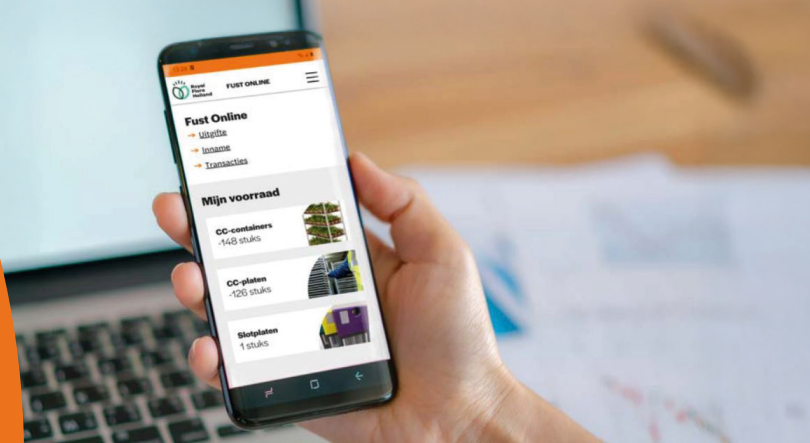




Manual Packaging Online

Manual Packaging Online

2 | VERSION 1.0 | OCTOBER 2025



Welcome to the Packaging Online manual! Through Packaging Online, you are required to announce your packaging collects and returns in advance, easily and digitally. You can also view packaging transactions up to three months back. Packaging Online is available as a web application for growers, buyers, and transporters. Transporters with their own TMS package can use an API connection. Packaging Online is a free service for customers of Royal FloraHolland.

In this manual, we will guide you step by step through how Packaging Online works and what the possibilities are.

Thanks to the clickable table of contents, you can go directly to the page or chapter of your choice. Would you like to return to the table of contents? Then click on the Royal FloraHolland logo at the bottom left of the page.

Need more information or have questions? If you do not yet have login details for [My Royal FloraHolland](#) or are having trouble logging in, please contact our Customer Contact Center on weekdays at:

☎ 0031 88 - 789 89 89

✉ contactcenter@royalfloraholland.com.

Our staff will be happy to assist you.

Manual Packaging Online

3 | VERSION 1.0 | OCTOBER 2025

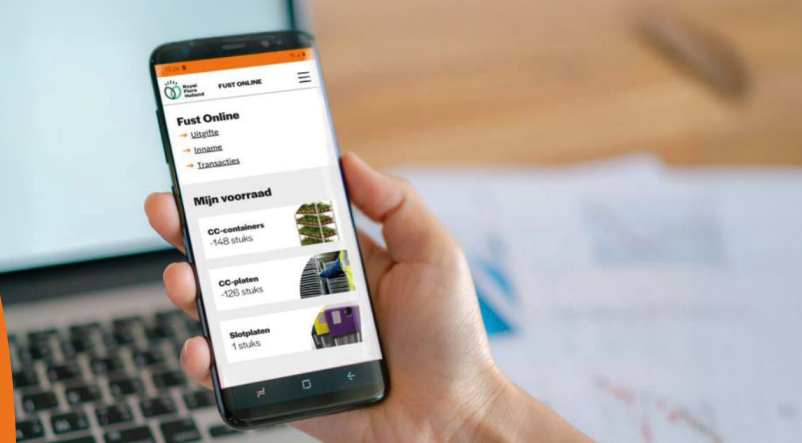
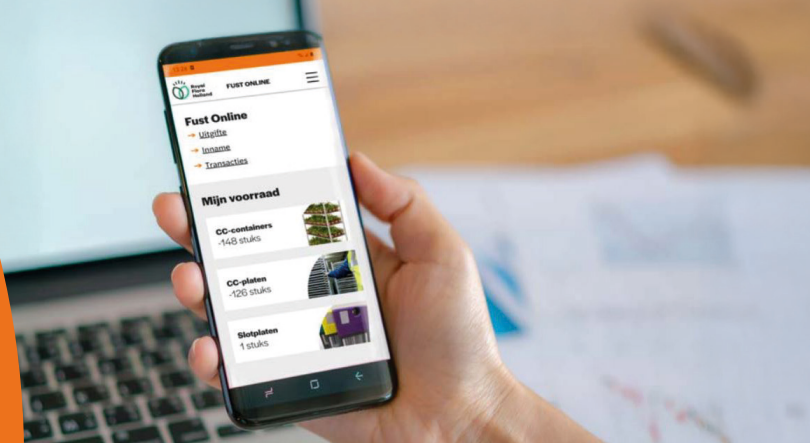


