Sending Messages Through the Contact Page

August 25, 2026

Opening the Contact Page and Starting a Message

To send a message in Sherkety ERP & Website Platform, start by opening the **Contact** page from the public website. You can usually reach it from the main navigation menu or by using the **Contact** link in the footer. If you already reviewed which channel fits your request best, use that guidance from Choosing the Right Contact Channel for Your Inquiry and then come here to send the message itself.

When the **Contact** page opens, look for the inquiry form on the page. This is the main area where you enter your details and write your message. On the same page, you may also see business contact information or other contact options displayed beside or near the form. Those details help you confirm that you are on the correct page for reaching Sherkety.

Use the page as a simple visitor workflow:

1. Open the **Contact** page.
2. Find the inquiry form.
3. Fill in your contact details.
4. Review what you entered.
5. Click the form's send button.

[SCREENSHOT: Contact page showing the inquiry form and contact details area]

Before you start typing, make sure you are using the public **Contact** page rather than an admin screen or a product comparison page. The form is intended for visitor inquiries, including questions about business services, ERP modules, pricing, demos, and general follow-up requests.

If you arrived from another page such as a services page, ERP app page, or footer link, the process stays the same. Once the **Contact** page is open and the form is visible, you are ready to enter your information and write your inquiry.

Entering Your Contact Details and Inquiry

After opening the form on the **Contact** page, complete each field carefully so Sherkety can understand your request and reply to you. The form includes four main fields: **Name**, **Email**, **Subject**, and **Message**.

Field	What to enter	Why it matters
Name	Your full name	Helps identify who sent the inquiry
Email	Your working email address	Gives Sherkety a way to reply
Subject	A short summary of your request	Helps route and understand the inquiry quickly
Message	The full details of your question or request	Gives context for a useful response

Follow these steps:

1. In **Name**, type your full name as you want it to appear in the inquiry.
2. In **Email**, enter an email address you check regularly. If this is incorrect, you may not receive a reply.
3. In **Subject**, write a short summary such as asking about pricing, a demo, accounting services, or ERP modules.
4. In **Message**, explain what you need in clear language.

[SCREENSHOT: Contact form fields for Name, Email, Subject, and Message]

Use the **Message** box to include the details that matter most. For example, if you are asking about Sherkety ERP modules, mention whether you are interested in **HR**, **Sales & CRM**, **Accounting**, **Purchasing**, or **Reporting**. If your question is about business services, mention the service area you want help with. If you want pricing or a demo, say that directly in the message so your request is easy to understand.

Keep the subject short, but make the message specific enough for a follow-up response. A clear form entry saves time and reduces back-and-forth after submission.

Reviewing the Form Before You Submit

Before clicking the send button, take a moment to review every field in the contact form. This is the easiest way to avoid missed replies or unclear requests. In Sherkety ERP & Website Platform, the most important items to check are **Name**, **Email**, **Subject**, and **Message**.

Use this quick review process:

1. Read the **Name** field and make sure it shows your correct name.
2. Check the **Email** field carefully, especially spelling, missing characters, or extra spaces.
3. Read the **Subject** line and confirm it matches your request.
4. Review the **Message** text area and make sure your question is complete and easy to understand.

[SCREENSHOT: Completed contact form ready for final review]

Your **Email** field deserves extra attention. A message can be submitted successfully, but if the email address is typed incorrectly, Sherkety may not be able to respond to you. Look closely for common mistakes such as a missing symbol, a misspelled email provider name, or a wrong ending.

The **Message** field should also be clear enough for the team to act on. If you are asking about ERP pricing, implementation support, or a product demo, say exactly what you want. If you are comparing business services and ERP offerings, mention that in the message so your inquiry reaches the right follow-up path. You do not need to write a long note, but you should include enough detail to explain your goal.

If you notice anything unclear, edit the text directly in the form fields before sending. There is no need to restart the page just to fix wording. A careful review before submission gives you the best chance of getting a useful response quickly.

Submitting the Message Successfully

Once your form is complete and reviewed, send it using the main action button on the **Contact** page. Depending on the page wording, this button may appear as **Send**, **Submit**, or a similar action. Click that button only after you finish checking all fields.

Use this final step sequence:

1. Confirm that **Name**, **Email**, **Subject**, and **Message** are filled in.
2. Click the form’s **Send** or **Submit** button.
3. Wait while the page processes your request.
4. Look for the confirmation shown on the page after the message is sent.

[SCREENSHOT: Contact form submit button and post-submit confirmation state]

After you click the button, give the page a moment to complete the request. Avoid clicking repeatedly unless the page clearly shows that nothing happened. In many cases, the page will either display a confirmation message or move you into a visible success state that tells you the inquiry was sent.

A successful submission means your message has been delivered through the website contact workflow in Sherkety ERP & Website Platform. It is different from simply typing into the form and leaving the page. Your inquiry is only sent after you use the form's submit action and receive the page response.

