Here is a simple step-by-step overview of how the Sales flow should work, and why we use a request + approval + escrow model instead of instant payment.

The goal is to create a safer and more trustworthy process for both buyer and seller, especially in the early startup phase.

This is a B2B marketplace with higher-value equipment, so safety and trust are more important than instant checkout speed.

Sales flow – step by step

Step 1 – Buyer sends request

Buyer selects quantity and clicks:
 "Send request"

No payment yet.

Step 2 – Seller approves request

Seller reviews the request and either:

- Approves

- Rejects

If approved → move to payment.

Step 3 – Buyer pays (funds locked)

Buyer completes payment.

EquipManager holds the money temporarily (escrow).
 Money is NOT released to the seller yet.

Status: "Payment secured"

Step 4 – Seller ships product

When the seller ships the item, they press:
 "Product shipped"

Status: "Shipped"

Step 5 – Buyer confirms receipt

When buyer receives the item, they press:
 "Product received"

Status: "Completed"

Step 6 – Funds released

After buyer confirmation:
 EquipManager releases the money to the seller.

Transaction finished.

If there is a problem

If buyer does not receive the item or there is an issue:

Money stays locked until resolved.

This protects both parties and allows EquipManager to act as a safe middleman.

Why we use this model

This gives:

Buyer:

- protection against fraud or missing items

Seller:

- serious buyers only

- guaranteed payment once delivered

EquipManager:

- fewer disputes

- fewer refunds

- more trust

- easier support

This is much safer and more suitable for B2B than instant checkout.

We can always add faster options later when the platform is mature.

For now, safety > speed.