

# Best Business Practice Guidelines

By following these tips, vendors can build trust, enhance buyer satisfaction, and ultimately achieve higher ratings in key areas, including:

- Responsiveness
- Quoting Ability
- Shipping & Packaging
- Quality of Parts
- Overall Transaction Process within an Escrow Service.

## 1 Respond Promptly



### Responsiveness

Acknowledge the receipt of the Request for Quote (RFQ) by providing a quote or reply via:

- Online Response:** Reply through your TBF account in the Trading Center under RFQ's Sales.
- Offline Response:** Respond directly to the Buyer upon receiving the RFQ email notification via your preferred channel.

### Sincerity

Be upfront about what you can and cannot deliver.

## 2 Communicate Clearly



### Understand the Buyer's Needs

Ensure quotes are clear, complete, and aligned with the buyer's requests.

# 3

## Accurate Quoting



### **Reliability**

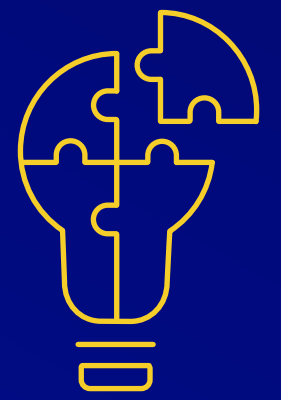
Keep your inventory listings on TBF up to date, this will permit you to quote based on your advertised data.

### **Transparent Costs**

Clearly outline your quote, including any extra costs or fees.

# 4

## Match Buyer's Requirements



### **Quality Assurance**

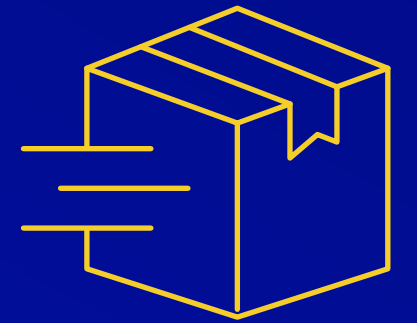
Maintain consistent quality and service to build trust and reliability.

### **Quick Problem Resolution**

Swiftly and effectively resolve any concerns or problems.

# 5

## Propper Shipping and Handling



### **Packaging Compliance**

Package products as specified in the Purchase Order.

### **Shipping Updates**

Keep all parties informed about the shipping progress.

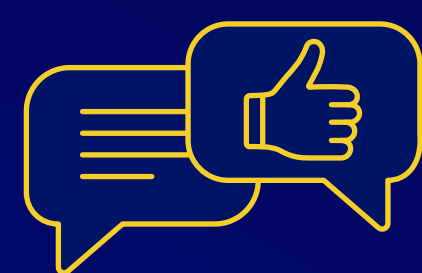
# 6

## Post-Order Progress



### **Customer Support**

Should any issues arise, address them promptly with clear and open communications with the Buyer.



## 7 After-Sales Service

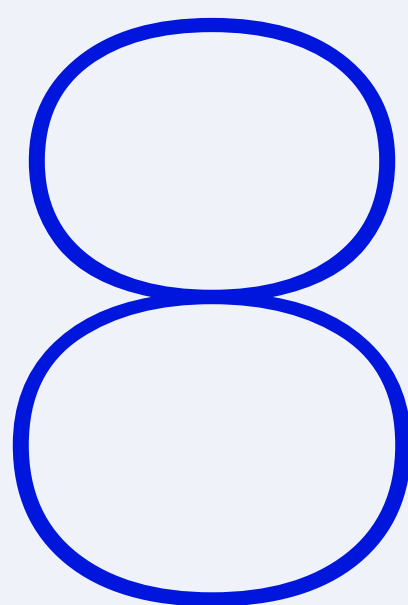
### **Request a Rating**

Ask buyers for a review to gauge satisfaction levels and gain greater visibility through improved ratings.

### **Continuous Improvement**

Review feedback and ratings to continuously refine your products, services, and processes.

# Additional Tips to Help You Stand Out!



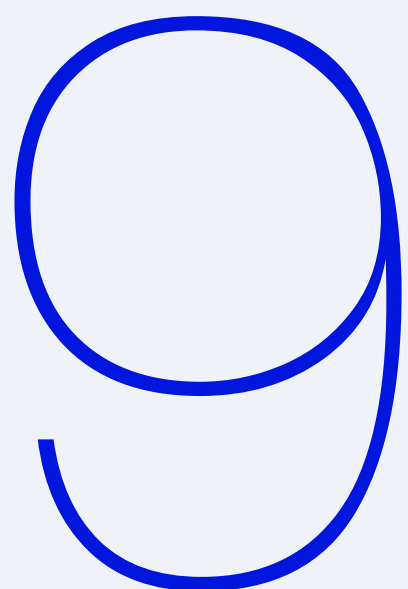
## 8 Build Relationships

### **Professional Connections**

Build connections with buyers to foster loyalty.

### **Regular Check-Ins**

Periodically check in with past buyers to maintain a good relationship.



## 9 Be Reliable

### **Fulfilling Commitments**

Meet all obligations made during the quoting, selling, and shipping stages.

### **Dependable Service**

Provide consistent and reliable service to build a reputation for reliability.

### **Added Value**

Highlight any additional value or benefits your product or service offers.

