

## Customer Service You Can Count On

At Trade Service we know you rely upon us to keep your data accurate. You need the information to power your business and cannot afford downtime. For this reason we have invested in our customer service support group to provide you with a team of eleven courteous, experienced, industry-savvy individuals who know how to get your service up and running and will also be there for you when you have questions down the road.

For almost 40 years, Trade Service has maintained strong business alliances with the industry's distribution software companies, who have written interface programs to the Trade Service data format. Having established this on-going compatibility ensures that the data you receive from Trade Service is always business system- ready for seamless and hassle-free loading. In the event an issue should arise that requires attention, you can count on our customer service staff to stay engaged with you and, if necessary, your business system provider, until your data has successfully been loaded into your system.

Along with the hundreds of thousands of price changes we process each month, we also add about 50,000 new manufacturer products to our database monthly. And if there are brand new manufacturers you would like added to the service, we add approximately 10 new manufacturers each month and will make every effort to source and include those lines that are important to you. To keep you abreast of this activity, we send a bulletin every week highlighting new product additions and manufacturers newly added to the database. If you subscribe to the pricing service on a "full vendor / full file" basis, you automatically receive all new products and newly added manufacturer lines as part of your regular weekly update. If you have a question or would like to learn more about this comprehensive service option, just call any one of our customer support representatives at 800-265-7367 or send us an [email](#).



The Trade Service Customer Service Team.

## Why Go Full Vendor/Full File?

We believe that the more information distributors have access to, the better. If you elect to receive the complete Trade Service database, you have access to a huge resource of over 2 million items, always at your fingertips. This comprehensive data catalog can be stored and maintained separately from your stocking inventory database. A few advantages to this approach:

- Respond on-the-fly to customer requests by easily moving items from "the catalog" to "inventory", already priced, merchandized, and ready for sale.
- Access "the catalog" to determine approximate pricing differences (based on the industry "Column 3") or specification variances between competing brands.
- Source hard-to-find items or those special requests that distributors are constantly asked to fill.

All eDataFlex subscribers receive a weekly bulletin with their update (see [this pdf](#) for a current example) summarizing the product and pricing activity occurring across the entire Trade Service database. The greater the coverage provided to the customer, the more relevant the bulletin becomes. Subscribers requesting full file service clearly derive the greatest value from the information provided in the bulletin. Reviewing this document before processing the weekly update provides excellent insight into how the distributor's database will be impacted by the week's changes.

## Keeping the Channel Connected

- 650 manufacturers
- 2,000,000 items
- 1,400 brands
- 800,000 items with images
- 800,000 items with technical attributes
- 50,000 new SKUs added per month
- 10 new manufacturers added per month (average)
- 2,000 distributor locations on Supplier Xchange™

## Reaching Your Customer

- 20,000 contractor / government agency / institutional desktops

## Supplier Xchange

Last month we introduced our new Supplier Xchange (tm) program that enables contractors to electronically request and receive price quotes from their distributors to help them be more successful in their bidding and estimating activities.

To date, over 50 distributors and 400 contractor connections have been established representing \$millions in bids. These distributors are registering more new contractors every day, uploading customer specific data ... and the system is responding to quotations, all in real time!

Supplier Xchange can get your preferred customers involved while improving the productivity of your project quotations group. To learn more, please [ask us](#) to give you a call.

