

Packaging Online

Manual (web application on mobile phone)

The Packaging Online service gives you two easy ways to announce the collection and returning of your packaging digitally. You can do this via the online application (webview) in 'My Royal FloraHolland' and/or with the updated Royal FloraHolland web application on your mobile phone (previously the App).

Benefits of Packaging Online

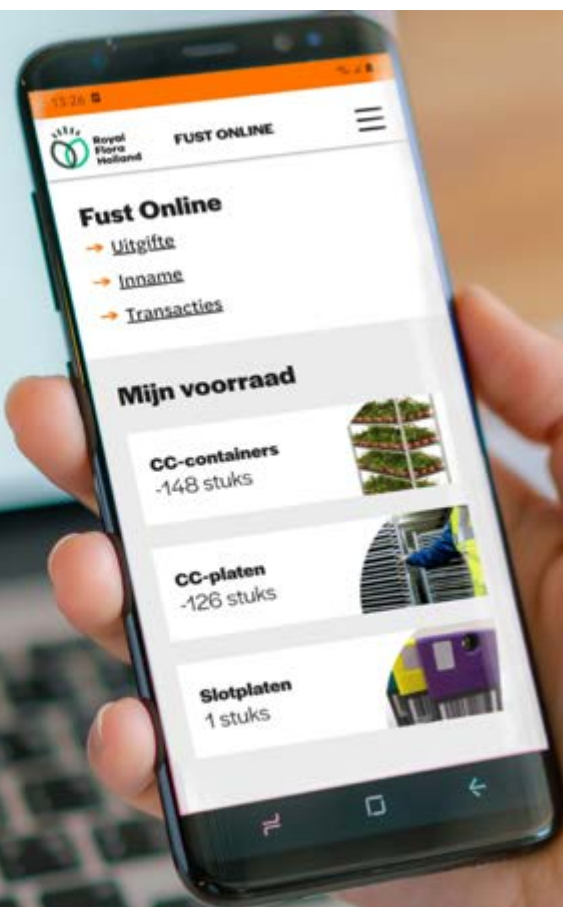
- ✓ You can log in anywhere and arrange your packaging transactions quickly and easily.
- ✓ Less risk of errors (for example, in quantity or packaging code).
- ✓ Insight into ongoing and completed packaging transactions.
- ✓ Choose the application that suits you best: the web application on your phone or via webview. Or use both.

Packaging Online is free of charge for growers and customers of Royal FloraHolland

More information or questions?

If you have not yet received any login details for 'My Royal FloraHolland' or if you are having trouble logging in, please contact our Customer Service on working days on T +31 (0)88 - 789 89 89 or E klantenservice@royalfloraholland.com. They will be happy to help you.

Would you like more information about the Packaging Online service and the updated Royal FloraHolland web application? Then go to www.royalfloraholland.com/packagingonline. You will also find a FAQ section here.



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1. Activate the service

Before you can use the Packaging Online service, you have to activate the 'Packaging collection and return' service via My Royal FloraHolland:

- ✓ Go to <https://www.royalfloraholland.com/>.
- ✓ Log in to 'My Royal FloraHolland' with your main account
- ✓ Under 'My services', click 'Available services' and add the 'Packaging collection and return' service (not to be confused with 'Logistic Supplies Online') This service will then be available to you.

As the administrator of the main account, do you want to activate the Packaging Online service for other employees (webview and/or web application)? Follow the instructions in [Appendix 1](#) of this manual.

2. Install the web application on a mobile phone

You can access the Packaging Online web application on both an Android or Apple (iPhone) phone.

You can activate this updated version as follows:

- Type this link into the address bar on your mobile phone: <https://fustonline.royalfloraholland.com>. For the PC this link is not the right format. Fust Online is a web application developed for the mobile phone (Apple or Android). The Webview application is available for making advance announcements on the PC.
- Scan the QR code below with the camera of your mobile phone or with a QR-scan App. This code will bring you easily and quickly to the updated Packaging Online (the application is NOT available in the App store (iOS) or Google Play Store (Android)).




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3. Log in to the web application

There are various ways to log in:

- Use the link on page 2.
- Scan the QR code on page 2.
- Click on the Royal FloraHolland Packaging icon  (if you have added/saved the web application as a favourite).

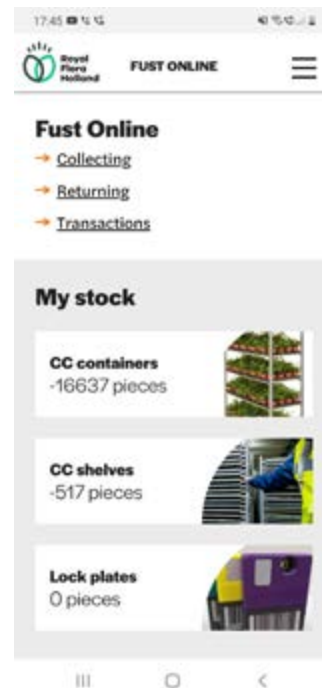
- You will arrive at the start screen, click on **Login**.



