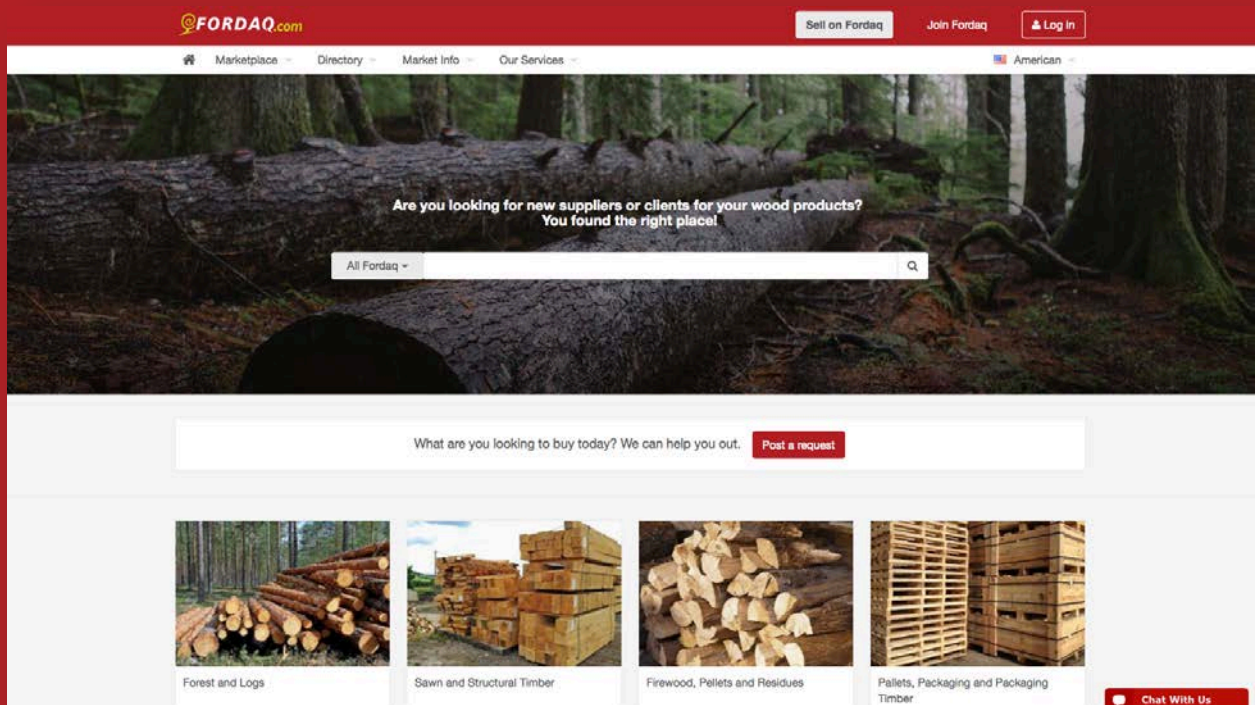




User Guide

a Visual Guide for Wood Professionals
in Only 6 Steps !



Using the Leading B2B Marketplace

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Are't these great times we are living in? By simply using an Internet connection and your Fordaq account, you can interact with more than 180.000 companies in 176 different countries and understand in just a few minutes what they are buying and selling. You can also tell what your own buying and selling needs are to a broader audience than you ever thought of. You can give an international dimension to your business without even leaving your desk.

But as for any other computer tool, the best is to understand how it works so you can take the greatest benefits out of it. The good news in this case is that Fordaq is very simple to use and this guide shows you in a very visual fashion how to do it.

Besides learning how the different features function, we recommend you to follow a work routine as to obtain the best results from Fordaq:

1

You are looking for a product to buy or sell?

First, try to find this product in the "**Marketplace**". In plenty of cases you will find interesting offers or requests that you should investigate further. Contact the members who post offers or requests that interest you. Fordaq provides you with several means to contact its members:

Email the member. This will gain you time as your message is immediately emailed to the member. It remains always available for consulting in the product details page.

Phone the member. The Fordaq business card shows all the member's contact numbers.

2

You don't find the product you are looking for in the Marketplace?

You should then post your request. (or your offer, if you are looking for buyers). Posting a product is very simple.

Fordaq will distribute your posting via the "**Postman**" to all the members who might be interested by it. Fordaq will provide them with means to contact you.

You should note that the requests (or offers) that you post on Fordaq should be in-line with what goes on in the market. For example, asking for unrealistic prices will certainly not help you receiving lots of feedback.

3

You don't receive enough feedback in short time?

That doesn't mean that the chances are over.

You can renovate your posting from time to time. You do this by deactivating it, modifying it and then reactivating it after a certain time. This will cause the posting to be re-distributed and to reach new members or members that were not really looking for your product or your inquiry the first time you entered it, but could be now.

4

Be sure to react when deals of your interest can be done!

Fordaq sends you daily the "**Postman**" email with new offers and requests that matter to you. Make sure the products you receive in the Postman really correspond to those you buy or sell. To do that fill in your company profile: click "**My account**"/"**My Profile**" on the top menu and check the "**Postman Configuration**" to receive information based on what you want. And don't forget to read the Postman you receive! It takes less than 2 minutes a day and you can react to any deals of your interest directly on Fordaq or by calling the member who posted the product.

Use Fordaq regularly and as much as you can. If this guide does not answer a particular question that you have, our team is always ready to help you.