Table of Contents

| | |
|----|---|
| 4 | 1 Activate Packaging Online |
| 4 | 1.1 What do you need to use Packaging Online? |
| 4 | 1.2 How to Open the Packaging Online Web Application? |
| 5 | 2 Logging into Packaging Online |
| 5 | 2.1 Logging into the Web Application |
| 6 | 3 Announcing via Packaging Online |
| 6 | 3.1 Announcing Packaging for collecting |
| 7 | 3.2 Announcing Packaging for returning |
| 8 | 4 View Transactions |
| 9 | 5 Requesting Authorization and Process Location |
| 9 | 5.1 First Time Working with Authorizations |
| 9 | 5.2 Requesting Authorization |
| 9 | 5.3 Requesting Physical Delivery/Pick-up Location at the Auction – ‘Process Location’ |
| 10 | 6 Packaging Online - Making an Announcement for an Authorized Number |
| 10 | 6.1 Viewing Transactions - Authorizations |
| 11 | Appendix 1 |
| 11 | Adding User in My Royal FloraHolland |



1 Activate Packaging Online

1.1 What do you need to use Packaging Online?

Here you will find a checklist of what you need to use Packaging Online:

- 1 An administration number without a packaging block.
- 2 My RFH login details for the administration number in point 1.
- 3 The **Collecting and returning packaging** service to be able to use Packaging Online. You can request this via [Packaging Online](#) | [Royal FloraHolland](#):
 - Log in to [My Royal FloraHolland](#) with the main account.
 - Click on **Available services** under **My services** and add the **Collecting and returning packaging** service (not to be confused with **Logistics supplies online**). This service will then be available to you. After that, you can log in to Packaging Online via PC, laptop, or smartphone (see [section 2.1](#)).
- 4 To give employees access to Packaging Online, assign the **Collecting and returning packaging** application to the desired users under the administration number via the **My Royal FloraHolland** portal. Follow the steps in [Appendix 1: Add User in My Royal FloraHolland](#).
- 5 A packaging card linked to the administration number in point 1.
 - To work with authorizations, a transporter packaging card is required. Don't have a (suitable) packaging card yet? You can request a packaging card or have an existing packaging card made available: [Request packaging card: Packaging card application](#)

1.2 How to Open the Packaging Online Web Application?

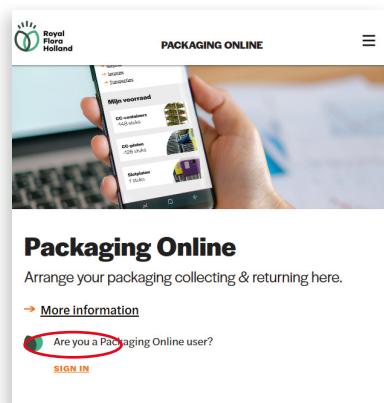
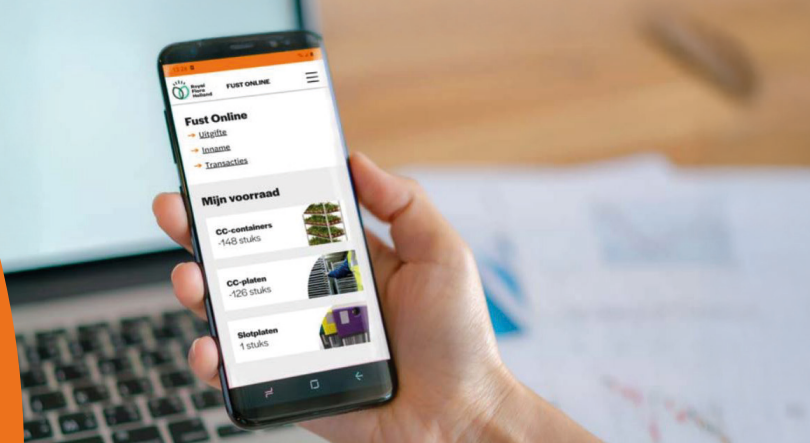
You can activate Packaging Online as follows:

- 1 Type the following URL in the address bar on your mobile phone or click with your mouse if you are working on your computer or laptop: fustonline.royalfloraholland.com. Packaging Online is a web application developed for mobile phones (Apple or Android), but it also works perfectly on your computer or laptop.
- 2 Scan the QR code next to this with your mobile phone camera or with a QR scanner app. This code will take you to Packaging Online quickly and easily.
- 3 On the homepage of [My Royal FloraHolland](#), you can also find the URL to Packaging Online.



