



USER MANUAL

www.rootie.eu





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Introduction.



Introduction.

Thank you for choosing Rootie as your trusted platform - We're excited to have you on board! Our platform is designed to be intuitive and easy to navigate, making your experience as straightforward as possible. However, to help you get the most out of Rootie's features and services, we've put together this user manual. It provides a clear and comprehensive overview of each part of the platform. Should you have any questions or need further assistance, please don't hesitate to reach out to our support team.

We're here to help!

Registration.

2. Registration.

Welcome aboard! Let's get you set up and ready to explore the vast possibilities for your business with Rootie. To begin, simply navigate to www.rootie.eu and locate the „**Create Account**“ button at the top right corner of the homepage (see *Figure 1*).

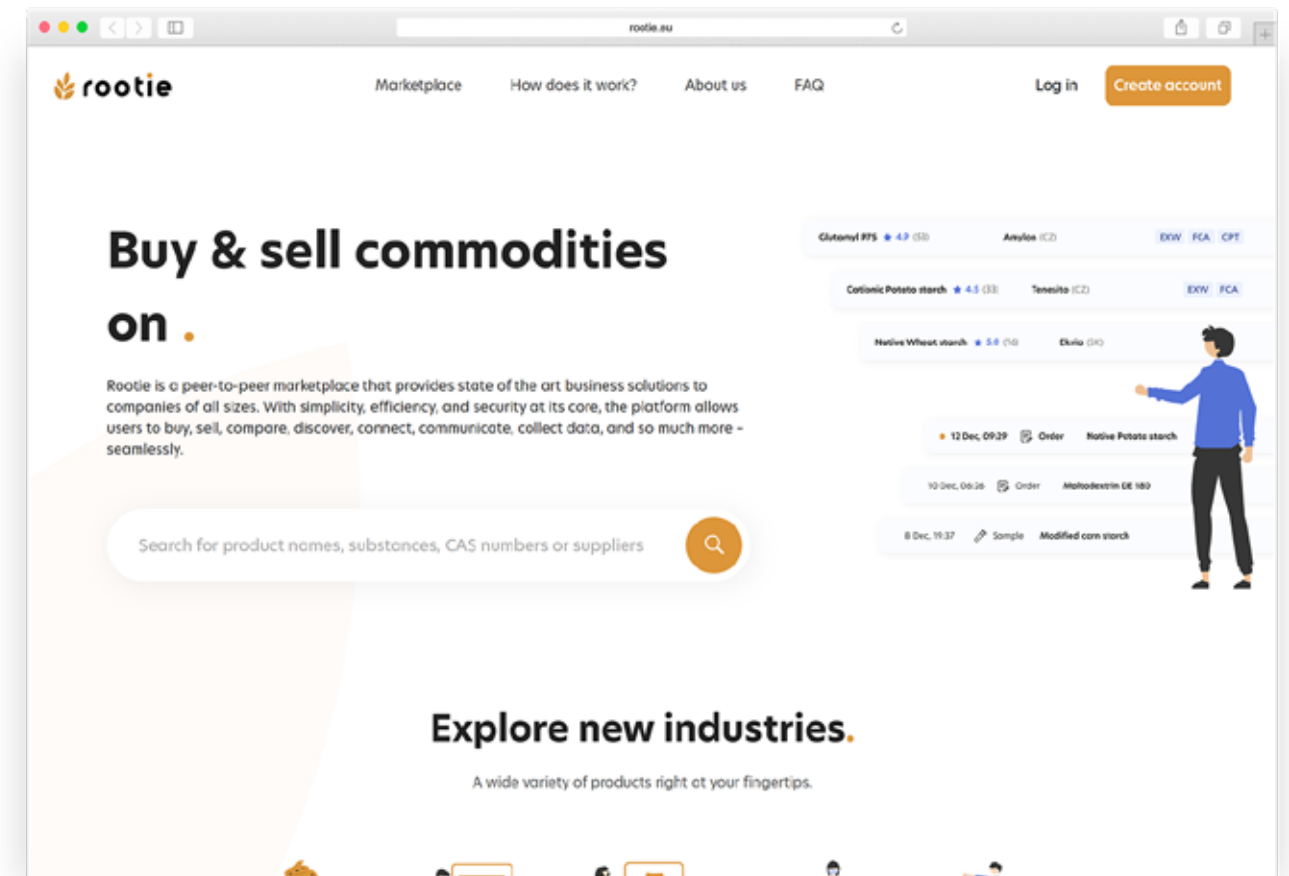



Figure 1

2.1 Choosing Your Registration Type.

Decide how you'd like to use Rootie:

As a Buyer: If you're here to purchase goods, click on "I am a buyer" (option on the left).

As a Supplier: If you're looking to sell goods, click on "I am a supplier" (option on the right).

 **Note**
You can register as both a buyer and a supplier, but you'll need to use different email addresses for each account due to EU regulations (see Figure no. 2).

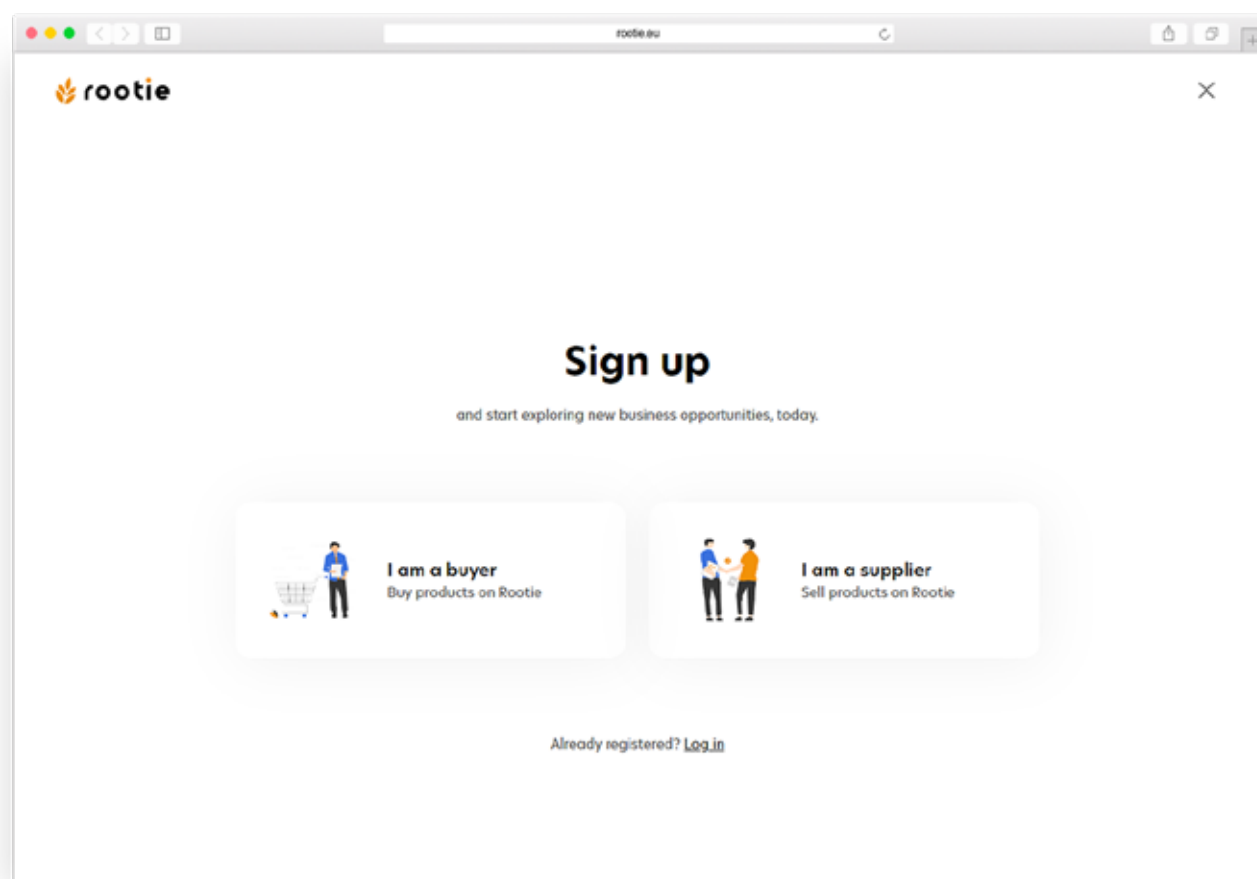


Figure 2

2.2 Filling Out the Registration Form.

Once you've selected your role:

- 1. Enter Your Email:** This will be used as your username. We'll send a verification email to this address, so ensure it's accessible.
- 2. Create a Password:** Choose a secure password with at least 8 characters (including at least 1 uppercase letter, 1 lowercase letter, 1 number, and 1 special character).
- 3. Accept the Terms:** Tick the checkbox to agree to our Terms of Service and Privacy Policy, confirming your understanding of how we manage your data and operate the platform.

Click on "**Create an account**" to submit your registration form (see Figure 3).

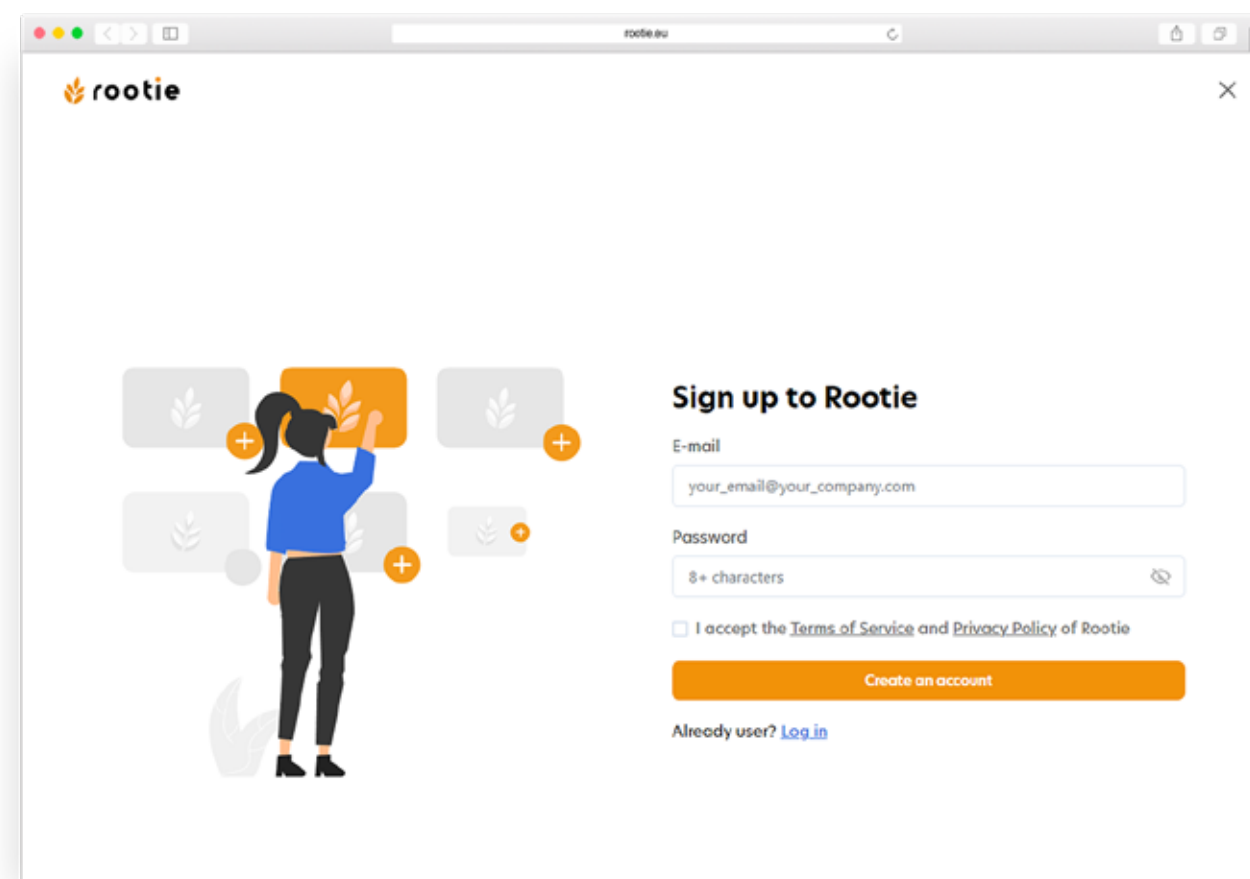


Figure 3

2.3 Email Verification.

Check your inbox for the verification email. If it's not there, please check your Spam folder just in case.

Verify: Click the **„Verify email address“** button in the email (see Figure 4) to activate your account.

Note
 It may take up to 2 minutes for the email to be delivered. If you do not see the email, please also check the folder „Spam“ in your inbox.

2.4 Confirmation of registration.

After opening the verification email in your inbox, please click on the **„Verify email address“** button (see Figure 5). Subsequently, your account in the Rootie platform will be activated.

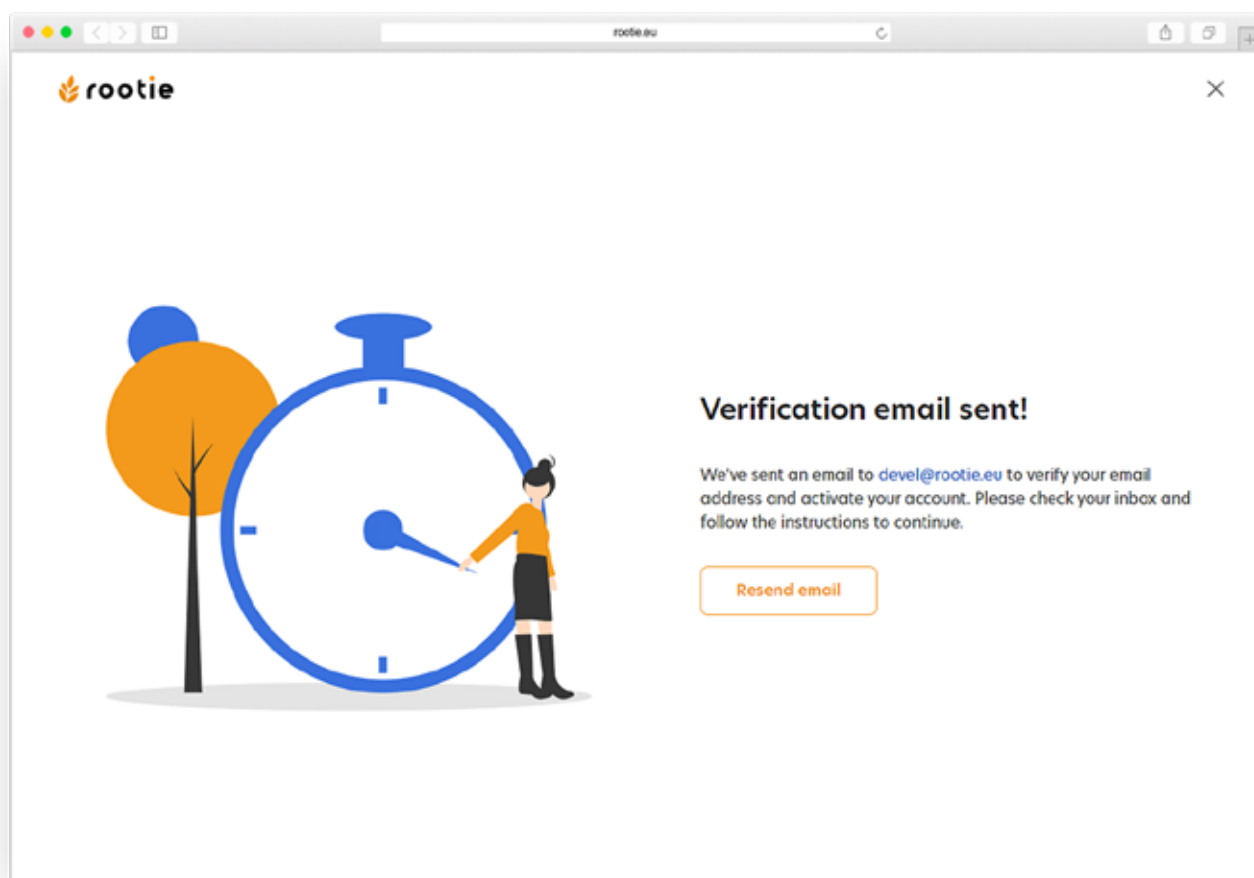


Figure 4

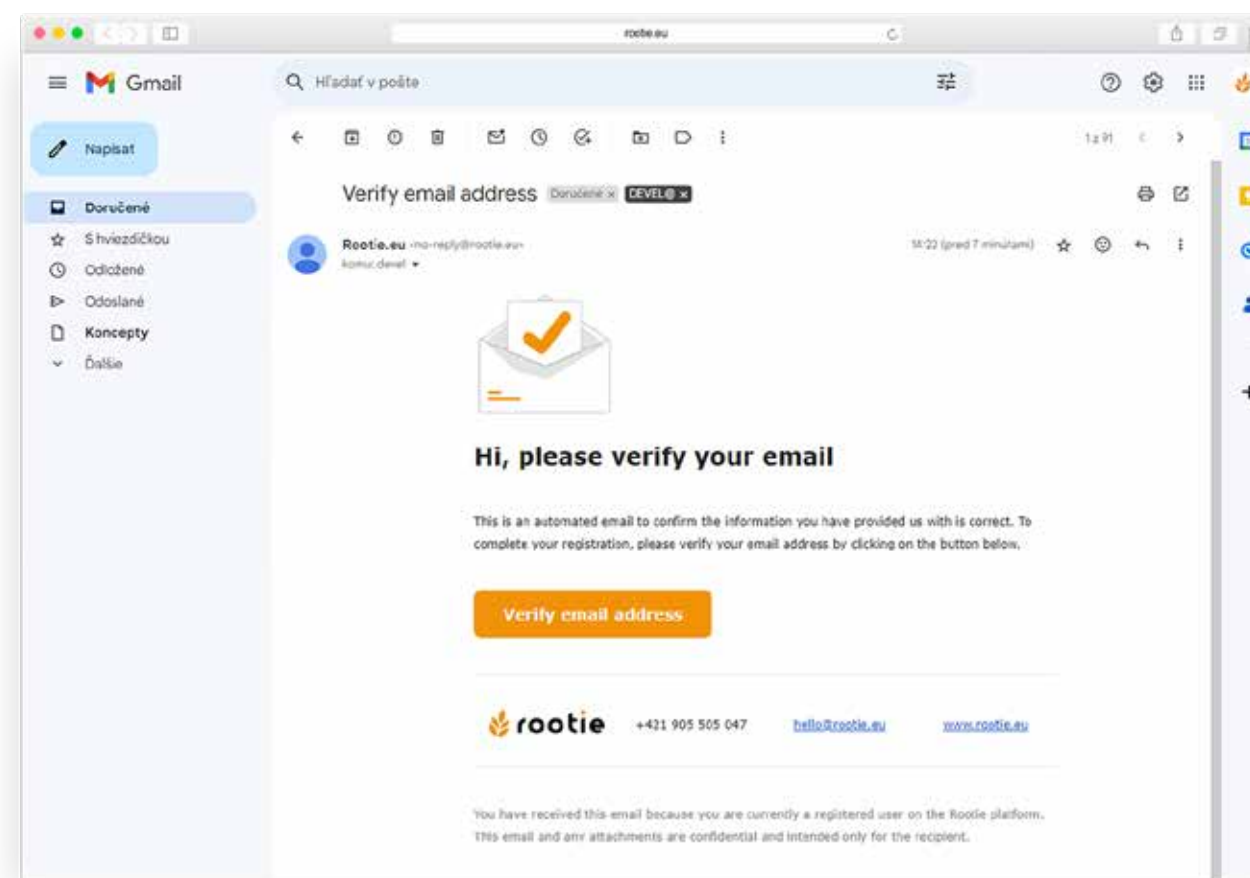


Figure 5

2.5 Company details.

After successfully activating the account via a verification e-mail, the platform will prompt you to enter your **company data**. Please fill in all the following information correctly: Company name, ID number, VAT number (if you are a VAT payer), Street, Identification number, ZIP code, City, Country.

You can save the filled-in data by clicking the „**Save details**“ button (see Figure 6).

