

# MERCHANT customer journey

## CONTACTS

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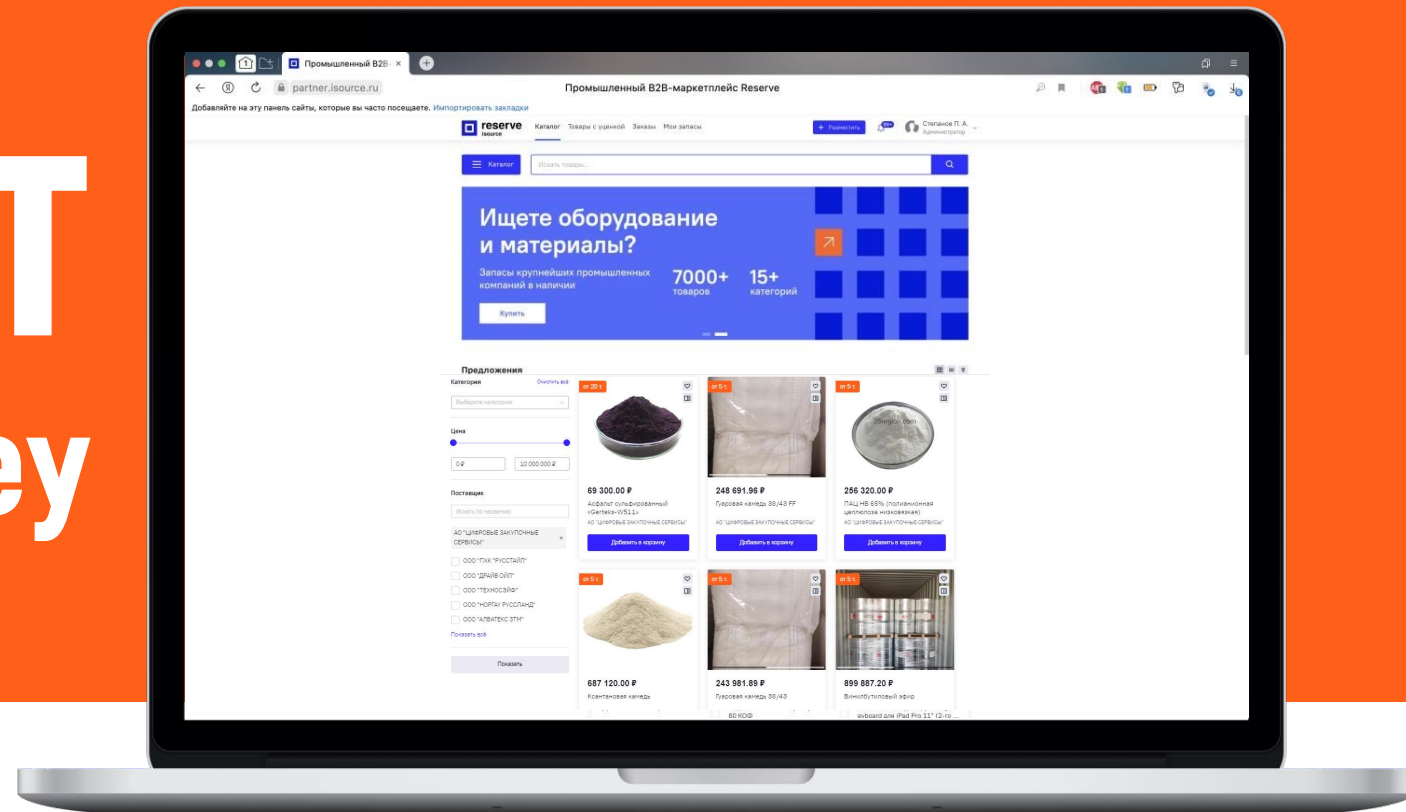
For suppliers/manufacturers