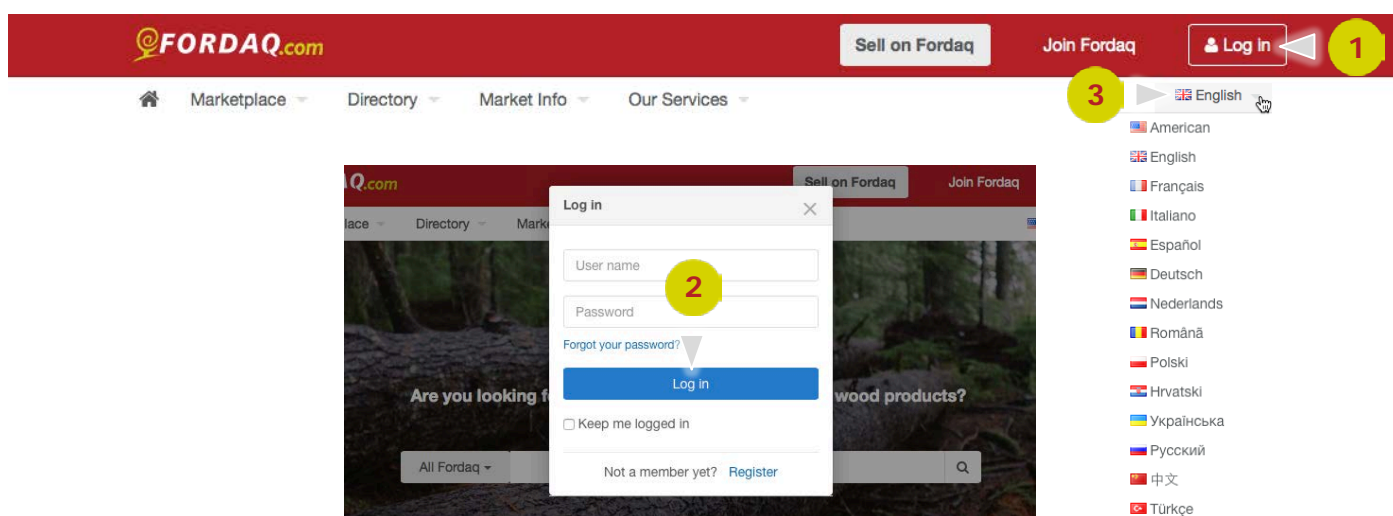
Please check http://www.fordaq.com/html/contact_us_En.jspa for the numbers of the Fordaq office nearest to you.

Step 1, Getting Started

TIP: If you are not registered yet, you can click **"Join Fordaq"** and follow the 3-step registration process. Be part of our active community!

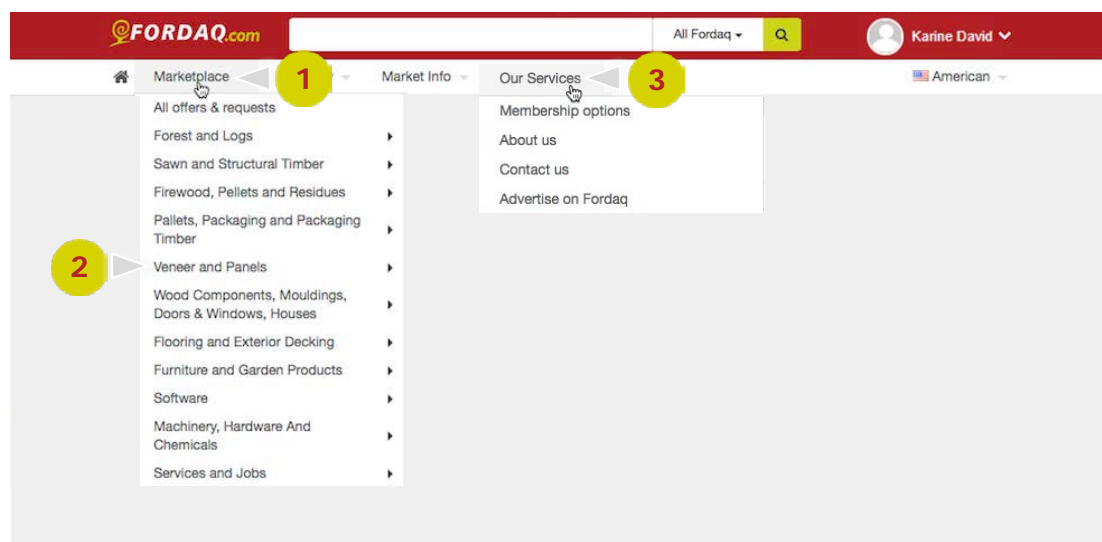
Logging in to Fordaq

- 1 Click on the red button **"Log in"**.
- 2 A window will appear to let you type your user name and password. Then, click on the blue button **"Log in"**.
- 3 To change to another language, click the arrow to expand the drop-menu, and then click the desired language.



Understanding the menus

- 1 To navigate through the menus, pass the mouse pointer over the menu items. This will open a sub-menu, showing the available options.
- 2 Click an item in the sub-menu to go to the respective page. For example, click **"Veneer and Panels"**.
- 3 You can also click directly a menu item available from the menu bar. For example, you can go to **"Our Services"** by clicking here.