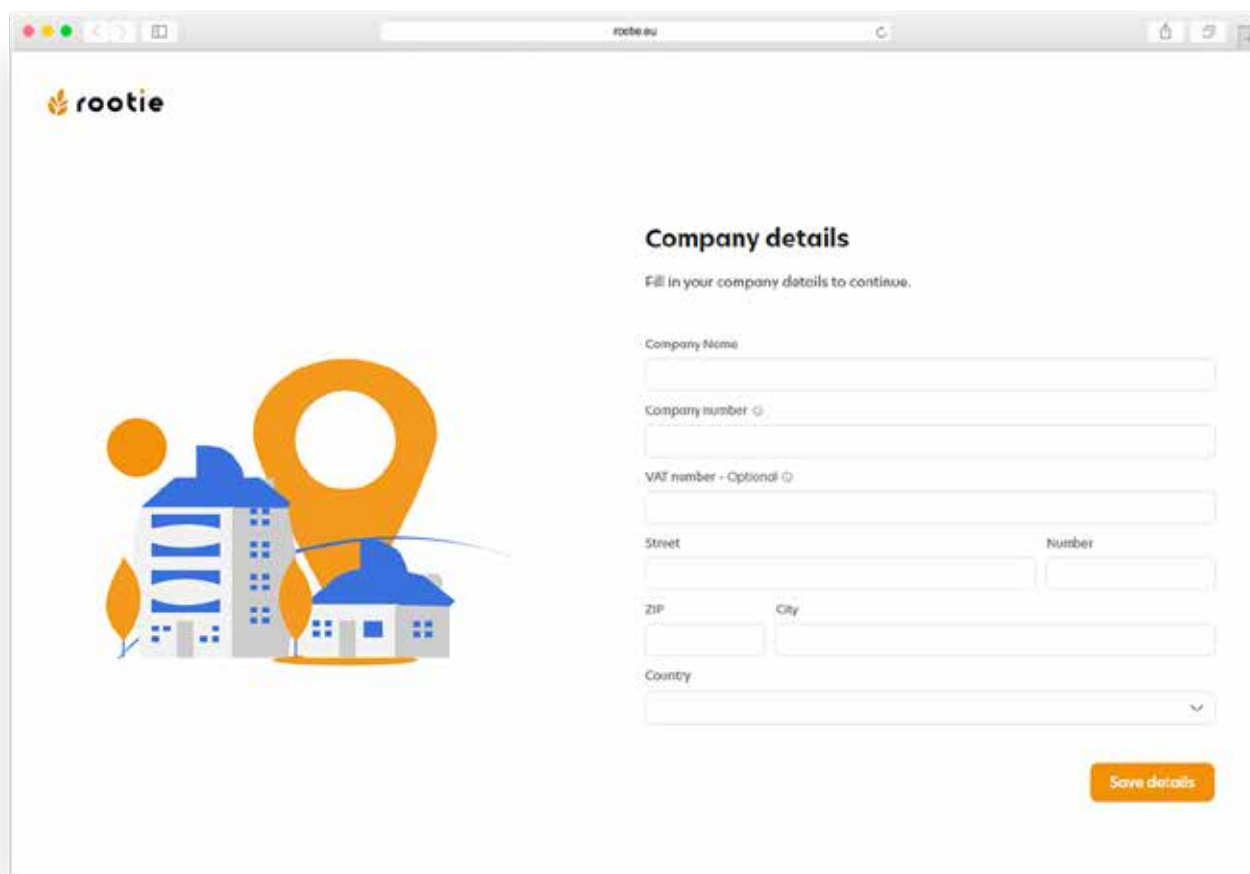


Figure 6

2.6 Completing Your Registration.

Congratulations! Your registration is now complete. Confirmation of successful registration was also sent to your registration e-mail. You can log in to the Rootie platform and start shopping by clicking the „**Login to Rootie**“ button (see Figure 7).

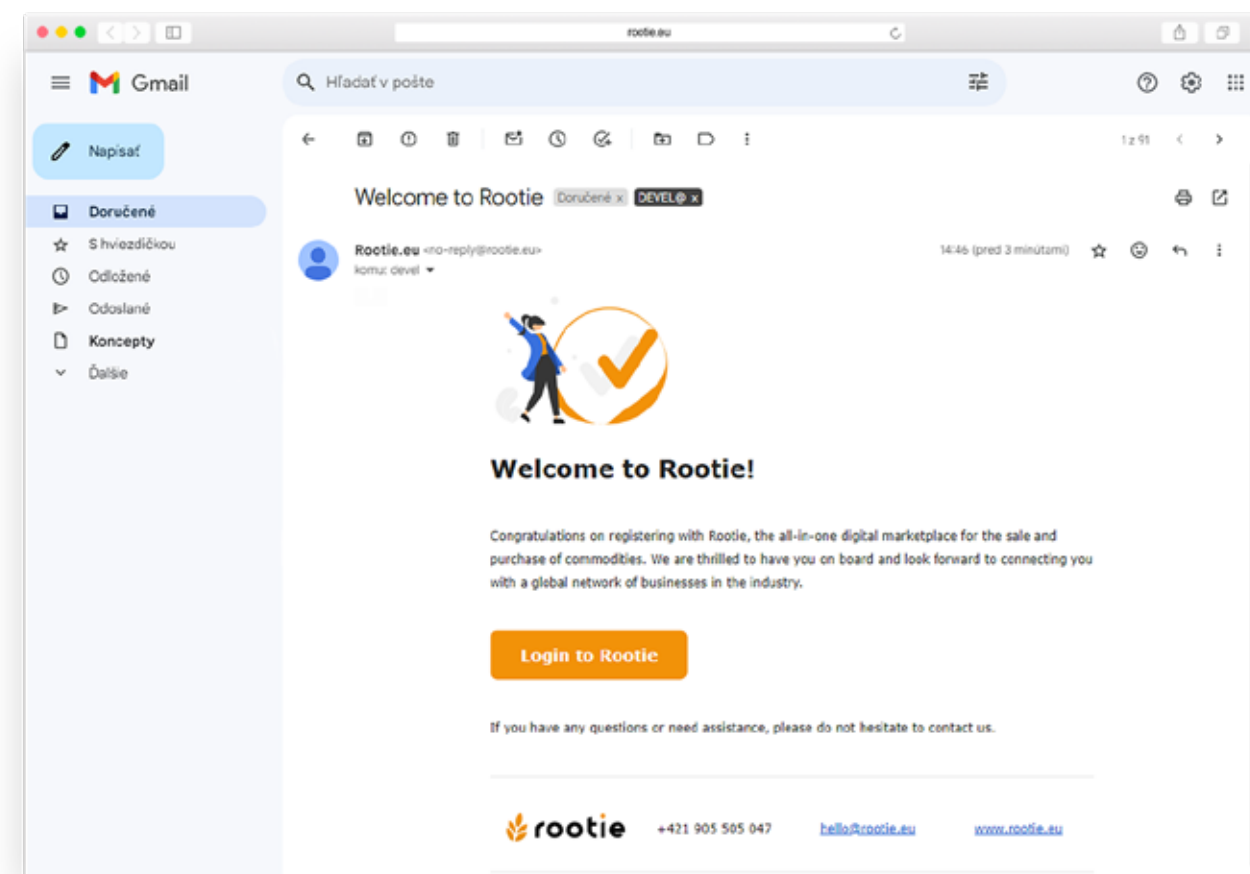


Figure 7

Marketplace.

3.

3. Marketplace.

Once you have registered and logged in to Rootie, you will gain full access to **the Marketplace** (see Figure 8). This section is designed to provide a **comprehensive and user-friendly overview** of all available products, enabling you to effortlessly find and select items that align with your specific business needs.

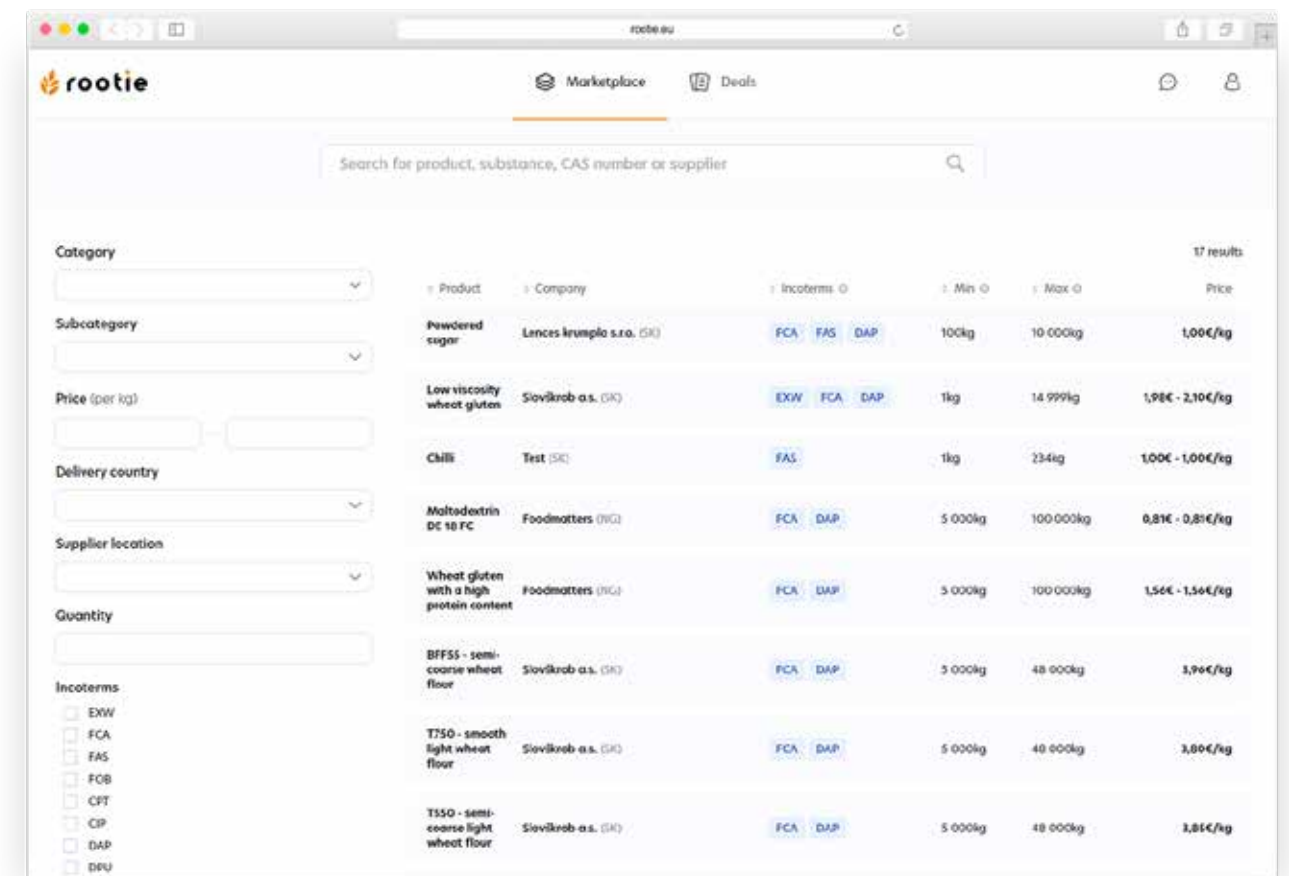


Figure 8

3.1 Searching fo Products.

Efficiently locate products using the **search bar** located at the top of the page, above the product listings (see *Figure 9*). Simply enter the name of the product you are looking for, and the platform will display matching results, allowing for a quick and targeted search.

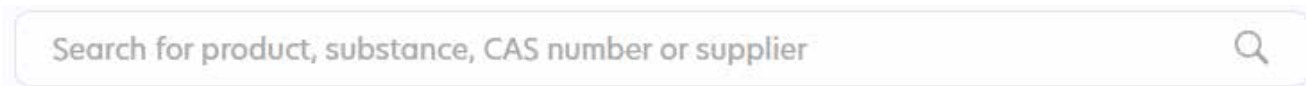


Figure 9

3.2 Filtering Products.

For more refined results, utilize **the filter** options on the left side of the product listings (see *Figure 10*). Adjust filters based on criteria such as Product Category, Subcategory, Price Range per kg, Delivery Country, Supplier Country, Quantity, Incoterms, and Packaging. This tailored approach ensures you only see products that meet your specific requirements.

Category

Subcategory

Price (per kg)

 -

Delivery country

Supplier location

Quantity

Incoterms

EXW

FCA

FAS

FOB

CPT

CIP

DAP

DPU

DDP

Packaging

Paper Bag 25kg

Big Bag 700kg

Big Bag 1000kg

US Pallet

Euro Pallet

Figure 10

Note
Filtering allows for a combination of parameters to provide the most relevant product listings tailored to your needs.

3.3 Product Details.

Selecting a product will bring you to its **detailed page** (see *Figure 11*), which includes:

- General description and an illustrative image of the product.
- Essential information such as country of origin, available shipping options, and packaging details.
- Minimum and maximum order quantities, along with pricing per kg.
- Information about the seller, including the company name and location.
- Downloadable documents such as technical specifications, if available.

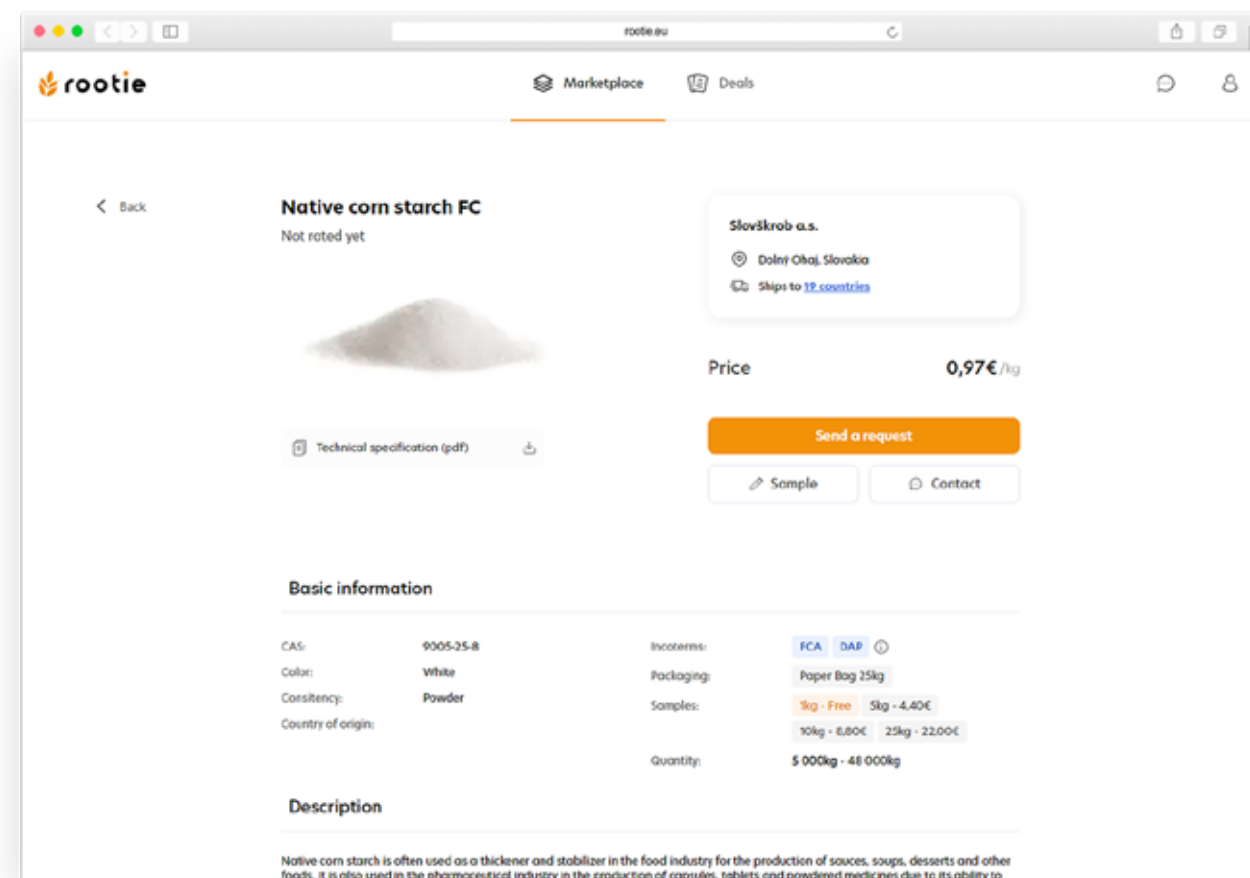


Figure 11

3.3.1 Buyer Options.

Once you find a product that fits your business needs in the Marketplace, you'll have several actionable options to further engage with the product and the seller (see *Figure 12*):

Send a Request: If you require specific information or a tailored quote, click the „*Send a request*“ button to initiate direct negotiations with the seller.

Order Samples: Test the product before committing to a larger order by requesting a sample via the „*Sample*“ button. This option ensures the product meets your quality standards and specific requirements.

Direct Communication: Use the „*Contact*“ button to discuss details directly with the seller through the platform's chat feature, enhancing clarity and service satisfaction.

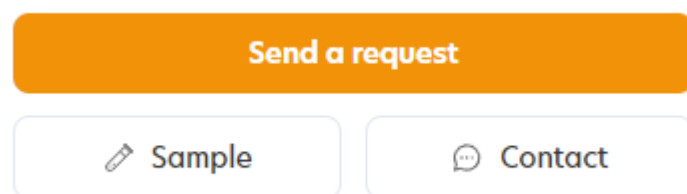


Figure 12

3.3.2 Reviews.

Each product can be evaluated with reviews that are displayed at the bottom of each product detail (see *Figure 13*). It is possible to rate with stars from 1 to 5, where 1 represents the least satisfaction and 5 the greatest satisfaction with the product. For each evaluation, the user can also leave a verbal review.

You add a new review by clicking the „*Write a review*“ button. You will see a popup form (see *Figure 14*) in which you can express your satisfaction with the product with stars from 1 to 5 and possibly also verbally. Submit the completed review by clicking the „*Submit a review*“ button.

Note
Only a user registered as a buyer can leave a review and can submit for each product only one review.

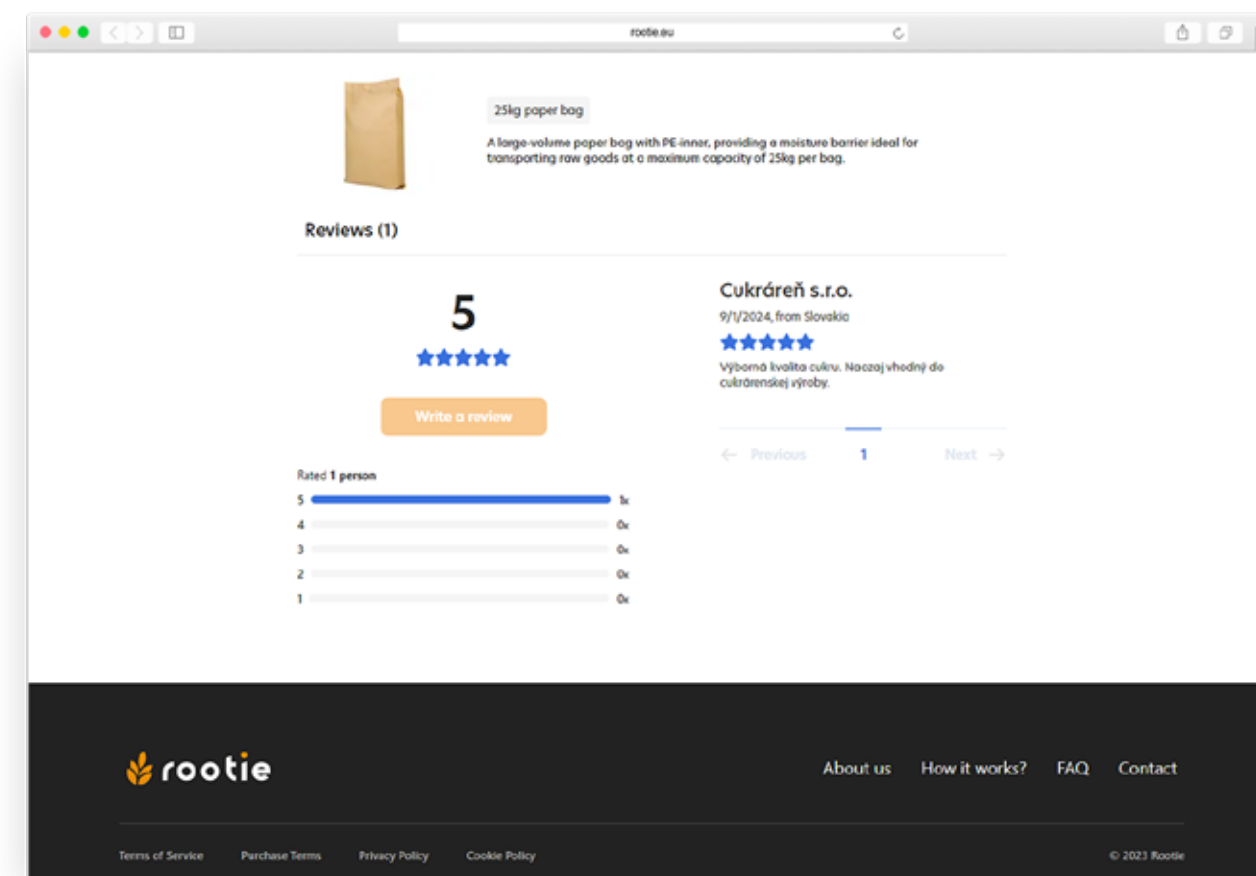


Figure 13

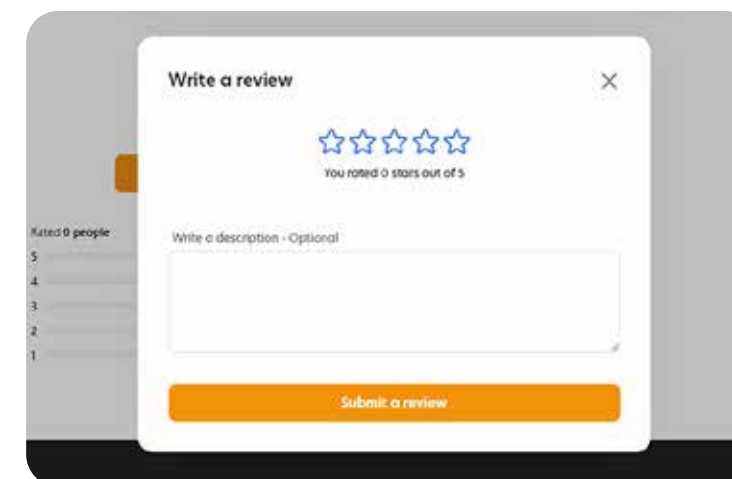


Figure 14

Buyer.

