

Do it yourself, or ask us?

The four kinds of request (small change, fix, work outside your plan, urgent), what each one means for your month and what you do yourself.

Most jobs fall into one of four kinds. Knowing which one yours is tells you whether to do it yourself, what to send us, and whether it uses up one of your small changes.

The four kinds

Kind	What it is	What to do
Small change	An edit to text, photos, hours, menus, prices or contact details on a page that already exists, about 30 minutes or less	Do it yourself, or email us. When we do it, it counts toward your month
Fix	Something stopped working, or something we did is wrong	Email us. It never counts toward your month
Outside your plan	New pages beyond your plan, a second language for the whole site, an online store, a booking system built from scratch, photography, logo or brand design	Email us. We quote it in writing first, and nothing is billed unless you approve
Urgent	A closure notice, a site that is down, a form that has stopped working	For a closure, write "Urgent" in the subject, and it goes first. For a site or form, write "Site down" or "Form not working" and we look at it first

A small change

You have your own login to your site editor for changing text, photos, hours and menus. If you'd rather not, send the change to us, and send several in one email. We aim to finish small changes within 3 business days. What your monthly plan includes has the number for your plan, and unused changes don't roll over. See Request a change.

A fix

If something is broken, or something we did is wrong, that's a fix, and it doesn't count against your small changes. Refresh, take a screenshot, and email us the page link and the device you used. If the whole site is down or your contact form has stopped working, write "Site down" or "Form not working" in the subject and we'll look at it first. A new price or the wrong hours is a change, not a fix. See What to do if something looks wrong.

Work outside your plan

We tell you in writing what it would take before we start. Nothing is billed unless you say yes. For a new page, send us the idea, the facts and any photos. If the page is part of your plan, there's nothing extra. See Ask for a new page.

Urgent

A closure notice always goes up first, even when your changes for the month are used up. We only post closure messages that come from you. See Put up a closure banner.

What we don't do, and how you do it yourself

Our job is your website. Your social accounts, your Google profile and your reviews stay in your hands, so we don't post to them, run them or write back to reviews. You can do each one yourself:

- Social media: it's your account, and you choose what to share. To point people to your site, see Add your site link to your Instagram bio.
- Your Google profile, including its hours, photos and posts: you run it. See Add your site link to your Google profile.
- Replies to reviews: write back from your own Google profile. See Ask your customers for reviews.

Need a hand?

Email hello@zossoz.com with your business name, the page, and what you'd like done, and we'll take care of it. We reply within one business day. See Request a change.

Related guides: Request a change · What your monthly plan includes · Ask for a new page · What to do if something looks wrong · Cheat sheet: the jobs owners do most

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