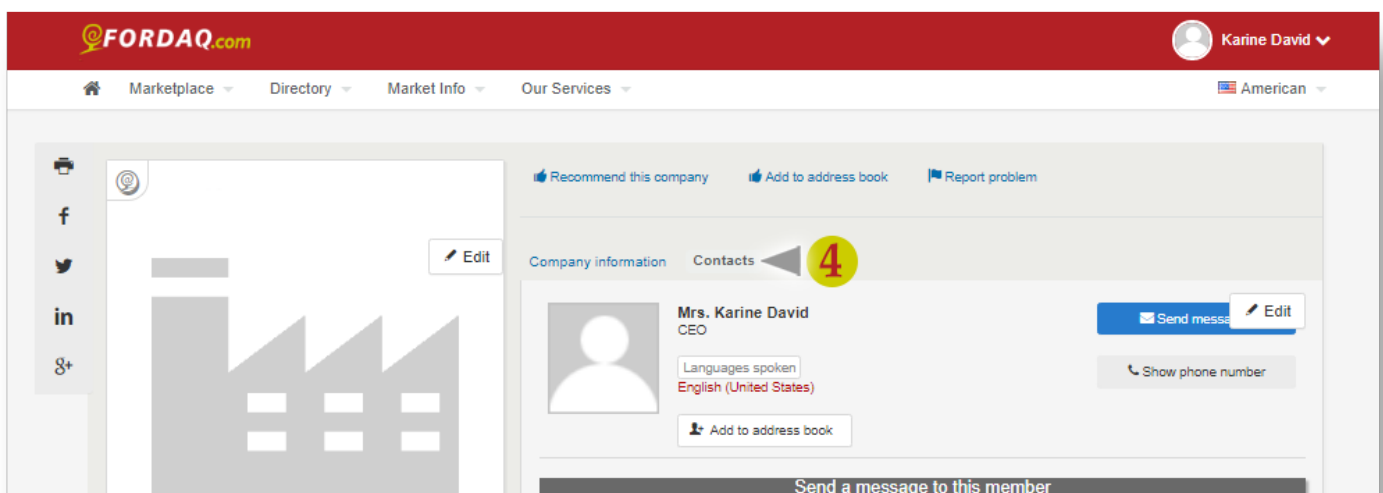
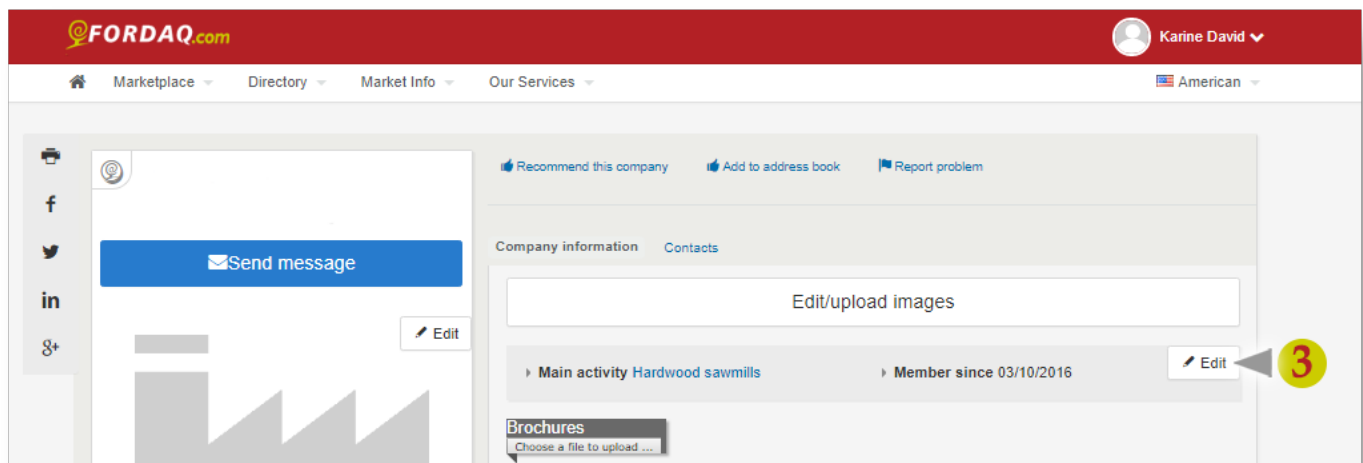
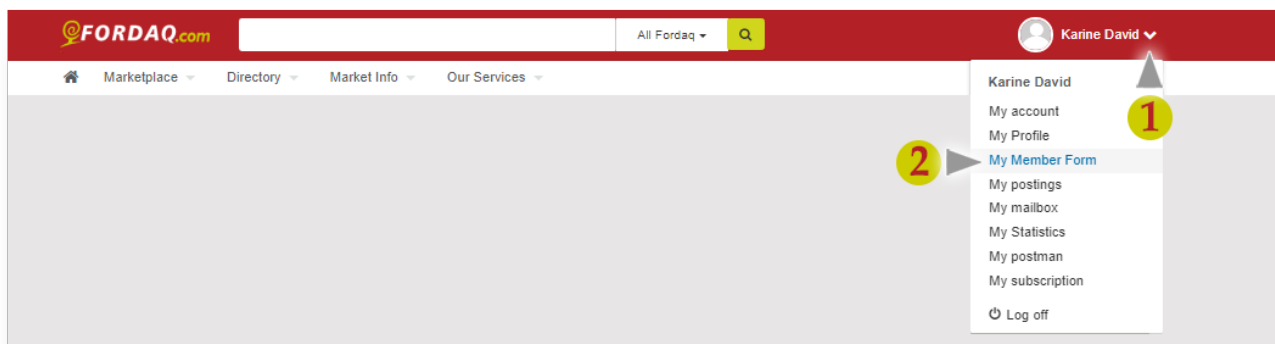


Step 2, Filling in Your information

My Member Form

- 1 Click the arrow to expand the drop-menu, and then click **"My Member Form"**.
- 2 For each section of your profile, click the buttons **"Edit"** to modify the content.
- 3 To navigate through the pages, click on one of the available options. For example, you can go to the **"Contacts"** by clicking here.

TIP: The more detailed and complete profile you create, the more chances you will have to get visitors and messages from other members.



TIP: Carefully completing your profile is essential to be visible on the related product categories in the directory.

My Profile

- 1 Click the arrow to expand the drop-menu, and then click **"My Account"**.
- 2 Click **"My Profile"** to choose the products and species. If you want to sell, click **"To Sell"** button. If you want to buy, click **"To Buy"** button.
- 3 A window will appear to let you do the selection. Select the boxes of your interests. Then, Click **"Confirm"**.

The screenshots illustrate the process of creating a profile on FORDAQ.com:

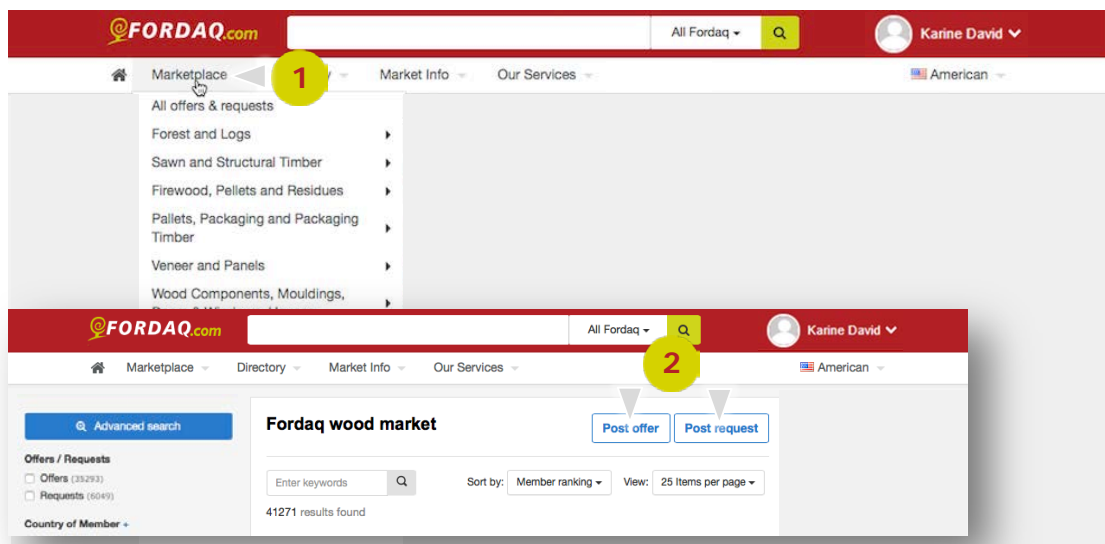
- Screenshot 1:** The user is logged in as Karine David. A dropdown menu is expanded, showing options like 'My account', 'My Profile', 'My Member Form', etc. 'My Profile' is highlighted.
- Screenshot 2:** The 'My Profile' page is displayed. It prompts the user to 'Define your profile by selecting the products and their associated species you're interested in buying and/or selling.' There are two buttons: 'Products I sell' and 'Products I buy'.
- Screenshot 3:** A 'Select products' dialog box is open. It has two main sections: 'Products I sell' and 'Species of Sliced Veneer'. The 'Products I sell' section has a search bar and a list of categories like 'Forest and Logs', 'Sawn and Structural Timber', etc. The 'Species of Sliced Veneer' section also has a search bar and a list of species like 'European Hardwood', 'Acacia', 'Alder', etc.
- Screenshot 4:** The 'Select products' dialog box is shown with selections made. In the 'Products I sell' section, 'Sliced Veneer' is selected, and under it, 'Natural Veneer (3 Species)', 'Edge Banding (3 Species)', 'Engineered Veneer (3 Species)', and 'Marquetry Veneer (3 Species)' are checked. In the 'Species of Sliced Veneer' section, 'European Hardwood' is selected, and 'Acacia', 'Cherry', and 'Eucalyptus' are checked. At the bottom right, there are 'Cancel' and 'Confirm' buttons.

