

FAQs

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1- GENERAL

1. How can I contact Polygon?

You can send us a direct message at Polygon ID: 1234, email us at support@poylgon.net or call toll free at 800-221-4435 (North-America) or 00-800-7765-9466 (International). Our direct number is 1-450-449-8715. Our normal business hours are 9:30 to 7:00pm (EST), Monday through Saturday. If we are online, you can chat with us live!

2. How can I change/reset my password?

We recommend setting up a challenge question; therefore, if you forget your password it will be emailed to you. You can set up a challenge question by going into My Account, Clicking on Profile and then Edit My Challenge Question. If you do not have a challenge question set up and require a new password immediately, you can email support@polygon.net or call us at 800-221-4435 and we can reset your password.

3. How do I use 'access codes'?

The databases were designed to allow you to easily show your customers jewelry inventory prices that include your percentage of the sale already. Access Codes calculate a markup (or markdown) to your search results so you can show the list of diamonds to your customer. This system lets you vary the mark up or markdown) for every search but keeps your policy private. The Access Code box has space for six characters. The first three are meaningless, so type in your own initials or anything else you want (numbers or letters). For the last three, enter either the percent increase or decrease you want Polygon to apply. Examples of how the Access Code would look for a markup include: ABC200 = Keystone markup; ABC110 = 10% markup; ABC147 = 47% markup. Examples of how the Access Code would look for a markdown include: ABC020 = 20% markdown; ABC005 = 5% markdown; ABC050 = 50% markdown). You can add an access code to any of the four searchable databases (diamonds, colored stones, jewelry and watches as well as the price report)

4. Where can I find network rules?

Network rules can be found under the help icon on the top right hand side of the polygon website. From here simply click on the Network Rules tab.

5. How do I pay for my transactions?

Sellers will display their preferred method of payment or you can ask them if they accept yours. The transaction is between the buyer and seller, therefore Polygon is not involved.

6. What is the Polygon Diamond Price Report?

The Diamond Price report is provided by Polygon for the benefit of the trade and provides key decision-making information to jewelry professionals dealing in loose diamonds. Prices are per-carat, wholesale, asking price averages for independently-graded round diamonds in Polygon's diamond database, as of the date shown. Actual transaction prices are confidential and may be somewhat lower. This matrix counts SI3 as I1 for purposes of computing averages. In general, finer makes will command higher prices, as will stones at the higher end of each weight range. The data represents the market trends on Polygon vs. the industry as a whole and is intended to be a comparative source of additional market information.

7. What is a Referral program?

For each member you refer to Polygon, we'll give you and the member you refer \$100 to spend on any of our value added services OR an additional month free tacked on to your membership. Your membership can end up paying for itself!

8. How does Polygon screen its members?

The current vetting process includes the current credentials (1- JBT rating FIN1 & 2, 2- Business License, 3- Three Business References, 4- Confirmed Business address, 5- Membership in a trade association, 6- Trade Invoice). We will also verify 'Alert' forum to ensure the applicant doesn't have any open claims with someone from our network. Once the applicant's membership has been accepted, we will post an announcement on the 'New Members' forum. While we do not rely entirely on member comments, if we receive any comments concerning new or existing members, we will take them very seriously. If you have a company to report, please contact Polygon headquarters immediately at Polygon ID: 1234.

9. How can I voice GREAT suggestions for the Polygon network?

Our members are our greatest source of new ideas and suggestions! You are invited to post your suggestions directly on the suggestions forum or if you'd rather send us your suggestion directly, you can do so by sending us a direct message at Polygon ID: 1234.

10. I have an email set up to send me notifications when I get a DM, I am not getting those.

Make sure your notifications are not going to your junk mail, if they are - add Polygon as a trusted email.

11. What is a Conclave?

A Polygon Conclave is a great way to put faces with the names of people you do business with on Polygon. Hosted by Polygon or Polygon members and held annually at a different location, members come together for a few days of fun, education and business. A "Member's Welcome Reception" usually kicks off the Conclave with a "General Session" conducted by a Polygon staff member. A member's only trading session also takes place during the Conclave. Evening group events provide a wonderful opportunity to get to know each other and first time Conclave attendees always pledge it won't be their last! We look forward to seeing you there!