4.

4. Buyer.

You can find all your sent and received quotes, product orders and samples in one place in the „Deals“ section (see Figure 15). In this report, you will find basic information for each order, such as: order ID, date, product name, supplier / customer, order type, status, total amount. Click on an item to view its details.



Note

For every change in your order, you will be notified by a message to the e-mail address, which you entered during registration.

ID	Updated	Product	Company	Progress	Status	Total
#43	8 Jan, 13:52	Native corn starch FC	Slovkrob a.s.	Request	Sent	4 850 00€
#32	3 Jan, 8:47	Native wheat starch FC Sample	Slovkrob a.s.	Request	Sent	Free
#31	19 Dec, 15:38	Low viscosity wheat gluten	Slovkrob a.s.	Order	Accepted	10 480 00€
#28	4 Dec, 13:51	Native wheat gluten RI Sample	Slovkrob a.s.	Request	Sent	Free
#27	4 Dec, 13:50	Wheat gluten with a high protein content Sample	Foodmasters	Request	Sent	2 00€
#26	1 Dec, 14:39	8FF55 - semi-coarse wheat flour Sample	Slovkrob a.s.	Request	Sent	Free

Figure 15

4.1 Product Details.

If you have found a product you are interested in on the Rootie platform, the first step is to send a request to the seller for a quote. The seller prepares and sends you a price offer, which you can accept or reject. If you accept the offer, the price offer becomes a binding order. All you have to do is agree on payment and delivery terms.

4.1.1 Request for a Price Quote.

Initiate a price quote request by clicking on the „Send a request“ button located in **the product details**. This allows you to specify the amount you're interested in and any special requests related to the product (see Figure 16). This is typically the first step in negotiating the terms of a potential purchase.



Figure 16

1. Product Information (see Figure 17)

In the request form, specify the **quantity** you desire in kilograms. The platform will automatically display a preliminary price for this quantity on the right side of the page under **“Price.”** Choose from available **packaging and shipping** options that suit your needs. If necessary, you can provide additional notes for the seller in the **„Message for supplier“** field to clarify your requirements.

Note
Values can only be entered in the „Amount“ field within the range of the minimum and maximum purchase amount for the given product. These values vary from product to product.

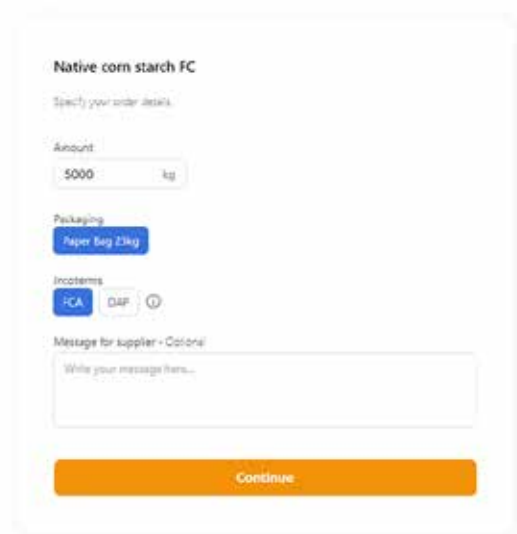


Figure 17

2. Billing Address (see Figure 18)

Enter your billing address where the seller will send the price quote and potentially the invoice later. Add any additional billing notes in the **„Additional information“** field if required. We recommend saving this filled address to your address book by checking the **„Save billing address“** checkbox. After filling in the address, save your details and move to the next step by clicking the **„Continue“** button.

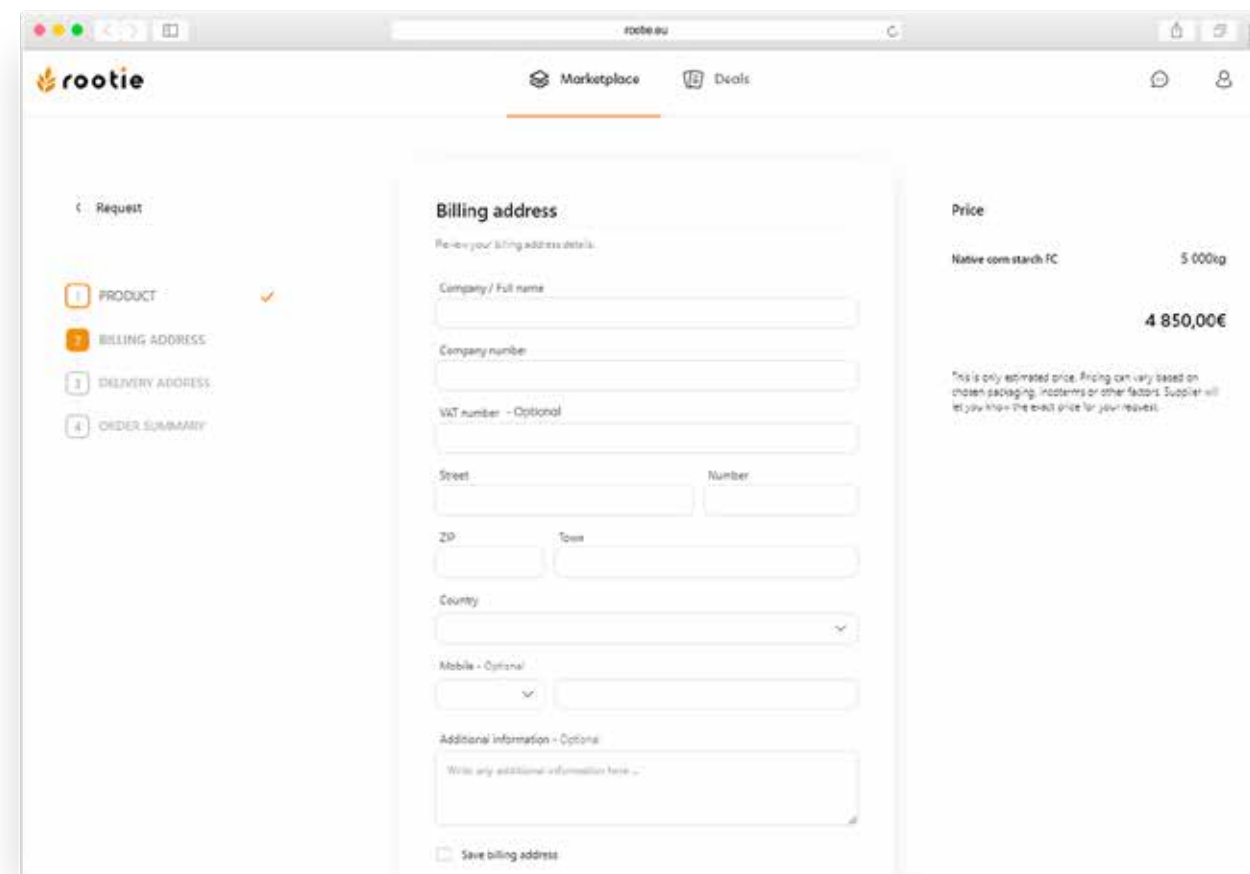


Figure 18

3. Delivery Address (see Figure 19)

Enter your delivery address. If it is the same as the billing address, uncheck the „**Delivery address is different than billing address**“ checkbox. Optionally, provide additional delivery notes in the „**Additional information**“ field.

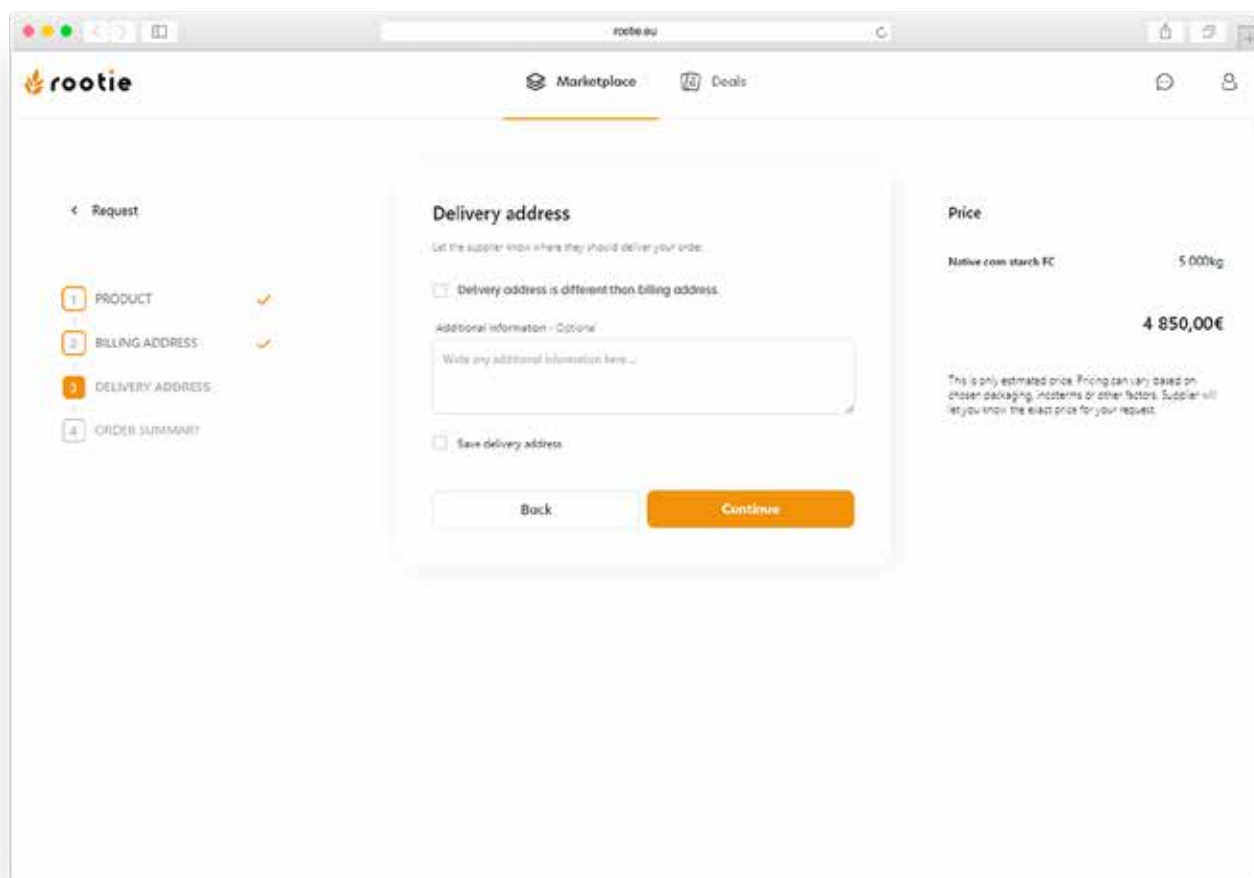


Figure 19

4. Summary and Submission of Request (see Figure 20)

Review all entered details about the product, billing, and delivery in the final step. If necessary, you can return to previous steps to adjust any details by clicking the **“Back”** button. Confirm all information is correct and submit your price quote request by clicking the **„Send a request“** button. A message confirming the successful submission will then be displayed.

Upon submission, you will wait for the seller to create a price quote, which you will be notified about via email once the seller prepares and sends the offer.

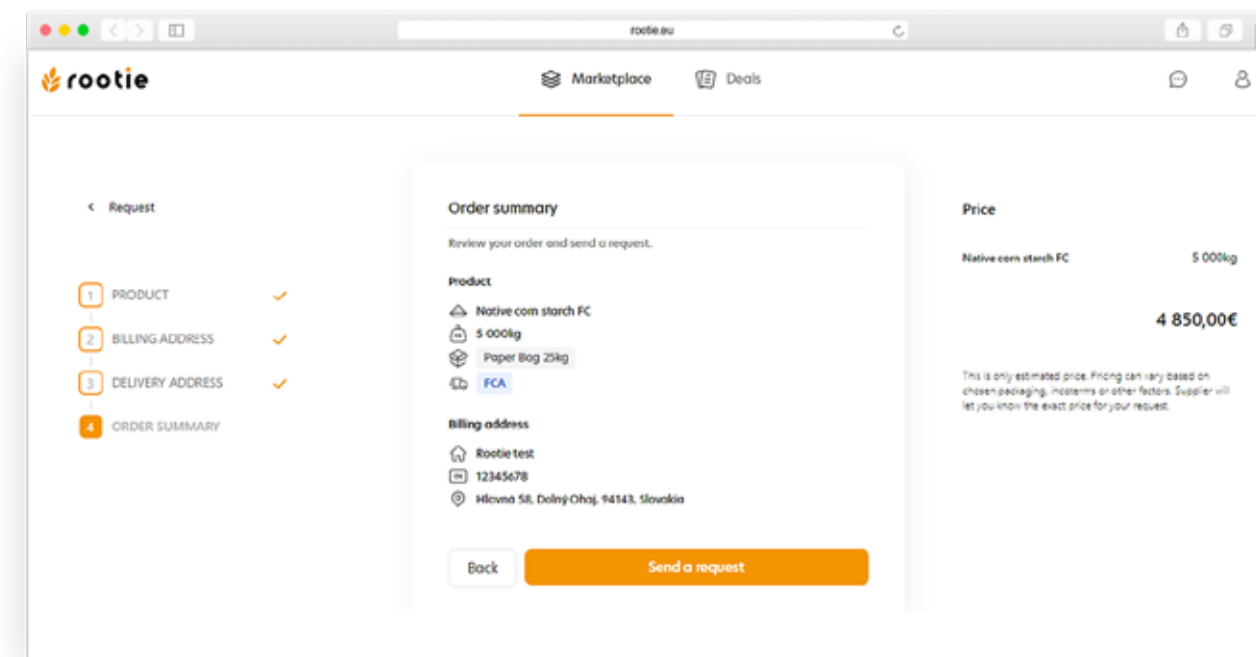


Figure 20

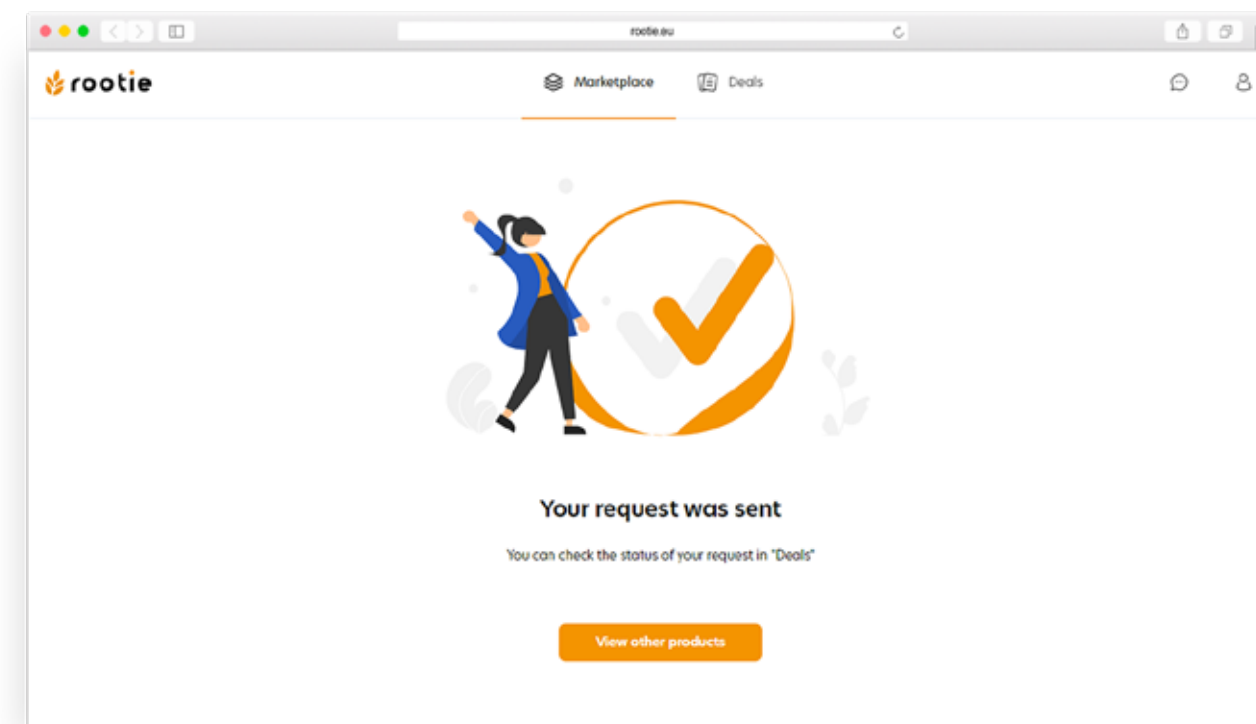


Figure 21

Note
 After sending the request, a confirmation will also be sent to the email address you registered. You will be notified of any changes to your request by email as well.

4.1.2 Review Price Quote.

After submitting your request for a price quote, you can review the detailed response from the seller in the „Deals“ section of your dashboard:

Accessing the Quote Details (see Figure 22): Click on the specific request to view detailed information including the product information, the proposed price by the seller, and other relevant terms associated with the quote.

Communication Options: If you wish to discuss the quote further or negotiate terms, you can use the „Contact supplier“ button to initiate a chat with the seller directly through the platform’s communication features.

Option to Cancel: If the quote does not meet your expectations or if you decide not to proceed, you have the option to cancel the request by clicking the „Cancel request“ button.

4.1.3 Price offer.

The supplier created a price offer based on your request (see Figure 23). You can find it in the „Deals“ section, and you will be notified of its creation to the e-mail address entered during registration.

In the details of the price offer, you have three options for proceeding:

- A.** You **accept** the offer from the supplier by clicking the „Accept“ button
- B.** You can **reject** the offer from the supplier by clicking the „Decline“ button
- C.** You **contact** the supplier to negotiate a better offer by clicking the „Chat“ button