Step 3, Inserting Your Own Postings

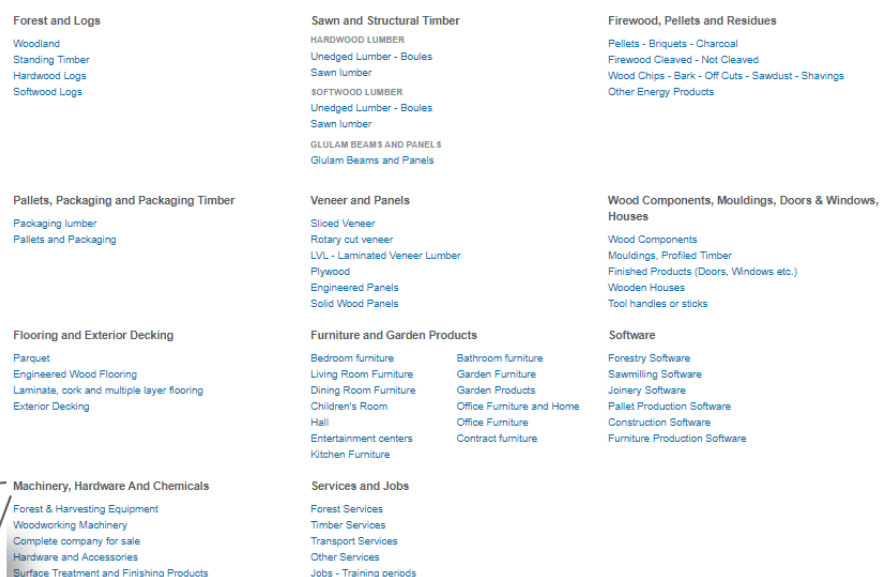
Choosing the product category

TIP: You can check similar postings from other members to learn what is already available on the market. This will help you to create more unique offers/requests.

- 1 Click on **"Marketplace"** to see all members' offers and requests.
- 2 Click on **"Post offer"** to upload the product you want to sell.
Click on **"Post request"** to upload the product you want to buy.
- 3 Select the appropriate product categories from the available options. For example, you can post a machine offer by clicking here.



POST OFFER



Machinery, Hardware And Chemicals

Forest & Harvesting Equipment
Woodworking Machinery
Complete company for sale
Hardware and Accessories
Surface Treatment and Finishing Products

TIP: When a drop-menu **and** a text box are present in the same field, you should fill in either one **or** the other.

Filling in the product form (1/2)

- 1 Type in the fields where no drop-menu is present.
- 2 Click the arrows to expand the drop-menu, and then click the item you want to select.
- 3 Make sure you enter the dimensions according to the instructions.

Karine David

Woodworking Machinery

This form is to place an offer to sell "Woodworking Machinery"

Change category:
Surface Treatment and Finishing Products

My Library...

1 Product

Title*

1

+ Add language

Category type*

Category*

Choose category type first

2

Brand*

More details

+ Model
+ Serial number

2 Specifications

3

How to specify the dimensions

- To specify several dimensions: use a semicolon (;) as a separator [Example: 25; 38; 50; 3/4; 7/8]
- To specify a range: use an hyphen (-) separator [Example: 25-50 ("from 25 to 50")]
- To specify a lower bound only: add the "+*" sign . [Example: 25+ ("25 and more")]
- Please use a point (.) as decimal separator and NOT a comma

Condition of the item*

Date of manufacture*

Filling in the product form (2/2)

TIP: After you complete the form and click **"Post offer"** or **"Post request"**, you can re-check the specifications you have entered afterwards. So, if you have made a mistake, you can always come back to this page and correct it.

- 1 To attach specifications or image files, click in the **"Upload file"** frame. In the dialogue box that opens, locate the file you want to attach. Select it and click **"Choose"** to insert it in your posting.
- 2 If you specify an Incoterm, make sure you write correctly the **"Place"** and the **"Country"**.
- 3 After completing the form, click **"Post offer"** or **"Post request"**.