12. What does a lower Poly ID mean?

Actually nothing! People wonder if they should give a certain safety status to lower Poly ID numbers. Our answer is always NO! While it is true that a low number probably means that the firm joined Polygon years ago, you should not assume anything more than that. We encourage members to base credit decisions on Polygon the same way they do anywhere else and not assume because someone has a low number on Polygon they are "safe" to do business with.

13. Is it possible to send out an Important Announcement (IA) the entire network?

Technically, no, members do not have the ability to send an IA. Only Polygon HQ does. We announce things needing your attention, such as new members, tips and periodic requests for information and other things. From time to time we are asked to send an IA on a member's behalf and we are always glad to help, however we do not announce things like change of address or phone number.

14. Is sending a generic message to all members a good idea?

By now, everyone has become all too familiar with spam. Unsolicited advertising of one's products and services is considered Poly Spam! Many members report that if they receive this type of message or fax, they completely filter the company from their list of prospective business possibilities. Polygon is not like retail or newspaper markets where getting your name in front of the customer a million times is the goal. Your goal should be to establish yourself in the network by doing good business and becoming part of the Polygon community. If you pay well and/or offer competitive prices on goods, you will establish yourself quickly and build lasting relationships.

15. What do I do if I feel I need additional training or have a new employee that needs training?

We have a variety of training information on the Polygon website located in the help section on the top right of the website. Most members are able to answer the questions they have using our system by using this documentation. Topics are designed to answer most frequently asked questions and provide training in areas important to your success. Of course, if after visiting our Help Center you still have more questions or would rather talk to someone one on one please call us at 800-221-4435 or email support@polygon.net to set up a training time.

2- CHAT**16. How many live chat discussions can I have?**

You can have up to 15 concurrent chat discussions at a time. After which, people who try to initiate a chat discussion with you will be advised that the account has reached its limit.

3- MY ACCOUNT**17. How do I update my preferences?**

To update your preferences go to the My Account tab. Click on preferences. From here you can update your preferences for the following options: Ad favorites, filters, message viewing, and external notifications.

18. Is sending a generic message to all members a good idea?

By now, everyone has become all too familiar with Spam. Unsolicited advertising of ones products or services is considered PolySpam! Many members report that if they receive this type of message or fax, they completely filter out the company from their list of prospective business possibilities. The Polygon Network is not like retail or newspaper markets where getting your name in front of the customer a million times is the goal. Your goal should be to establish yourself in the Network by doing good business and becoming a part of the Polygon community. If you pay well and/or offer competitive prices on goods, you will establish yourself quickly and build lasting relationships. Another way great way to gain visibility with the membership is to advertise. Polygon has a program that can meet any company's budget and marketing needs. Email us at: info@polygon.net for more details.

19. Where can I find an upload template and help on how to upload?

You will find the upload template under My Account. Click on the Inventory tab and then next to the category that you will be uploading, click on 'Upload From File'. On the right hand side, you will see the options to 'download the excel template' as well as 'View our Tutorial.' You can also access the Tutorials directly by clicking on the help menu (top right corner of your screen).

20. How can I filter certain members and prevent them from seeing my upload?

To filter members from seeing your inventory on Polygon, go to My Account and then click on Inventory, next to the category that included your items and click on Manage/Edit. At the top of the screen, you will see a link called Reverse Filters, click on it and enter in the Polygon Id number of the person you wish to block then click on Add.

21. How can I extend the expiration date of a diamond?

Diamonds expire every 8 days. To extend the expiration date of your diamonds, go into My Account and then click on Inventory. Next to the diamonds heading, choose Manage/Edit. On the left hand of the screen you will see a box called Actions on All Inventory. Under that box, click on Extend Expiration and you will be able to extend them for another 8 days.

22. How can I upload images once my item file is uploaded?

To upload images, click on the My Account tab, and then click on Inventory. In the Selling Tools box, select My Images and then click on Upload Images. To upload images one by one use the left hand side of the page to browse and find an image. Remember to choose the correct file of where you want the images to go. If you have a zip file containing all your images, use the right hand side of the page to browse and find the zip file on your computer. Make sure to choose the correct file. Files can be no larger than 20MB. If your image file is larger than this, it will have to be broken down into multiple smaller files.

23. What does the Feedback System do and how does it work?

The Feedback System is a feature that allows a member to make a public comment about other members whom that user has interacted with. Ratings are provided when a transaction has occurred between 2 members. This provides the Polygon community with the means of policing itself and promoting good business practice.