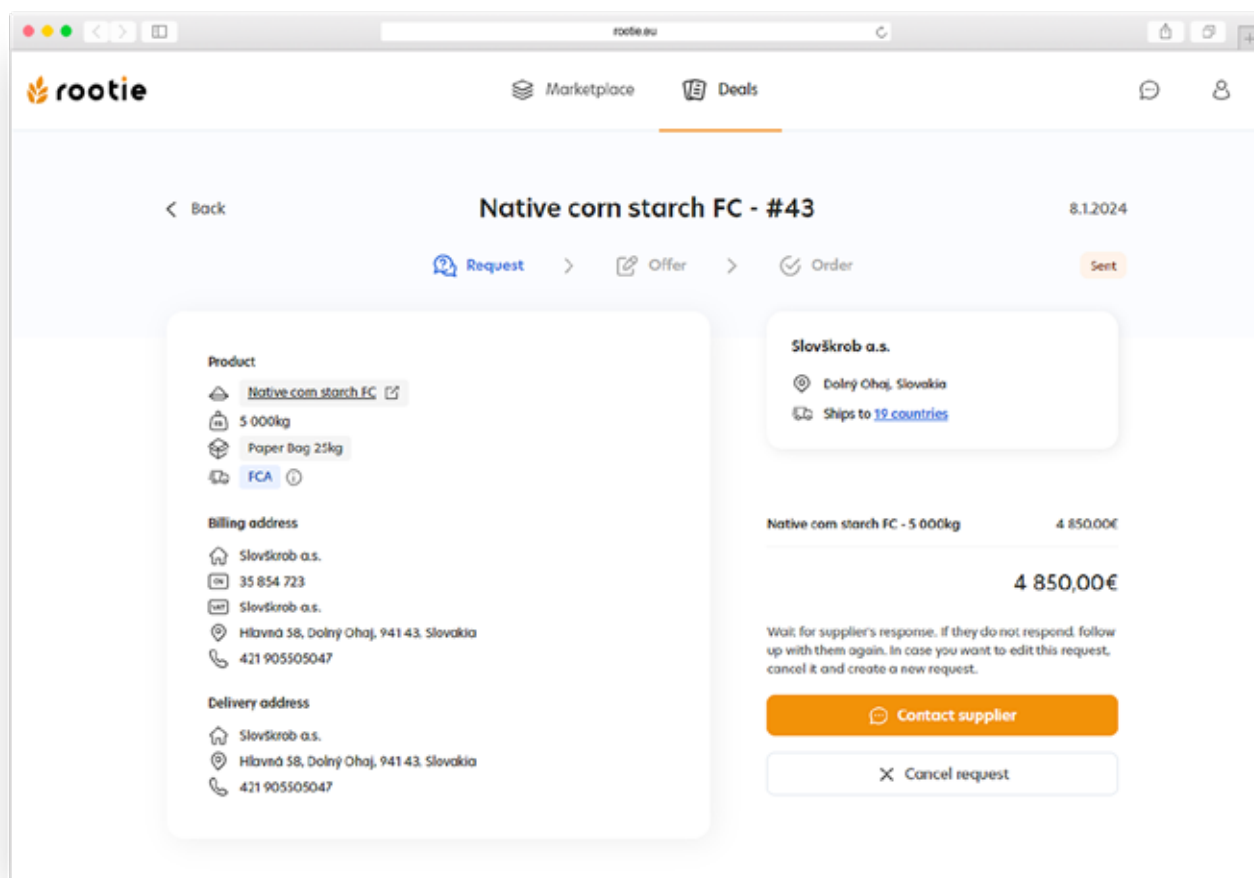


Figure 22

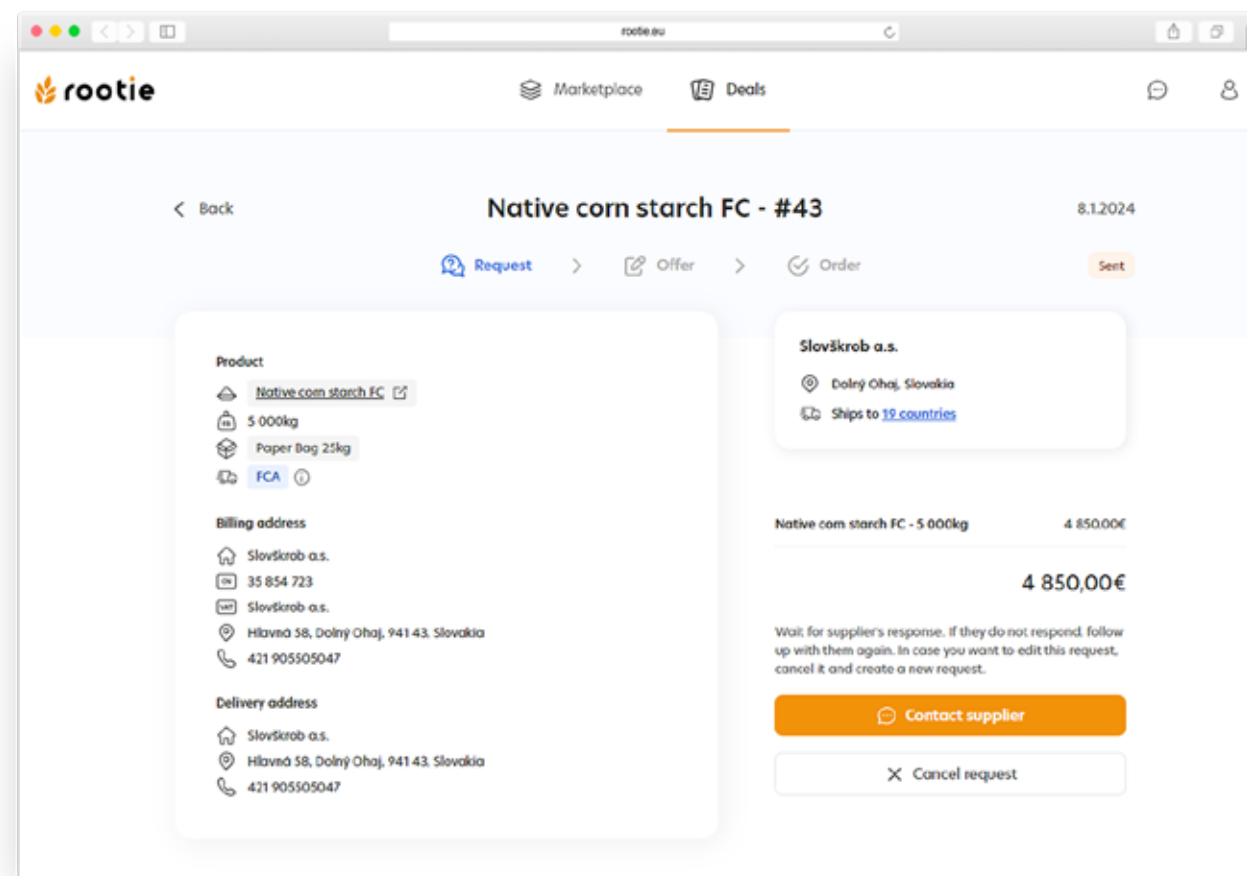


Figure 23

4.1.4 Binding Order.

Once you accept a price quote, the platform will formalize your agreement by **generating a binding order document**:

Order Agreement: When you accept a price quote, click on the „**Order agreement (PDF)**“ button (see Figure 24). This action will generate and allow you to download a PDF document that serves as the formal contract for your order.

Finalize Terms: The next step involves finalizing payment and delivery terms with the seller. You can arrange these details over the phone or through the platform’s Chat feature, ensuring that all aspects of the order are clearly agreed upon and documented.

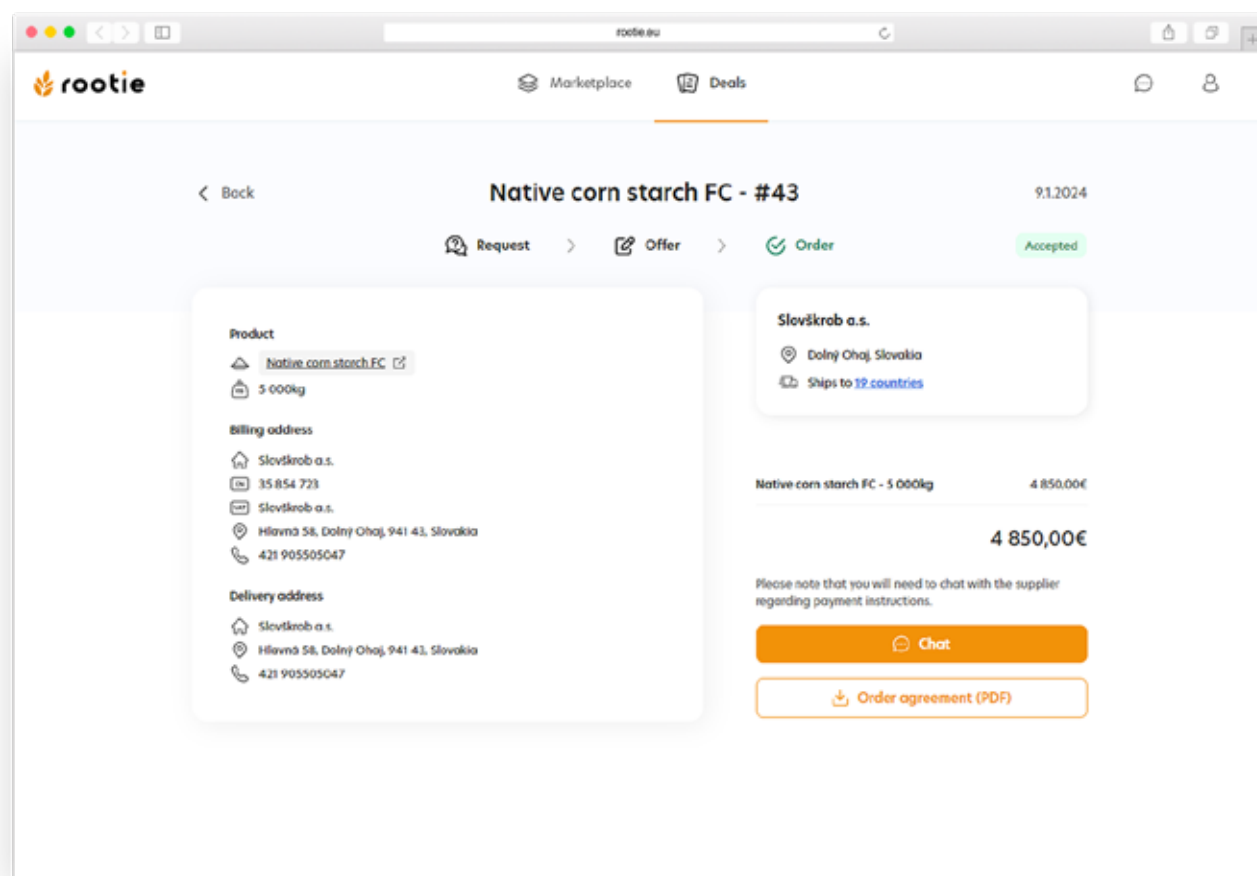


Figure 24

This process secures the transaction and provides you with a legally binding agreement, protecting both parties and facilitating a smooth fulfillment of the order.

4.2 Ordering a Sample.

If you’re interested in a product but need to test its quality or suitability before placing a bulk order, the Rootie platform allows you to order a sample.



Note
Not all products may have the „Sample“ option as it depends on the seller’s offerings. Some samples may be free of charge while others may incur a fee, which is determined by the seller.

4.2.1 Requesting a Sample.

If you need to evaluate a product before committing to a larger purchase, here’s how to request a sample on Rootie:



Note
If you don’t see a „Sample“ button for a product, it means the seller doesn’t offer that product the possibility of sending a sample.

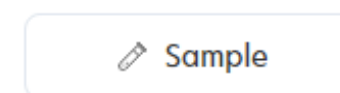


Figure 25

1. Initiate the Request

Navigate to the product details and click the „**Sample**“ button (see Figure 25). This starts the process to obtain a physical sample from the seller.

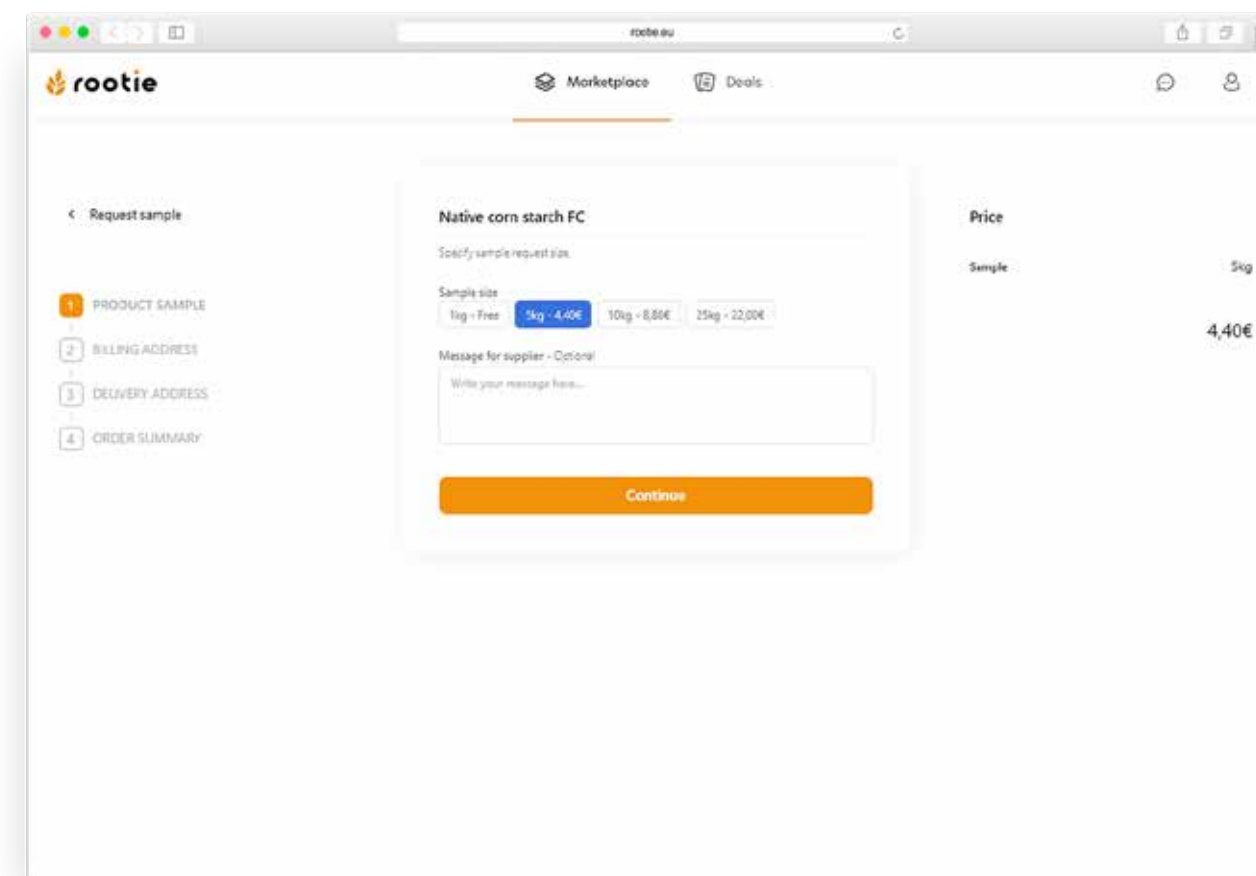


Figure 26

2. Provide Sample Details (see Figure 26)

Select the desired quantity for the sample, and the system will display the price if applicable. Use the „Message for supplier“ field to communicate any specific instructions or requirements you have for the sample.

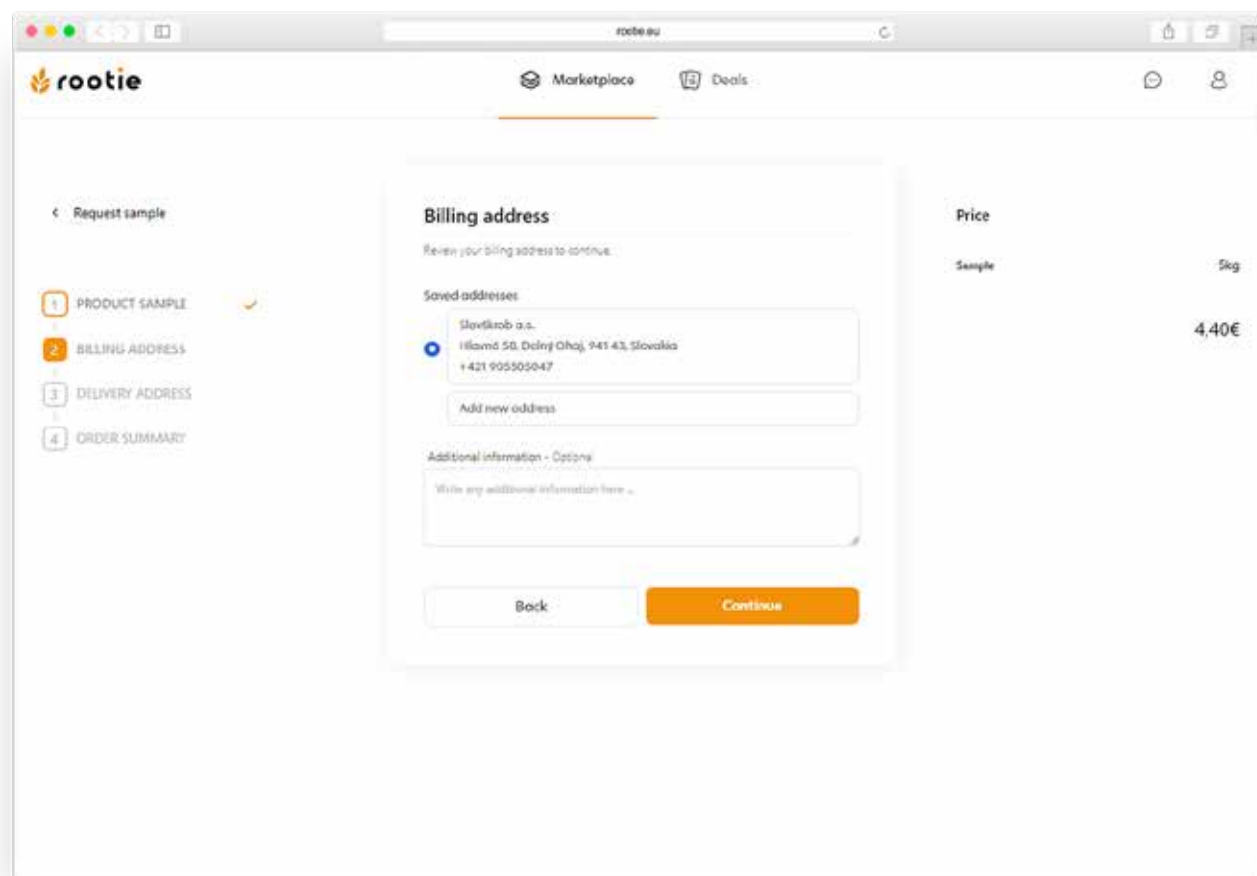


Figure 27

3. Enter Billing Address (see Figure 27)

Specify the address for invoicing purposes. Include additional billing instructions if necessary in the „Additional information“ field. You can save this address for future use by checking the „Save billing address“ option.

4. Enter Billing Address (see Figure 28)

Provide the address where the sample should be delivered. If it matches the billing address, simplify the process by unchecking the „Delivery address is different than billing address“ option. Include any specific delivery instructions in the „Additional information“ field.

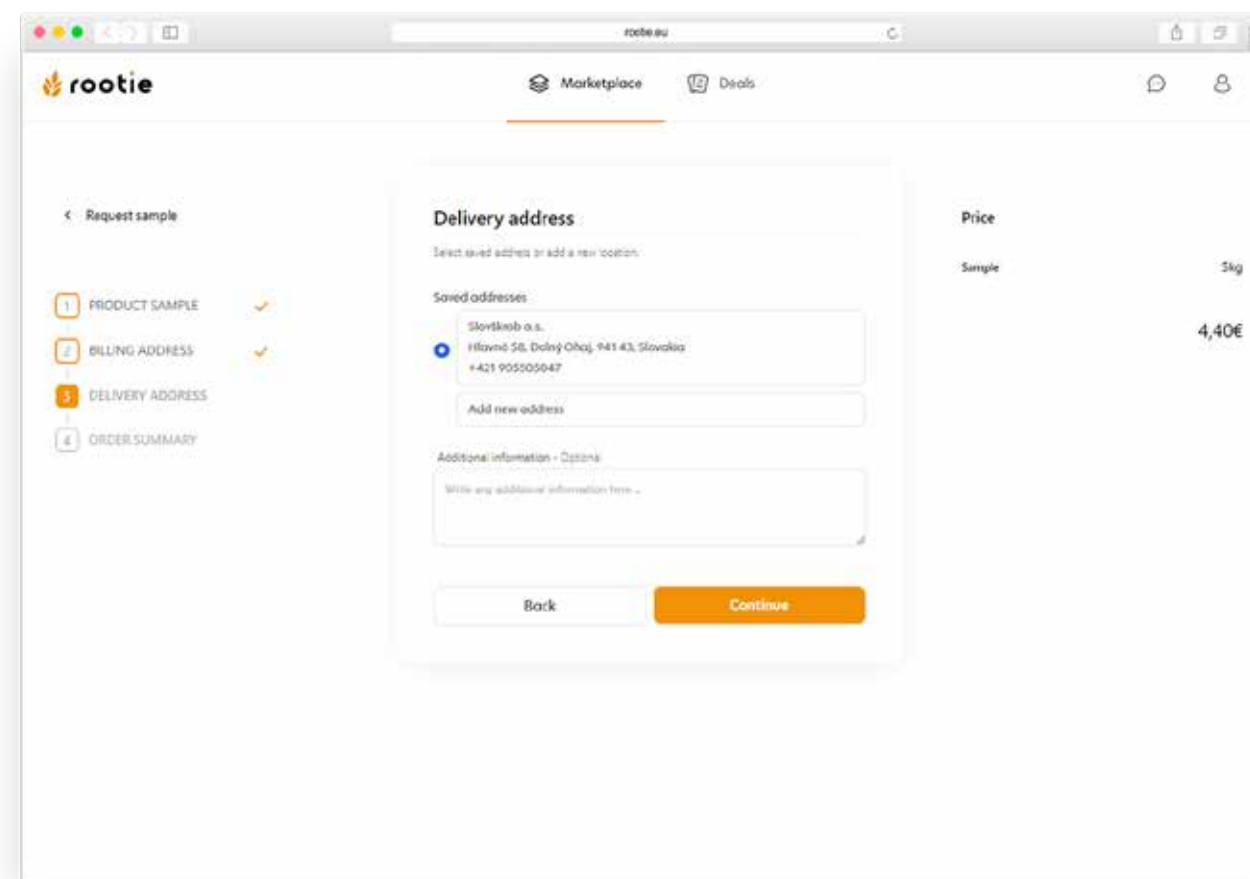


Figure 28

5. Confirm and Submit (see Figure 29)

Review all the details of your sample request. If you need to make changes, click the „Back“ button to edit your entries. Once you verify that all information is correct, submit the request by clicking the „Send a request“ button. A confirmation message will be displayed upon successful submission.



Note

After your request is submitted, you will receive a confirmation via email. You will also be kept informed about any updates or changes to your sample request.

