

# TEMO Application Manual

## [Entering Non auction turnover \(NAT\) via the TEMO application \(Temporary Exemption from Member Obligation\)](#)

As grower, you can submit your NAT sales online using the TEMO application.

### 1. How does it work?

- In order to be able to submit data, you must register once at [www.royalfloraholland.com](http://www.royalfloraholland.com) and allow the My-FloraHolland pop-ups. In the new version most pop-ups have been removed.
- The improved version is now ready for several browsers such as: Internet Explorer, Google Chrome, and Mozilla Firefox. Limited use is even possible on iPad (it works although the search function is not yet available).
- Login via My FloraHolland and under 'Start Web Services' click on 'Temporary Exemption from Member Obligation'.
- You will then be automatically directed to the main screen (search screen) of the TEMO application. There are a few black tabs on the top of this screen. Use the mouse to click on these. Particularly important to you are: 'Add', 'Overview' and 'Summary Levies'.

### 2. What will you see on the screen?

Your own information will be at the top of the entry screen. For every exemption, you will receive a separate reference number per buyer. If you would like to review what you have already entered, or if you would like to make changes to a lot that has not yet been settled, then click on a line you have previously entered. The selected line will turn **orange**. Clicking on the  button (turns orange when selected) will give you all the information entered on that transaction.

#### 2.1. Entering

If you would like to enter a new TEMO transaction, click on Add.

Entry resembles using an electronic delivery form. Use the Tab key or mouse to move to the next field. Other keys, such as the arrow keys and Enter cannot be used in this environment. The light green fields are compulsory and the white ones are optional. The gray fields have been blocked (e.g. because they contain the entry results).

#### 2.2. Reporting periods

Going to the  symbol under 'Type' enables you to enter the time period within which the TEMO transaction took place. You can enter by:

- **Day**. Be sure that the dates you enter under 'TEMO period from' and 'TEMO period to' are the same.
- **Period**. You can choose a particular period yourself (e.g. per week, month, quarter). For NAT amounts of €15,000 per year and above, enter a period no longer than three months per buyer to the TEMO application. This allows you the advantage of being able to spread the payment of the retrospective collection out over a period of time.
- **Year**. If your annual NAT amount is less than €15,000, complete the TEMO application once annually per buyer. In that case, select year and report all NAT at once.

You can only report NAT generated in the previous and the current financial year in the TEMO system. If your financial year is different to ours, please divide the transaction according to a normal financial year, or contact your account manager first.

#### 2.3. Levy

For the TEMO reporting period, you can indicate the earliest available moment that you would like Royal FloraHolland to charge you the levy. The levy will be deducted by means of the Naaldwijk weekly settlement. You

may defer the desired settlement date by a maximum of three months. By submitting a statement multiple times per year, you can spread the TEMO levy over the year and settle within the same financial year as the NAT delivery.

## 2.4. Reporting with or without lot data

You can process lots with or without lot data in the TEMO application. What does this mean?

Using the “[With lot details ☹ No](#)”, you can report only NAT without specified lot characteristics. This is particularly suitable for growers who report only once or limited times per year. You go straight to:

- the 'TEMO gross sales' field where you can enter the NAT per buyer, without additional lot information.
- Customer number/customer name. If the buyer is known to Royal FloraHolland, you can enter the usual buyer number. If the buyer is not known to Royal FloraHolland, you can enter the buyer's name in the second light green field. One of these two fields must be completed. Finally, Royal FloraHolland would like to know your reason for settling this lot outside the auction. This is what the Comments/Reason for NAT field is for. You can enter a short explanation there.

Using the “[☹ With lot details](#)” allows you to enter all information corresponding to that specific lot, which is equivalent to entering an electronic delivery form (EAB). If you want to use this option you can ask assistance from your accountmanager.

- This option is particularly suitable for reporting per day or covering short periods.
- You must enter your NAT with lot data if you use auction packaging (e.g. use of auction buckets).

Please Note: if you would like Royal FloraHolland to settle with the buyer, send a regular electronic delivery form.

## 3. Finishing

If you have filled in all your data, choose: Send or Cancel.

- **Send** means you are sending the information to Royal FloraHolland. Immediately after sending you will see a notice that we received your input.
- **Cancel** means that your data will be discarded.

Once you have sent or saved a transaction, you will be taken to a new page displaying an overview. Here you will see, among other things, the interim calculation of the levies, and two new buttons: 'Edit' and 'Expire'. As long as the status of a TEMO transaction does not read 'settled', you will still be able to make changes.

- **Change** make it possible to change the details of a TEMO transaction after clicking on the Change button.
- **Expired** enables you to let the entire entry be canceled; no levy will be calculated.

The final calculation of the levy will not occur until the settlement date you have indicated has passed. Actual settlement will occur via the Naaldwijk weekly settlement under the same TEMO levy codes.

## 4. Corrections

Should an error occur during settlement, you can always request a correction. A correction can only be carried out by a Royal FloraHolland employee. To request a correction, please send an e-mail to [tolcorrecties@royalfloraholland.com](mailto:tolcorrecties@royalfloraholland.com). Upon receipt of your e-mail, we will process your correction or contact you if we have any questions.

## 5. Questions

In case you have questions please do not hesitate to consult your account manager. The account manager can be reached via your local office or bij Phone via +31 88 7898989.

Or sent an e-mail to [tolopgaven@royalfloraholland.com](mailto:tolopgaven@royalfloraholland.com)