Manual Packaging Online

5 | VERSION 1.0 | OCTOBER 2025

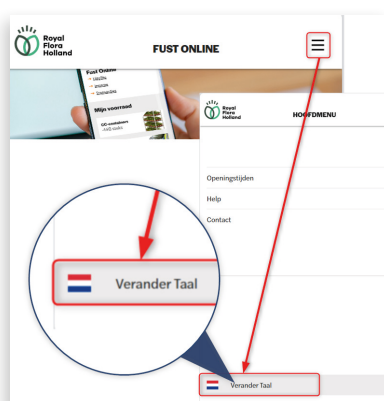
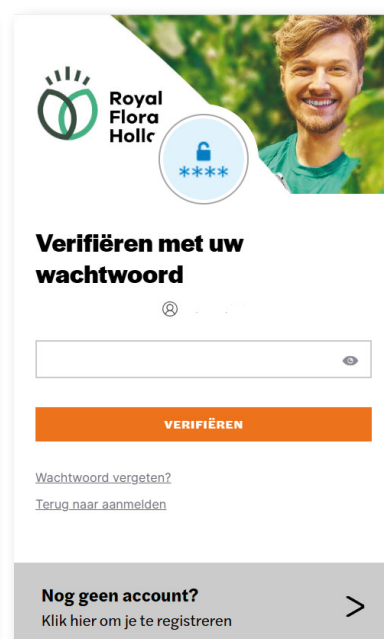
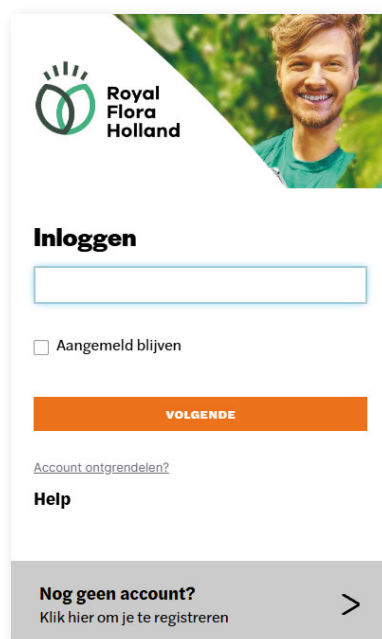


2 Logging into Packaging Online

2.1 Logging into the Web Application

When you have opened Packaging Online, you will arrive at the start screen:

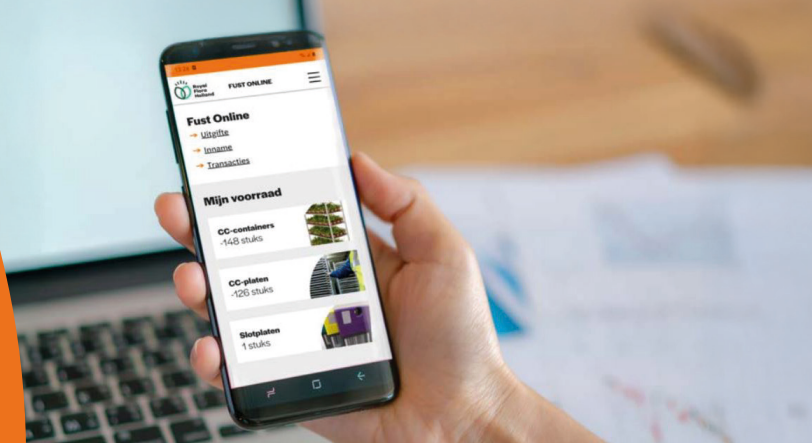
- 1 Click on 'Sign in'.
- 2 Enter your username.
- 3 Click on **Volgende (Next)**.
- 4 Enter your password.
- 5 Click on **Verifiëren (Verify)**.



You will now arrive at the main menu. Depending on the language settings of the app, Packaging Online will open in either Dutch or English. You can change the language setting via the menu.

Manual Packaging Online

6 | VERSION 1.0 | OCTOBER 2025



3 Announcing via Packaging Online

3.1 Announcing Packaging for collecting

- 1 To announce Packaging for collecting, click **Collecting** in the main menu.
- 2 Select the location where you want to pick up your packaging.
- 3 Choose the type of Collecting (three options):

- **Fixed** You go to the packaging shop yourself to pick up your packaging.
- **Mobile** Royal FloraHolland delivers your packaging to your box location (*in Aalsmeer, under conditions*).
- **Dock** Royal FloraHolland prepares your packaging at the dock.