Coordinator of the client service of the  
platform RESERVE

**Mezeshi Daniel**

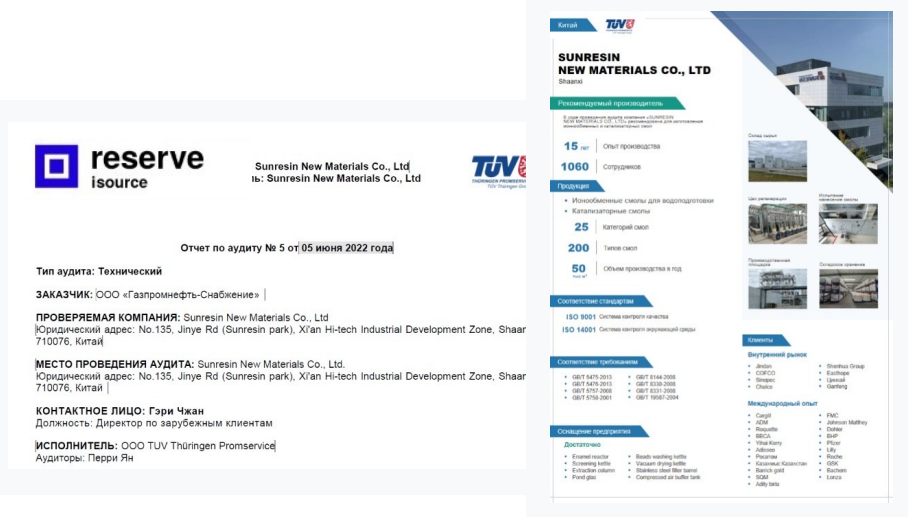
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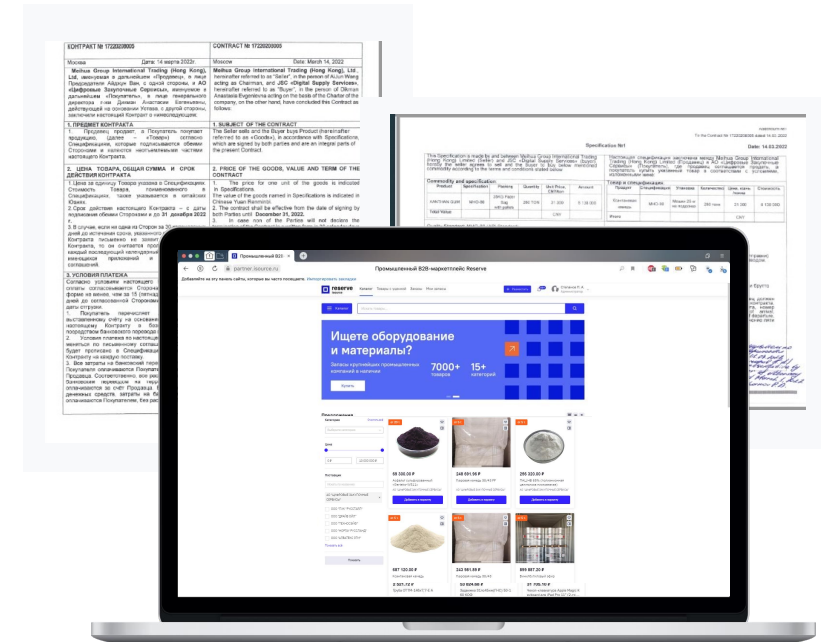
→ **Seller** of technological equipment, spares and components that have no analogues in Russian Federation

- Pass a technical audit and gets the opportunity to place their goods (or equipment) on [Reserve](#) platform



## → Isource.Reserve's Back office in Turkey 2

- Concludes a contract for the provision of services for the sale of goods through the Reserve

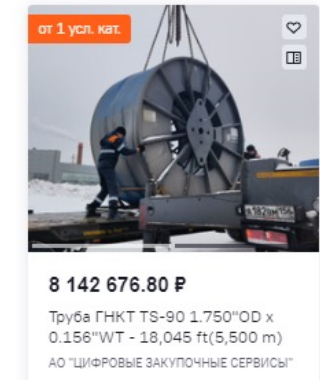
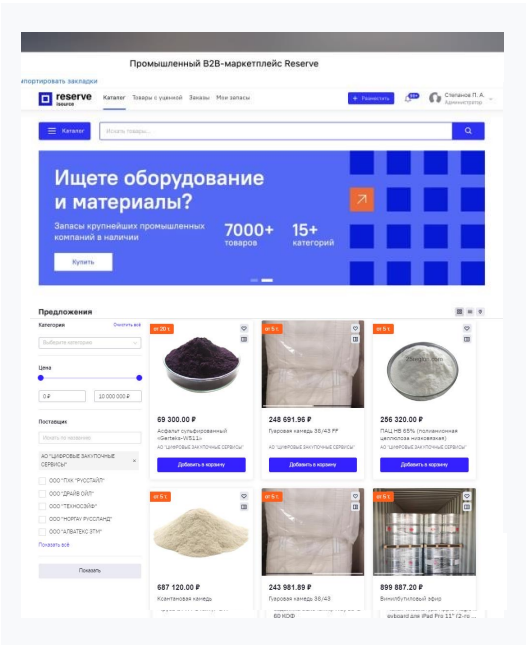