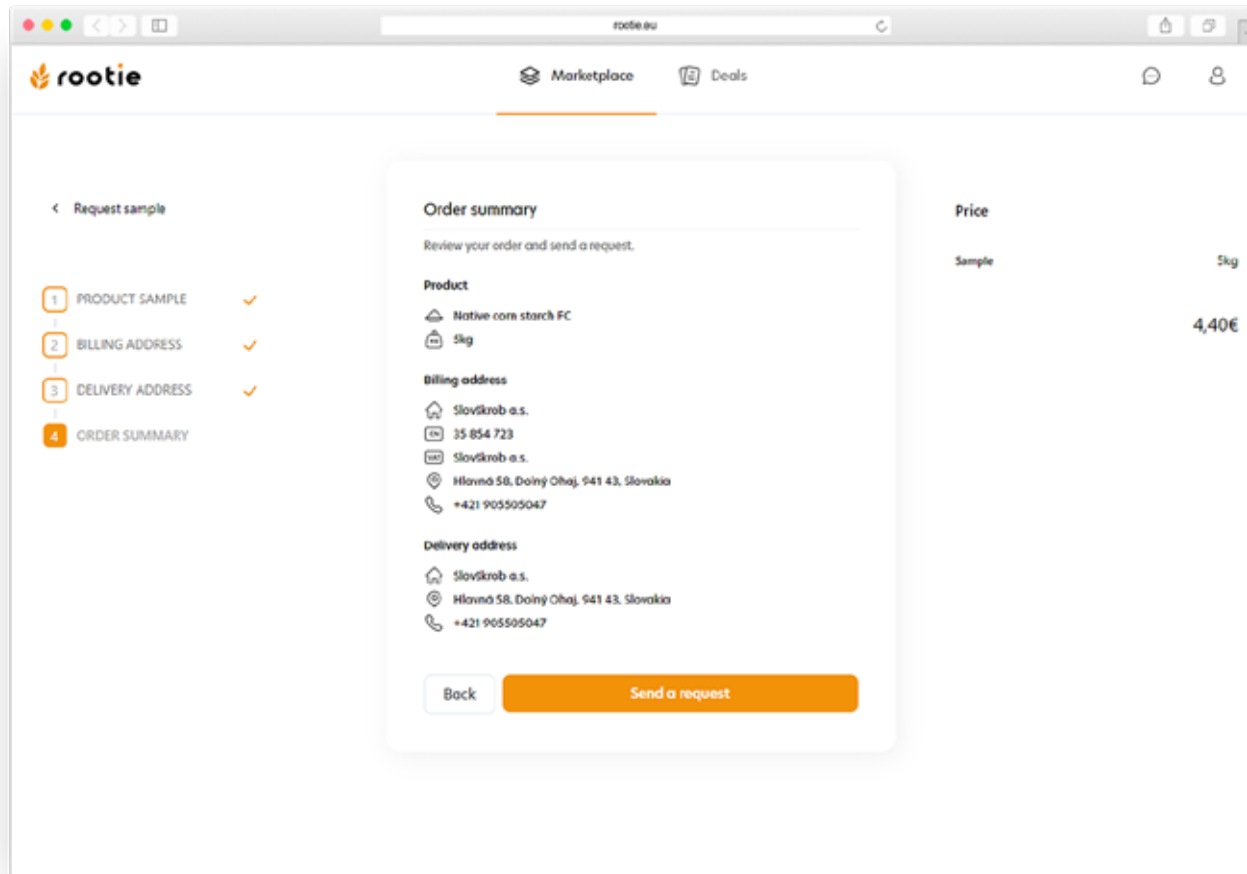


Figure 29

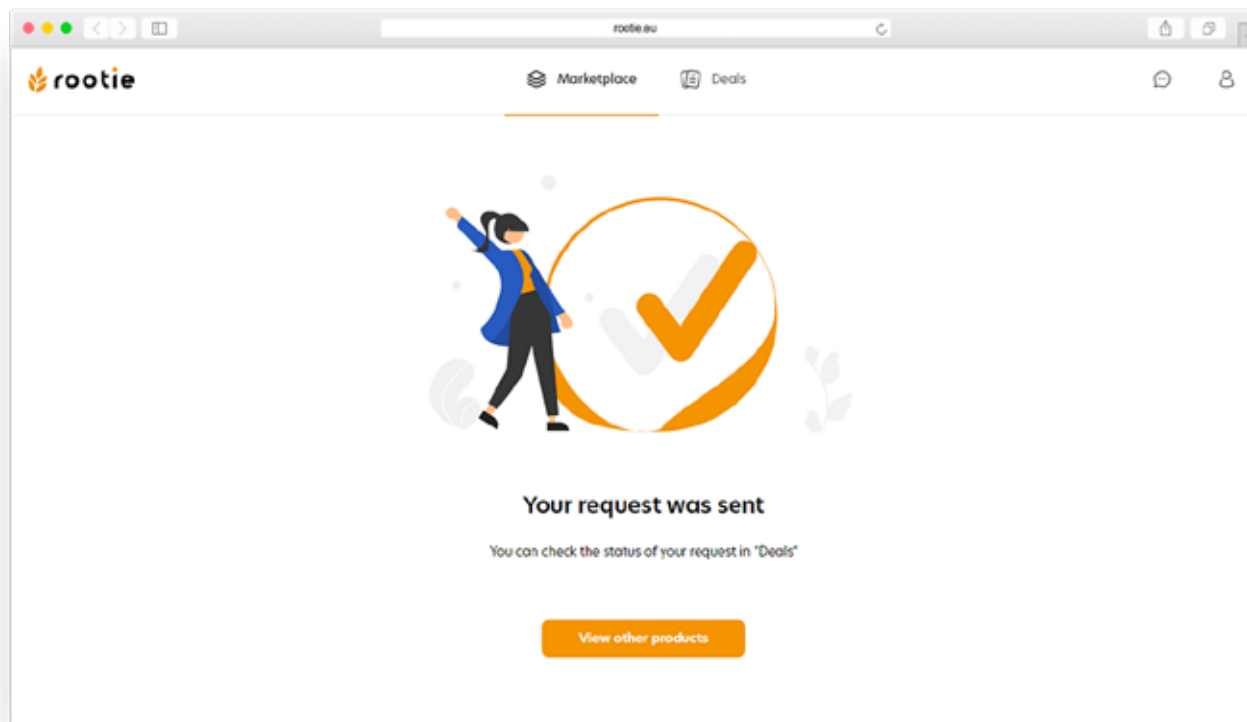


Figure 30

4.2.2 Track Sample Request.

After you have submitted your sample request, you can track and manage the details as follows:

View Request Details: Navigate to the „Deals“ section and click on your sample request to open its details (see Figure 31). Here, you'll find comprehensive information including the sample's product details, billing and delivery addresses, and any preliminary price set by the seller.

Communication Options: If you need to discuss the sample request further or have specific questions, use the „**Contact supplier**“ button to initiate direct communication with the seller through the platform's chat feature.

Cancel the Request: If your needs change or you decide not to proceed with the sample, you can cancel the request at any time by clicking the „**Cancel request**“ button.

This system not only keeps you informed about the status of your sample request but also provides flexible options to ensure that your specific needs are met efficiently.

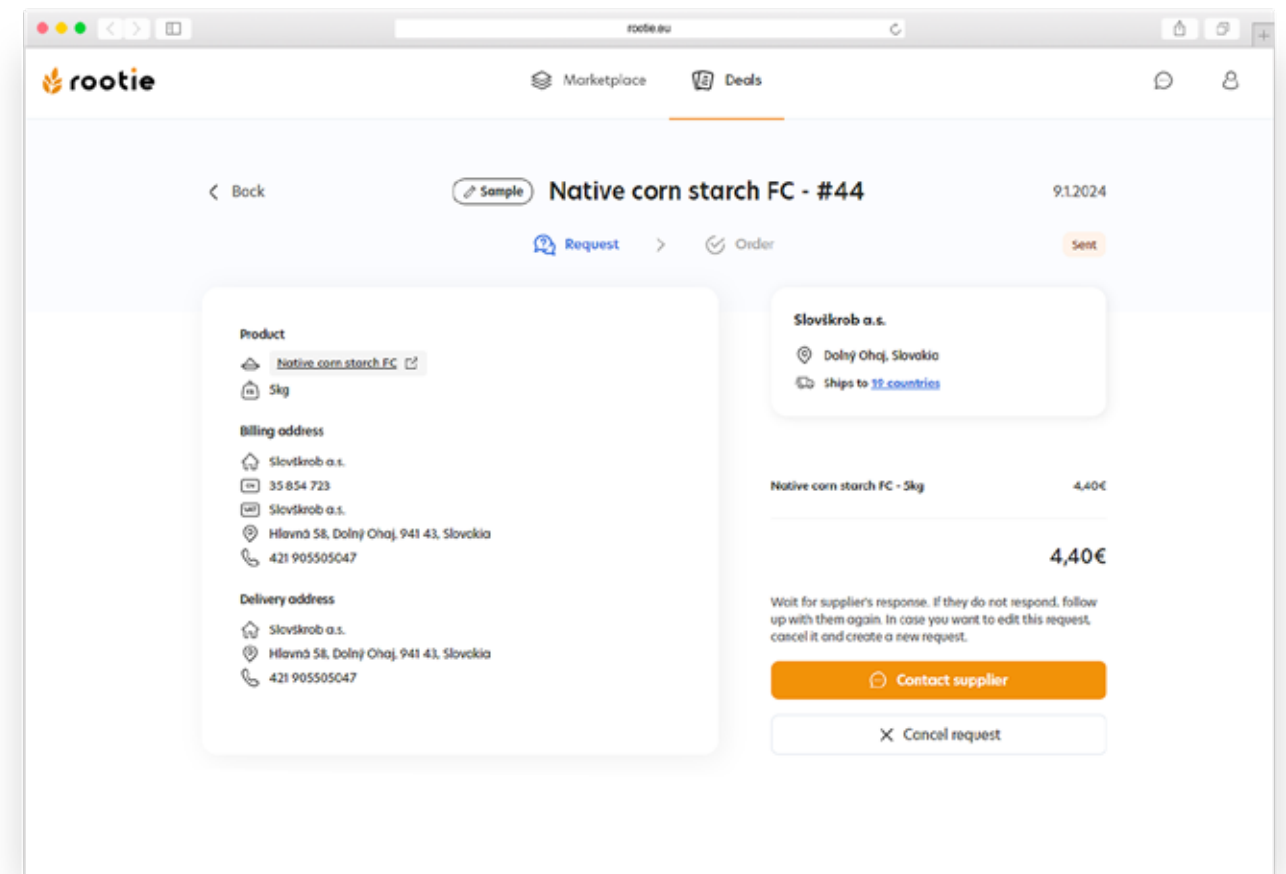


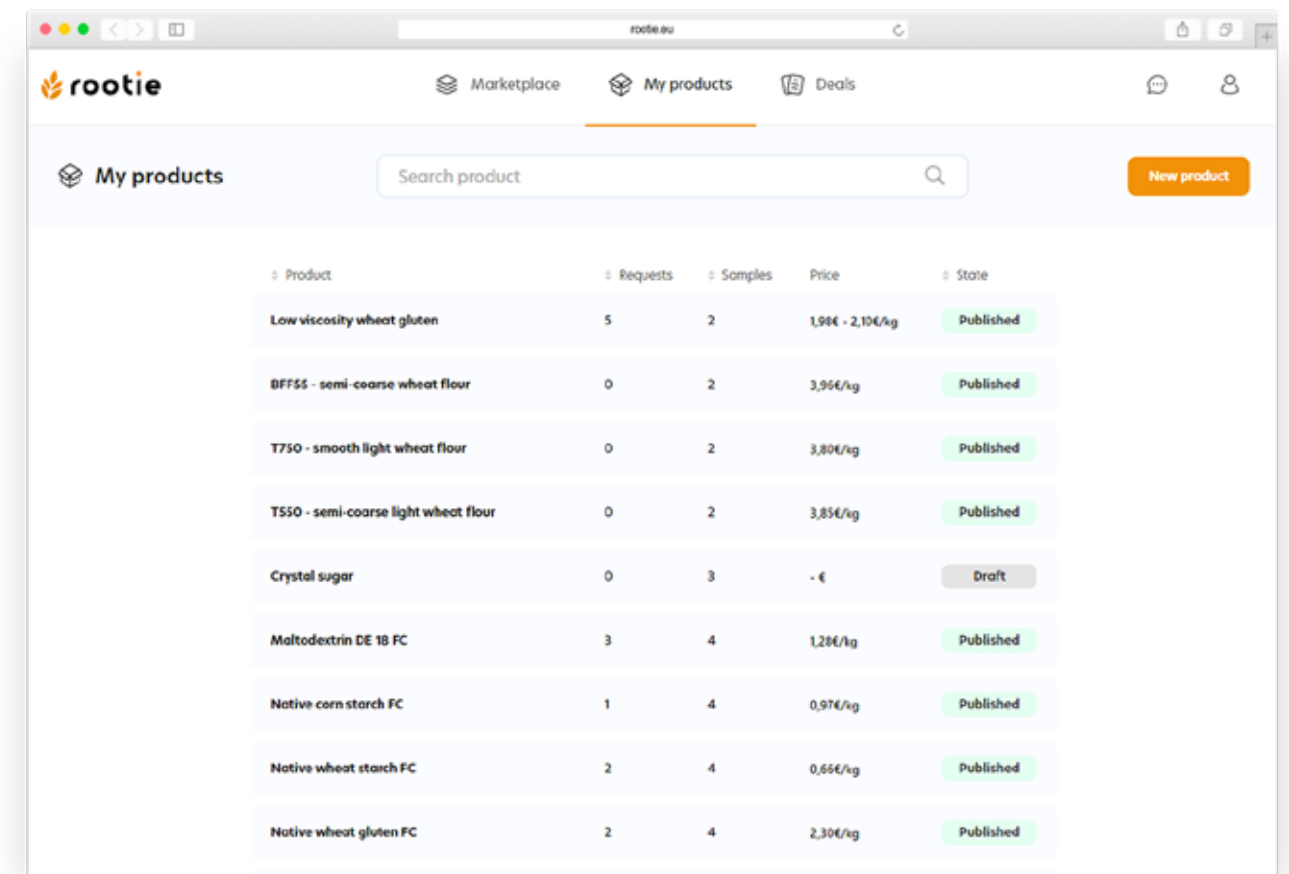
Figure 31

Supplier.

5.

5. Supplier.

As a supplier/seller on Rootie, you can manage all your products from one central location, the „**My products**“ section (see *Figure 32*). Here, you will find essential information about each product such as: Product Name, Price Quote Requests, Available Samples, Product Price, Product Status.



Product	Requests	Samples	Price	State
Low viscosity wheat gluten	5	2	1,90€ - 2,10€/kg	Published
BFF55 - semi-coarse wheat flour	0	2	3,96€/kg	Published
T750 - smooth light wheat flour	0	2	3,80€/kg	Published
T550 - semi-coarse light wheat flour	0	2	3,85€/kg	Published
Crystal sugar	0	3	- €	Draft
Maltodextrin DE 18 FC	3	4	1,28€/kg	Published
Native corn starch FC	1	4	0,97€/kg	Published
Native wheat starch FC	2	4	0,66€/kg	Published
Native wheat gluten FC	2	4	2,30€/kg	Published

Figure 32

5.1 Adding a Product.

To add a new product, click the „**New product**“ button (see *Figure 33*). You will then specify the details of your product step-by-step. **Always provide accurate information!**



Figure 33

5.1.1 Product Information.

Start by filling out some basic information about your product (see Figure 34).



Note

If you do not find a suitable parameter for your product in any list (e.g., category, consistency, color, etc.), contact Rootie technical support. We will consider adding the missing parameter to the list.

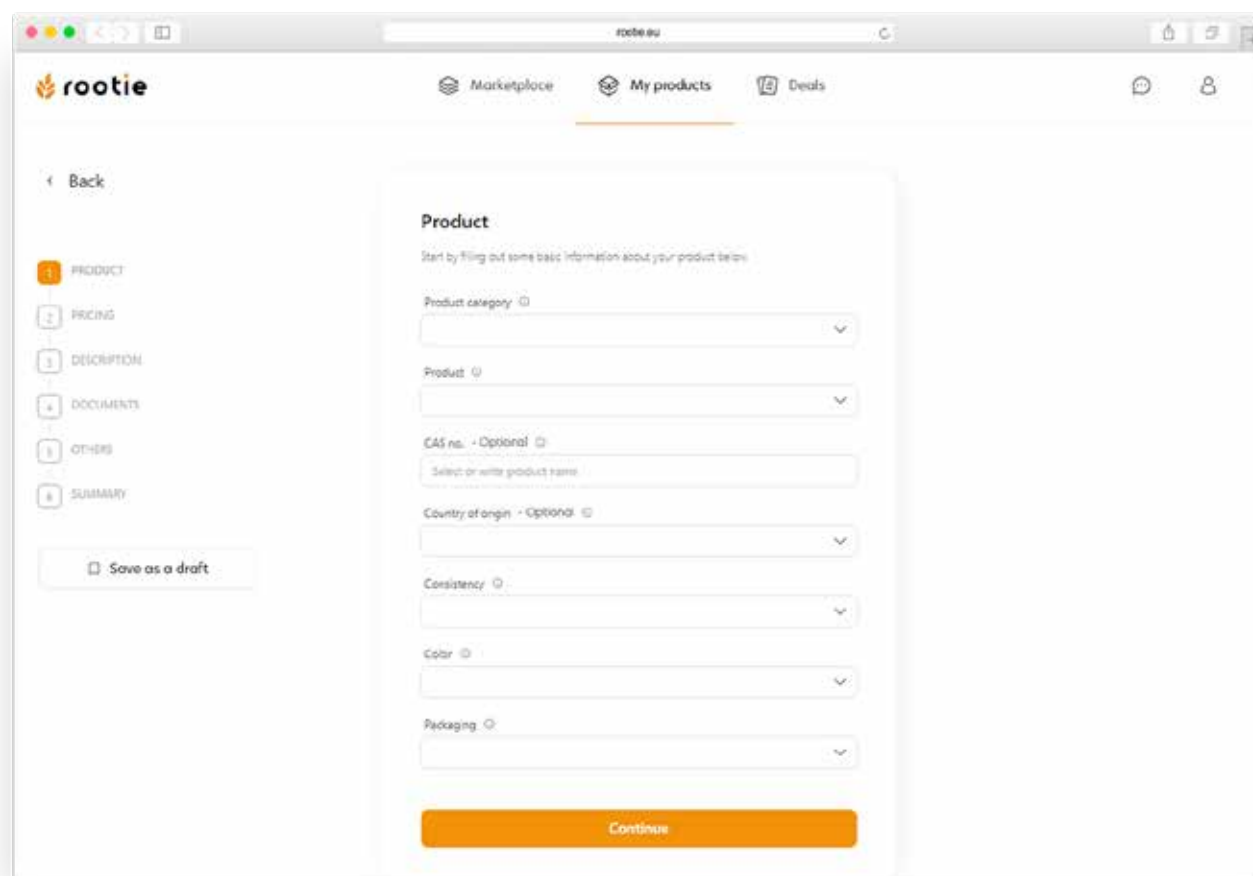


Figure 34

A. Product Category

Start by categorizing your product. Choose the appropriate category from a pre-defined list to help buyers find your product easily.

B. Product Name

Enter the name of your product. You can either select from suggested names as you type or enter a unique name that describes your product clearly.

C. CAS Number (optional)

If applicable, enter the Chemical Abstracts Service number which uniquely identifies the chemical substances documented by the CAS.

D. Country of Origin (optional)

Specify the country where your product is manufactured.

E. Consistency

Describe the consistency of your product to give buyers a better understanding of its physical attributes.

F. Color

Select the color that best represents your product.

G. Packaging

Choose how the product will be packaged. This information is crucial as it affects shipping logistics and buyer satisfaction.

After filling in all the required fields, save your data and proceed to the next step by clicking the „Continue“ button.

5.1.2 Product/Sample Price.

In this next step, define the price for your product. You can set a **fixed price** per kilogram or choose **price ranges**. You can also define conditions for ordering a **sample of the product** (see Figure 35).

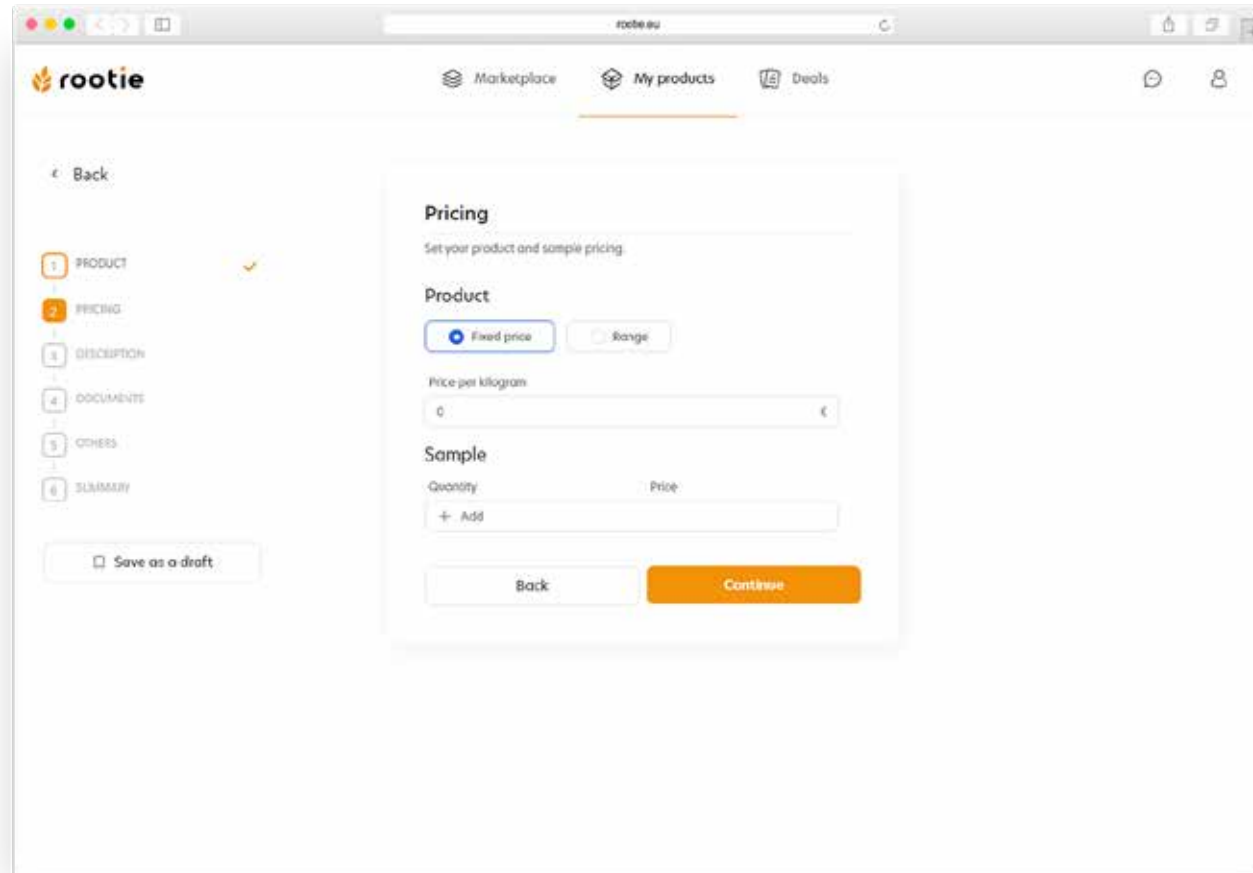


Figure 35

A. Fixed price (see Figure 36)

Directly input the price per kilogram in the „**Price per kilogram**“ field. This sets a consistent price regardless of order quantity.