- 4 Select the collecting date.

- » If you choose **Fixed Collecting** or **Dock Collecting**, select the depot.
- » If you choose **Mobile Collecting**, first select the depot and then the customer location.

Note: If there is only one depot, it will be shown automatically.

Tip: at the bottom left, there is a link to the opening hours of the selected location. Right-click on this link and select **Open link in new tab** to keep the transaction active.

- 5 Click on **Next**.

- 6 Fill in the collecting order for packaging:

- Packaging code (CODE).
- Number of stack trolleys (TR).
- Number of stacks (STCK).
- Number of pieces (PC).
- » You can add multiple lines to an order: Click the + icon or press the **Enter** key on your keyboard.

- 7 Once you have completed the order, click on **Next**.

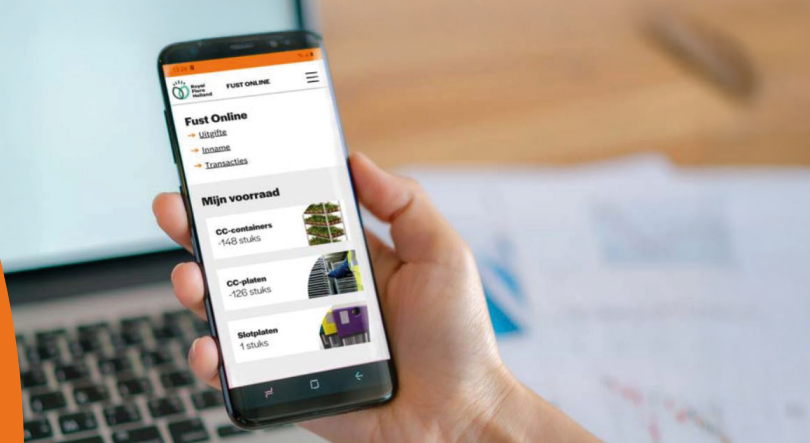
- 8 You will now see the **Collecting Order Confirmation** screen:

- » Choose **Back to Order** to make any changes.
- » Choose **Add Note** if you want to add additional information about your packaging announcement.
- » Choose **Confirm Order** if it is correct.

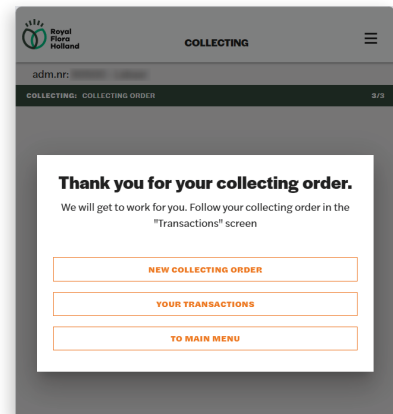
| CODE | TR | STCK | PS |
|------|----|------|----|
| 577 | 14 | 0 | 5 |
| 588 | 10 | 0 | 0 |
| 566 | 5 | | |

Manual Packaging Online

7 | VERSION 1.0 | OCTOBER 2025



- 9 By clicking on **Confirm Order**, your packaging collecting announcement is saved in the Royal FloraHolland packaging system. *The order will appear on the handheld of the Royal FloraHolland employee after scanning your packaging card.*
- 10 You can then choose to enter a **New Order**, view **Your Transactions**, or return to the **Main Menu**.



3.2 Announcing Packaging for returning

- 1 To announce packaging for returning, click on **Returning** in the main menu.
 - 2 Select the location where you want to return your packaging.
 - 3 Choose the type of **Returning** (two options):
 - **Fixed** You bring your packaging to the packaging shop or a fixed returning depot.
 - **Mobile** Royal FloraHolland collects your packaging at your (packaging) location on the auction site.
 - 4 Select the returning date.
 - » If you choose **Mobile returning**, select your process location (customer location) if applicable.
 - » If you choose **Fixed returning**, first select the depot.
- Note!** If there is only one depot, it will be shown automatically.
- Tip!** At the bottom left, there is a link to the opening hours of the selected location. Right-click on this link and select **Open link in new tab** to keep the transaction active.

