsApp** option to begin a chat

- check the **address** if you need location details
- read the **business hours** before calling or expecting a reply

If you need help getting to this page from the public website, see [Browsing the Sherkety Public Website](#) and [Using Header Menus and Footer Links](#).

## Submitting an Inquiry Through the Contact Form

The contact form on **Sherkety ERP & Website Platform** is the best place to send a complete inquiry when you want Sherkety to understand your request without needing several follow-up messages. The form includes standard fields that help organize your message.

You will typically complete these fields:

| Field               | What to enter                                            |
|---------------------|----------------------------------------------------------|
| <b>Name</b>         | Your name so Sherkety knows who is contacting them       |
| <b>Email</b>        | The email address where you want a reply                 |
| <b>Phone Number</b> | A number to use if Sherkety needs to call or message you |
| <b>Subject</b>      | A short title for your request                           |
| <b>Message</b>      | The full details of your inquiry                         |

1. Open the **Contact** page and find the inquiry form.
2. Enter your **Name**, **Email**, and **Phone Number** in the matching fields.
3. Add a clear **Subject**. Keep it short and specific, such as an ERP question, implementation request, support request, or business inquiry.
4. In the **Message** box, explain what you need. Mention whether your request is about:
  - ERP services
  - implementation
  - support
  - a general business question
5. Click **Submit** to send the form.

A strong message is specific. If you are asking about ERP services, describe the modules you are interested in, the type of business you run, and what you want to

improve. If your request is about support or a follow-up, mention the issue or topic clearly so the team can route your message correctly.

After you click **Submit**, watch the page for visible feedback. In Sherkey ERP & Website Platform, this may appear as a success message or another clear indication that your inquiry has been received. If the page confirms the message was sent, you can leave the page or wait for a reply through the contact details you provided.

[SCREENSHOT: Completed contact form with Name, Email, Phone Number, Subject, Message, and Submit button]

## Reaching Sherkey Directly by Phone, Email, and WhatsApp

If you do not want to fill out the form, the Contact page in **Sherkey ERP & Website Platform** also gives you direct ways to speak with Sherkey. These options are useful when you already know how you want to reach out or when you need a faster conversation.

The **phone number** on the Contact page is the most direct option for urgent questions or quick clarification. On a mobile device, tapping the number usually opens the calling screen. On a desktop or laptop, clicking the number may open a calling app if your device is set up for it. This is the best choice when you want immediate back-and-forth during business hours.

The **email address** link opens your default mail app. From there, you can write a subject line and explain your request in more detail. Email is useful when you want a written record of the conversation, especially for vendor review, internal approval, or more formal business communication.

The **WhatsApp** option starts a direct chat. This is often the easiest way to ask a quick pre-sales question, follow up on an earlier conversation, or get a fast response without making a phone call. It also gives you a written conversation history that is easier to revisit than a call.

Choose the channel that fits your situation:

- **Phone** for urgent questions and live discussion
- **WhatsApp** for quick chat-based follow-up
- **Email** for structured written communication
- **Contact form** for detailed first-time inquiries

[SCREENSHOT: Direct contact area showing clickable phone number, email link, and WhatsApp action]

If you are comparing channels before deciding, the next documents in this section will go deeper into that choice, including [Choosing the Right Contact Channel for Your Inquiry](#).

## Using the Address and Business Hours Before You Visit or Call

The Contact page in **Sherkety ERP & Website Platform** does more than provide message options. It also shows the **office address** and **business hours**, which help you decide when and how to make contact.

Look for the address in the direct contact details area of the page. This is the information to use if you are planning an in-person visit, arranging a courier delivery, or searching for the office in a maps app. Even if you do not plan to visit, the address can help confirm the business location before you move forward with a sales or service conversation.

[SCREENSHOT: Contact page section showing office address and business hours]

The listed **business hours** are especially useful before you call or send a time-sensitive message. If you contact Sherkety during working hours, you are more likely to receive a faster response through phone or WhatsApp. If you reach out outside those hours, email or the contact form may be the better option because your message can still be reviewed when the team is available.

Use the address and hours in practical ways:

- check the **office address** before planning a visit
- use the address when arranging deliveries or confirming location
- review **business hours** before placing a call
- send a **form** or **email** if you are contacting outside working hours
- use **WhatsApp** during business hours when you want a quick written exchange

If the Contact page includes both direct details and a form, it is worth checking the hours first before deciding which action to take. That small step helps set the right expectation for response time and can save you from waiting on a call outside office availability.

For more about business details and related contact information, continue with [Using Social Links and Business Details](#).

## Choosing the Best Contact Method for ERP and Business Service Inquiries

Different questions need different contact methods. On the Contact page in **Sherkety ERP & Website Platform**, you can choose the option that matches the amount of detail you need to share and how quickly you want a reply.

Use the **contact form** when your inquiry is detailed. This is the best choice if you need to explain company requirements, list the ERP modules you are interested in, mention expected user counts, or describe implementation goals. Because the form includes fields such as **Subject** and **Message**, it helps you organize everything in one place. It is especially useful for first contact when you want Sherkety to review a complete request before responding.

