

# Running log of feedback responses from profiled Panjo members:

## Ken Smiley

Forum Admin - Planet 9

Feedback:

<http://www.planet-9.com/automotive-off-topic/94031-who-wants-see-ken-start-planet-9-youtube-channel.html>

first site was caymannet.com and wanted to expand to offer more models and broader audience. changed name to planet porsche but porsche didn't like it ,so named the site planet 9 for all the porsche models start with 9. got into porsches almost by accident. didn't know that dad was into racing in the 50s and 60s. went out to a rack one day and drive my bmw roadster. had a knack for racing. instructor asked, how do you know how to do this? you have talent. Ken wanted more track experience and a street car with performance. so he got a boxster and started teaching high performance driving. a friend at porsche told him about the cayman release and put his name on the list. got one of the first ones! Planet 9 was first just a basement site for images and content, but quickly grew huge. He couldn't use his home internet!. so he made the site official. partnered with panjo around 1 yr ago. had a classifieds section called PhotoPosts but was always having to update manually. it didn't do what Ken wanted. Panjo offered to do a better classifieds with features Ken wanted. Ken says planet 9 members find panjo easy and straightforward to use. panjo made it easy to transact. uses a car service to list cars classifieds automatically. lots of sites do this. automated lists from partner dealerships. wants to be able to add those easily.

### *quote*

*"I was using photo posts and another classifieds solution before, but wound up spending much of my time updating things. I couldn't do what I wanted. Chad and the Panjo team offered a better solution. Panjo is easy and straightforward for the Planet-9 members to use. It's made transactions much easier."*

## Kevin Billings

Forum Admin - Bimmer Forums

Feedback:

started the site around 1999. one of the founding members, has a dev background. builds features for members. right now it's not a full time thing, just a hobby, working on the site. Definitely scouting the classifieds and does a bit of everything with the bimmer community including racing, events, festivals, rallies. located in FL. there's a charity drive in Aug that he'll be doing. bimmerforums has over 2000

registered users. feedback from users is that the offerings are too extensive and they only want to see certain makes or specific things. Perhaps a saved search, or personal gallery option, or the ability to set custom filters that stay for you once logged in? Also users as for direct links to items?? not already possible??? Says we should check out Bimmerfest in Aug. It's east coast, but we could send a shout out: <http://www.bimmerfest.com/bmw-events/Bimmerfest-East-2014/>

**No Quote**

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## Anthony Marino

President - Audizine

Feedback:

has strong brand that he started 7 years ago. Wants a whitelabeled panjo plugin. audi part of volkswagen, has graphic design background, started blog and now does it full-time. spends most of his time on social and press release syndication. loives close to the track and autocross. doesn't spend as much time driving as he is busy with the site. one person. says members are most concerned with safety. panjo is best solution out there, great feedback tools. doing targa san diego road ralley, they document and have a lot of fun at the event. Sept 13 is their 13th anniversary. like the real life gatherings. in Laguna Secca. will the dinner and cocktails, raffle. They will be covering, we should post! We are invited to join.

**quote:**

*“Panjo is the best solution out there.”*

## Ken (talkofthevillages)

President - talkofthevillages

Feedback:

largest retirement community in the US. 90miles of golfcart trails, very focused on security with an elderly demographic base. spammed twice within two weeks using Panjo messaging service. team fixing issue. owns a lot of other sites. not interested in a profile. has huge task acclimating users to new features. meets a lot of resistance to change and lots of questions and confusion. knew about panjo plugin years ago, but was too busy or not right moment to implement. Not a large money generating sector, mostly furniture. likes the interface and wants stats visible in a dash for members, wants pagination to be more flexible and admin controlled. wants whitelabel panjo plugin. branding confused his users, who were concerned for the security of their contacts when they saw the panjo branding.

**No quote**

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## **Bram Maharaj**

President - NSX Club of Canada

Feedback:

last year purchased 1700 wheels. 3 were damaged. Panjo swiftly got his Paypal refund sent. Got resolved quickly! Contact was Juan, He was very helpful. Great experience. Great service. Suggestions, larger, sharper images for items.

**quote:**

*"I ordered a set of wheels for a member. Three were damaged. The Panjo team quickly resolved the issue with Paypal. Juan, my contact, was very helpful, very communicative. I was really happy with the service."*

## **Robert Vanname**

Power-seller and Porsche owner, Planet-9

Feedback:

different payment processor  
concerns with security of paypal and security in general  
likes the panjo service, very convenient and well put together  
likes the history feature and thinks it's easy to use

**quote recorded:**

*"I've found Panjo easy to use, convenient, well put together. And I like the purchase/sell history feature. I've sold most of my equipment through Panjo. It's been a handy service."*

## **Randy George**

Owner of MazdaRoadster.net

Feedback:

Suggestions? I would like a size and or color option plug-in as I just sold 50 tee-shirts using Panjo and a lot of the folks that paid forgot to enter their shirt sizes in the notes screen.

Also, something that would automatically calculate the shipping charges for overseas customers would help too.

I am getting ready to create a new forum this year because I feel with Panjo I can grow a forum even faster, as everyone has something to sell, and folks are just tired of the outrageous fees that ebay/paypal charges. Its probably too soon for this but maybe later down the road link your services with some other payment methods to as Paypal is owned by eBay now.

**Quote - recorded:**

*"It works great, easy to use, and just makes life easier for the Admin and Mod team on MazdaRoadster.net It did take the members so time to "adjust" to the new software, however everyone that has used it really likes it, all the features really make life as a seller, or hobbyist so much easier. There are so many ways that this has helped out forum and now since Panjo came along I am wanting to venture out with some other forums where the Panjo feature will be huge!!"*

## **Rick Hesel**

Tesla Lighted T creator and member of Tesla Motorsclub

Feedback:

It's [Panjo] been great. Really worked out well. Was ticked at first b/c no quantity option, but now that i know how it works and pay attention to it, it's a lot better. I'm going to make banner ads with a direct link to panjo listing. wants to increase volume. Wants a way to save product information even after item sells out so that reinstating item is seamless.

**Quote recorded:**

*"It's been great. Panjo has really worked out well. It was confusing at first because I didn't see the quantity option when I first set it up. But since then, by staying on top of sold items, it's been a lot better. Now, I'm making banner ads with a direct link to my Panjo listings. I think this will increase sales volume."*

## **J.J. Smith**

Creator of "I Gotta" brand, high volume seller, and "I Gotta" forum owner

Feedback:

holy bat fart...

**No quote:**

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## Steve Bierbaum

Bimmer Forums member, BMW owner

Feedback:

communicate browser support options better to folks. Wants option to bump up listings in threads when you update on My Listings. Not only make your panjo marketplace listings updated enmass, but also carrying the update over into refreshing the thread list on the corresponding forum. educate existing users about updates! through multiple means, find ways to make updates clear.

**quote:**

*“Transactions go so much smoother using your site. I’ve had very good one to one experiences buying goods through Panjo and appreciate having the ability to channel buyer/seller conversations. Messaging through Panjo affords a more personal one to one experience and cuts out group chatter.”*