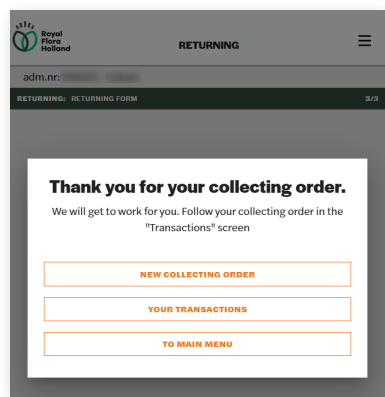
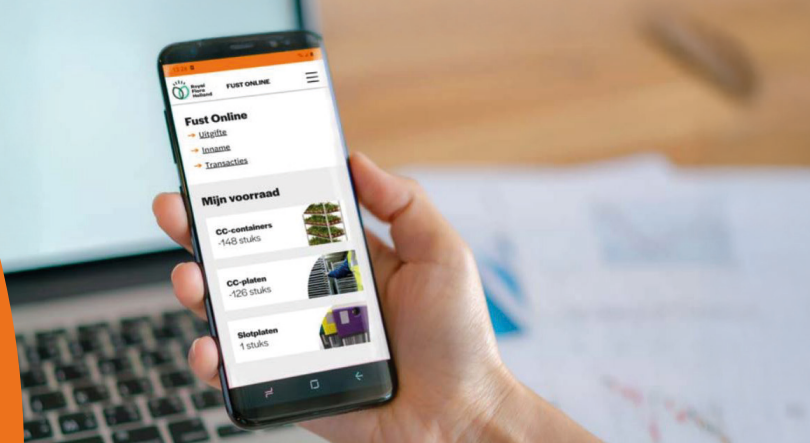
- 5 Click on **Next**.
- 6 Fill in the returning order for packaging:
 - Packaging code (CODE).
 - Number of stack trolleys (TR).
 - Number of stacks (STCK).
 - Number of pieces (PC).

» You can add multiple lines to an order: Click the + icon or press the **Enter** key on your keyboard.

| CODE | TR | STCK | PS | |
|------|----|------|----|------|
| 577 | 12 | 0 | 0 | 🗑️ |
| 588 | 10 | 0 | 0 | 🗑️ |
| 566 | 5 | | | + 🗑️ |

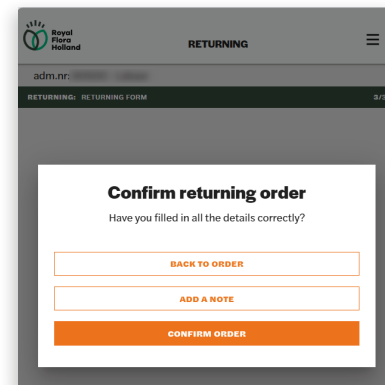
Manual Packaging Online

8 | VERSION 1.0 | OCTOBER 2025



8 You will now see the **Returning Order Confirmation** screen:

- » Choose **Back to Order** to make any changes.
- » Choose **Add Note** if you want to add additional information about your packaging announcement.
- » Choose **Confirm Order** if it is correct.



9 By clicking on **Confirm Order**, your packaging returning announcement is saved in the Royal FloraHolland packaging. *The order will appear on the handheld of the Royal FloraHolland employee after scanning your packaging card.*

10 You can then choose to enter a **New Order**, view **Your Transactions**, or return to the **Main Menu**.

4 View Transactions

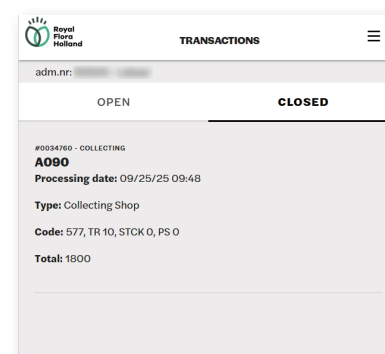
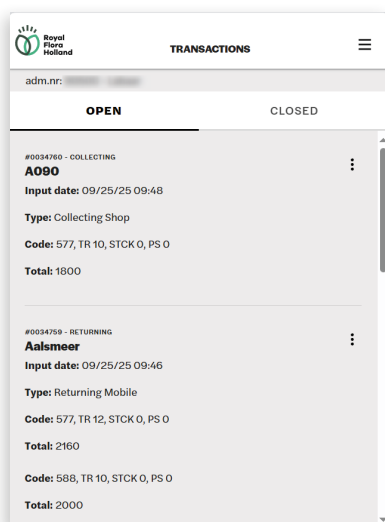
You can easily view all your transactions. To do this, select **Transactions** in the main menu. You will see two tabs: **Open** and **Closed**.

