

Frequently asked questions about the new software package for Packaging

General questions

Why is Royal FloraHolland switching to a new software package for transport packaging?

The supplier is replacing the Avalanche software package, which means we are also switching. This new software package is called TrackOnline.

What are the most important points to note about this switch for users?

- Packaging Online: virtually nothing will change. The digital notification of packaging returns and collections will remain the same and the login details will not change either.
- TrackOnline Webview: TrackOnline Webview looks different, but much of it works the same. Exporting XML format will change, but the login details will remain the same.
- Temporary suspension of announcements of packaging returns and collections: due to the implementation of the new software, both Packaging Online and Avalanche Webview will be unavailable from 5 p.m. on Friday 14 November 2025 until 5 p.m. on Sunday 16 November 2025. This means you will not be able to announce any packaging returns or collections during this period.
- Packaging depots closed on Saturday 15 November 2025: due to the migration to the new systems, all packaging depots at our hubs will be closed on Saturday 15 November as an exception. This means you will not be able to collect or return packaging during this period.

Read on for answers to frequently asked questions.

Explanation of names and terms

What is Avalanche?

The current software package (from supplier Bexter, which is also used by many customers in the sector) that Royal FloraHolland uses to manage transport packaging. By management, we mean registering packaging transactions (collections and/or returns) and consulting information about packaging transactions.

What is TrackOnline?

The new software package from supplier Bexter that Royal FloraHolland is adopting for transport packaging with the same purpose for which we have been using Avalanche until now. This new package is already being used by various parties in the sector.

What is Packaging Online?

Packaging Online is Royal FloraHolland's free service in the form of a web application, which you can use to easily announce packaging collections and returns digitally. To use this application, you need to register once for the 'Collecting and returning packaging' service in the My Royal FloraHolland portal. You can use Packaging Online on your mobile phone or computer.

We also offer access to TrackOnline Webview for exporting data for checks and reports, as you currently consult in Avalanche Webview. You can also use TrackOnline Webview to announce packaging collections and returns, but we recommend always using our Packaging Online application for this purpose. Packaging Online is more user-friendly: it is easier to use, clearer and requires fewer clicks than Webview for making announcements.

Transporters with their own TMS (Transport Management System) also have the option of sharing their customers' orders with Royal FloraHolland via an API link.

What is Transport packaging online?

This is the Royal FloraHolland service that gives you quick and easy insight into the administration of your CC containers and lock plates. Read more about the possibilities of [Transport packaging online](#).

The switch from Avalanche to TrackOnline for packaging does not yet have any consequences for the Transport packaging online service with regard to CCs and lock plates.

Questions about using Packaging Online and TrackOnline

What does the implementation of TrackOnline mean for working with Packaging Online?

Virtually nothing will change in the use of Packaging Online with the new software package. You can continue to use [Packaging Online](#) as you are used to: the digital announcement of packaging collections and returns will remain the same and your login details will not change either.

Tip: keep your Packaging Online username and password handy. You may need to log in again when switching to TrackOnline if you have not entered this information for a long time.

What will change in TrackOnline Webview compared to Avalanche Webview?

[TrackOnline Webview](#) looks different, but much of it works the same. For the sake of completeness, we have created a [new manual](#).

Are you currently using Avalanche Webview to export data in XML format to a system other than Avalanche or TrackOnline? Please note that both the layout and naming of data fields will change. Read more about this in this [detailed explanation of exporting XML formats](#). Do you use Avalanche Webview to export data in XLSX format? If so, please note that the column headers will have different names and that exports from TrackOnline will have a fixed format.

Your login details for TrackOnline Webview will also remain unchanged.

What does the implementation mean for transporters who pass on orders to Packaging Online via the API link from their TMS package?

The current TMS API link, used to announce your customers' packaging orders to Royal FloraHolland, will remain in place. The supplier of your TMS package (such as LP and BISIT) will make an adjustment for this during the weekend of 15 and 16 November, so that everything continues to work as you are used to. Your TMS package supplier may contact you about this. If you have any questions, you can also contact your TMS package supplier yourself; they are aware of the change.

Other questions

Will Packaging Online and Avalanche remain accessible? And will the packaging depots remain open?

- From Friday afternoon, 14 November, 5 p.m. until Sunday afternoon 16 November, 5 p.m., Packaging Online and Avalanche Webview will be unavailable. You will not be able to make announcements or view transactions during this time.
- All our packaging depots will be closed on Saturday 15 November. You will not be able to collect packaging during this time. On Friday 14 and Sunday 16 November, you are of course welcome during the [usual opening hours](#).

What does the new packaging receipt look like?

The packaging receipt will have a slightly different appearance, but will contain largely the same information. View an [example](#) of the old and new versions side by side here, with an explanation of the differences.

Will there be any changes to the announcement of packaging collections and/or returns?

No, that will remain the same. We will, however, better coordinate the names of our collecting and returning processes. We will implement this change in the coming weeks in the run-up to the launch. You will see the changed names immediately when creating new collections:

- o Collecting Direct will change to Collecting Mobile.
- o Collecting Shop will change to Collecting Fixed.
- o Collecting Dock will not change.

The physical collection points and the process will remain the same

Do I need a different, new packaging pass?

No, you can continue to use your current packaging pass to collect and/or return packaging.

As a company, we also work with TrackOnline. (How) can I use both TrackOnline systems side by side?

In a future release, we are working towards making it very easy for you to switch between your own version and the Royal FloraHolland version. This will not be possible in the release this autumn. The solution for now is to open both TrackOnline administrations (yours and Royal FloraHolland's) in different browsers.

How did you assess the impact of the changes?

We presented the changes to a sounding board group consisting of buyers, growers and transporters. They contributed their ideas to the changes and helped us testing the new system.