Use **phone** or **WhatsApp** when speed matters more than structure. These channels are better when you want a quick pre-sales conversation, need immediate clarification, or want to ask a few short questions before deciding on next steps. During business hours, these options are often the fastest way to start a conversation.

Use **email** when you want a formal written thread. This works well for procurement discussions, vendor evaluation, or cases where you want to keep a clean record that can be forwarded internally. Email is also a good choice if your message needs a clear subject line and carefully written details.

A simple way to decide:

| Contact method | Best for                                             |
|----------------|------------------------------------------------------|
| Contact form   | Detailed ERP or business service inquiries           |
| Phone          | Urgent questions and immediate clarification         |
| WhatsApp       | Fast chat and easy follow-up                         |
| Email          | Formal written communication and structured requests |

If you are still deciding whether your question belongs on a business services page or an ERP product page, see [Choosing Between Business Services and ERP Products](#).

## Fixing Common Problems When a Message or Contact Action Does Not Work

If a contact action does not work as expected in **Sherkety ERP & Website Platform**, start with the simplest checks on the Contact page before trying again. Most issues come from missing form details or device settings that affect links.

If the **contact form** does not submit, review the fields you entered. Make sure important fields such as **Name**, **Email**, and **Message** are not empty. Also check that your **Subject** is filled in if the form expects it. After correcting any missing information, click **Submit** again. If the page shows a warning or does not respond, refresh the page and re-enter your message carefully.

If the **email address** link does not open anything, your device may not have a default mail app set up. The same applies to the **phone number** link on desktop devices that are not configured for calling. In that case, you can still copy the visible email address or phone number from the Contact page and use it in your preferred app manually.

If the **WhatsApp** option does not launch, check whether WhatsApp is available on your device. On mobile, make sure the app is installed. On desktop, your browser may need to open WhatsApp Web. If nothing happens, try again in another browser or switch to phone or email.

If you do not receive a quick response, compare your timing with the **business hours** shown on the Contact page. A slower reply may simply mean you contacted Sherkety outside working hours. When that happens, try another channel that fits your situation:

- use **phone** for urgent contact during business hours
- use **WhatsApp** for quick follow-up
- use **email** for a written request
- use the **contact form** for a complete inquiry

For more help recognizing on-screen feedback such as warnings and confirmations, see [Understanding Toast Messages and Action Feedback](#) and [Recognizing Warnings Errors and Dismissible Notices](#).

## Overview

The Contact page in **Sherkety ERP & Website Platform** brings together all main communication options in one place, so you do not need to search across multiple pages before reaching out. From this page, you can either send a message through the inquiry form or use one of the direct contact methods shown alongside it.

The main items available on the page include:

- the **contact form**
- a clickable **phone number**
- an **email address** link
- a **WhatsApp** contact option
- the **office address**
- **business hours**

This combination supports different types of visitors. Someone comparing ERP modules may prefer the form to explain business needs in detail. A visitor who wants a quick answer before booking a demo may choose WhatsApp or phone. A procurement or operations contact may prefer email to keep a formal written thread.

The page is also useful because it helps you choose not only **how** to contact Sherkety, but **when**. The business hours guide the best time to call or expect a reply, while the address helps with visits, deliveries, or location checks.

In practical terms, the Contact page supports three common workflows:

- **Send a structured inquiry** through the form
- **Start a direct conversation** through phone, email, or WhatsApp
- **Check location and availability** using the address and business hours

[SCREENSHOT: Full Contact page overview with form and direct contact details]

If your goal is to send a message right away, focus first on the form fields and **Submit** button. If your goal is to speak with someone quickly, go straight to the phone or WhatsApp option. If you want to understand the wider contact details shown around the page, continue with [Using Social Links and Business Details](#).

## Prerequisites

You do not need an account to use the Contact page in **Sherkety ERP & Website Platform**, but a few basics will make the process smoother and help you choose the right contact option on the first try.

Before you start, it helps to have:

- a clear idea of what you are contacting Sherkety about
- your **name** and **email** ready for the contact form
- a **phone number** ready if you want Sherkety to call or message you back
- a short **subject** for your inquiry

- a clear message describing your request

If your inquiry is about ERP services, prepare the details that matter most, such as:

- which ERP modules interest you
- what kind of business you run
- whether you need implementation help
- whether your question is sales-related, support-related, or general

If you plan to use a direct contact option instead of the form, make sure your device supports it:

- for **phone**, use a device that can place calls or open a calling app
- for **email**, have a mail app available
- for **WhatsApp**, use a device with WhatsApp installed or a browser that can open WhatsApp Web

It is also worth checking the **business hours** on the Contact page before you call or expect a fast reply. If you are reaching out outside working hours, the **contact form** or **email** may be more practical than phone.

For visitors who are still exploring the public website before making contact, [Browsing the Sherkety Public Website](#) and [Understanding Public Page Layouts and Visitor Actions](#) can help you get oriented first. The next step in this Contact Channels section is [Using Social Links and Business Details](#).