24. Why should I leave Feedback to on another member?

By rating members that you interacted with, you are helping create a sense of community on Polygon. All feedback comes from actual transactional experiences that members have had with each other. This gives all members a chance to find out a bit more about the companies they are doing business with, and assists them in making an informed decision about conducting business with a particular company. It also helps set the standards for all members. You are therefore providing a valuable service to all the community, by actively participating in the Feedback System.

25. Where and how can I check my feedbacks? And other members' feedbacks?

If you receive feedback from a member you will receive a notification in your inbox. You will be able to view it and keep track of your feedback by clicking on the Feedback tab in My Account. To view other member's feedback enter in their company name or Polygon ID in the find member box. If you click on the members profile you will be able to view their feedback.

26. How can I request or provide feedback?

To request feedback, enter in the members Polygon Id or company name in the Find a Member box. When their profile comes up, click on the Request button located under the Feedback column. Fill out the form and click Send when you are done. To leave a feedback, instead of clicking on Request, click on Leave and fill out the form.

27. How do I respond to Feedback I received?

You may provide your own comments on all feedback ratings, negative, neutral or positive. To do so, simply go the Feedback tab under "My Account" and go to the Feedback inbox. From there, your pending requests list will contain all the Feedback ratings on which you can take action.

28. What is the process to publish a negative Feedback rating?

Simply create a new Feedback rating by specifying that the experience was negative. The other member will receive a notification that a new negative rating was received. This member will review and provide comments. Once comments are provided, you will receive a notification. You will need to review provided comments before publishing. The user who submits a negative rating will have a final decision on whether or not to publish the rating. The negative rating will then be reviewed by Polygon HQ before being published to the network.

29. How can I set up my profile / make modifications to my Account information?

Your company name, address, phone number, contact name and website will be set up at headquarters upon sign up. If you ever need to change this information or if you'd like to add more information to your company profile, go to the My Account tab and click on Profile. From here you will see Edit buttons next to different sections of your profile.

30. My images are not linking to my items, why not?

Make sure you have the image name filled out in your excel file that contains your items. Make sure to enter the image name exactly how it is in your image file. Also, include the file type. For example; enter .JPG or .GIF at the end of the name.

4- COMMUNITY**31. What are Connections and why would I want to be connected to anyone?**

Connections are people that you would like to keep in your close business network. By being connected to a member, they will appear in your chat bar if they are online. You will also have the possibility of sending all of your connections a direct message (forgoing the limit of messaging 10 Polygon members at a time). In addition, when reviewing other members' profiles you will be able to see whether your connections are connected to this member.

32. Can anyone see my connections?

Connections are confidential. You will only see a count of total connections and a count of total mutual connections.

33. What happens when I report a post?

The report you submit regarding a post is sent to Polygon HQ and is not visible to any member (including the author). Polygon HQ will review the report reason (please be explicit) and will take required action based on network rules and good judgment.

5- ADS**34. When I try to search in the Wanted or For Sale ads, I get no results found, what is happening?**

Check the time frame; if you have already done a search under Latest and search again, it will bring up fewer results. The Latest timeframe only brings up the new messages you have never seen before. Also, check to see if you have anything under From or Subject lines that could be causing no results.

35. How popular is the Ads section?

Very popular! Our ads are a very busy marketplace for quick buying and selling (vs. what is available as ongoing inventory in the databases). Every time you look in the 'For sale' ads you will see something new. Plus, the Bargain ads have often been quoted as one of Polygon's most valuable assets – where you can find deals beyond compare. For sellers, this provides you with an opportunity to get your items viewed instantly. You can also post Wanted ads to find exactly what you are looking for.

36. What are the Forums?

Members are invited to come together and share information on relevant industry topics within a congenial atmosphere that aims to propagate integrity and respect within the community. You can learn from the best and brightest minds from the trade, ask any business related question and get to know some of your peers in an open environment. This is not a buying or selling area but more of an informational and networking part of Polygon.

37. In the Inbox section, how long can I keep my messages before they expire?

Messages stay active in your inbox for 9 months. If you want to keep them longer, you can save them and they will remain in your saved tab until you delete them.

38. How do I filter the messages?

You can filter messages from certain members if you choose not to view their messages. To do this go to Preferences (from the My Account tab), choose Filters on the left hand side and enter in the member's Polygon Id number you would like to filter. Click on Create and they will be filtered from your searches.