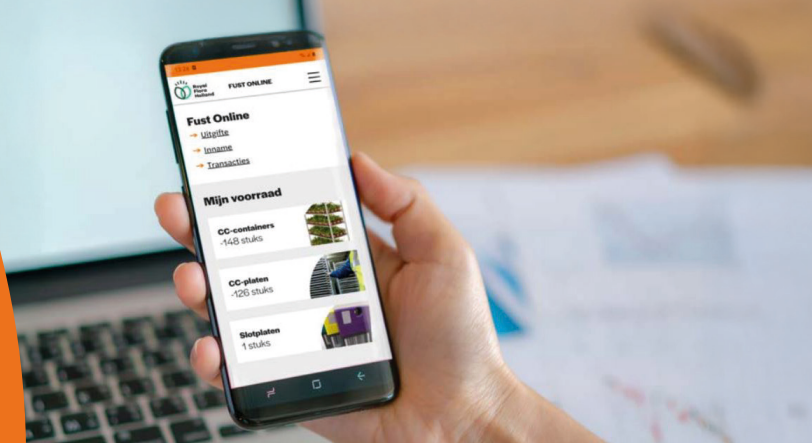
In the **Open** tab, you will see all transactions that have not yet been processed. You can still modify these transactions as follows:

- Select a transaction (this is the entered order).
- Click on the three dots behind the transaction.
- You can modify or delete the transaction.
 - » If you choose **Modify**, you can add a packaging line or change the quantities.
 - » If you choose **Delete**, you remove the packaging line or the entire transaction.

You then proceed with the order in the usual way.

In the **Closed** tab, you will see all processed transactions. These transactions can no longer be modified.





5 Requesting Authorization and Process Location

Would you also like to announce, collect, and/or return packaging on behalf of your customer(s)? That's possible! However, you will need authorization (also known as a *chain relationship*) from your customer(s). Below is how it works.

5.1 First Time Working with Authorizations

If you want to collect and/or return packaging for another party, we first need to make your administration number(s) and packaging card(s) suitable for this purpose. Send a message to our [Customer Contact Center](#). We will contact you if necessary for the required information so that you can get started as soon as possible.

5.2 Requesting Authorization

Have we adjusted your administration number and packaging card to work with authorizations? Then you can send a request to our [Customer Contact Center](#) to apply for an actual authorization (also known as a *chain relationship*) for announcing, collecting, and/or returning packaging by another party:

- In the **Subject** field, mention Request Chain Relationship Packaging Online.
- In the **Description** field, mention your own administration number and also which other party (read: administration number) you want to authorize.

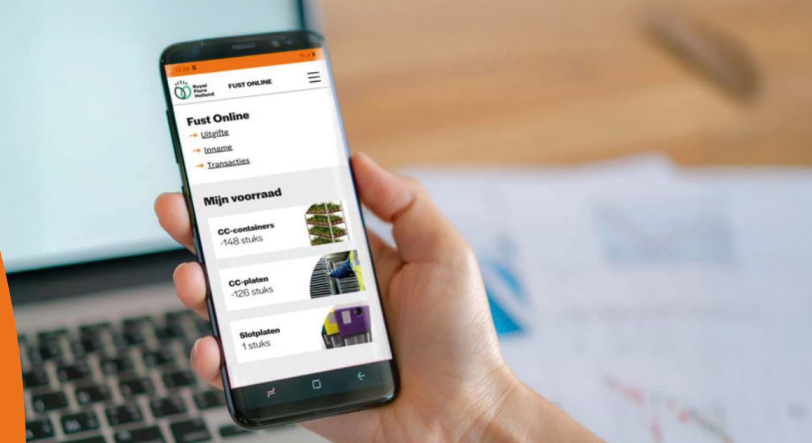
You will receive a response from us within two working days.

5.3 Requesting Physical Delivery/Pick-up Location at the Auction – 'Process Location'

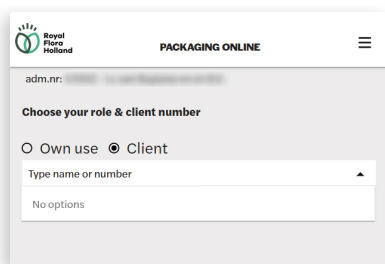
Do you use the pick-up and delivery service for packaging within the hubs Aalsmeer and Rijnsburg? Then a physical address of the box must also be recorded in our system. This way, our employees can find the physical location correctly. You can submit the request for this via the [Royal FloraHolland site](#). Mention in the request which box we need to add and for which specific customers (company names and administration numbers) this should be done.