- Enter your user name (that you have received by email) and your password. Click on **Sign in**.



- You will arrive at the main menu.



Depending on the language setting of your mobile phone, the Packaging Online web application will be displayed in Dutch or English.

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4. Announce packaging for collecting (collecting order)

- To announce packaging for collecting, click on **Collecting** in the main menu.
- Select the location where you want to collect the packaging.
- Choose the **Collecting** type (three choices):
 - 1. Dock:** Royal FloraHolland delivers your packaging to the dock.
 - 2. Direct:** Royal FloraHolland delivers your packaging to your box location.
 - 3. Shop:** You come to the packaging store to collect your packaging yourself
- Select the collecting date.
- Have you opted for **Dock Collecting** or **Shop Collecting**?
Select the Packaging location.
Have you opted for **Direct Collecting**?
First select the Packaging location and then the customer location.

If there is only one possible Packaging location, this will be displayed automatically.

At the bottom left is a link to the opening hours of the selected location.

- Click on **Next**.
- Complete the packaging collecting order:
 - Packaging code (CODE)
 - Number of auction trolleys (TR)
 - Number of stacks (STCK)
 - Number of pieces (PS)
- You can add multiple lines to a collecting order.
To access it, click on the + icon.
- Have you completed the order? Click on **Next**.

17:45 100% 15

Royal Flora Holland COLLECTING

COLLECTING: COLLECTING ORDER 1/3

Aalsmeer

Collecting

Dock Direct Shop

Select collecting date

5/19/2021

Packaging location: Fastlocatie Aa...x

Customer location: 90500-test-RFH

Collecting Aalsmeer
The opening hours are location-specific
OPENING HOURS

Back Next

17:45 100% 15

Royal Flora Holland COLLECTING

COLLECTING: COLLECTING ORDER 2/3

CODE	TR	STCK	PS
577	2	0	0
588	4		

Back Next

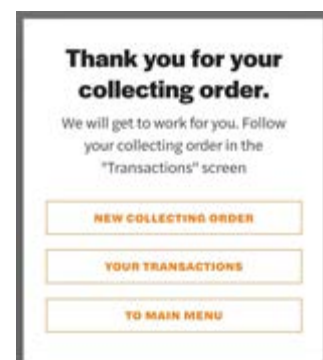
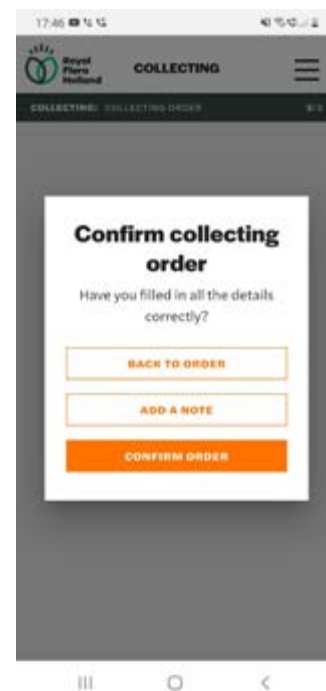
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- You will now see the **Confirm collecting order** screen.
 - Choose **Back to order** if you need to make a change.
 - Select **Add a note** if you want to provide additional information about your packaging announcement.
 - Select **Confirm order** if it is correct.
- By clicking on **Confirm order**, your packaging collecting announcement is saved in the Royal FloraHolland packaging system.

After scanning your packaging card, the assignment will appear on the handheld device of the Royal FloraHolland employee.

- You can then choose to enter a **New order**, view Your **transactions** or **Return to main menu**.



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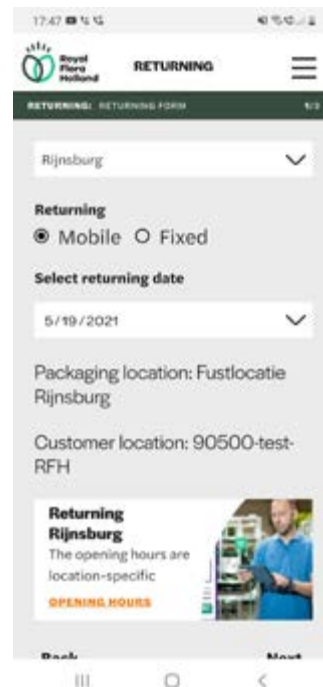
5. Announce packaging for returning (returning form)

- To announce packaging for returning, click on **Returning** in the main menu.
- Select the location where you want the packaging to be returned.
- Choose the **Returning** type (two choices):
 - 1. Mobile:** Royal FloraHolland collects your packaging from your packaging location at the auction location.
 - 2. Fixed:** You bring your packaging to the packaging shop or to a fixed collection location yourself.
- Select the returning date.
- Have you opted for **Mobile Returning**? First select the packaging location. Followed by the customer location. Have you opted for **Fixed Returning**? Select the packaging location.

If there is only one possible packaging location, this will be displayed automatically.

At the bottom left is a link to the opening hours of the selected location.

