

Quality Index tariffs

The reliability of product information and photos is crucial for the proper functioning of the marketplace and for improving buyers' purchasing experience. To incentivise the provision of reliable supply information, growers who make fewer errors will pay a lower charge per observation on incorrect or incomplete supply information.

The better you do, the less you pay

Growers pay a differentiated tariff per observation. Growers who make fewer mistakes and therefore have A status pay a lower amount than growers with B or C status. In contrast, suppliers with C status pay more. So working on reliable supply information pays off.

We work with four categories of charges:

1. Unknown value on the clock

These are changes made from the system on the batch information, i.e. an error message if the Auction delivery note cannot be processed. This is subject to the lowest rate (regardless of the QI score).

2. Change grading/regulation

These are changes on a clock lot that are identified before auctioning. They may be grading characteristics, an incorrect product code or a discrepancy in the photo captions. This is subject to the medium rate and depends on the QI score. Maturity is a typical example that falls under this category.

3. Product advertising

This concerns a product advertisement that is determined after the auction. The medium rate applies to this and depends on the QI score.

4. Change quality/photo

These are changes to a clock lot when it comes to inspection characteristics (quality aspects) and in case of a non-representative photo (inspection characteristic 998), which are determined before the auction. The highest rate applies and depends on the QI score.

Rates Quality Index (charges)

The [rates for the Quality Index](#) can be found under 'other supply rates' in the Rate Tables.

Calculation examples

To get a good idea of how these charges work, below are some real-life examples (for current rates, check the link above):

1. At the product advertising counter in Aalsmeer, a buyer arrives with a batch of tulips. The ripeness is different from what was stated on the clock front. The grower concerned has stated the incorrect ripeness and has a B-status on that particular auction day. Then the charge is €28.
2. A grower with a C status supplies peonies with damaged flowers, but did not mention this on the supply letter. The inspector adjusts the supply information and the charge is set at €80 per deviating lot.

3. A batch of Wax was delivered to a buyer in Rijnsburg that was lighter than specified by the grower. The grower in question had A status that auction day. The charge is then €15.

4. During the photo check from home, the inspector observes that no cask is visible in the product photo. This is not according to the photo requirement. The grower has C status and the charge is then set at €45.

5. During the product inspection, the inspector in Naaldwijk sees that a longer product is shown in the photo than was actually supplied. The inspector uses the RFH Photo app to take a new product photo for the grower, who has B status on that day. The charge is €45.

Questions?

Contact our [Customer Contact Centre](#).