# Member Tips

## OVERVIEW

1. **Various Print Options for your various needs**
   Click 'Print this page' and you will have access to 3 different print options (Print Access Code, Print Seller info and Print your Company Info). Users have the option to select what appears when they print results and details of a search in all four databases. You don't have to worry about your customer having access to your Supplier's contact information. If you use Polygon with your customers we recommend setting up your preferences to display only the Seller ID instead of the company information in the search results. It is located at the bottom of the Search screen of any database.

2. **Sending messages to your personal email address**
   If you'd like messages you create or messages you receive to be sent to a personal email address, you can do that by setting up external notifications. **1-** Click the *My Account* tab; **2-** Click on the *Preferences* tab; **3-** Edit your email address; **4-** Check the checkbox *Receive an external notification for messages received in your Inbox.* So when you receive messages to your polygon inbox, you will also receive them at the email address specified. If you are the one sending the message, just add yourself as a recipient or forward yourself the message.

3. **Complete your member profile**
   It is important to complete and keep your profile up to date to ensure other members can reach you to do business, find out more about your company and lend to the overall credibility of your business.  First and foremost check to make sure all your contact information is correct. Without this you are surely missing out on good business opportunities.  It is also important to update the "About Us" and "Company Information" sections in your profile.  The more information you provide, the more success you can have on Polygon.  Provide some detailed information on your company- how long you have been in business, who you cater to, what are your specialties, etc. - to let members know who you are and build trust in the community.  Add your company logo to give your profile a professional and polished look.  To view and edit your profile go to My account and click on Profile.

4. **Ask for feedback and post feedback**
   Ask members you have done business with to add a positive feedback to your account.  This will help your success on Polygon.  Members will be able to view your feedback and give them more confidence what contacting you for an item or selling an item to you. Posting feedback for other members is also a good practice as this will help all members to do business in more confidence and develop the Polygon community.

5. **Add references**
   Add references to your account to save you and other Polygon members time.  By having your references already on your account members you do business with can easily check these and skip the step of emailing or faxing over references before a transaction occurs. To list your references go to My Account, profile and then you can add your references under Reference information.

6. **Send a DM to your connections for a reference check**
   If you see that you have connections who are connected to a member you are unfamiliar with, send your connection list a DM to ask if they've done business with this member.

7. **Add Polygon as a trusted source in your email**
   To ensure emails and external notifications do not go to your junk mailbox add polygon.net to you trusted emails.

8. **Increase Sales: Add Location to your Inventory File**
   This is not a required field but is helpful to buyers trying to locate a stone fast and in their area. By adding this to your file you can increase your chances of making a sale. If a member is searching for a stone in a certain location and you have not inputted this information, your stone will not show up, even if all other criteria are met. The two columns you should add to you file are Stone Location Country and Stone Location State.

9. **Using the Events Section of Polygon**
   Let other members know which shows you will be attending/exhibiting at. Trade shows and conclaves are great opportunities to meet and network with other Polygon members. To list yourself at any upcoming show click on the Community tab, then click on Events and hit the 'join' button. From here you can learn the latest updates on your events and even post your own comments.

10. **Save messages that are important**
    Messages in your inbox will expire after 9 months, after which they will automatically delete unless you have them saved.

11. **Increase Sales by adding a Location to your Inventory File**
    This is not a required field but is helpful to buyers trying to locate a stone fast and in their area. By adding this to your file you can increase your chances of making a sale. If a member is searching for a stone in a certain location and you have not inputted this information, your stone will not show up, even if all other criteria are met. The two columns you should add to you file are Stone Location Country and Stone Location State.

12. **Add pictures and certificates to your inventory**
    This will make your items more attractive to potentional buyers.

13. **Keep you inventory up to date**
    Make sure you have the correct pricing and delete items that have been sold. Put as much information as possible to avoid answering the same questions time after time.

14. **Set a challenge question on your account**
    Set a challenge question on your account to avoid being stuck if ever you forget your password. By doing this, if you forget your password you can answer your challenge question and your password will automatically be emailed to you.

15. **Complete your member profile**
    It is important to complete and keep your profile up to date to ensure other members can reach you to do business, find out more about your company and lend to the overall credibility of your business. First and foremost check to make sure all your contact information is correct. Without this you are surely missing out on good business opportunities. It is also important to update the "About Us" and "Company Information" sections in your profile. The more information you provide, the more success you can have on Polygon. Provide some detailed information on your company- how long you have been in business, who you cater to, what are your specialties, etc. - to let members know who you are and build trust in the community. Add your company logo to give your profile a professional and polished look. To view and edit your profile go to My account and click on Profile.

16. **Use the access code feature**
    This will allow you to add a mark-up to your search, so your customer can look right along with you and see all you can offer them while prices match what you are willing to sell.

17. **Save your most used searches**
    This will will save you time from entering the same search criteria over and over.

18. **Include images or certificates in your For Sale Ads & in your database listings**
    This will make your items more attractive to potention buyers and save you time from sending pictures to each interested member.

19. **Include as much information as you can in For Sale and Wanted Ads**
    The more information you provide, you will save you time from answering questions. This will also ensure your requests are met.

20. **Review the network rules before you get started**
    Before you get started on the network, please review the network rules thoroughly to follow best practices and avoid breaking any rules.

21. **Sellers should look through Wanted Ads everyday**
    See if you can fill any requests and make an easy sale.  This will help you to form good business relationships on Polygon.

22. **Buyers should use the Diamond Compare Feature**
    This feature allows you to easily compare diamonds that meet your criteria and pick the ones that best suit your needs.

23. **Buyers can search by location**
    If you need access to an item fast, you can add location to your criteria and search for something in your area.