Manual Packaging Online

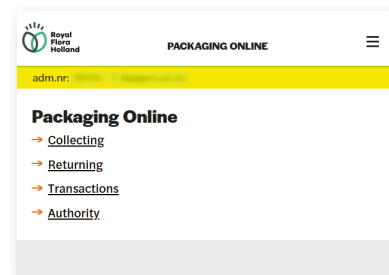
10 | VERSION 1.0 | OCTOBER 2025



6 Making an Announcement for an Authorized Number



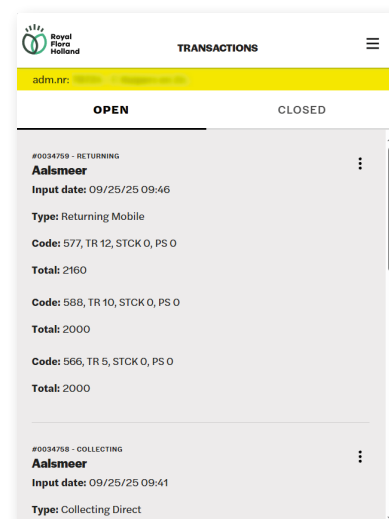
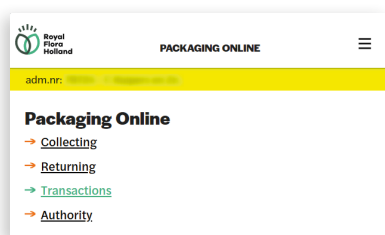
- 1 Log in to Packaging Online via the following URL:
fustonline.royalfloraholland.com/login.
- 2 After logging in, choose **Client**.
- 3 Type a name or number to get fewer results in the list and choose the correct one.
- 4 Click **Next** to continue with this customer number.
- 5 When you are working with another number, a yellow bar will appear with the number you are working on.
- 6 Choose **Returning** to return packaging, and **Collecting** to collect packaging.
- 7 Select the RFH location where the transaction takes place.
- 8 Fill in the packaging codes and quantities to be collected or returned.
- 9 **Confirm** the order.
- 10 Make the choice for the next step. Click on **New collecting order** if you want to make another order for the same customer. If you want to make an order for another customer, click on **To Main Menu** and click on **Authority** in the main menu. Here you will return to the third point.



6.1 Viewing Transactions - Authorizations

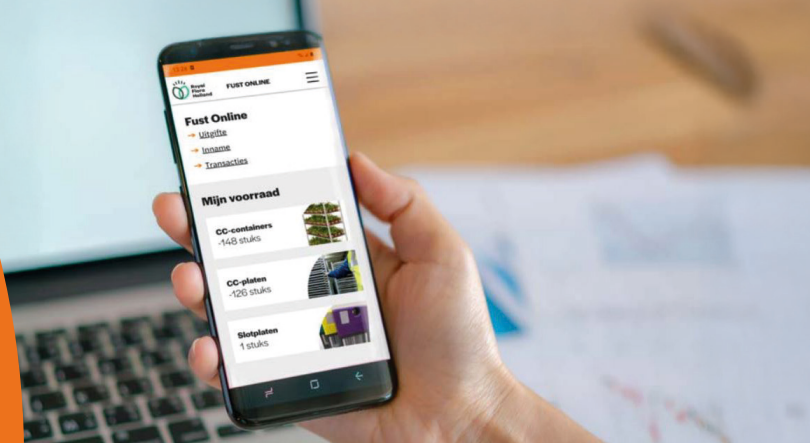
Under the authorization, you can also view the transactions under the authorization:

- 1 Search for the customer for whom you want to view the transactions; see above.
- 2 Choose **Transactions**.
- 3 You will come to the overview for **Open** transactions.
- 4 By clicking on **Closed**, you can view the completed transactions for this number from the last three months.



