



Manual TrackOnline Packaging Webview

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Welcome to the TrackOnline Webview manual! TrackOnline Webview is the software package used by Royal FloraHolland for the management of Returnable Transport Items (RTIs). This includes the registration of RTI transactions (collecting and/or returning) and is suitable for viewing RTI transactions, documents and reports. You can also easily export data. TrackOnline Webview is free accessible for Royal FloraHolland customers.

In this manual, we will guide you step by step through the functionalities of TrackOnline Webview and explain its various features.

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 experiencing issues logging in, please contact our Customer Contact Center on working days at:

☎ 0031 88 - 789 89 89

✉ contactcenter@royalfloraholland.com

Our staff will be happy to assist you.

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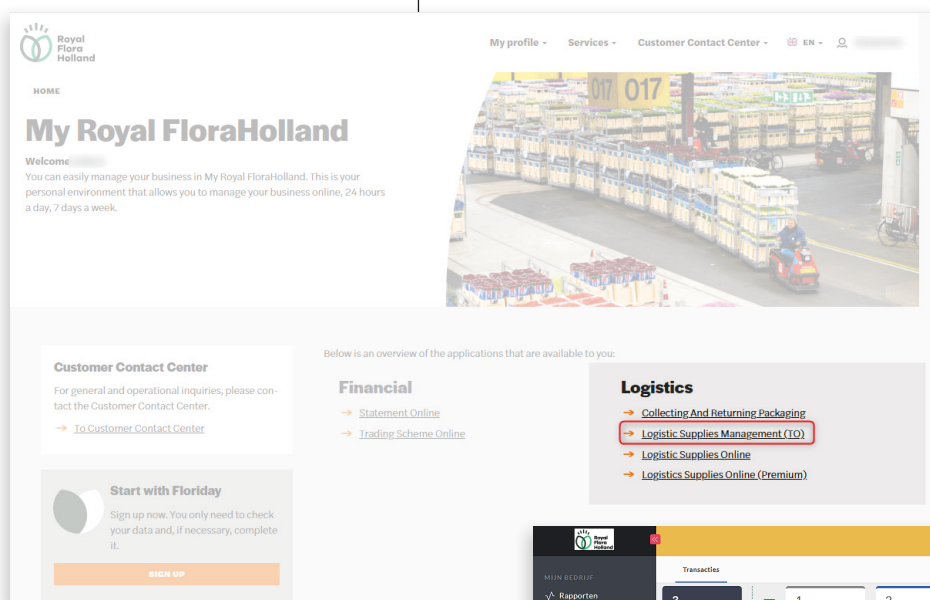
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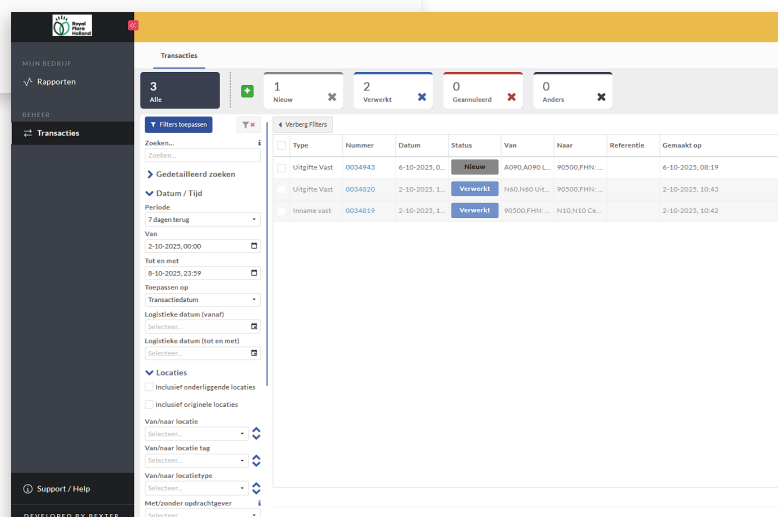
1 General

Logging in to TrackOnline Webview

To log in to TrackOnline Webview, navigate to the [My Royal FloraHolland](#) environment. Here, under the Logistics section, you will see: **Logistic Supplies Management (TO)**. Click [here](#) to go to TrackOnline Webview.



Upon clicking, you will enter the TrackOnline Webview environment, as shown in the screen below:



Would you like to announce transactions? We recommend using the [Packaging Online](#) application. Packaging Online is more user-friendly: it is easier to use, more organized, and requires fewer clicks to make pre-announcements than Webview. Do you still prefer to announce in Webview? This option is available and is described at the end of this manual in [Chapter 3](#).

