



- Transaction and user information is pushed from the client to TradeSafe. This includes details about the transaction, buyer, seller, and marketplace owner (should the marketplace be in the middle and receiving a commission).
- A payment page will appear that will allow the buyer to initiate payment. Payment to TradeSafe can be done via one of four available options:
 - Manual EFT
 - Ozow – Instant EFT. Callback is immediate
 - Card – VISA, Mastercard, Diners and Amex. Our credit card processor is Ecentric Payment Systems.
 - SnapScan – Buyers can make payment TradeSafe with QR code enabled technology.
- TradeSafe verifies the customer deposit and notifies the client via callback.
- TradeSafe is notified that the seller has begun delivering the product or service via the API.
- The buyer then has opportunity to accept the goods or services. If accepted, TradeSafe releases funds to the seller and marketplace. The client can accept the goods or services if the transaction is a three-party structure.
- If the buyer did not accept the goods/services or an amendment needs to take place, then an amendment can be enforced by either the customer or the client. Once the amendment is accepted by the buyer, TradeSafe releases the funds from escrow. The refund is paid to either the buyer's bank account or credited to their escrow wallet. No amendment approval is required should the amendment be initiated by the marketplace owner.
- If something goes wrong, and the amendment process fails, then the transaction can be flagged as a dispute which will require resolution. This will be conducted on either the client's platform or on TradeSafe's platform. The funds will be locked until such time the dispute has been resolved. If the dispute cannot be resolved, then the transaction will be referred to either the Small Claims Court (SCC) or arbitration. The court or arbitrator's decision is final, and TradeSafe will rely on the instructions provided by either the arbitrator or a court of law on how it will release the funds.
- The process alluded to above is the most common escrow structure that we encounter. However, TradeSafe can tailor a solution to ensure the experience is more specific for your business or app.