3 Upload images, videos and other files

Upload file 1

4 Pricing information

Price* EUR

More details

+ Incoterm + Delivery deadline

2

5 Posting settings

Privacy details

☒ Our members can see your identity ☐ You want to remain anonymous

Validity

☐ Valid for 30 days

☐ Valid for 60 days

☐ Valid for 90 days

☒ Valid for 180 days

☐ Permanent posting

3

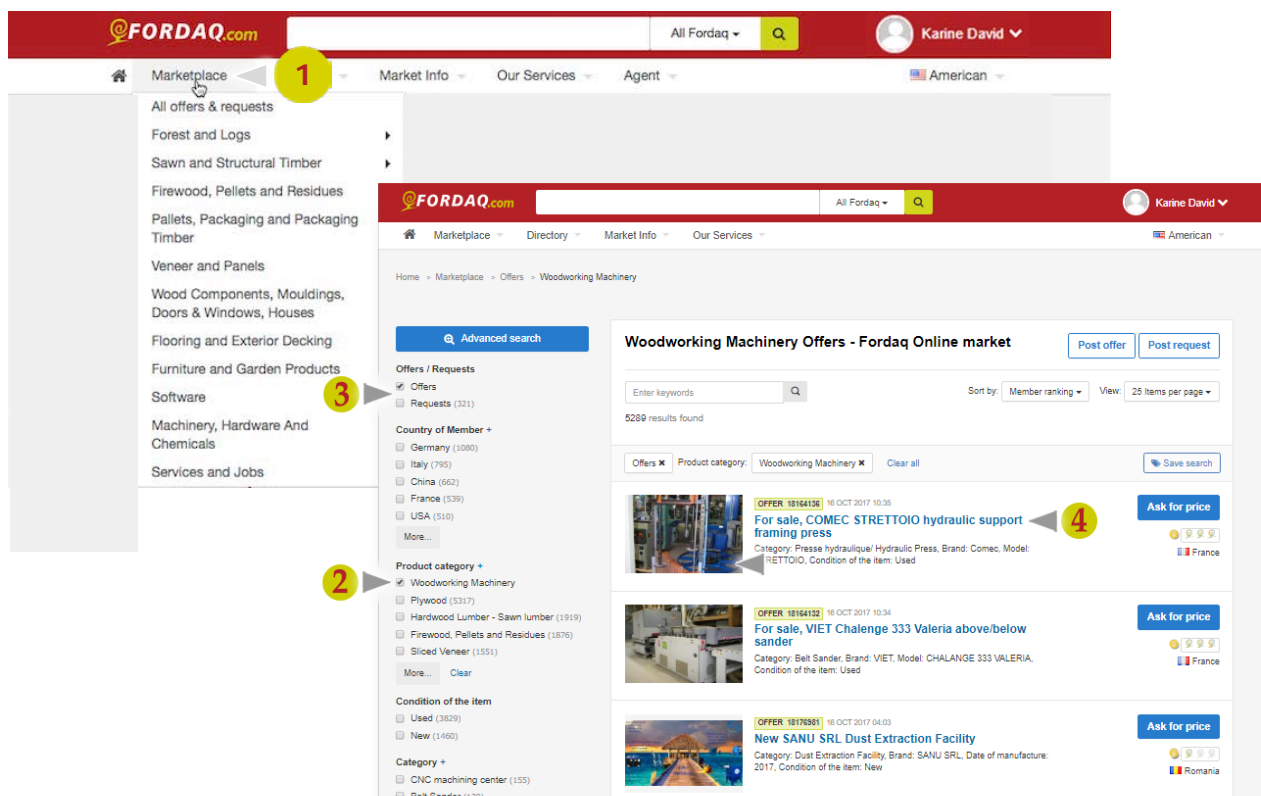
→ Post offer

Step 4, Searching for Products

Selecting the category to search for

TIP: for multiple selection, click the **"Advanced search"** button. After choosing your criteria, click **"save search"** to save your selection.
For fast search, enter a keyword in the bar on top of all postings.

- 1 Click on **"Marketplace"**.
- 2 On the left side, locate the product category you want to search in, like **"Woodworking machinery"** in this example.
- 3 Click **"Offers"** to see sellers' offers.
Click **"Requests"** to see buyers' requests.







The search results

- 4 To access one posting, simply click on the title or the picture.
- 5 If the posting of one member gets your attention, you can see a summary of all the postings from this member by clicking here.

The offer/request details

- 1 Scroll down the page until you see the product details. It shows the complete specifications as entered by the member.
- 2 The business card displays basic information about the member who posted the product.
- 3 If you are interested by this product, enter your message. In the example below, it is an offer from a seller.

Oak Sleepers 125 mm x 225mm x 2400 mm

Product

Type	Railway Sleepers
Type of species	European Hardwood
Species	Oak

Specifications

Volume	1 - 500 m3 Spot - 1 time
--------	--------------------------

Seller

WOOD Gold member 1st Year

Web address **2** Show phone number

To: Mr. , Owner
Languages spoken: English (United Kingdom)

Enter your message here **3**

Choose File no file selected

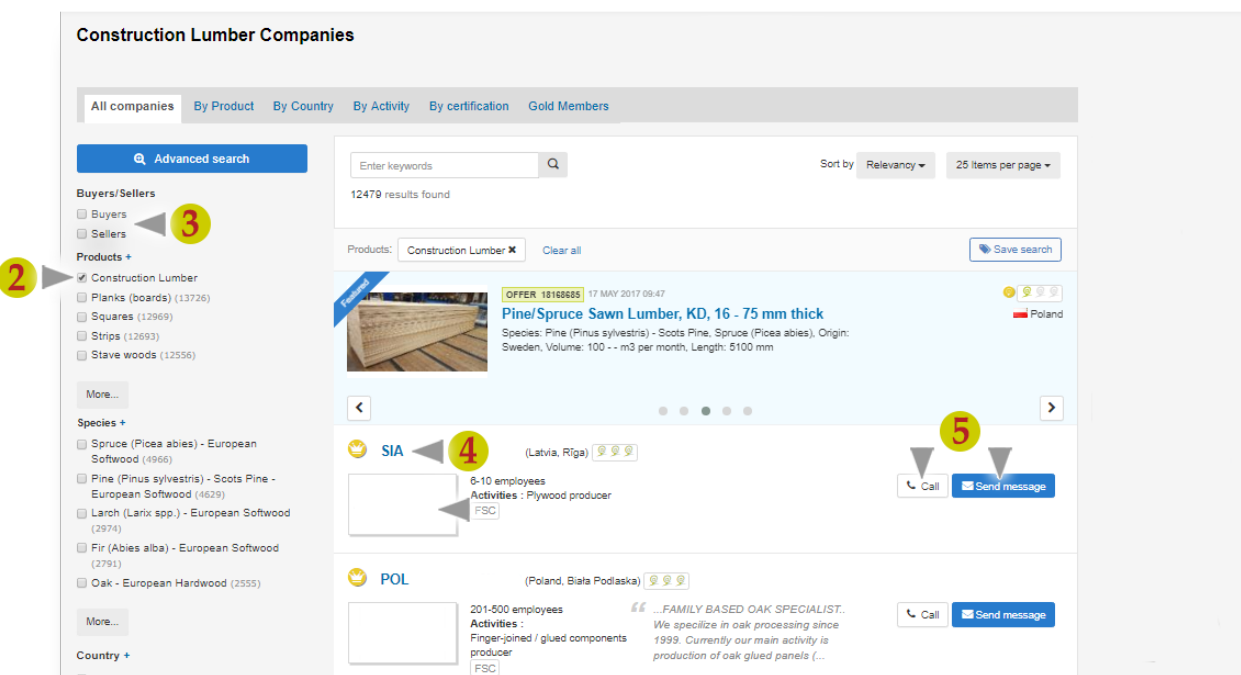
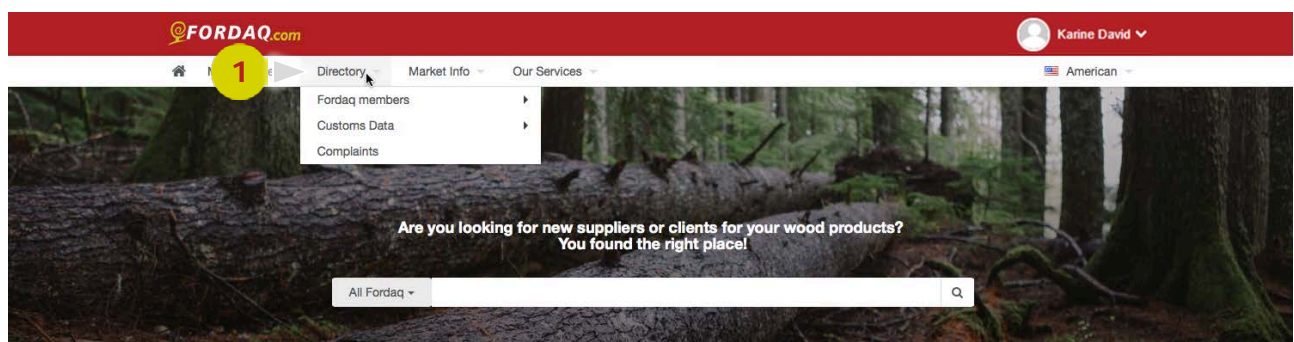
Contact seller