39. Why is monitoring the Wanted ads a great way to make a sale?

The "Wanted" ads contain messages from members who are looking to buy specific items. If you are a loose diamond dealer, collect the DB-Diamond Buys channel once per hour for potential leads on diamond other members are looking to buy. You can do the same for any other items, colored stones, jewelry, watches, etc.

40. Why is it important that I include pictures of the items I am posting in the For sale ads?

Attaching a picture of items you are selling makes them more attractive to potential buyers. To attach a picture, at the bottom of the Write a Message screen, click Browse. This allows you to search your personal computer for the picture you would like to attach. Note: You can attach up to 5 images. The total attachment size cannot exceed 2MB.

6- DIAMOND SEARCH**41. How can I search for fancy diamonds?**

To search for fancy color diamonds, you must click on the dot next to Fancy in the Color search column. You will now have an option to choose the fancy color you are looking for.

42. How do I set preferences on my diamond search?

To set your preferences when searching for a diamond, scroll all the way down to the bottom of the search page and you will see an area called Results Preferences.

43. How can I search for matched pairs?

Matched pairs will not automatically come up when you do a diamond search. You must check the dot next to Matched Pairs located in the Search For box on the right hand side.

44. Can I save a search?

Yes, you can save multiple searches and give them different names so you can easily search for a particular stone. To do this, enter in your search criteria and then click on the gray Save Search button located towards the top of the search page under the Shape and Color column. Enter in a name for that saved search and click Save. You can access your saved searches at the top of the search pages in the blue box that says Saved Searches. Click on the drop down area to choose your search.

45. What is a Diamond Compare?

The Diamond Compare allows you to group diamonds together from a search that you would like to compare. You can do this by clicking on the yellow diamond with the plus sign in the search results. As you do this, it will save the selected diamonds in your Diamond Compare Tab. You can then click on that tab to view your favorite diamonds and compare them to find the perfect one.

46. How can I view search results by Company name / Poly ID?

Go to 'Results Preferences' at the bottom of the search criteria page and change 'Seller Info Displayed' from 'Company name' to 'Poly ID' depending on your preference.

7- JEWELRY SEARCH**47. How can I display a picture?**

To see images when you search, select Show Images; it's located under the Price section on the right hand side. After you do this once, images will be displayed every time you do a search.

8- WATCH SEARCH**48. How can I search by model?**

To search by Model number, enter the number in the One Box Search.

9- VIRTUAL INVENTORY**49. What products can I have listed in virtual inventory?**

You can choose products from participating suppliers or ask some of your existing suppliers if you can list their inventory as well.

50. Can I use your search interface / my own?

You can use your own search interface or Polygon's (Polygon's search interface currently only available for diamonds). If you use your own, we will send you a datafeed with all of the products you choose to display on your website.

51. Can I choose the suppliers from whom I want to list diamonds?

Yes you can choose the diamonds you want to feature from your own inventory or other Polygon suppliers. If there is a supplier you want to remove or add simply go to My Account, click on Inventory, next to Virtual Inventory Setting click Manage/Edit and go to step 2.

52. Is there a limit to how many products I can showcase?

No, you can showcase as many products as Polygon suppliers are willing to make available to you.

53. What if I want to only show high end products, or make other decisions in terms of the products I showcase?

You can customize the products you display. You can change these settings whenever you wish. Custom mark-up settings are also available, so you can display YOUR retail price directly to you site.

54. What if I want to add e-commerce (shopping cart to process orders online)?

We can send you a user guide to set up a Google or Pay Pal buy now button. You can also use other shopping carts; however we do not have any support material for these.

55. Can I see some examples if Virtual Inventory in Action?

Yes go visit these retailers' sites, www.dancodiamonds.com , www.diamonddreamsusa.com, www.hanikenjewelers.com

56. Can Virtual Inventory be customized?

Yes. Many of our Virtual Inventory subscribers choose to modify the template (IFrame) to match the look and feel of their website. If you are using the datafeed, then you can create your own search interface as you wish!

10- AUCTIONS**57. What are the Polygon Auctions? Why would I want to host one?**

Polygon auctions are exclusive events where a seller auctions items to a list of invited bidders. Just like a traditional auction, bidders must be invited to attend; auctions are password protected. All bidding is anonymous- neither the seller nor other bidders know who has bid on an item. Only once the auction closes is the seller advised of the winners. Auctions are an effective and efficient way of quickly moving excess or slow moving inventory. Moreover, your business and your items will be directly promoted to your clients and/or the Polygon community, offering extensive and targeted visibility for your products.