- Click on **Next**.
 - Complete the packaging returning form:
 - Packaging code (CODE)
 - Number of auction trolleys (TR)
 - Number of stacks (STCK)
 - Number of pieces (PS)
- You can add several lines to the returning form. To access it, click on the + icon.
- Have you completed the form? Click on **Next**.



CODE	TR	STCK	PS	
577	1	1	1	🗑️
566	1	1	1	🗑️
596	1			+ 🗑️

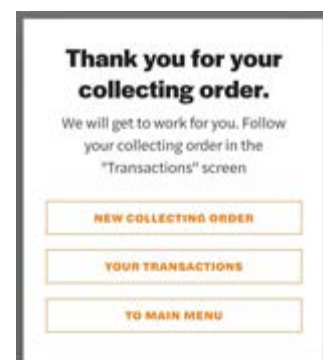
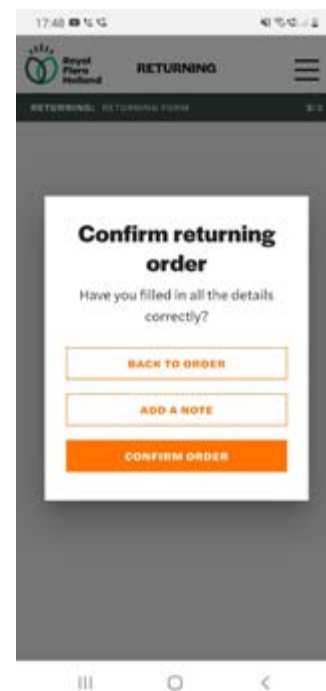
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- You will now see the **Returning order** screen.
 - Choose **Back to order** if you need to make a change.
 - Select **Add a note** if you want to provide additional information about your packaging announcement.
 - Select **Confirm order** if it is correct.
- By clicking on **Returning order**, your packaging returning announcement is saved in the Royal FloraHolland packaging system.

After scanning your packaging card, the assignment will appear on the handheld device of the Royal FloraHolland employee.

- You can then choose to enter a **New order**, view **Your transactions** or **Return to main menu**.



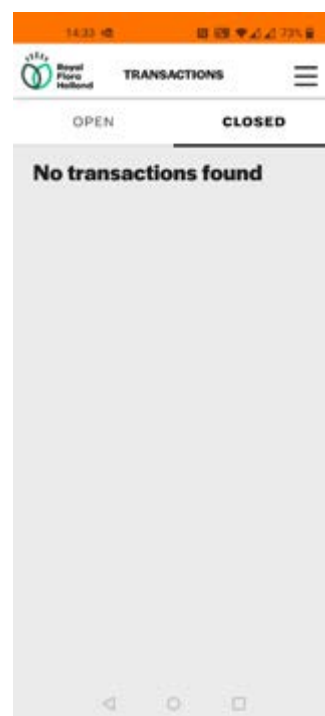
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6. Consult transactions

You can easily consult all your transactions. In order to access them, select **Transactions** in the main menu. You will see two tabs: **Open** and **Closed**.

- In the **Open** tab you can see all incomplete transactions. You can still adjust these transactions as follows:
 - Select a transaction (this is the entered collecting order or returning form).
 - Click on the three dots behind the transaction.
 - You can amend or delete the transaction.
 - Have you selected **Plus**? You can add a packaging line.
 - Have you selected the **Recycle Bin**? You can delete the packaging line or the entire transaction.
- You can then continue to process the order in the usual way.
- In the **Closed** tab you can see all completed transactions. You can no longer amend these transactions.



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Appendix 1

As main account administrator, you can activate and manage employee accounts for the Packaging Online service (Webview and/or the web application). By granting your employees access, they can view and create packaging announcements themselves.

1 Have you activated the service as main account administrator?

Before activating and managing the employee accounts, the 'Packaging collection and return' service needs to be activated. You can activate this service [here](#).

2 How do I create an employee account for 'Packaging collection and return' ?

- Log in with your main account on <https://www.royalfloraholland.com>.
- Go to 'My Royal FloraHolland'
- Under 'My details' select 'Extra accounts'

- Click on the 'Add account' button under 'Employee accounts'.
- Enter:
 - Username of your choice
 - Name
 - Email address
 - Optional: employee phone number
- Check the 'Packaging collection and return' subscription service and click the Save button

Important information!

Employees cannot activate or terminate contracts or services themselves. This is only possible through the main account.

3 How can an employee activate the account?

After you (as the main account administrator) have activated the employee, an automatic email with an activation link is sent to the email address that was submitted. After receiving the email, the employee must do the following:

- Click the activation link in the email.
- Choose a password and follow the directions.
- Under 'Start web services', click 'Packaging collection and return'.

Within two working days the employee receives an email that the Packaging Online service has been activated.

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Appendix 1

4 How does the employee log in to Packaging Online?

There are two different options:

1. Webview: login through My Royal FloraHolland
2. Royal FloraHolland web application on the mobile phone: via the link or QR code on [page 2](#).

Please note when logging in: The username and password are case sensitive.

Important information!

Employees cannot activate or terminate contracts or services themselves. This is only possible through the main account.