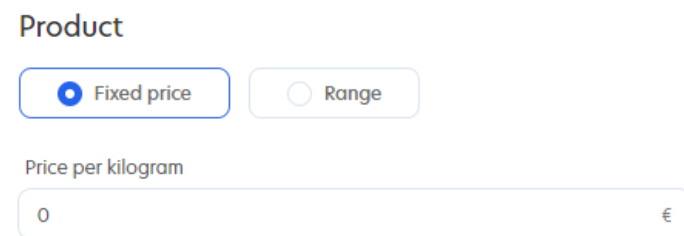


Figure 36

B. Range Pricing (see Figure 37)

For variable pricing based on order size, select the „**Range**“ option. Here, specify **minimum** and **maximum** quantities and the corresponding price for each range. This option allows flexibility and can cater to both small and large buyers.

To add more ranges, click the „**+ Add range**“ button.

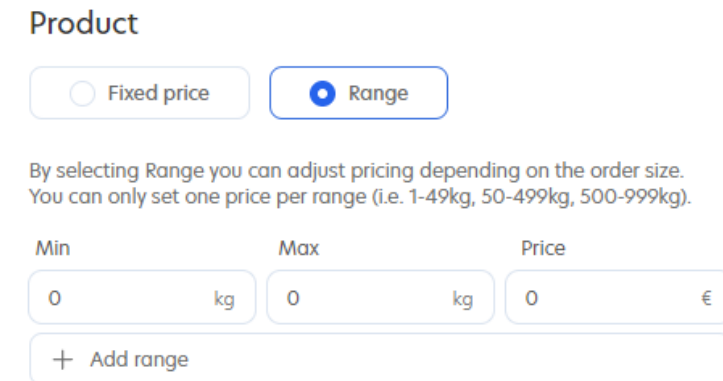


Figure 37

C. Specify Sample Options (see Figure 38)

In the „**Sample**“ section, you can add the option to send product samples. By default, this option is turned off. To enable it, click the „**+ Add**“ button. You will see fields for entering the sample weight in the „**Quantity**“ field and its price in the „**Price**“ field (see Figure 39). To add samples of different weights, click the „**+ Add**“ button again.

Note
 If you enter a value of 0 in the „Price“ field, the sample will be offered for free. If you want to charge a delivery fee for the sample, we recommend including this fee in the total sample price.

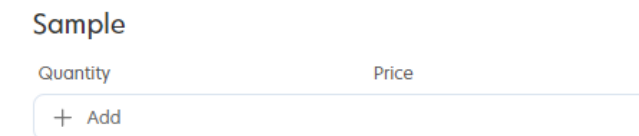


Figure 38

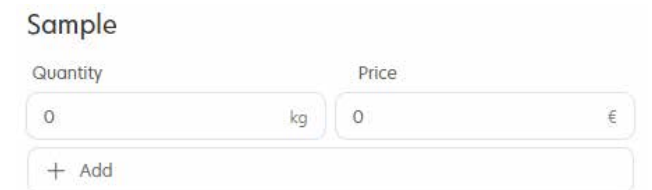


Figure 39

After defining the price and sample options, save your data and proceed to the next step by clicking the „**Continue**“ button.

5.1.3 Product Description.

Enter a detailed description of your product in the „**Description**“ field (see Figure 40). We recommend providing as much information as possible to help potential customers make a purchasing decision.

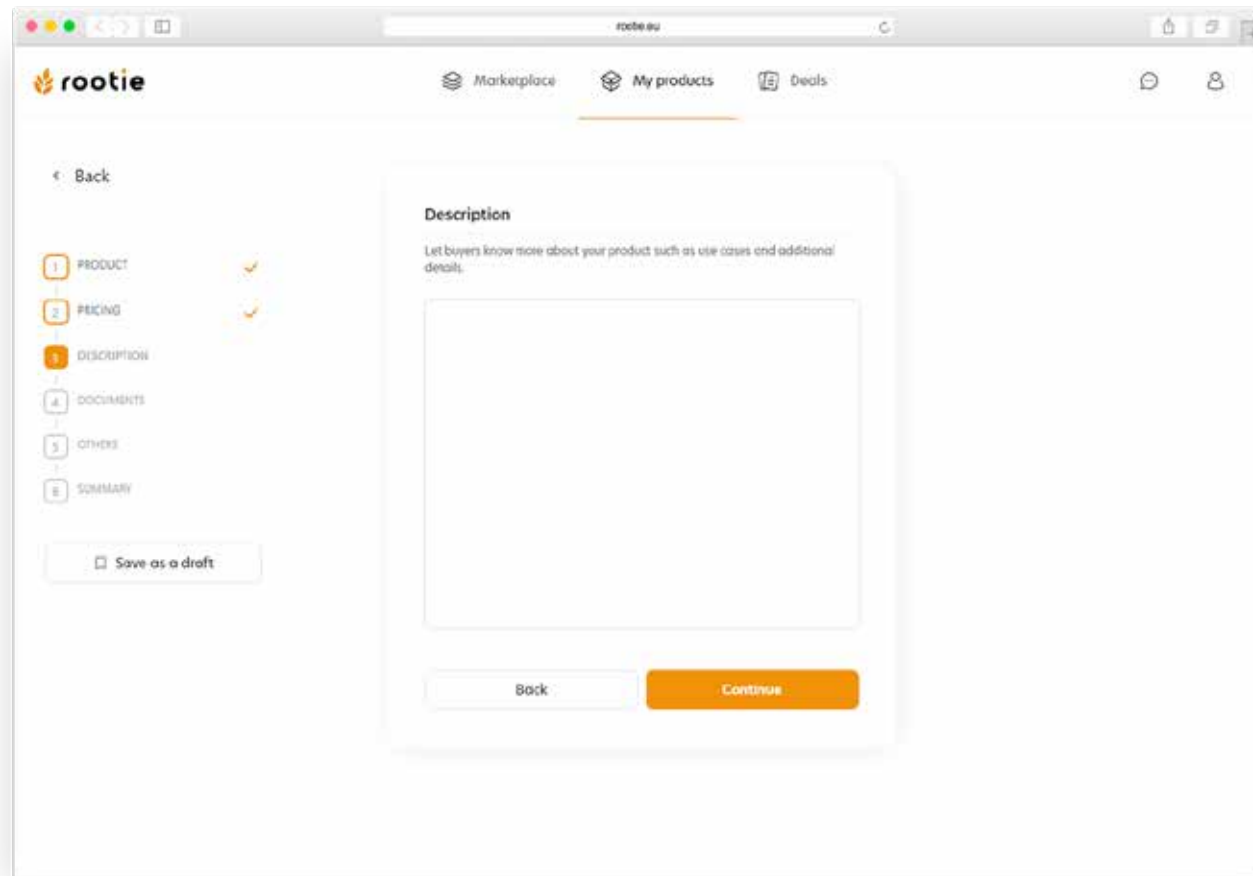


Figure 40

After filling in the product description, save your data and proceed to the next step by clicking the „**Continue**“ button.

5.1.4 Product Documents.

Upload all related documents or certificates for your product in the „**Documents**“ section (see Figure 41). This is another step to make it easier for potential customers to purchase your product.

The **technical specification** document is mandatory for each product. You can also add a **safety data sheet** and up to **5 additional supporting documents** if necessary.

Note
Files must be uploaded in PDF format to ensure they display correctly on all devices.

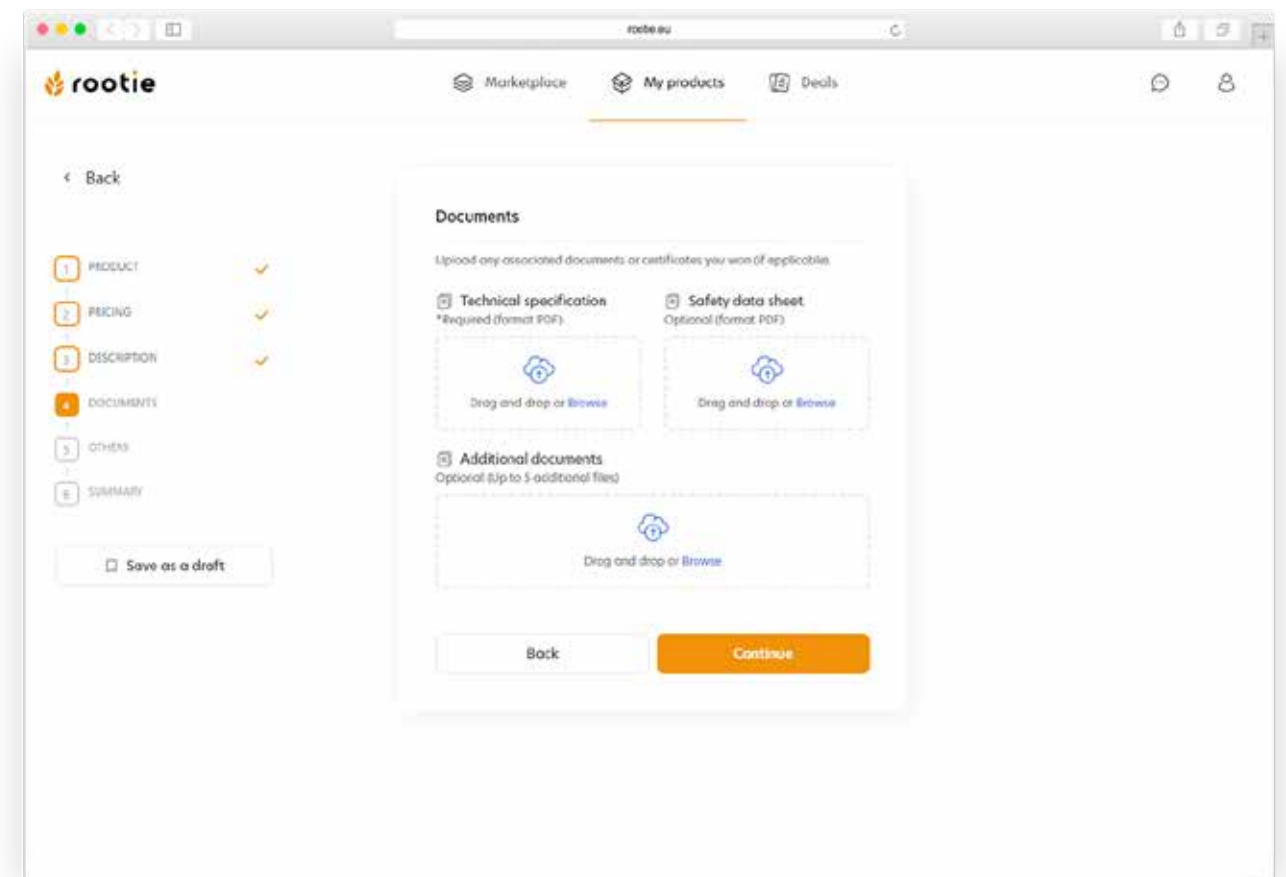


Figure 41

After uploading the necessary documents, save your data and proceed to the next step by clicking the „**Continue**“ button.

5.1.5 Additional Information.

In the next step, specify additional information for your product (see Figure 42).

A. Delivery Countries

Select the countries you want to sell your product to from the list. You can select multiple countries. The selected countries apply only to this product.

B. Incoterms

Select the delivery terms known as Incoterms (International Commercial Terms) from the list. These are a set of internationally recognized terms defining the responsibilities of buyers and sellers. Choose the terms that apply to your company.

C. Request Quantity

Enter the minimum and maximum quantity of the product you are willing and able to supply in a single order.

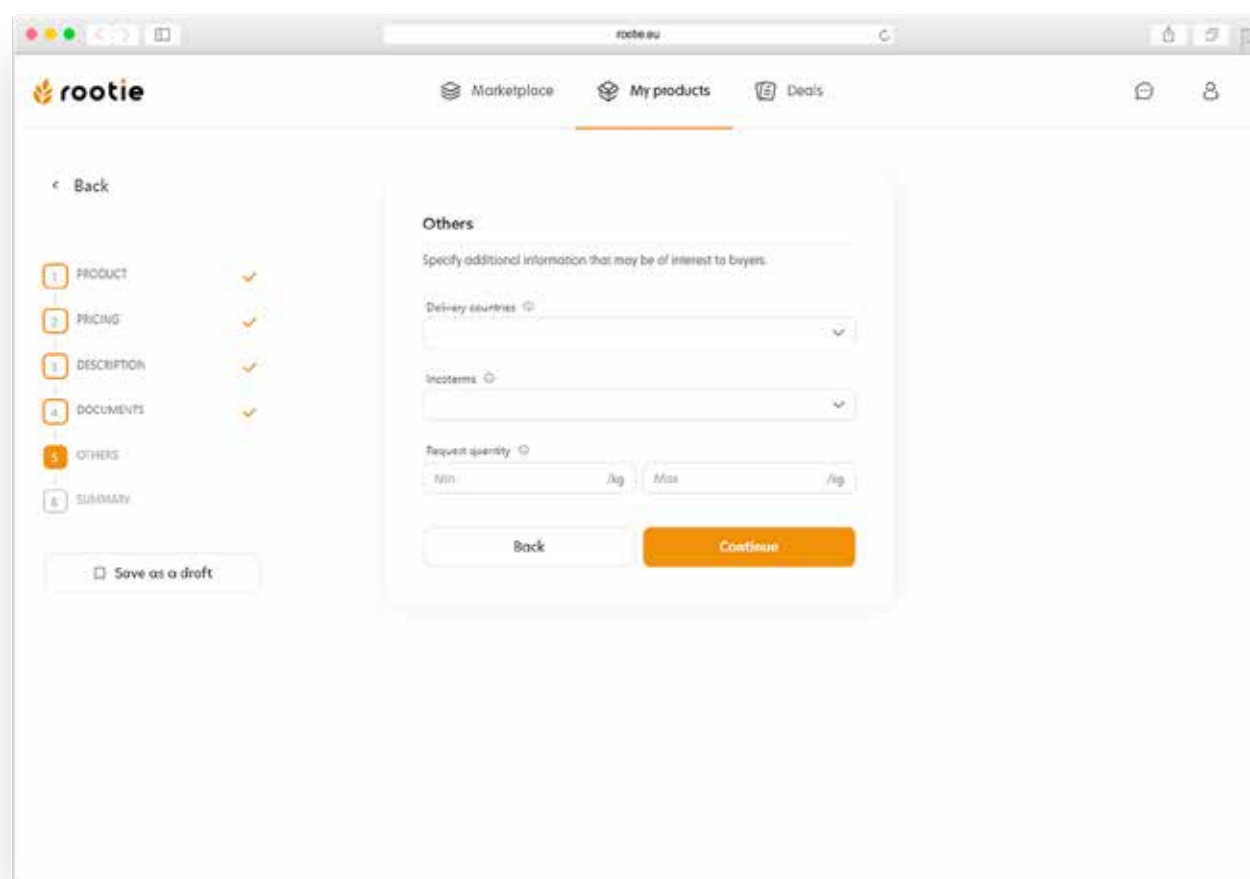


Figure 42

After filling all information, save your data and proceed to the next step by clicking the „Continue“ button.

5.1.6 Publishing the Product.

In the final step, review all the product information you have entered (see Figure 43). If needed, you can go back to previous steps by clicking the „Back“ button to correct the information. If everything is correct, you can publish the product immediately by clicking the „Publish product“ button, or save it as a draft by clicking the „Save as a draft“ button and publish it later.

Done! Your product is now created.

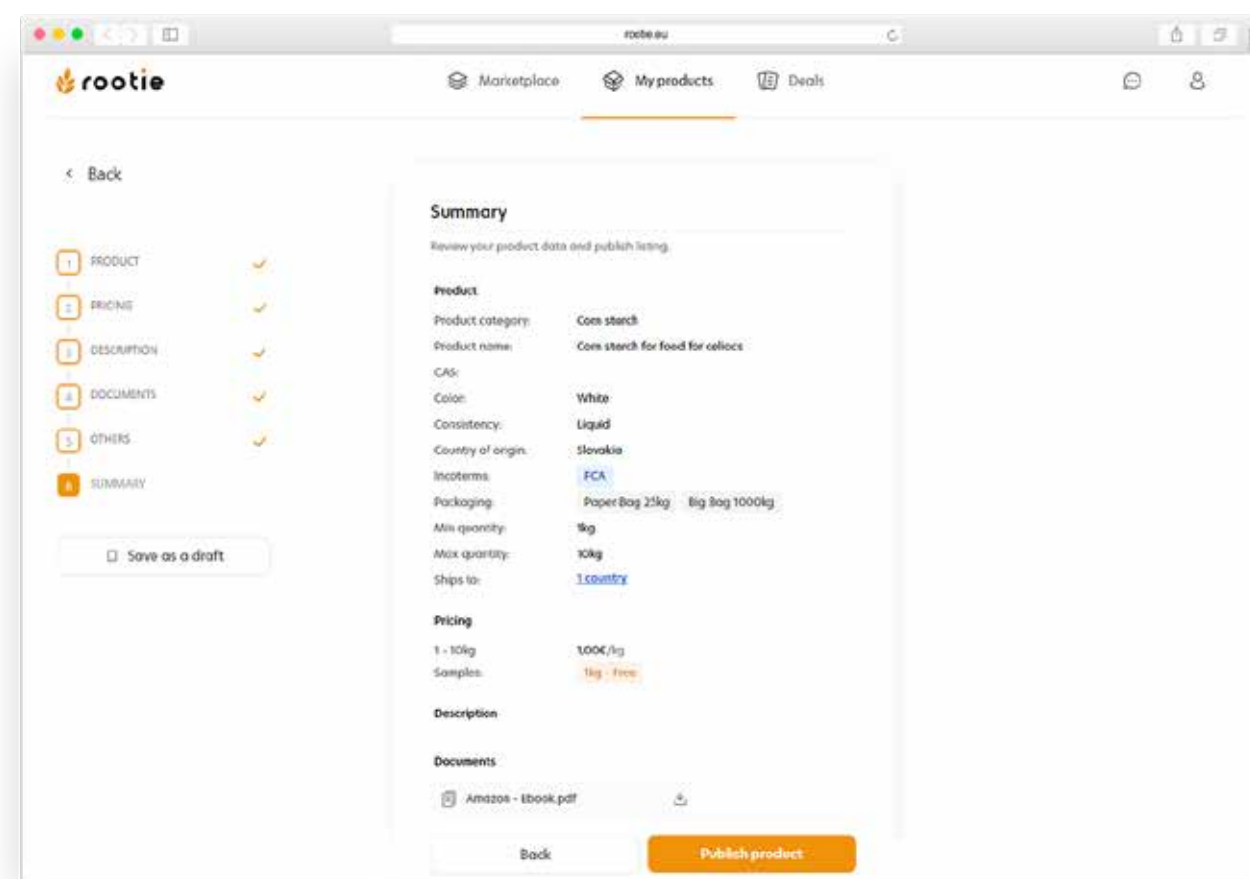


Figure 43

5.2 Managing a Product.

If necessary, you can edit, delete, or unpublish a product and keep it as a draft to republish later.

5.2.1 Editing a Product.

To edit a product, click on it in the „My products“ section. If it is a draft, the product editor will open immediately after clicking on the product. If it is a published product, the product details will first be displayed in the „Marketplace“ section, where you can click the „Edit“ button to edit the product (see Figure 44). In the product editor, go through all the points as described in section 5.1, and confirm the changes at the end by clicking the „Edit product“ button (see Figure 45).