→ Seller

Visit Reserve platform, in which

45 000+ unique product positions by category

- Pipes
- Instruments
- Chemical products
- Valves
- IT equipment
- Transport
- Cable products
- ...



3 500+ buyers - Russian industrial companies



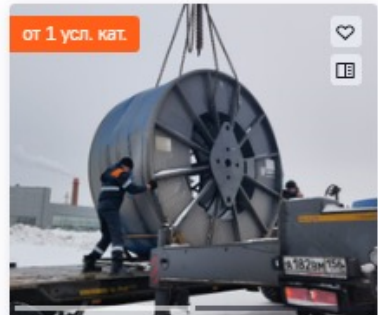
→ Seller/Isourse.Reserve's Back office in Turkey 4

● Places information about the product in their personal account

- Product name
- Technical description of goods
- Location of goods
- Quantity
- Price
- Photos

The screenshot shows a web interface for managing product information. It includes sections for 'Характеристики' (Characteristics), 'Владелец и местонахождение' (Owner and location), 'Поставщик' (Supplier), 'Документация и состояние' (Documentation and status), and 'Дополнительная информация' (Additional information). The product being managed is a pipe with the following details:

- Product name: Труба ГНКТ TS-90 1.750"OD x 0.156"WT - 18,045 ft(5,500 m)
- Technical description: Труба ГНКТ TS-90 1.750"OD x 0.156"WT - 18,045 ft(5,500 m)
- Location: Екатеринбург, ул. Адмирала, д.20
- Supplier: АО "ЦИФРОВЫЕ ЗАКУПочНЫЕ СЕРВИСЫ"
- Documentation: ДД, ИИ, ТТТТ
- Status: Да
- Additional information: 1, 1200, 9.6, 9.6, 20%



8 142 676.80 Р  
Труба ГНКТ TS-90 1.750"OD x 0.156"WT - 18,045 ft(5,500 m)  
АО "ЦИФРОВЫЕ ЗАКУПочНЫЕ СЕРВИСЫ"

→ Seller 5

● In personal account has the opportunity by himself or with Turkey back office:

- Place goods
- Update product information
- View sales analytics

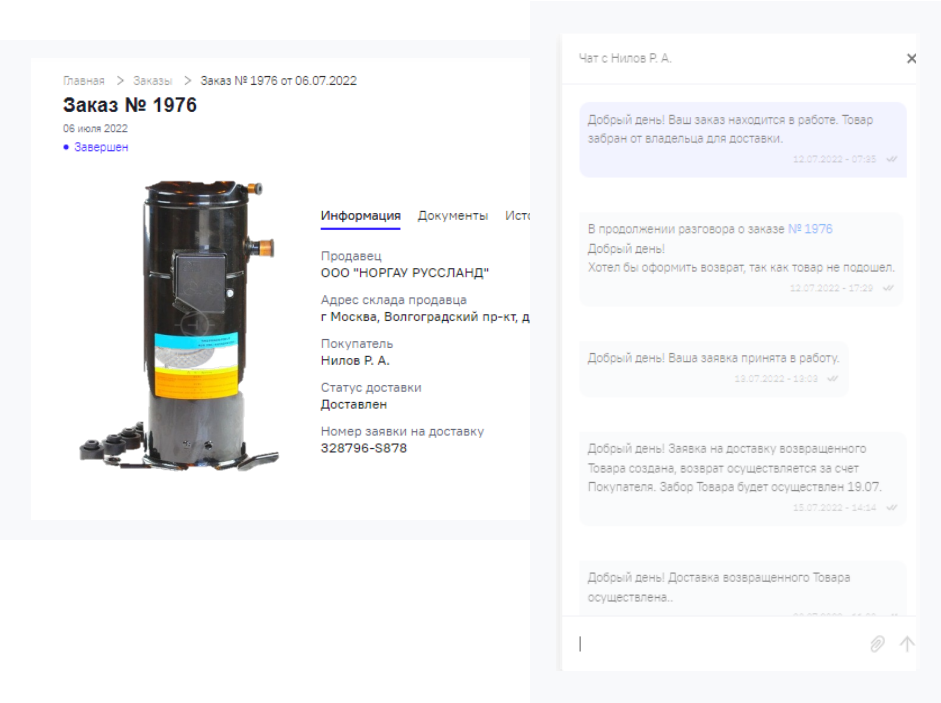
The screenshot shows a web interface for a seller's personal account. It includes sections for 'Создание процедуры' (Procedure creation), 'Свойства процедуры' (Procedure properties), 'Публикация процедуры' (Procedure publication), 'Снижение цены реализации' (Reduction of realization price), and 'Винилбутиловый эфир' (Vinyl butyl ether). The order details are as follows:

- Order number: Заказ № 2042
- Order date: 28 июля 2022
- Order status: Отменен
- Order total: 36 040 674.60 Р
- Order description: Общая стоимость с НДС
- Order items: 267 упак, 132 863.80 / упак
- Order actions: Завершить оформление, Отменить заказ, Договор оферты, Счет, Связаться с покупателем

→ **Isource.Reserve's Back office in Turkey**

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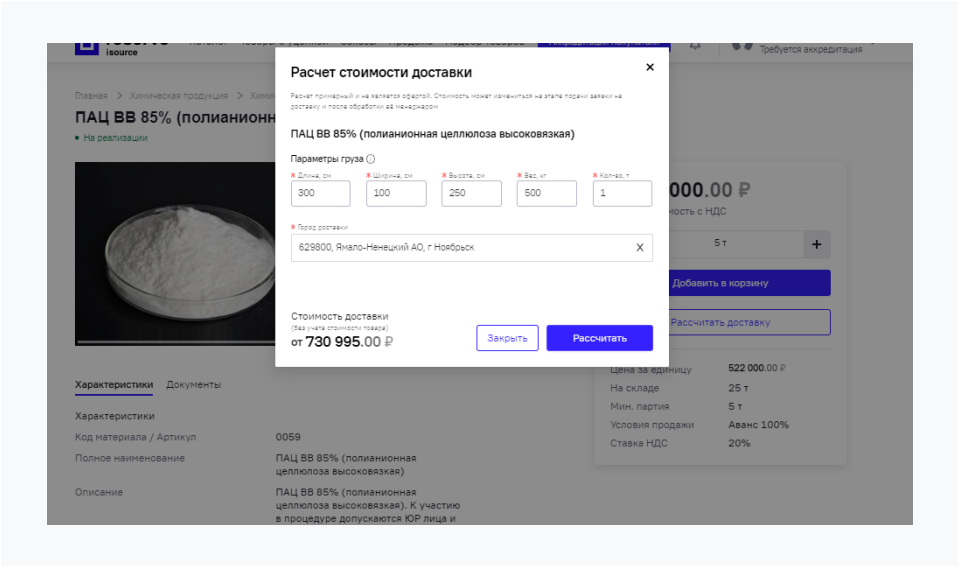
- Interacts with the buyers on all issues related to the purchase of goods



→ **Seller**

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- In Reserve gets the opportunity to deliver the goods to the buyers in Russian Federation