1

Step 5, Searching for Companies

Selecting the profile to search for

- 1 Click on “Directory”.
- 2 On the left side, locate the product category you want to search in, like “Construction lumber” in this example.
- 3 Click “Buyers” to see buyers’ profiles. Click “Sellers” to see sellers’ profiles.

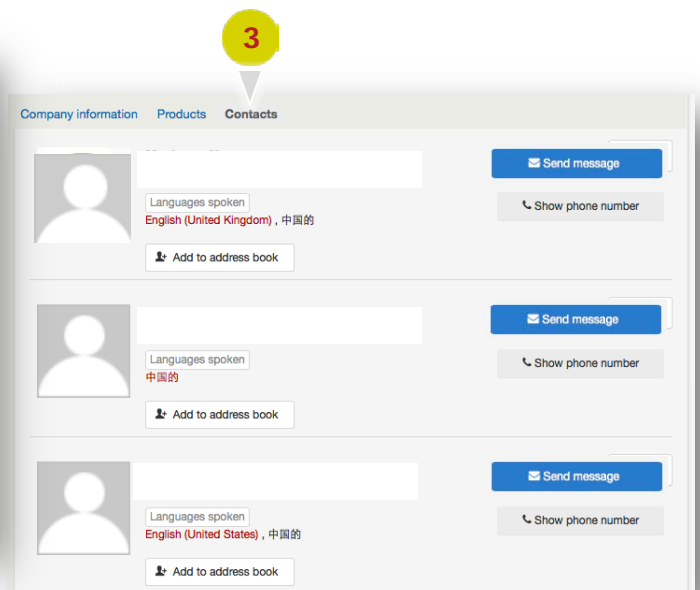
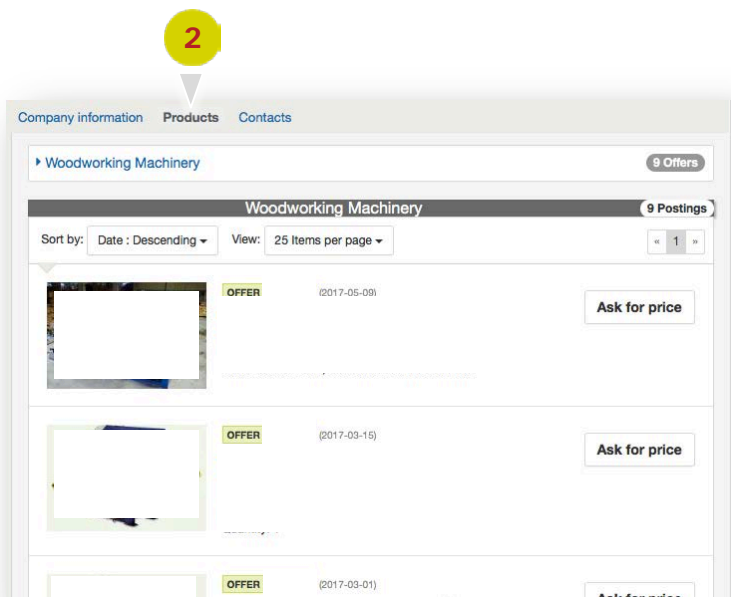
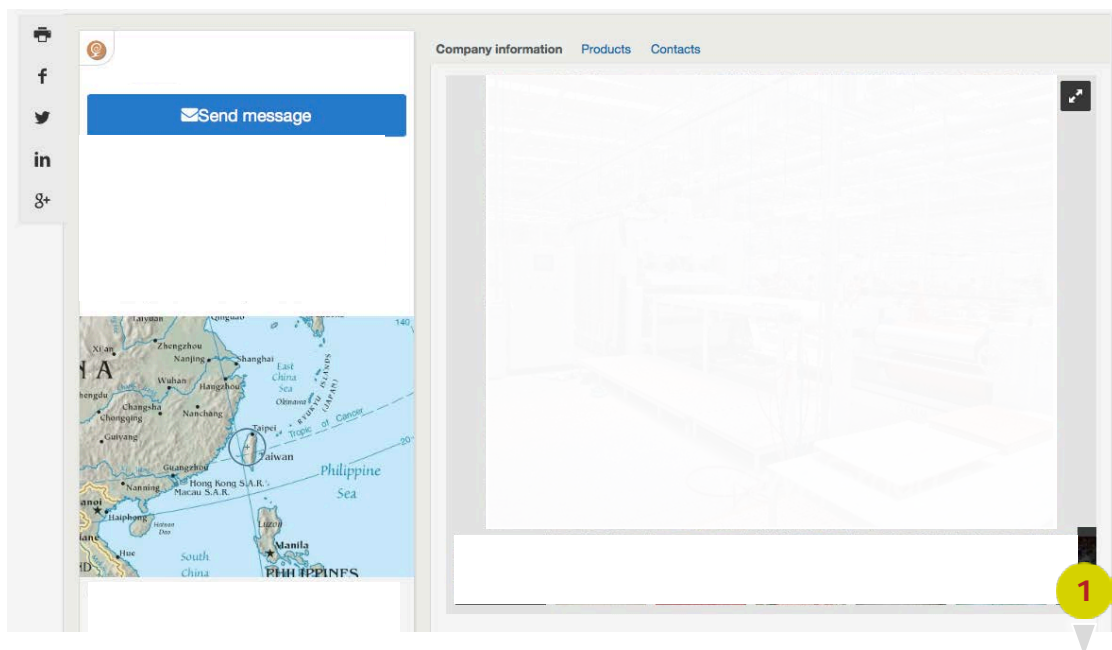


The search results

- 4 To access one profile, simply click on the company name or logo.
- 5 To quickly contact a member, click “Send message” or “Call” buttons.