Manual Packaging Online

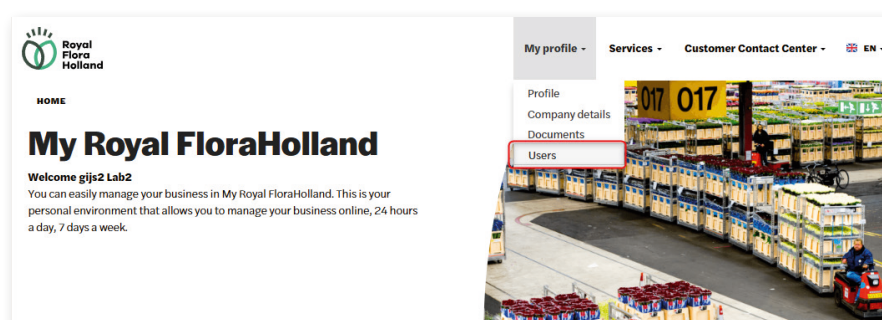
11 | VERSION 1.0 | OCTOBER 2025



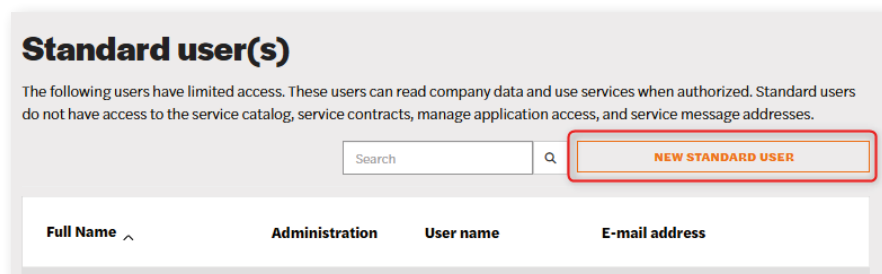
Appendix 1

Adding User in My Royal FloraHolland

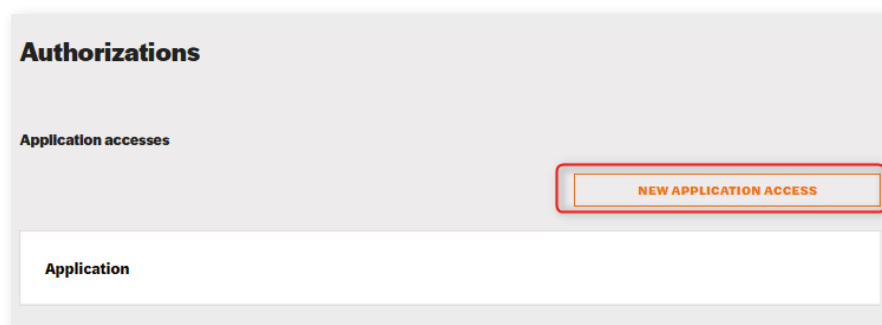
- 1 Log in as the main user on My Royal FloraHolland and navigate to **Users**;



- 2 Scroll down if necessary to the **Standard user(s)** section and click on **New Standard User**.

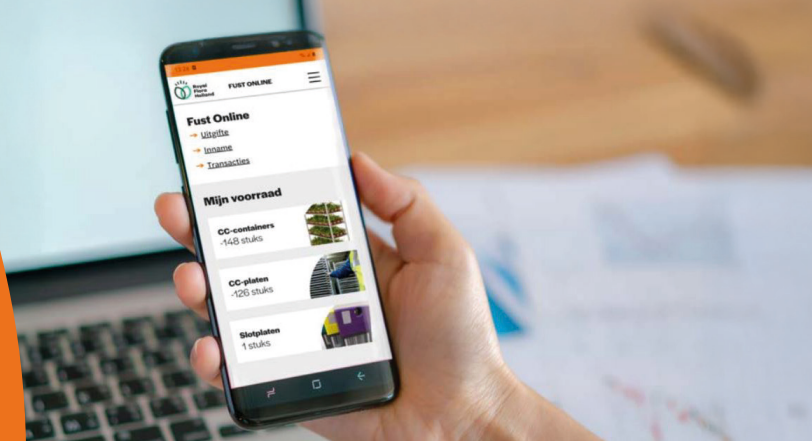


- 3 Fill in the details of the employee. Make sure that, if there is a choice, you create this under the correct administration.
- 4 The new user will appear in the list of standard users.
- 5 In the details of the new user, you can immediately arrange the correct access. Scroll down to the **Authorizations** section and click on **New Application Access**:



Manual Packaging Online

12 | VERSION 1.0 | OCTOBER 2025



- 6 Select the **Collecting and returning packaging** application there, and click on **Submit**.

Authorization allocation ×

Application *

Collecting and returning packaging ▼

SUBMIT

- 7 Then also select the **Logistics supplies management (TO)** application, and click on **Submit**.
- 8 The new user has received an email in which they must activate the account.
- 9 After activation, the user can log in to Packaging Online.