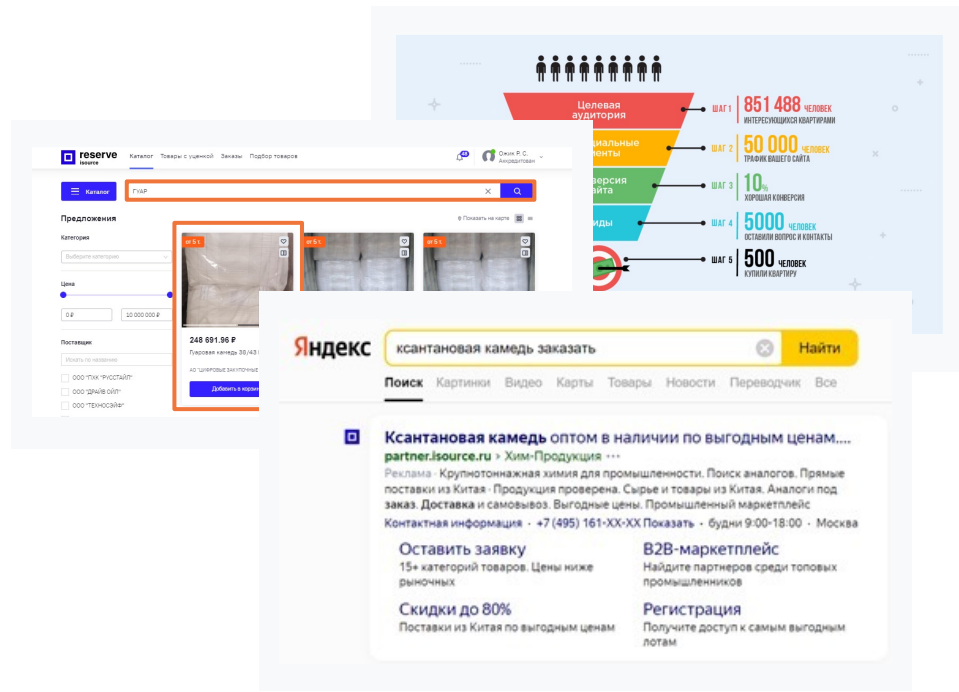




## → Isource.Reserve's Back office in Turkey

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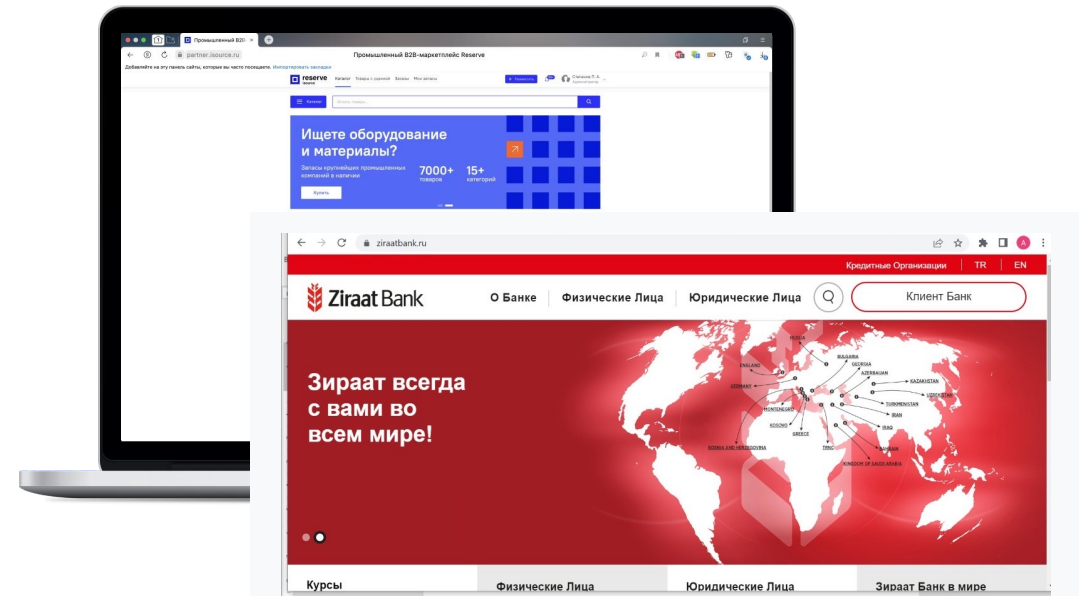
- Provides customer support
  - 24/7 in Turkey
  - All communications with the Russian buyers
  - Complete documentary support of selling goods



## → Isource.Reserve's Back office in Turkey

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- After the sale of the goods to the buyer provides the necessary bank transactions of Ziraat Bank



# CONTACTS



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