The profile details

- 1 Scroll down the page until you see the company details. It shows the complete information as entered by the member.
- 2 The product page displays a summary of the offers/requests posted by member.
- 3 If you are interested to get in touch with the member, enter your message within the contact section.

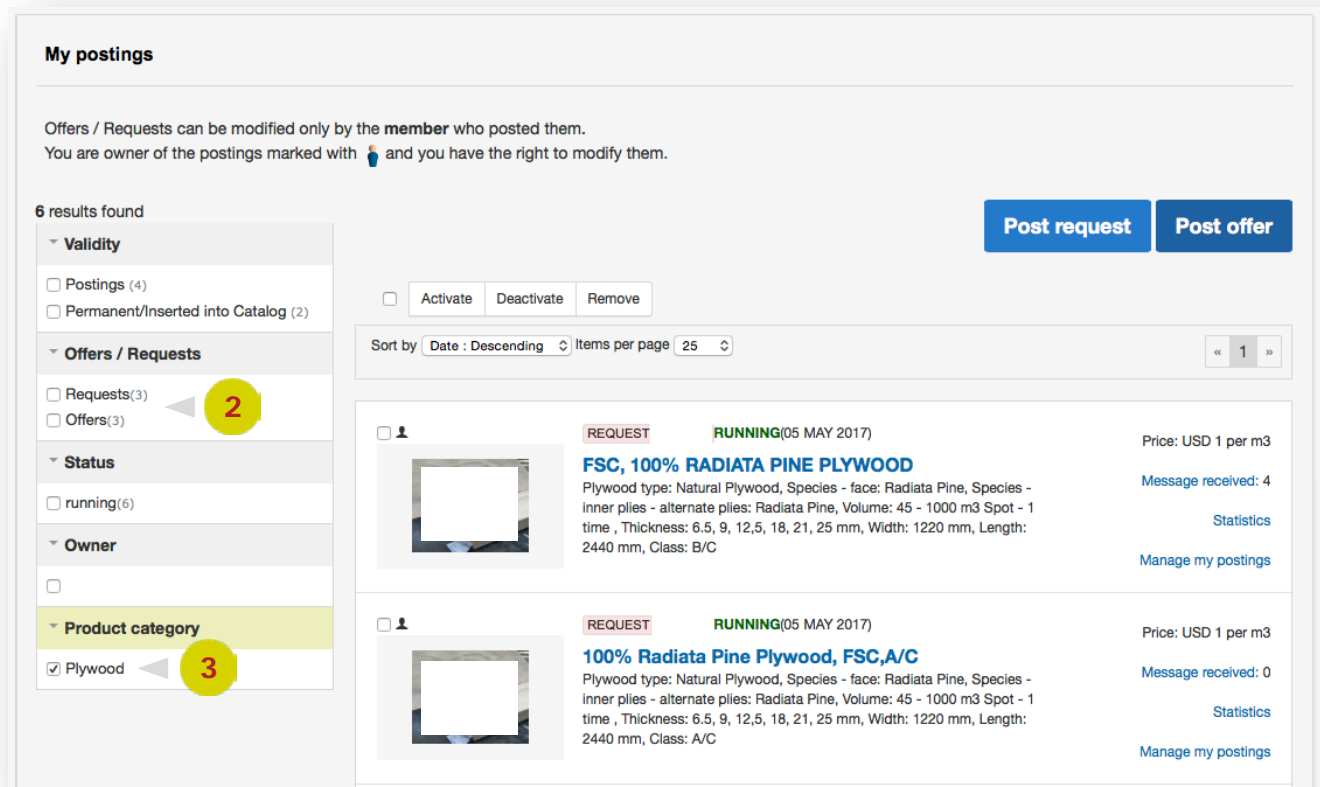
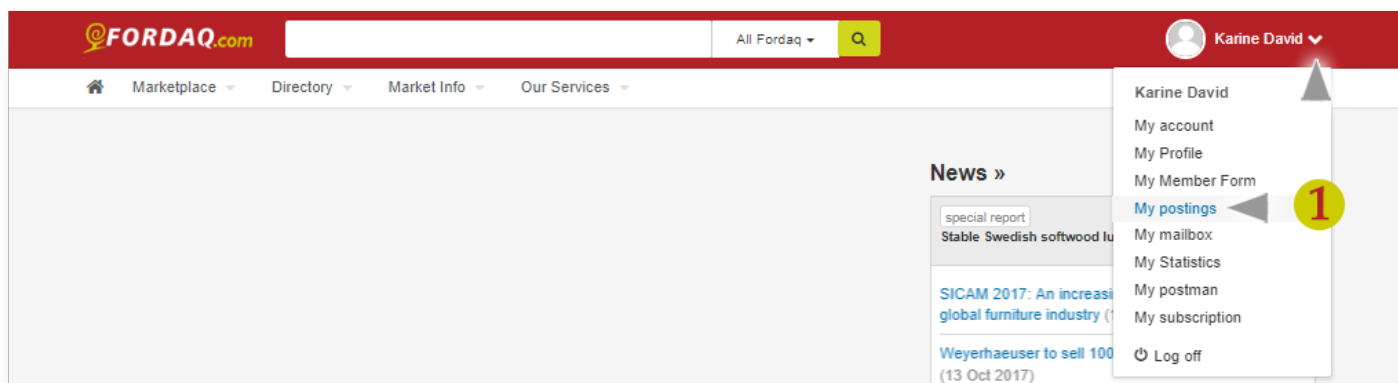


Step 6, Management Tools

TIP: Fordaq notifies you by email every time you receive a new message.

My Postings (1/2)

- 1 Click the arrow to expand the drop-menu, and then click **"My Postings"**.
- 2 Click the box **"Requests"**, if you want to see only your requests.
Click the box **"Offers"**, if you want to see only your offers.
- 3 You can also select one product category. For example, click **"Plywood"** and the table will just show your offers or requests of this category.




TIP: To have an overview of all your offers and requests, click **"My postings"** in the drop-menu.