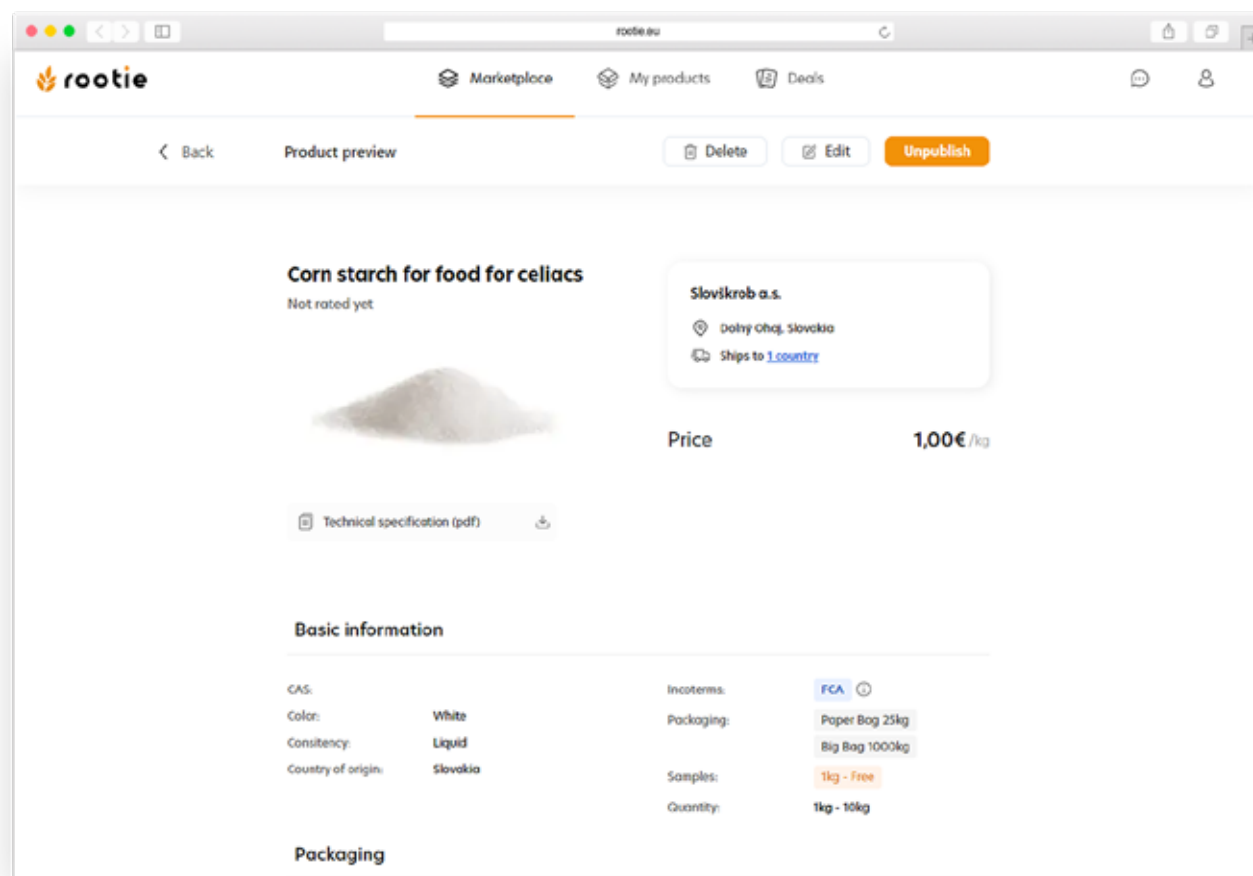


Figure 44

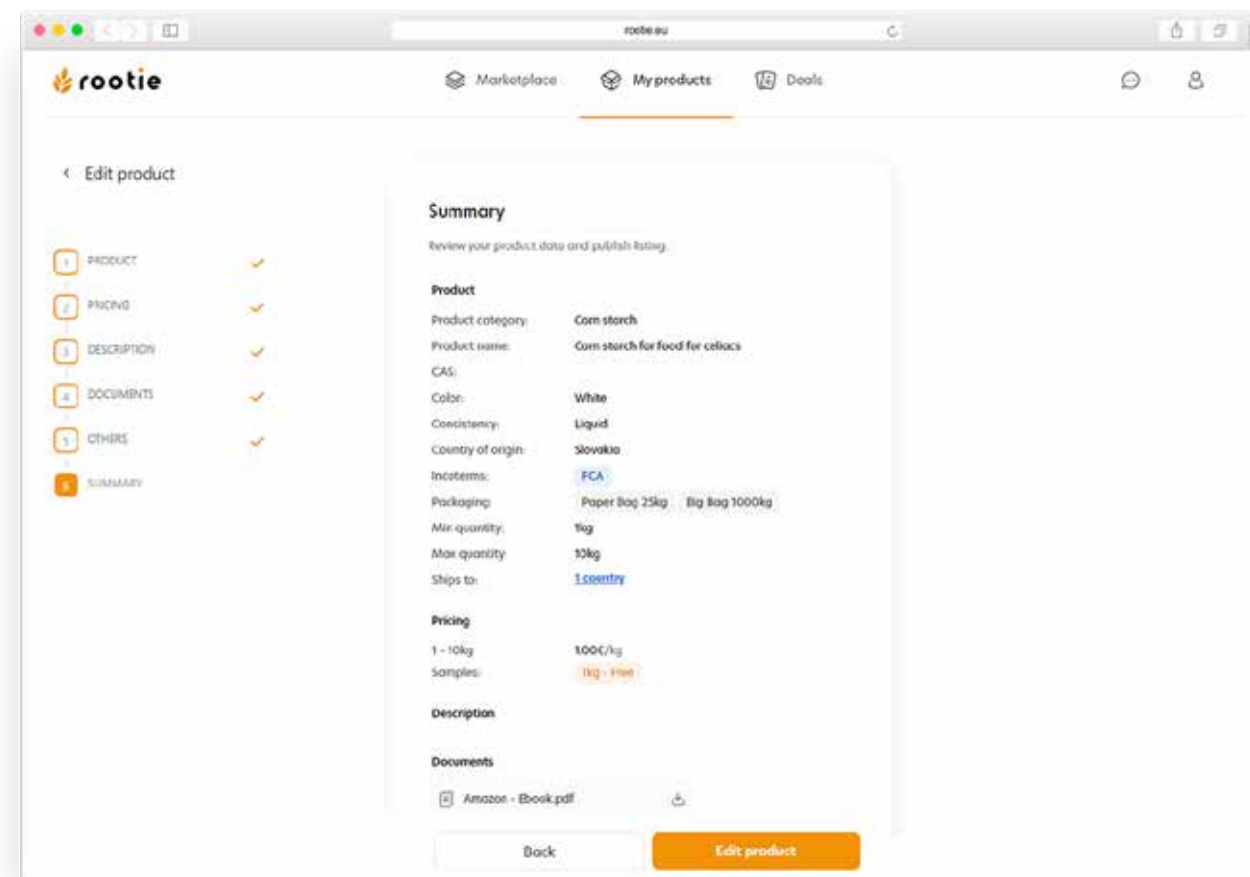


Figure 45

5.2.2 Unpublishing a Product.

If you want to temporarily disable a product, meaning it will not be available for sale, you can unpublish it and keep it as a draft. To sell the product again in the future, simply republish it. Unpublish a product by clicking on it in the „My products“ section, then click the „Unpublish“ button in the product details (see Figure 44).

5.2.3 Deleting a Product.

To permanently delete a product, click on it in the „My products“ section. Go to the product details and click the „Delete“ button (see Figure 44).




Note

Only published products can be deleted. If you want to delete a draft product, you must publish it first.

5.3 Offers and Orders.

All quote requests, sample requests, and orders can be found in one place under the „Deals“ section (see Figure 46). Here, you can find basic information for each order, such as: order ID, date, product name, sample information, customer name, order type, status, and total amount. Clicking on an item will display its details.

 **Note**
You will be notified by email of any changes in requests/orders.






ID	Updated	Product	Company	Progress	Status	Total
#44	9 Jan, 14:47	Native corn starch FC 	Slovkrab a.s.	Order	Accepted	4,40€
#43	9 Jan, 13:43	Native corn starch FC	Slovkrab a.s.	Order	Accepted	4 850,00€
#39	5 Jan, 8:53	Low viscosity wheat gluten	LOCO Třnava s.r.o.	Request	Cancelled	19 800,00€
#38	3 Jan, 11:26	Low viscosity wheat gluten	Rootie test	Request	New	19 800,00€
#37	3 Jan, 11:25	Low viscosity wheat gluten	Rootie test	Request	New	19 800,00€
#36	3 Jan, 11:24	Low viscosity wheat gluten 	Rootie test	Request	New	Free
#35	3 Jan, 11:21	Low viscosity wheat gluten	LOCO Třnava s.r.o.	Request	New	19 800,00€
#34	3 Jan, 11:20	Low viscosity wheat gluten 	LOCO Třnava s.r.o.	Request	New	Free
#33	3 Jan, 11:19	Native wheat starch FC 	LOCO Třnava s.r.o.	Request	New	Free
#32	3 Jan, 8:47	Native wheat starch FC 	Slovkrab a.s.	Request	New	Free

Figure 46

5.3.1 Receiving and Sending Offers.

If a customer sends you a quote request, you will find it in the „Deals“ section and also be notified by email. Clicking on the request will display its details (see Figure 47). Create a quote for the customer by clicking the „Create an offer“ button.

Low viscosity wheat gluten - #38 3.1.2024

Request > Offer > Order New

Product

- Low viscosity wheat gluten
- 10 000kg
- Paper Bag 25kg
- FCA

Billing address

- Rootie test
- 321654987
- Hlavná 58, Dolný Chaj, 94143, Slovakia

Delivery address

- Rootie test
- Hlavná 58, Dolný Chaj, 94143, Slovakia

Rootie test

Dolný Chaj, Slovakia

Low viscosity wheat gluten - 10 000kg 19 800,00€

19 800,00€

To proceed with the request, you can either create an offer with additional costs or discounts or discuss it with the buyer via chat.

[Create an offer](#)

[Decline request](#) [Chat](#)

Figure 47

A form for creating a quote will appear (see Figure 48). In the form, specify the details of the quote. You can adjust the original price per kilogram in the „Price per kilogram“ field. In the „Additional cost“ field, you can add extra charges, such as packaging, delivery, etc. Add a new item by clicking the „+Add“ button, where you enter the description of the item in the first field and the price in the second field. In the „Discounts“ field, you can include a discount for the entire order. Add a discount by clicking the „+Add“ button, where you enter the name of the discount in the first field and the amount in the second field. If necessary, you can add additional notes in the „Order notes or conditions“ field. Once the quote is ready, send it by clicking the „Send offer“ button.

Note
Using the „Edit“ button, you can edit the purchase quantity, packaging and shipping options in the menu.

Note
Adjusting the price per kilogram, adding extra charges, or discounts will automatically recalculate the total quote amount.

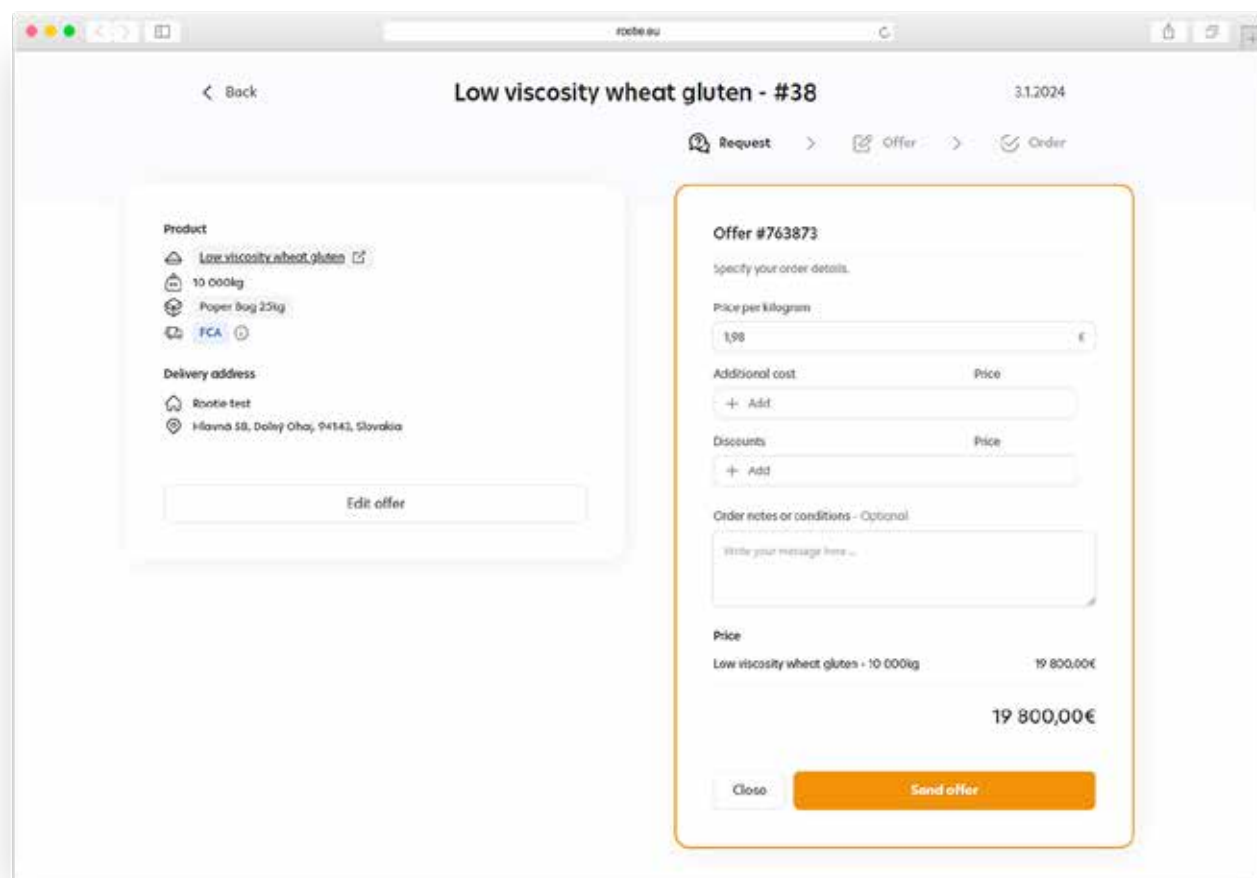


Figure 48

5.3.2 Accepting the Offer.

Once the customer accepts the quote, the platform generates a binding document for the order (see Figure 49), which you can view and download by clicking the „**Order agreement (PDF)**“ button.

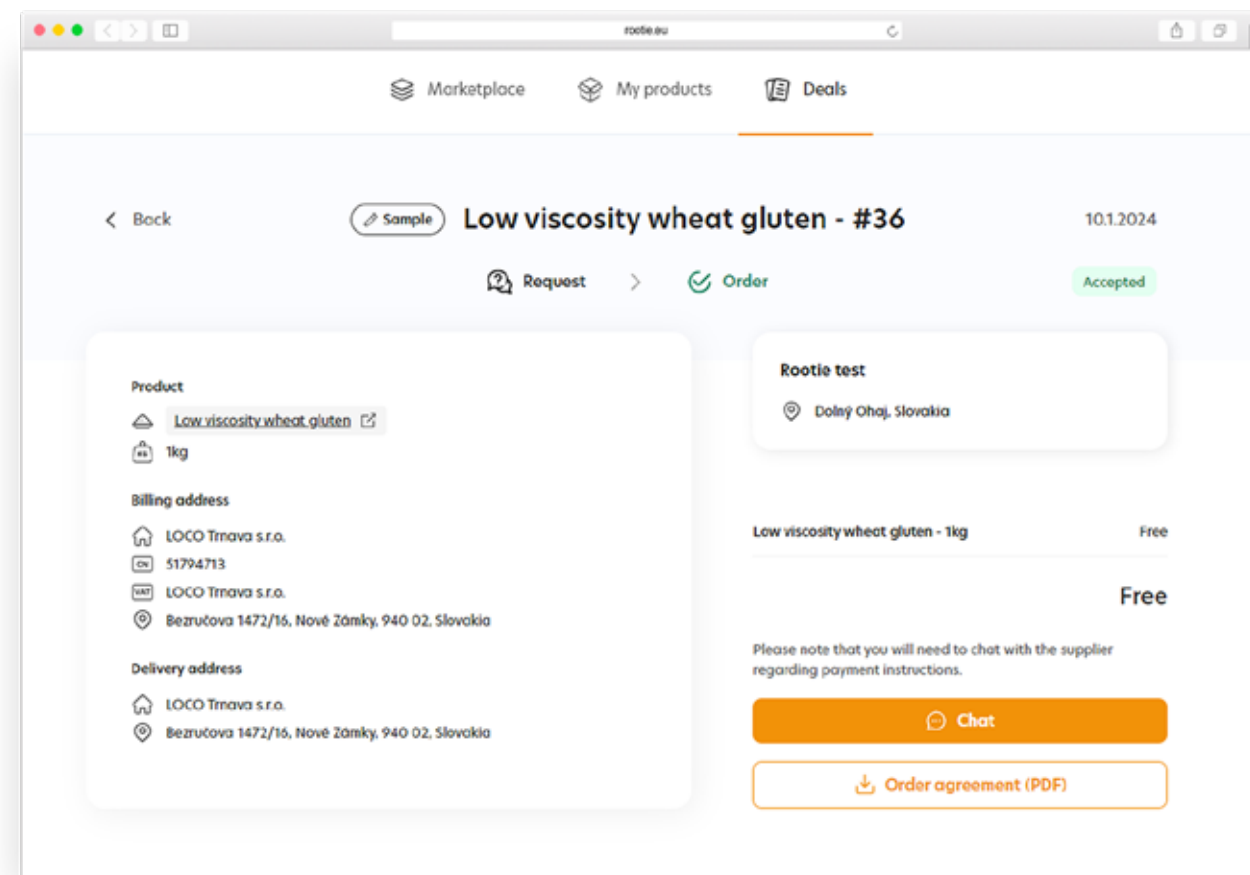


Figure 49

Next, **agree** on payment and delivery terms with the customer via phone or Chat. (the chat function is described on page 54).

5.3.3 Declining the Offer.

You can decline a quote request by clicking the „Decline request“ button (see Figure 47). You can do this before or after creating the quote. The customer can also decline the quote at any stage. You will be notified by email of any actions taken.

5.3.4 Sample Request.

A customer may request a sample of a product they are interested in but need to test before making a binding order. You will find the sample request in the „Deals“ section and also be notified by email. Clicking on the request will display its details (see Figure 50). You can accept the customer’s request by clicking the „Accept“ button or decline it by clicking the „Decline request“ button. Alternatively, you can contact the customer via Chat.

Note
 A customer can request a sample only for products where you have set sample conditions (sample settings are described in section 5.1.2).

Once the sample request is accepted, the platform generates a binding document for the sample order (see Figure 51), which you can view and download by clicking the „Order agreement (PDF)“ button. Based on this document, you are obliged to send the sample to the customer.

