

FAQ: Rate per not supplied clock batch



Version : 3.0
Date : 04-06-2024
Subject : Per 1 July 2024 rate per 'not supplied clock batch'

Q: Which lots is this rate applicable to?

A: This rate applies to all auction clock lots that have been given 'discontinued' status after being checked for supply. So this also applies to lots that have Auction presales on them. This is why it is so important to pass on timely corrections on clock-EABs and ensure a reliable platform.

Q: Does this rate apply per not supplied cart or per batch?

A: This rate applies per batch.

Q: My lot has been discontinued with 'rejected' status by the Control and Guidance Department (quality), does this rate also apply?

A: Yes, the rate applies to all auction clock EAB lots that are given 'discontinued' status after being checked for supply, even if this is due to a rejection. Do you have questions about the 'rejected' status? If so, please contact the [Customer Contact Center](#).

Q: My (group) transporter delivered my lot to you too late and it was therefore set to 'discontinued'. Does this rate also apply?

A: Yes, the rate applies to all auctioned EAB lots that are given 'discontinued' status after a supply check, even if this is outside your control. Please contact your (group) transporter yourself for this.

Q: Does the rate apply per lot or per EAB/letter?

A: The rate applies per lot. Royal FloraHolland works with lots and not per EAB. This prevents an EAB with several lots, not being auctioned at all.

Q: My software package automatically creates a 'master letter'. Does this rate then also apply?

A: We know that the software packages of SDF and Indigo have not yet been adapted and in the case of CC auctioning, send an EAB with master letter/cart not used. Please contact your software supplier to have this adapted asap. In these cases, the rate is not applicable.

Q: How can I cancel/delete a clock delivery form (clock-EAB)?

A: Do you work in Floriday? Then use this instruction: [cancelling a delivery form](#). Are you working through a software package? You delete the clock-EAB by sending a delete message. Does this not work? Then contact your software supplier.

Q: How can I correct a clock letter (clock-EAB)?

A: Do you work in Floriday? Then use this instruction: [correcting a delivery form](#). Are you working through a software package? You correct the clock-EAB by sending a correction message. Does this not work? Then contact your software supplier.

Q: I want to delete my delivery form but there is already Auction Presales on it. How can I delete it anyway?

FAQ: Rate per not supplied clock batch



A: If Auction Presales transactions have already been made on the lot you offered, you will not be able to delete your clock-EAB. Please contact the [Customer Contact Centre](#) to do so.

Q: I do not agree with this tariff. What can I do?

A: By submitting a clock-EAB, you are obliged to deliver the lot(s). This is because failure to deliver the batch you offered causes problems in the purchasing process for buyers. They thought they were buying or had bought supply through Auction Presales, which ended up being unavailable. This puts pressure on the reliability of our floriculture marketplace. Any questions? If so, please contact the [Customer Contact Centre](#).