My Postings (2/2)

- 1 In case you have received messages on this product, you can see and reply to them by clicking here.
- 2 Click **"Manage my postings"** to change any specifications of this product.
- 3 Click **"Find matching offers (or requests)"** to see offers or requests of similar products.

My postings

Offers / Requests can be modified only by the **member** who posted them.
You are owner of the postings marked with  and you have the right to modify them.

6 results found

Validity

☐ Postings (4)

☐ Permanent/Inserted into Catalog (2)

Offers / Requests

☐ Requests(3)

☐ Offers(3)

Status

☐ running(6)

Owner

☐

Product category


☒ Plywood

☐ Activate Deactivate Remove

Sort by Date : Descending Items per page 25

« 1 »

Post request **Post offer**

☐ 

REQUEST **RUNNING**(05 MAY 2017)

FSC, 100% RADIATA PINE PLYWOOD


Plywood type: Natural Plywood, Species - face: Radiata Pine, Species - inner plies - alternate plies: Radiata Pine, Volume: 45 - 1000 m3 Spot - 1 time , Thickness: 6.5, 9, 12.5, 18, 21, 25 mm, Width: 1220 mm, Length: 2440 mm, Class: B/C

Price: USD 1 per m3

1 [Message received: 4](#)

[Statistics](#)

[Manage my postings](#)

☐ 

REQUEST **RUNNING**(05 MAY 2017)

100% Radiata Pine Plywood, FSC,A/C

Plywood type: Natural Plywood, Species - face: Radiata Pine, Species - inner plies - alternate plies: Radiata Pine, Volume: 45 - 1000 m3 Spot - 1 time , Thickness: 6.5, 9, 12.5, 18, 21, 25 mm, Width: 1220 mm, Length: 2440 mm, Class: A/C

Price: USD 1 per m3

2 [Message received: 0](#)

[Statistics](#)

[Manage my postings](#)

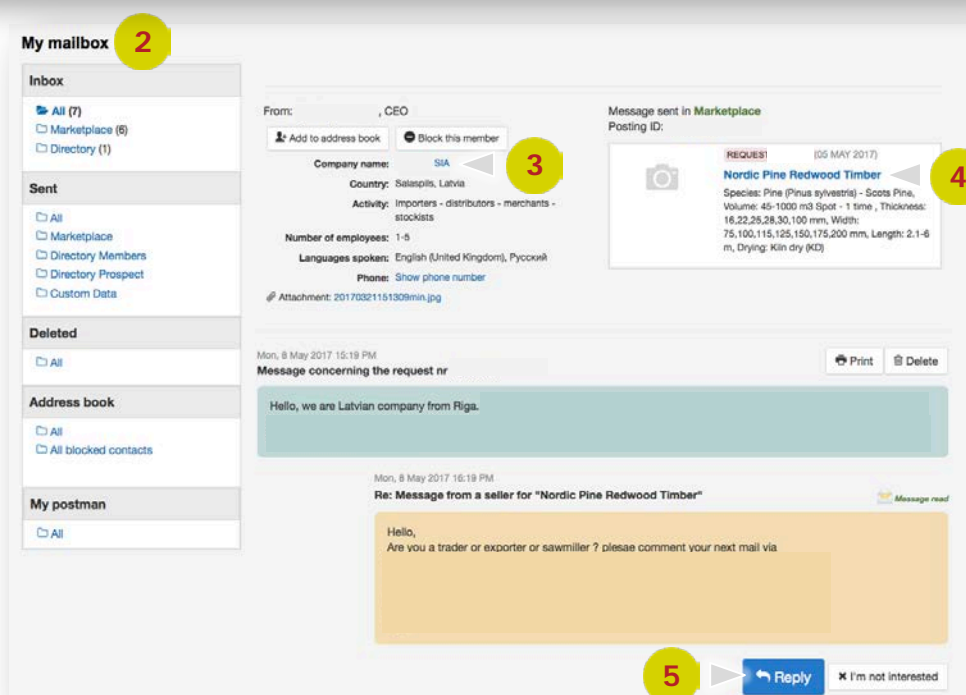
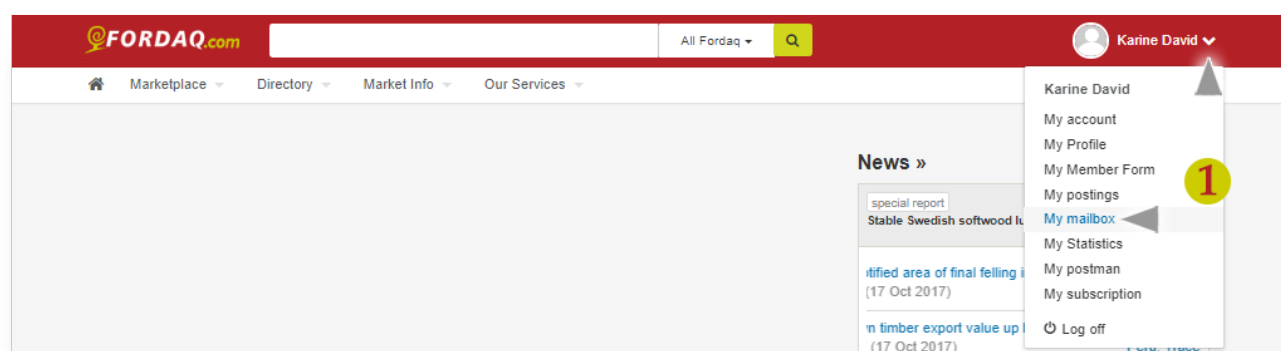
Manage my postings **X**

- [Modify offer](#)
- [Activate offer](#)
- [Remove offer](#)
- [Find matching requests](#) **3**

My Mailbox

TIP: You should always reply to messages you receive, even when they do not interest you. This will motivate your counterparts to continue to show interest by your postings in the future.

- 1 Click the arrow to expand the drop-menu, and then click **"My Mailbox"**.
- 2 **"My Mailbox"** shows all the messages you have received and sent. When you open one message, it appears as the example.
- 3 Click the member name to access the FORDAQ profile with more information on his company.



- 4 Click here to see the posting in which this member is interested.
- 5 To quickly contact the member, click **"Reply"**.

My Statistics

TIP: Knowing which countries are looking at your products and profile can help you to set your strategy for further business development.

- 1 Click the arrow to expand the drop-menu, and then click "My Statistics".
- 2 "My Statistics" shows a summary of the total views and messages received. Geographical origin is also mentioned.
- 3 Scroll down the page to see similar analysis on Directory and Marketplace.

