

Packaging Online

Arrange your packaging transactions quickly and easily

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

- ✓ Log in anywhere, arrange your packaging transactions quickly and easily.
- ✓ Less risk of errors (for example, quantities or packaging codes).
- ✓ 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.

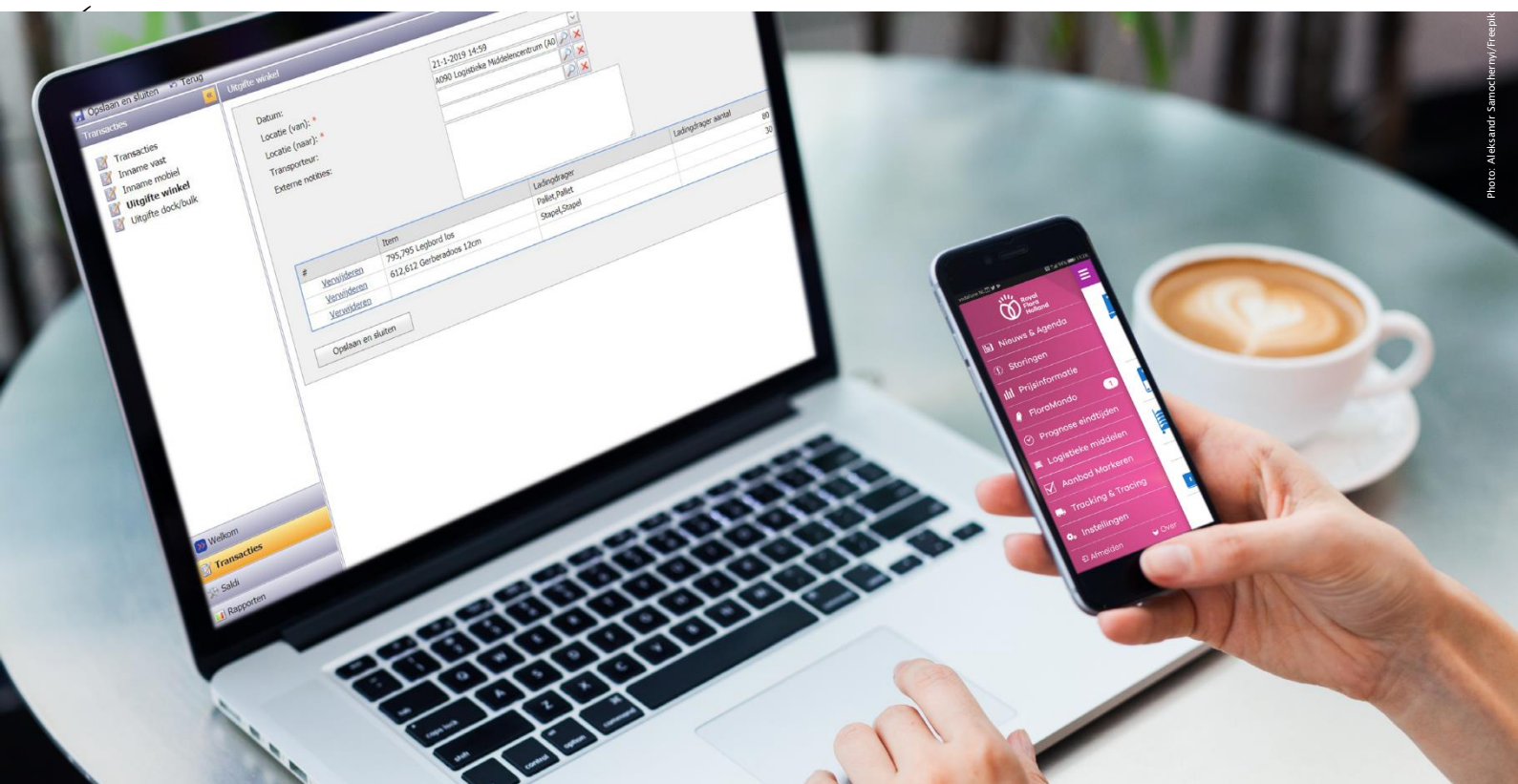
Packaging Online is free for growers, transporters and customers of Royal FloraHolland

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 Contact Center on working days on T +31 (0)88-789 89 89 or E customerservice@royalfloraholland.com.

They will be more than happy to help you further.

If you would like more information about Packaging Online and the Royal FloraHolland web application, go to www.royalfloraholland.com/packagingonline.



**Royal
Flora
Holland**

Flowering the world.

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1. Activate the service

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

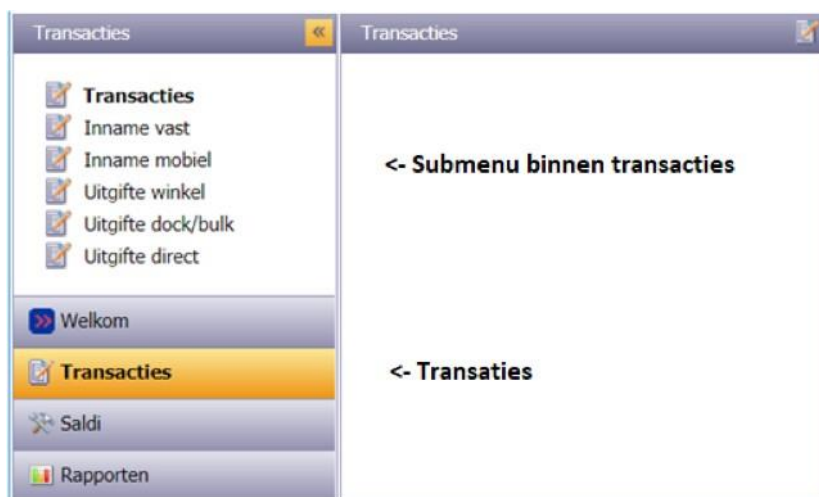
- ✓ Go to www.royalfloraholland.com/packagingonline
- ✓ Log into 'My Royal FloraHolland'
- ✓ Under 'My services', click 'Available services' and add the 'Packaging collection and return' service (not to be confused with 'Logistic Supplies Online')
- ✓ Then, under 'Start web services', click 'Packaging collection and return'. You will then be directed to the new packaging system.
- ✓ We will start activating the service for you (this takes a maximum of 48 hours during working days)

After your registration has been processed by us you will be able to order packaging online and announce packaging returns. Don't forget to log on via 'My Royal FloraHolland' at this service.

If you want to activate other employees in your capacity as main account administrator, follow the instructions in [Appendix 1](#) of this manual.

2. Announcing packaging returns or orders in Packaging Online

- Select 'Transactions' in the bottom left corner.
- The submenu will expand in the top left corner. There are different options within this 'Transactions' menu:
 - Announce packaging return (handing in)
 - Announce packaging collection (ordering)



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3. Handing in packaging: 'Fixed Return' or 'Mobile Return'

There are two ways of handing in your packaging:

1. **Fixed return:** You take your packaging to the packaging location or to a fixed return location yourself.
2. **Mobile return:** Royal FloraHolland picks up your packaging from your customer location at the auction site (does not apply to Eelde).

- To announce a return, click 'Fixed Return' or 'Mobile Return' in the top left corner

#	Item	Ladingdrager	Ladingdrager e	Aantal	Bericht
Verwijder	588,588 Medium container	Stuks,Stuks	200	200	
Verwijder				0	

- Fill out the relevant fields (you can use the magnifying glass to select the information from a list)
 - **Location (to):** Intended return location at Royal FloraHolland
 - **Location (from):** Name and grower number of your company (in the case of Mobile Return your customer location at the auction site - box number or KNB area - will also be displayed here). Your details will be filled out automatically.
 - **Transporter:** Your transporter, if applicable
 - **External notes:** You can provide additional information here, such as a buyer number that you want this transaction to correspond to
- You then enter in the relevant columns what you want to hand in:
 - **Item:** Packaging code
 - **Load carrier:** Make sure to select the correct unit!
 - **Load carrier quantity:** Quantity of the above load carriers that you want to hand in per packaging code
 - **Quantity:** The total number of items that you have entered in the 'Load carrier quantity' column will appear here automatically (you cannot make any changes to this column).

Click 'Save and close' and the announcement of your packaging return is complete. You can now choose to close the program or to enter a new assignment.

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4. Ordering packaging: collection from the packaging location, at the dock or at your box location

You can collect your ordered packaging in three ways:

1. **Packaging location:** You come to the packaging location to collect your packaging yourself
2. **Dock/bulk collection:** Royal FloraHolland delivers your packaging order to the dock (does not apply to Eelde)
3. **Direct collection:** Royal FloraHolland delivers your packaging to your box location (only applies to Aalsmeer)

#	Item	Ladingdrager	Ladingdrager a	Aantal	Bericht
Verwijder	519,519 Bloemendoos 19 cm	STW,Stapelwagen	1	33	
Verwijder				0	

To order packaging, click 'Packaging location' or 'Dock/Bulk Collection' in the top left corner. 'Direct collection' will be made available as soon as you are able to order packaging or announce returns in Aalsmeer online.

The procedure for placing an order is almost identical to the procedure for packaging returns:

- To order packaging, click 'Packaging location' or 'Dock/Bulk Collection' in the top left corner.
- Fill out the relevant fields (you can use the magnifying glass to select the information from a list).
 - **Location (from):** Desired pick-up location at Royal FloraHolland
 - **Location (to):** Name and grower number of your company
 - If you select Direct Collection, your customer location at the auction site will be displayed here too (box number or KNB area). Your details will be filled out automatically.
 - **Transporter:** Your transporter, if applicable
 - **External notes:** You can provide additional information here about your order here.
- You then fill out what you want to order in the relevant columns:
 - **Item:** Packaging code
 - **Load carrier:** Make sure to select the correct unit!
 - **Load carrier quantity:** Quantity of the above load carriers that you want to order in per packaging code
 - **Quantity:** The total number of items that you have entered in the 'Load carrier quantity' column will appear here automatically (you cannot make any changes to this column).

Click 'Save and close' and your packaging order is complete. You can then choose to close the program or to enter a new assignment.

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5. Consulting transactions

You can easily consult all of your transactions. Selecting 'Transactions' in the main menu will take you to the screen below.

Transacties

Selectie

Datum vanaf 25-2-2019 Tot en met 19-3-2019

Itemset: Alles tonen Transactie type: Alles tonen

Selectie uitvoeren

☐ In ☐ Uit ☒ Alle

Geen groepering

☒ Uitklappen

Dossier: Transactie nr.: Alle extra velden: Transporteur: Locatie:

☐ Alle transacties tonen ☐ Alleen openstaande transacties tonen ☐ Toon alleen eigen transacties

Transactie nr.	Datum	Locatie naam	Transactie type	Tegenpartij	Status
					577

- At 1, enter the first date of the transactions that you want to view (max. three months ago), and at 2, enter your grower number in the field next to 'Location' (this field is usually filled out automatically).
- Click Perform selection.
- The screen will show all the requested lines with all the information related to the chosen selection period.

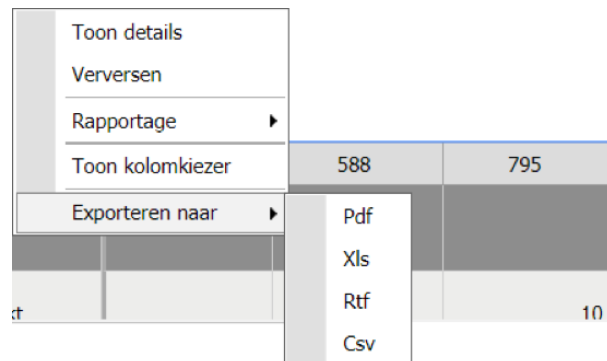
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6. Exporting transactions

