

No.	STEPS (UP TO DOWN)	IMPORTERS (BUYERS)	SEABINA (AGENT)	EXPORTERS (SELLERS)
Step 1 (Approaching)		Send inquiries and ask offers Send detailed specifications if have	Calling or directly meeting with new buyers to make serious deals and get detailed specification of products that buyers need	
Step 2 (Offering)		Waiting	Get offers from usual sellers (factories, trading companies) Offer to buyers and send some photos of products for buyers' reference	Send offers to SEABINA
Step 3 (Auditing)		In case buyers must need to audit facilities of sellers (factories, farms, hatcheries, feed mills) and ethnic trading (social responsibility) * Buyers do not need step 3 then just ignore and move on next steps	SEABINA coordinate with buyers to audit all facilities of sellers to get approved. If the audits failed then sellers need to improve for re-audits or stop moving on	Coordinate with SEABINA to carry out the audits, improvements and re-audits until approved by buyers Provide all certificates available
Step 4 (Sample verifying)		Buyers are interested with the offers and need samples for checking * In case buyers are interested and no need the samples for checking, then ignore steps 4,5,6	Work with sellers to prepare the samples as buyers' request	Make the samples as fast as possible Arrange to deliver the samples to SEABINA office
Step 5 (Sample verifying)		Waiting	Work with logistics to deliver the samples to buyers as soon as possible	Waiting
Step 6 (Sample verifying)		Check the samples * If the samples are ok then confirm the deals to proceed next steps	Confirm the successful deals with sellers to proceed next steps	Receive feedback from SEABINA and carry out works based on how results buyers

		* If the samples failed, either going back step 4 to remake the samples or stop the deals	If the samples failed then feedback to sellers to stop and remake the samples	informed
Step 7 (Paper works)		Work with SEABINA back and forth to get all things done properly	Work with sellers and buyers to make contracts Work with sellers to collect technical paper works (processing charts, specification sheets, MSDS...) to get approved by buyers	Coordinate with SEABINA to provide and make necessary things accordingly
Step 8 (Preparation)		Send packaging designs if have	Coordinate with sellers and buyers to confirm packaging layouts before printing in mass	Prepare all necessary materials (packaging, chemicals, food additives, raw materials and other sub-materials...)
Step 9 (Communication)		YES/NO	YES/NO dependent on each item	After sellers prepared all necessary things and ready to start processing, then sellers inform to SEABINA to confirm either SEABINA QCs need to supervise processing or not
Step 10 (Processing)		Waiting	Following up processing and update to buyers	Sellers start processing until completed purchase orders
Step 11 (Communication)		Receiving and solving	Quickly communicate with buyers to report the real situations for buyers have decisions in times	During processing, if sellers can not complete the orders in times due to shortage of raw materials or any reasons then sellers MUST inform to SEABINA quickly to report to buyers at once.

				<p>*NEVER KEEP NO INFORMATION UPDATED TO BUYERS</p> <p>* NEVER LEAVE BUYERS WITHOUT GOODS</p>
<p>Step 12 (Communication)</p>		<p>Confirm the shipping schedule</p> <p>* If buyers want to delay shipping then buyers have to explain reasons and get agreed from sellers</p> <p>* NEVER LEAVE GOODS WITHOUT REASONS AND AGREED BY SELLERS</p>	<p>Inform buyers the shipping schedule</p>	<p>After sellers complete the orders, then sellers inform to SEBINA about shipping schedule to get approved from buyers</p>
<p>Step 13 (Prepare prior to shipping)</p>		<p>Verify and approve the quality for shipping or not</p> <p>Opening LCs: send draft LCs to confirm by sellers prior issuing officially. If other payment terms (TT, DA, DP...) then coordinate with SEABINA to working accordingly</p>	<p>Inspect final products and report to buyers prior to loading 3 days to get approved from buyers</p> <p>Coordinate with sellers and buyers to prepare all necessary things (bookings, opening LC...)</p>	<p>Inspect final products with SEABINA QCs to get approved the quality. If the quality failed, then sellers must rework, reprocess and re-inspect</p> <p>Send bookings to SEABINA</p>
<p>Step 14 (Shipping)</p>		<p>Coordinate with SEABINA to prepare shipping documents</p>	<p>Coordinate with sellers and buyers to prepare shipping documents</p>	<p>Based on prices that sellers offered are FOB, CNF, CIF, DDP...) then sellers must ship cargoes to relevant destinations</p> <p>Right after loading goods into containers, sellers quickly prepare documents (CO, Bill, Invoice, Health Cert, Test report, Packing List,</p>

				<p>Production List, Traceability List, Loading Map...). The draft documents must be sent to SEABINA to work with buyers for verifying, revising, confirming before issuing original documents</p> <p>Sellers must send a set of original documents to buyers' offices prior to the goods' arrival for buyers prepare custom clearance in advance. This is to avoid the goods arrive but without original documents then the goods are extra charged demurrage</p>
<p>Step 15 (Goods arrival)</p>		<p>Depending on price terms that buyers proceed importing procedures accordingly</p>	<p>Coordinate with buyers and sellers until goods imported smoothly</p>	<p>Coordinate with SEABINA until goods imported smoothly</p>
<p>Step 16 (Problems rising & solving)</p>		<p>If any unexpected problems rise up such as bad quality, damage, wrong specifications, customs reject because goods contaminate with prohibited substances...then buyers inform to SEABINA to work with sellers to solve cooperatively peacefully</p> <p>Never disappear or escape for any reasons</p>	<p>Work with both sides to solve problems the most effectively</p> <p>Depending on the root cause of problems that solving reasonably</p> <p>Do not treat partially for any side, solve problems fairly</p> <p>Never disappear or escape for any reasons</p>	<p>Fully cooperate with SEABINA to solve problems gently</p> <p>Never disappear or escape for any reasons</p>

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