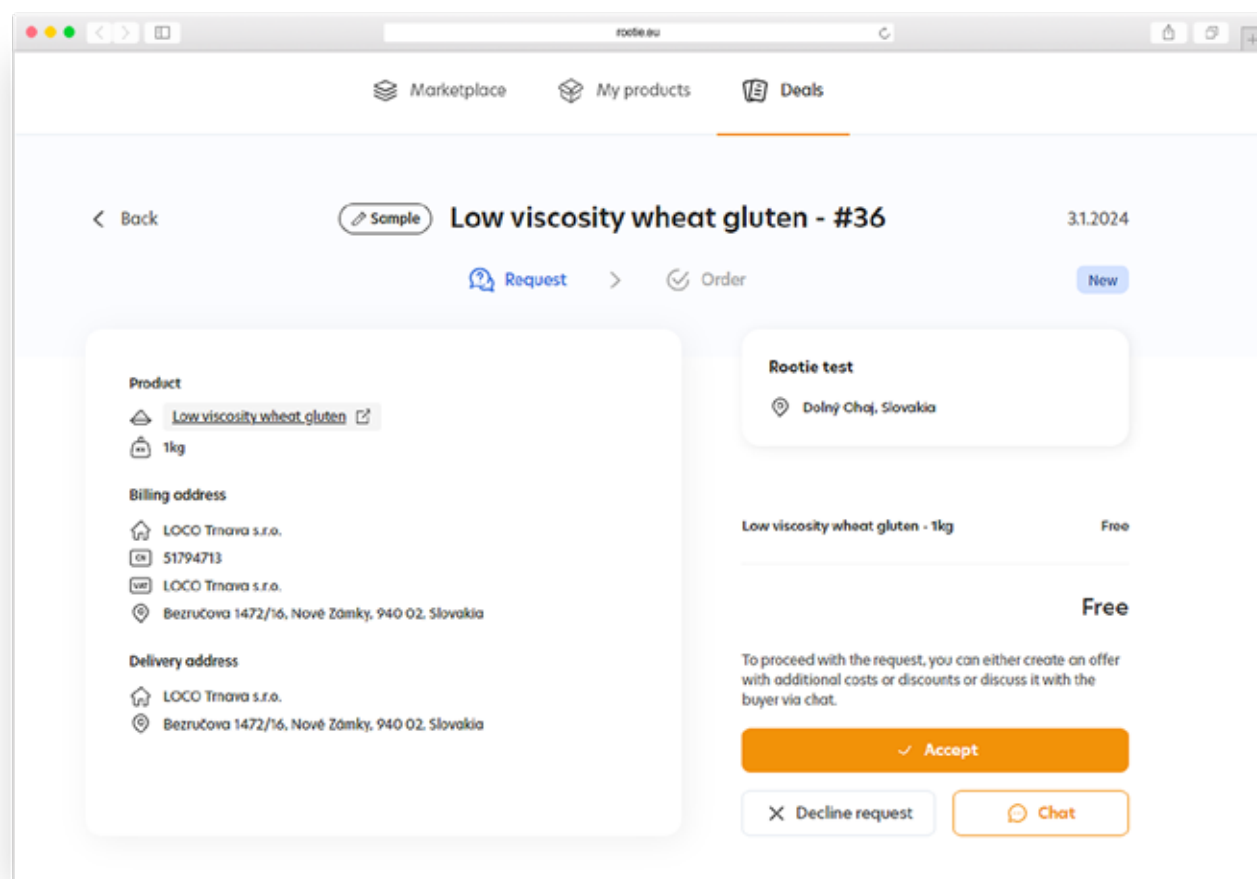


Figure 50

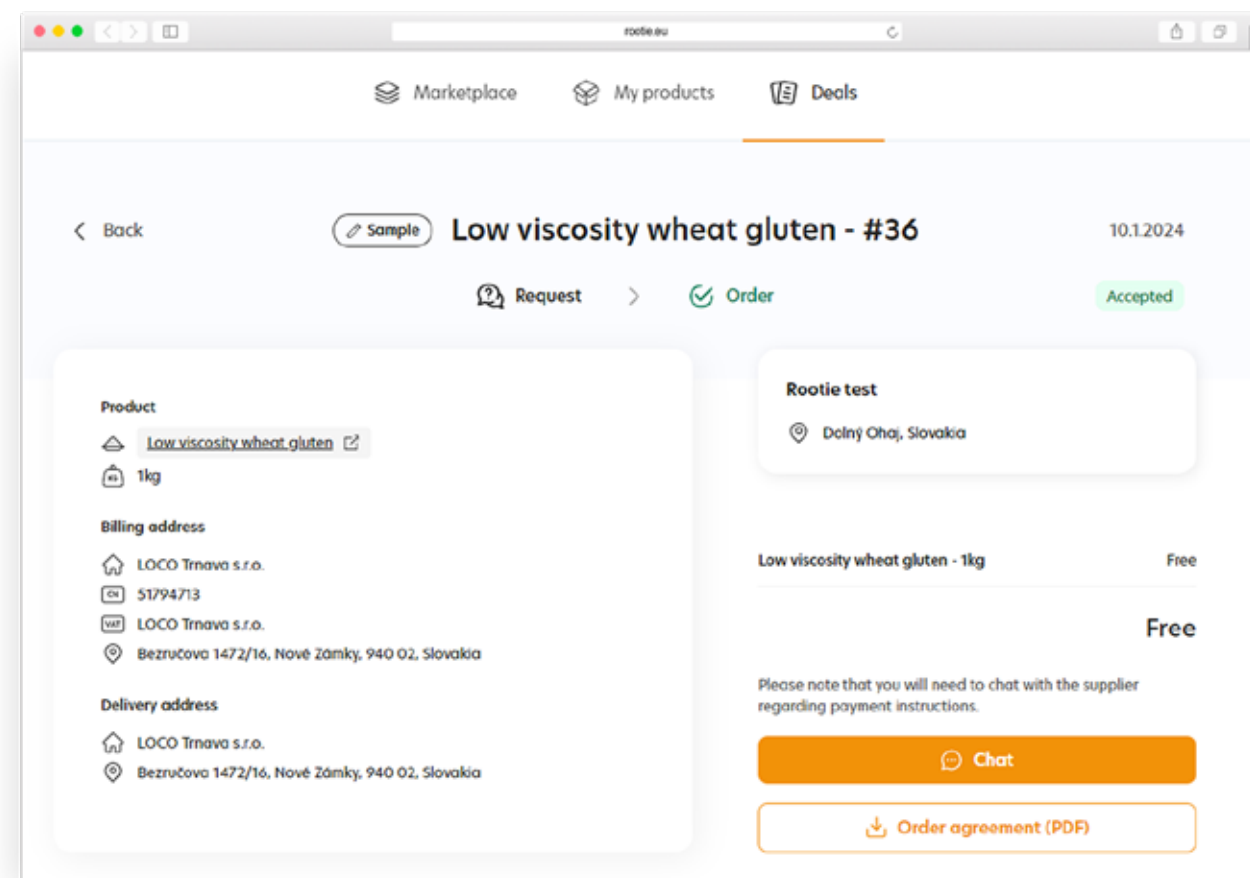


Figure 51

Chat.

6.

6. Chat.

The „Chat“ function is for internal communication between the seller and the buyer. Any customer can start a conversation before sending a request or order. Sellers can contact customers only after receiving the first quote request or sample request. The „Chat“ or „Contact“ button accompanies you throughout the entire ordering process. You can also access the chat through the button in the top right corner („Bubble with three dots“). Clicking it will take you to the chat environment (see *Figure 52*).

The chat environment is divided into three sections:

A. Conversation List

Located on the left side, it contains all your conversations with customers/sellers.

B. Conversation Thread

Located in the center, it contains all messages exchanged between the customer and seller. Each interaction regarding the request and order is also recorded in the thread. Click the „View request“ or „View order“ button to display the details of a specific request/order.

C. Request and Order List

Located on the right side, it contains all requests, offers, and orders created between the customer and seller. Clicking on an item will display its details.

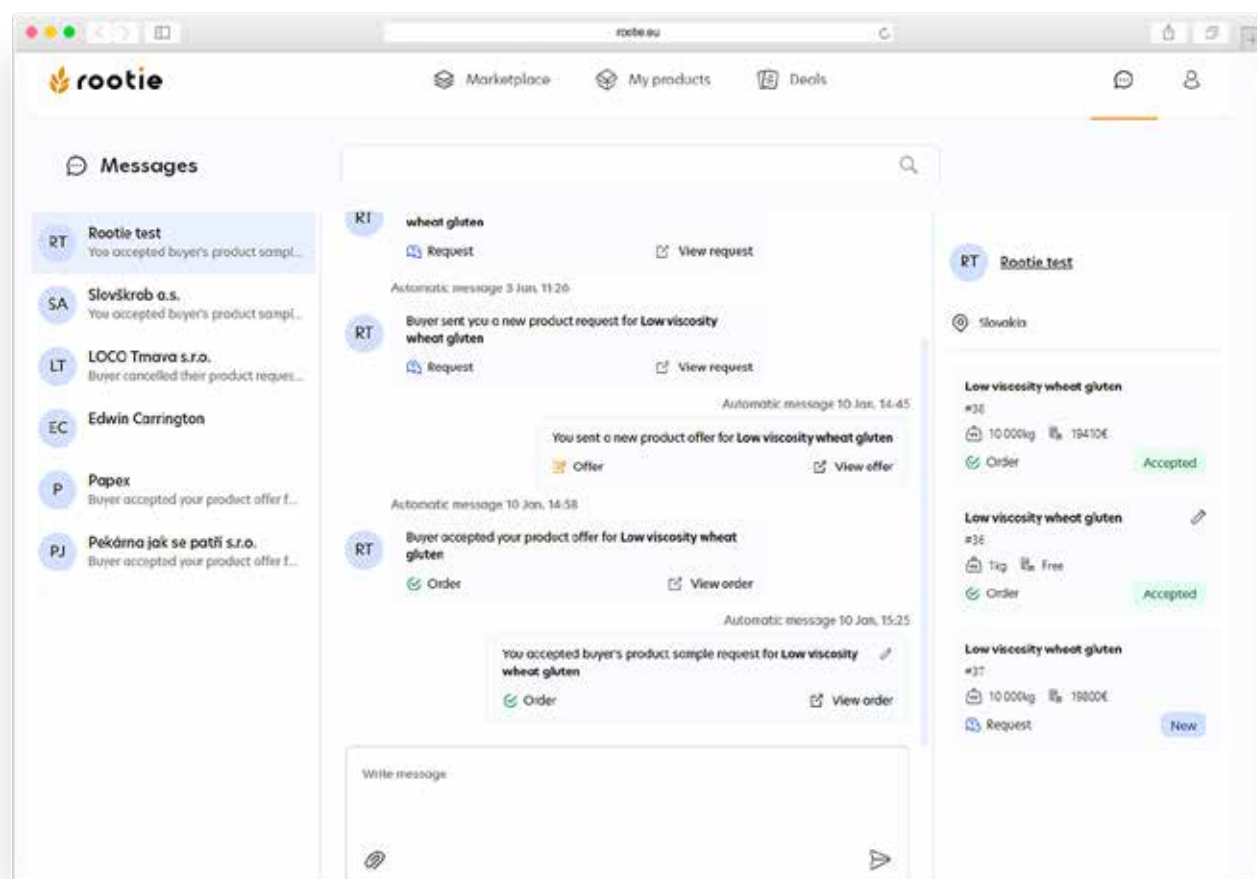


Figure 52

User Profile.

7. User Profile.

You can access your profile by clicking the „**person**“ icon in the top right corner, where you can manage your basic profile settings, company details, notifications, or log out of your account.

7.1 Profile Settings.

In the „**Profile settings**“ section (see *Figure 53*), you can edit your registration email, phone number, and change your password.

To **change your password**, you need to fill in your current password in the „**Current password**“ field, enter your new password in the „**New password**“ field, and re-enter the new password in the „**Repeat new password**“ field.

Save changes in the profile settings by clicking the „**Save**“ button.

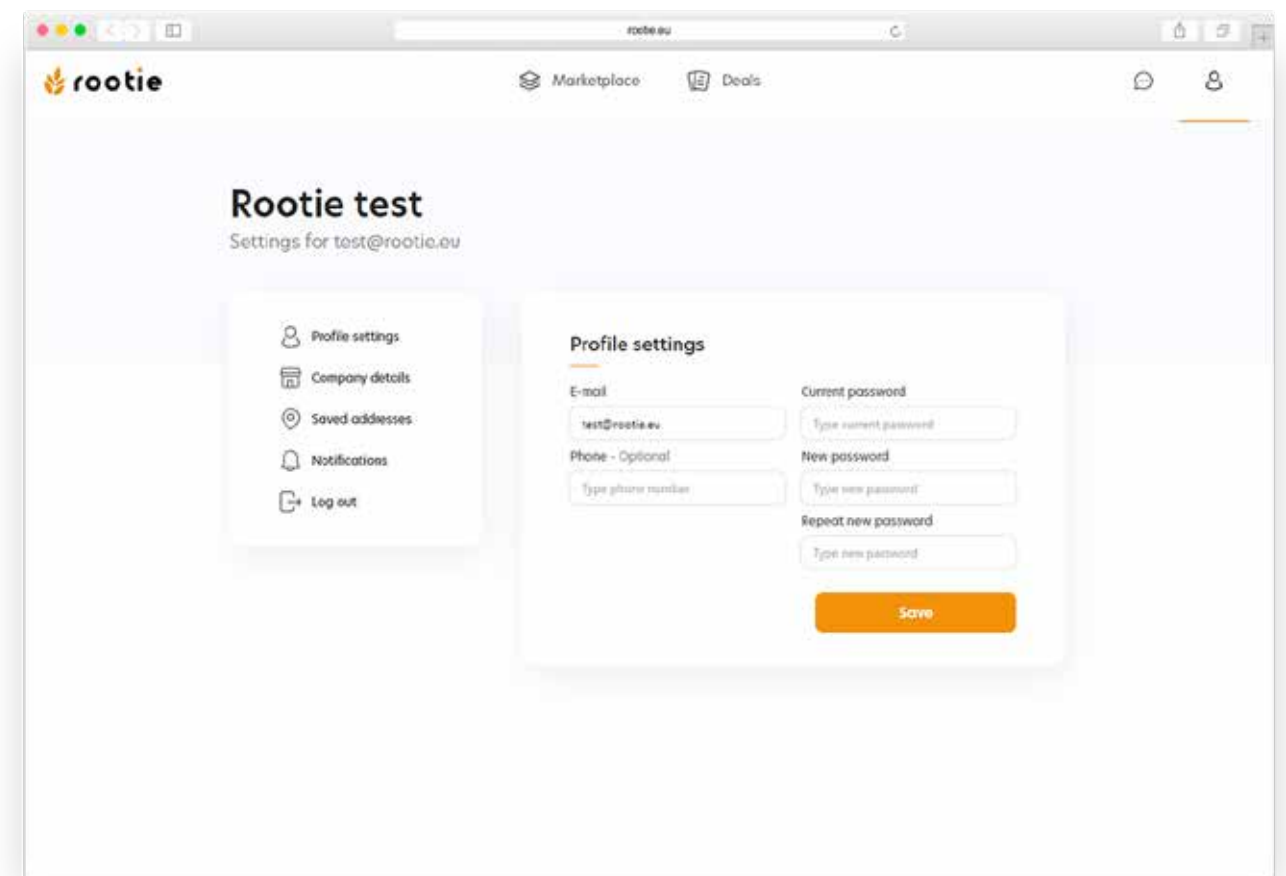


Figure 53

7.2 Company Details.

In the „Company details“ section (see Figure 54), you can edit basic information about your company, such as Name, Phone, Website, Address, and VAT ID. The fields „Legal company name“ and „Company number“ cannot be edited because they were used for your verification and are therefore binding.

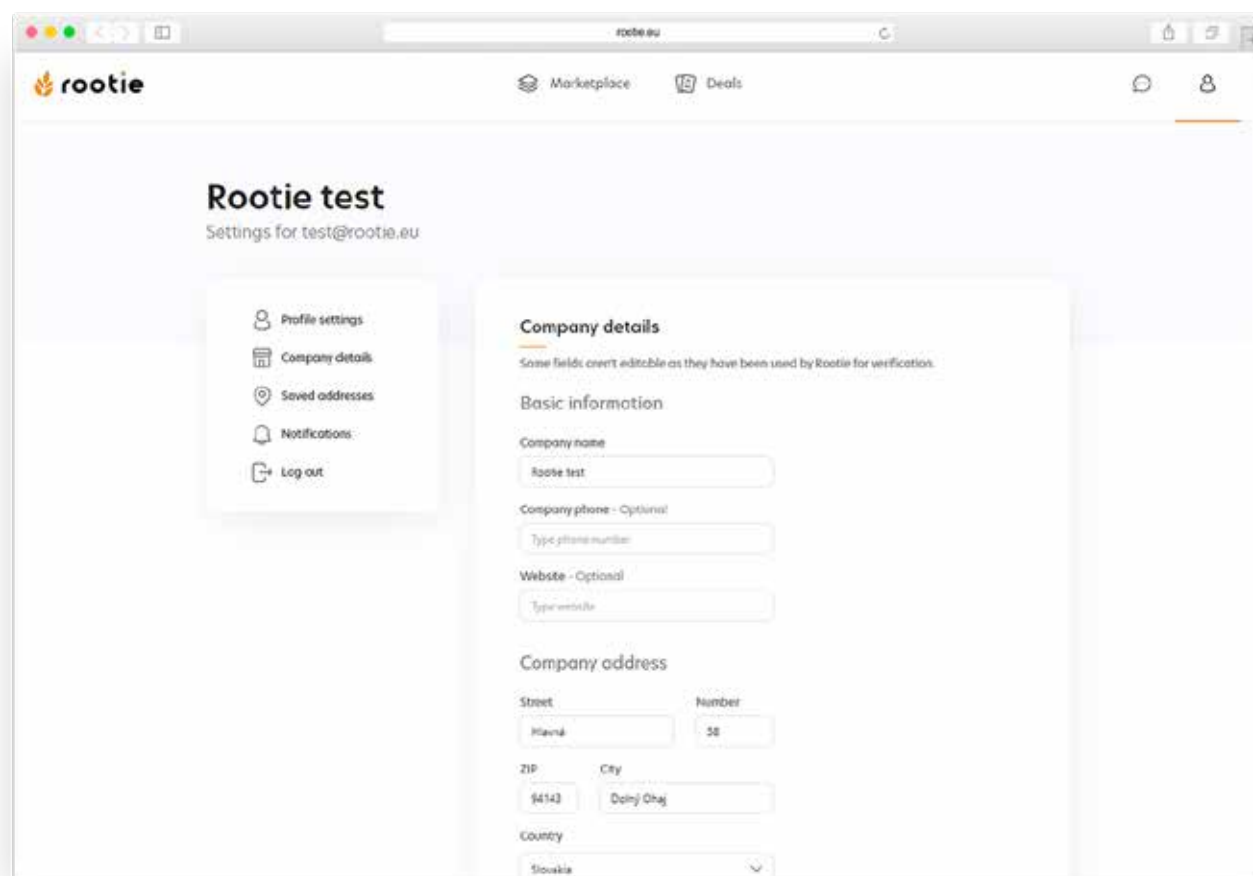


Figure 54

7.3 Notifications.

In the „Notifications“ section (see Figure 55), you can set which email notifications from the platform you want to receive. The type of notification varies depending on the type of registration. By default, all notifications are active. To deactivate a notification, simply switch the toggle from right to left, which is located next to each notification.

Notification options **for buyers**:

- A. New message:** notification when you receive a new message
- B. New product offer:** notification when a seller sends you a quote
- C. New order:** notification after accepting a quote and creating a new order agreement (PDF)

Notification options **for sellers**:

- A. New message:** notification when you receive a new message
- B. New quote request:** notification when you receive a quote request from a buyer
- C. New sample request:** notification when you receive a sample request from a buyer
- D. Quote declined:** notification when a buyer declines your quote
- E. New order:** notification when a buyer accepts your quote

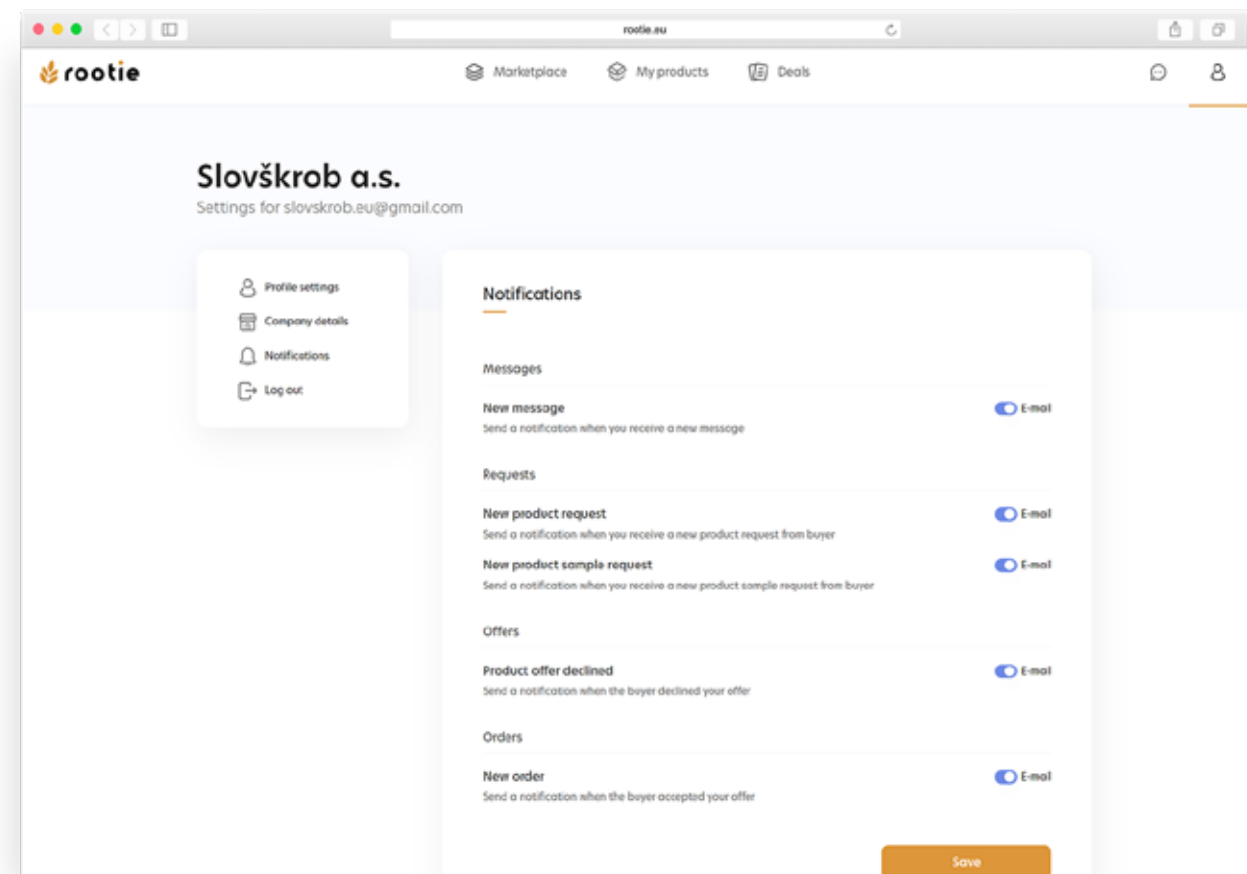


Figure 55

7.4 Logging Out.

Log out of your account by clicking the „Log out“ button.