58. Who can host an auction?

Sellers can be retail jewelers, manufacturers, wholesalers, or other sellers within the jewelry industry. Auctions are also a great venue for retirement/going out of business and estate sales.

59. Who is invited to auctions?

Sellers decide who they want to invite to their own private auction event, and are responsible for submitting a list of invitee names and emails to Polygon. Sellers can elect to invite Polygon members or their own list of buyers if they choose.

60. Can consumers attend auctions?

Auctions are segregated for B2B (business to business) or B2C (business to consumer). If a seller decided to invite Polygon members, he or she cannot invite consumers to the same event.

61. Where will auctions be hosted?

The auctions will be hosted on a separate website and bidders will require a username & password to access the auction they are invited to.

62. Where can I see if there are any upcoming auctions?

A list of upcoming auctions hosted by members will be published within the Events section under the Community tab. Invitations for upcoming auctions will be sent to the email address we have on file for you. Please make sure your email is up to date.

63. Is bidding anonymous?

Yes other bidders will not know if you bid on an item. Only the seller is informed of the bidders who won items.

64. What is the timeframe for bidding?

The timeframe for bidding is determined by the seller. Sellers reserve their auction dates in advance and advise how much time they would like to allow for the pre-viewing of items and for the live bidding.

65. How can I bid?

The bidding is done online directly through the website. You have two ways of bidding: 1-submitting a bid on a single item through a product details page or 2-submitting a bid or multiple bids at the same time by uploading an excel sheet.

66. What information will be provided on items for sale?

The seller can include a detailed description, quantity available, condition of item, up to 5 images (including certificate images), and a minimum bid, reserve or buy now price. Sellers can also categorize the items in their auction how they want. For example, one seller is only auctioning diamonds and decided to group them by shape – the categories in the case would be round, princess, marquise, oval, etc. Another seller may decide to auction finished jewelry pieces and categorize the items by type – ring, pendants, chains, earrings, etc.

67. What happens if there are 2 matching bids?

The system will record all bids on a first come first serve basis. If 2 bidders have the same maximum bid, the first bidder will be awarded the item provided he is not outbid before the end of the auction.

68. How does the deposit and final value fee work exactly?

To reserve your auction, Polygon will require a non-refundable deposit of \$500.00 to cover the set up and email send costs for your auction. Upon closing the auction, a final fee of 3% is calculated based on the total value of items sold. If the final value fee exceeds the \$500 deposit, the seller owes the difference.

Example:

Auction sales total \$30,000

Final value fee is \$900 (3% of \$30,000)

Final amount due to Polygon at closing is \$400 (\$900-\$500 deposit)

69. Is the bidder obligated to purchase an item won in an auction?

Yes. Bidders who register for auction must first accept the Terms and Conditions where a bid is defined as an offer to purchase the asset from the seller at the stated bid price. The bid is an irrevocable offer. In all auctions, buyers who receive a winning bid notice are legally bound to buy the asset at the quoted bid amount and the seller is legally bound to sell the asset.

70. What will happen in the event of a dispute?

All transactions occur directly between buyers and sellers. All sellers and buyers are entitled to enforce the provisions of the Auction Terms and Conditions and may pursue legal action against each other for non-performance of any provision, including non-performance of a purchase and sale after a completed bidding process. Though Polygon is a neutral party and is not directly involved in any transactions, the integrity and trust of the network is important to us. Polygon reserves the right to terminate access to Polygon auctions, limit activity and warn other members of actions, issue a warning or temporally suspend or terminate Polygon membership and refuse to provide any services. Once an auction closes, the seller is responsible of the final value fee to Polygon.

11- ADVERTISING**71. Why become a member before advertising?**

While it's not necessary to be a member of Polygon to advertise on our network, it is highly recommended. As a supplier you can upload your inventory and easily communicate with other industry professionals on a daily basis. You can also link your banner to your inventory page or to your website. Branding is also a key factor. Because so many retail jewelers use Polygon everyday to source diamonds, colored stones, watches and finished jewelry, advertising on Polygon facilitates the transactions between you and your customer and encourages them to look your way.

72. Who designs the ad?

You may choose to submit your own ad or have Polygon create one for you. If design work is provided by Polygon, a standard fee of \$300 will apply, which includes 2 hours of design time, for any hours in surplus, and hourly rate of \$150 will apply.