You can export the selection above as follows:

- Choose a transaction line
- Right-click it
- A drop-down menu will appear
- Select your desired export format
- You have also the possibility to export all information to XML (see top left)

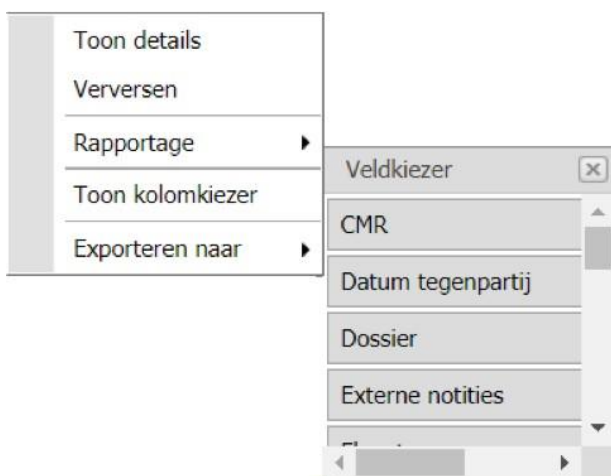


7. Adjusting screen lay-out

The columns in the line marked in yellow can be arranged to suit you.

<input type="checkbox"/> Alle transacties tonen <input type="checkbox"/> Alleen openstaande transacties tonen <input type="checkbox"/> Toon alleen eigen transacties						
Transactie nr.	Datum	Locatie naam	Transactie type	Tegenpartij	Status	577
0579441	11-mrt-2019	00500, Royal FloraHolland Noordwijk	CORRECTIE	10783, Royal FloraHolland Noordwijk	Verwerkt	15
0579439	11-mrt-2019	00500, Royal FloraHolland	CORRECTIE	10783, Royal FloraHolland	Verwerkt	
						15

- Select the line marked in yellow
- Right-click it
- A drop-down menu will appear
- Select 'Show column selector'
- You will see a list of the names of all the available columns
- Select the desired column and drag it to a position of your choice in the line



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Appendix 1

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

1 Have you activated the service as main account administrator?

Before activating and managing employee accounts, the service “Packaging collection and return” 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'

Mijn gegevens

- Mijn account
- Extra accounts
- Bedrijfsgegevens
- Mijn profiel
- Algemene voorwaarden

- Click on the 'Add account' button under “Employee accounts”

Enter:

- Username of your own choice
- Name
- Email address
- Optional: employee phone number
- Check the subscription service 'Packaging collection and return' and select the Save button

- Mijn account
- **Extra accounts**
- Bedrijfsgegevens
- Mijn profiel

Medewerkeraccount aanmaken

De gebruikersnaam kan zelf worden gekozen. Een gebruikersnaam bestaat uit minimaal 9 posities en bevat geen vreemde tekens zoals \ / [] ; | = + * ? < > * @ () of spatie.

Gebruikersnaam	<input type="text"/>
Voor- en achternaam	<input type="text"/>
Emailadres	<input type="text"/>
Telefoonnummer mobiel	<input type="text"/>
Taal voor berichten	<input checked="" type="radio"/> NL <input type="radio"/> EN <input type="radio"/> DE

Account heeft toegang tot de volgende webdiensten

- ☐ FloraMondo (Klokaanbod)
- ☐ FloraMondo (Klokvoorverkoop)
- ☐ FloraneXt
- ☒ Fust inname en uitgifte
- ☐ Handelsregeling (Handelsregeling Online)

Important information!

Employees cannot activate or terminate contracts or services themselves.

This is only possible through the main account.

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Appendix 1

3 How can the employee activate the account?

After the main account administrator has 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.

4 How does the employee log in on Packaging Online?

There are two different options:

- Webview: login through My Royal FloraHolland
- Royal FloraHolland App: login through the Royal FloraHolland App

Please note when logging in:

The username and password are case sensitive.]

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