1. Introduction to the Instant Messaging Function

The instant messaging function is designed to enable direct and instant communication between exhibitors and buyers. The function is available in the exhibitors' store pages, exhibit pages, and the sourcing request management page of your Buyer Service Platform. You can click “Instant Messaging” to start a dialogue with exhibitors.

FAQs:

Q: Is the instant messaging function available to visitors?
A: The function is for buyers only, so a visitor needs to register as a buyer to use the function.

Q: What is the difference between instant messaging and negotiation appointment?
A: Instant messaging is an asynchronous communication in the form of text.

Negotiation appointment is a real-time communication in the form of video meeting.
2. How to Use the Instant Messaging Function

You can use the feature in the following 4 ways:

No. 1: open the exhibitor’s homepage and click the “Instant Messaging” button on the top to communicate with the exhibitor.

No. 2: open the exhibitor’s homepage and click the “Instant Messaging” button on the right sidebar to communicate with the exhibitor.
No 3: open the exhibit details page and click the “Instant Messaging” button to communicate with the exhibitor.

No 4: open the exhibit details page and click the “Submit Sourcing Request” button. On the successful submission notice page, you can click the “Instant Messaging” button to communicate with the exhibitor.
3. Introduction to the Instant Messaging Window

- After clicking the “Instant Messaging” button in way 1 to 4, a new tab with the instant messaging window will be opened where the exhibitor details are displayed on the right side.
- If you click the “Instant Messaging” button in way 3 or 4, the information of the exhibit or the sourcing request will be displayed for efficient communication.
3. Introduction to the Instant Messaging Window

[Notes]

1. The instant messaging features a translation service for traditional/simplified Chinese and English. Click the tools icon on the top of the window to select a target language, and then click “OK” to finish the setting. The message from the exhibitor will be translated to the selected target language.

2. Only buyers can initiate IM, which means that exhibitors can only send messages to buyers after receiving one from them.

3. Instant messaging supports sending text in all languages, images, emojis, and links/characters in the text format. It currently does not support sending files or videos.

4. Please abide by the Canton Fair User Agreement and regulations when using the instant messaging feature. Do not send any nuisance, illegal, pornographic content, or information of violence. Canton Fair will block accounts containing these information and pursue legal action against the account owners. For more information on the regulations, please see the Security White Paper below: