User Guide

a Visual Guide for Wood Professionals in Only 6 Steps!
Using the Leading B2B Marketplace

Foreword 1

Step 1, Getting Started
Logging in to Fordaq 2
Understanding the menus 2

Step 2, Filling in Your Information
My Member Form 3
My Profile 4

Step 3, Inserting Your Own Postings
Choosing the product category 5
Filling in the product form 6

Step 4, Searching for Products
Selecting the category to search for 8
The search results 8
The offer/request details 9

Step 5, Searching for Companies
Selecting the profile to search for 10
The search results 10
The profile details 11

Step 6, Management Tools
My Postings 12
My Mailbox 14
My Statistics 15
Aren’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:

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.

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.

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.

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

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.

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!
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.
Step 1

1. Click the arrow to expand the drop-menu, and then click “My Account”.

Step 2

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.

Step 3

3. A window will appear to let you do the selection. Select the boxes of your interests. Then, Click “Confirm”.

TIP: Carefully completing your profile is essential to be visible on the related product categories in the directory.
Step 3, Inserting Your Own Postings

Choosing the product category

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.

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.
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.

**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 (2/2)

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”.

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.
Step 4, Searching for Products

Selecting the category to search for

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.

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.

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.

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**Oak Sleepers 125 mm x 225mm x 2400 mm**

<table>
<thead>
<tr>
<th>Offer</th>
<th>Date 2017-05-16</th>
<th>Valid until: Permanent</th>
</tr>
</thead>
</table>

**Product**

- **Type**: Railway Sleepers
- **Type of species**: European Hardwood
- **Species**: Oak

**Specifications**

- **Volume**: 1 - 560 m³ Spot - 1 time

**Contact seller**
**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

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

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

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.

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.

4. Click here to see the posting in which this member is interested.

5. To quickly contact the member, click “Reply”.
Step 1
Click the arrow to expand the drop-menu, and then click “My Statistics”.

Step 2
“My Statistics” shows a summary of the total views and messages received. Geographical origin is also mentioned.

Step 3
Scroll down the page to see similar analysis on Directory and Marketplace.

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