



Application and activation

Would you like to start using an eWallet and are you already a customer of Royal FloraHolland? We recommend that you first consult our Customer Contact Centre or your account manager. They can advise you whether an eWallet is right for you, and explain the application process in your particular situation. Do you want to become a customer? Please call our Customer Contact Centre first to start the registration process for new customers. Only after that can you apply for an eWallet.

Step 1

Log in to your personal homepage at royalfloraholland.com. Select 'my company data' and then 'my payment methods'. Here, you will find more information on the application process, and can start the application immediately. Only existing customers can create an eWallet themselves. Not a marketplace customer yet? Please do not hesitate to contact our Customer Contact Centre.

Step 2

You will receive an email from our partner Online Payment Platform* with information on how to activate your eWallet. After completing a number of steps, you will receive the login details for the environment in which you can view your eWallet balance.

Step 3

Please have the following information at hand in order to activate your eWallet in the online environment of the Online Payment Platform:

- The Chamber of Commerce registration number with which you are registered with Royal FloraHolland.
- A digital copy of the passport or ID card of the directors of your organisation.
- All the names of the owners of the company, or the 'ultimate beneficial owners'.
- The email address where you wish to receive information about your payments.

Please note that only the contact person registered with us for each grower number is authorised to apply for an eWallet online.

Step 4

To activate your eWallet, we will ask you to make an initial deposit to the appropriate account during the activation process. This will ensure that your future deposits are processed correctly.

Step 5

After completion of the activation process, Royal FloraHolland will receive a message from the Online payment platform, assess the data you have entered, and activate your eWallet as a payment method. You will then receive an email from Royal FloraHolland that your eWallet is ready for use.

* We collaborate with the Online Payment Platform (OPP) in order to provide the eWallet. They have been providing reliable, secure and digital payment options on behalf of major business partners for many years.

Payment in a way that suits you

Royal FloraHolland has focused on smooth-running trade in floriculture for over 100 years. 100,000 successful payment transactions a day show that Royal FloraHolland is continuously working on the further development of payment options in collaboration with our buyers and growers. The eWallet is an example of this. We are happy to advise you on all our payment options for the world's largest floriculture marketplace.

eWallet, please call us for advice

Our Customer Contact Centre is open between **5:30 am and 5:00 pm Monday to Thursday and 5:30 am to 4:00 pm on Friday on +31 88 789 89 89.**



**Royal
Flora
Holland**

**FOR MORE INFORMATION, PLEASE VISIT
[ROYALFLORAHOLLAND.COM/EWALLET](https://royalfloraholland.com/ewallet)**

