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Negotiation Appointment

Introduction

Negotiation Appointment allows exhibitors and buyers to hold online video conference. Buyers can send appointment requests to exhibitors in exhibitors' homepages, product pages, and buyers' "My Requests" pages. The negotiation appointment is scheduled when the exhibitor accepts it. Empowered by online meeting software, negotiation appointment supports communication via video, audio, and text messages, etc.



Make Negotiation Appointments

Step 1: Select one of the 4 methods below to use the function.

Method 1: Enter an exhibitor's homepage, click "Schedule an Appointment" on the right bar.



Method 2: Enter a product details page, click the "Schedule an Appointment" button.

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| Household electrical appliances / 10 / Smart 10 / 10 SkrtwOkTH 55 Transparent OLED Smart TV/Television | Ŧ |
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| Minimum order quantity: | Instan Messag |
| View Video Submit Request | Schedul Appointr |
| ♥ Add to favorites ☑ Share □ Instant Messaging ③ Schedule an Appointment | |





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Method 3: After sending the request, you can click the "Schedule an Appointment" button.

Method 4: After your request is assigned to a salesperson, you can enter the "My Requests" page in your Buyer Service Platform, and click the "Schedule an Appointment" button.

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Step 2: Submit your negotiation appointment and wait for the exhibitor to accept.

1. Enter the negotiation topic and then select the time. The time displayed is Beijing time (GMT+8) and the time period for each appointment is 30 minutes, your local time is displayed as well.

Notes:

- (1). If a period is gray, it means that:
- a. The exhibitor has already scheduled a negotiation with others in this period.
- b. You have already scheduled a negotiation with others in this period.

(2). If there's already a live stream scheduled for this specified period, you will be reminded about that, but you can still proceed.

2. Select an available period and go next.

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3. Wait for the reply from the exhibitor.

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4. If the exhibitor accepts your appointment, you will get a message in message centre. Furthermore, domestic buyers will also get notifications via SMS, and overseas buyers will get email notifications.

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Manage Negotiation Appointments

Admin permissions:

Manage all negotiation appointments of the company (Buyer Service Platform -> My Company's Appointments).

Functions in "My Company's Appointments" and "My Appointments" are the same, such as sending instant messages to exhibitors, viewing appointment details, canceling appointments, and check the rejected appointments.

Note: "My Company's Appointments" is only available for admins.

You can manage your negotiation appointments by the following 3 methods:

Method 1:

Check scheduled appointments on your overview page of Buyer Service Platform.

Find all of your scheduled appointments and live streams in "My Schedules", and click to view details.

Admins can view the schedules of all staff accounts or click "Only Mine" to display their own ones.

Note: The Schedules page only displays succesfully scheduled negotiation appointments and live streams.

You cannot cancel appointments, check rejected ones nor the rejection reasons here.





Method 2:

Click "My Company's Appointments" on the left sidebar to view the status of all appointments made by your company's staff accounts, or click "My Appointments" to view your own ones.

Status:

Pending: The negotiation appointment is not processed yet. You can view the details or click "Instant Messaging" to talk to the exhibitor.

Accepted: The negotiation appointment is accepted. You can view the details or click "Instant Messaging" to talk to the exhibitor.

Rejected: The negotiation appointment is rejected. You can click "View Reasons" to view the rejection reasons. You can also view the details or click "Instant Messaging" to talk to the exhibitor.

Canceled: The negotiation appointment is canceled by you or the exhibitor. You can also view the details or click "Instant Messaging" to talk to the exhibitor.

Note: You can click "Cancel" to cancel certain negotiation appointments.

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Method 3:

Click "My Company's Schedules" to view the successfully scheduled negotiation appointments and live streams of your company's staff accounts. Click "My Schedules" to view your own ones.

Note: You can click a date to view schedule details or cancel certain negotiation appointments.