If the page shows a success message, you can treat that as confirmation that the inquiry went through. At that point, you do not need to re-enter the same message unless you want to send a separate follow-up. If no confirmation appears, pause and check the page for a field warning or validation message before trying again.

Understanding What Happens After Submission

After you submit the form, Sherkety ERP & Website Platform should show an on-screen confirmation that your message was sent. This confirmation is the clearest sign that the website accepted your inquiry. Depending on the page behavior, the confirmation may appear as a visible success message on the same page or as a success state after submission.

That confirmation matters because it tells you the message moved beyond the form and entered the website's contact workflow. For visitors asking about business services, ERP modules, pricing, implementation support, or a demo, this means the inquiry has been passed along for follow-up rather than remaining only in your browser.

Keep these expectations in mind:

- A visible confirmation means the message was submitted successfully.
- A submitted contact form is intended to notify the business services team or sales contact handling inquiries.
- If you asked about ERP products, pricing, or demos, your message serves as your initial request for follow-up.
- Typing into the form without clicking **Send** or **Submit** does not deliver anything.

[SCREENSHOT: Success message shown after sending a contact inquiry]

This is especially important for prospective ERP buyers. If you are reaching out about **Accounting**, **HR**, **Sales & CRM**, **Purchasing**, or **Reporting**, the submitted form acts as your contact request and helps start the conversation. The same applies if you are asking about business registration support, accounting services, or package options shown elsewhere on the website.

If you leave the page before clicking the submit button, your text may be lost and no inquiry will be sent. The success message is the point where you can be confident the website received your request. For more about what information appears on the page and what kind of response timing to expect, continue with Understanding Contact Page Information and Follow Up Expectations.

Fixing Common Problems When Sending a Message

If your message does not go through on the **Contact** page, start by checking the form itself. Most problems come from a missing required field, an invalid **Email** entry, or a submission that did not finish properly.

Use the issue that matches what you see:

1. If a field is blank, return to the highlighted area and complete it.
2. If the **Email** field looks incorrect, fix it and try again.
3. If clicking **Send** or **Submit** does not complete the request, refresh the **Contact** page and re-enter your message if needed.
4. If no success message appears, look for an error or validation message on the page.

Common problems and what to do:

- **Name, Email, Subject, or Message is missing**
  - The form may mark the empty field or stop submission.
  - Click into the missing field, enter the required information, and submit again.
- **Invalid Email**
  - If the **Email** field is not in a valid format, the page may reject the form.
  - Correct the address directly in the **Email** field, then click **Send** or **Submit** again.
- **Submit button does not complete the request**
  - Refresh the **Contact** page.
  - Re-enter the form details if the page clears your text.
  - Submit the message again once all fields are complete.
- **No confirmation after submission**

    - Check whether the page displayed a warning instead of a success message.
    - Review each field for missing or incorrect information.

[SCREENSHOT: Contact form showing a validation error on one or more fields]

If you are unsure whether the message was actually sent, do not assume it went through just because you typed everything into the form. In Sherkety ERP & Website Platform, the clear sign of success is the confirmation shown after submission. Without that confirmation, review the form and try again.

Overview

- In Sherkety ERP & Website Platform, the **Contact** page is the main public page for sending visitor inquiries.
- You can open it from the website navigation or the footer **Contact** link.
- The form is used to send questions about business services, ERP modules, pricing, demos, and general follow-up requests.
- The main form fields are **Name**, **Email**, **Subject**, and **Message**.
- A successful inquiry follows a simple flow:
    - Open the **Contact** page
    - Fill in the form
    - Review your entries
    - Click **Send** or **Submit**
    - Wait for the on-screen confirmation
- The confirmation message is the key sign that your inquiry was delivered through the website.
- If you need help choosing whether the contact form is the right option before sending, refer back to Choosing the Right Contact Channel for Your Inquiry.

This page is best when you want to write a direct message in one place and include enough detail for someone to respond properly. It is especially useful when your request needs explanation, such as asking about ERP capabilities, implementation support, package pricing, or service fit.

Prerequisites

- You are on the public website of **Sherkety ERP & Website Platform**.
- You have opened the **Contact** page from the main navigation or footer.

- You are ready to provide the required form details:
  - **Name**
  - **Email**
  - **Subject**
  - **Message**
- You have a valid email address that can receive a reply.
- You know the main reason for your inquiry, such as:
  - ERP product information
  - Pricing
  - Demo requests
  - Business services questions
  - General contact follow-up
- If you are not sure whether the contact form is the best channel for your request, review Choosing the Right Contact Channel for Your Inquiry before submitting.

If you meet these points, you can complete the form and send your message from the **Contact** page. The next document, Understanding Contact Page Information and Follow Up Expectations, explains what to look for on the page after submission and how to interpret the follow-up experience.