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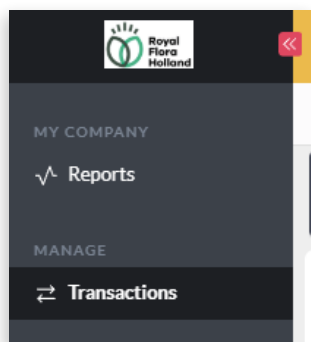
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2 Transaction overview

To navigate to the transaction overview, follow these steps:

- Select **Transactions** from the menu on the left side of the screen (see image)
- When you click on **Transactions**, you will see an overview of transactions made so far on your administration number.

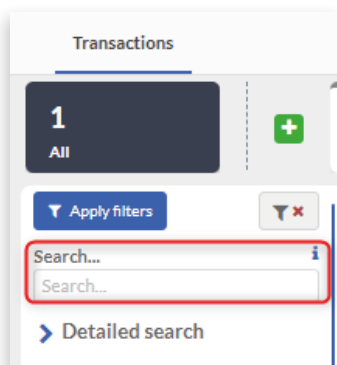


2.1 Using the Transaction Overview

2.1.1. Searching

In this field, you can search by **number**, **reference**, **document number** (or id/guid). You can use an asterisk (*) for partial matches. For example:

- *123 finds results that end with '123'
- 123* finds results that begin with '123'
- *123* finds results that contain '123'



2.1.2 Date/Time Filter

You can expand (or collapse) the **Date/Time** section by clicking on the blue arrow.

- 1 Under the **Period** heading, you can quickly select a standard time frame.
- 2 If you want a longer or more specific date and time, choose **Custom**.
- 3 Then adjust the **from** date and the **to** date in the calendar that appears.
- 4 Confirm the date with **OK**.

Note! If you are going back in time relative to the current selection, first adjust the **from** date and then the **to** date. Conversely, for moving forward in time, do the opposite.

- 5 After filling in the filter, press **Apply Filters**.

2.1.3 Other

You can expand (or collapse) the **Other** section by clicking on the blue arrow. The most important filter in this section is the **Type** field, where you can choose the transaction type. The other fields are not yet used. Click **Apply Filters** after filling in the filter.

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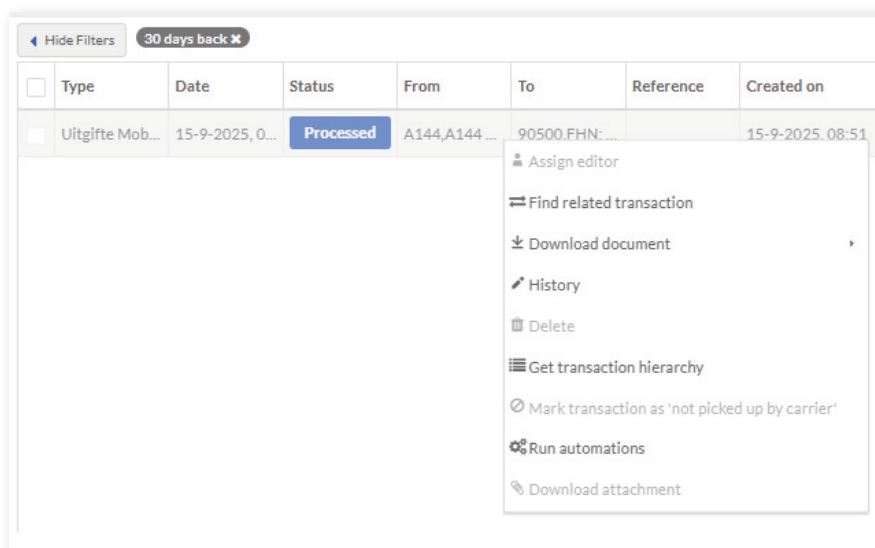


2.1.4 Double-Click Transaction

To open a transaction from the transaction overview, you can double-click on it, and TrackOnline will open the transaction details. You can also click on the blue **number** (not to be confused with **Order number**).

2.1.5 Right-Click Menu of a Transaction

When you right-click on a transaction, a menu with various options for the transaction will appear.



1 Find related transactions

This displays all related transactions.

2 Download document

Here you can retrieve the Packaging receipt of the transaction.

3 History

Opens the transaction history directly.

4 Get transaction hierarchy

This function retrieves all transactions related to the transaction you click on or select. **Tip!** This function shows more relationships than option 2 **Search Related Transactions**, so use this one!

5 Run automations

This is not used at RFH.

6 Download attachment (selectable if an attachment is present)

This allows you to download the attachment(s) if they have been added to the transaction.

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2.1.6 Sorting Transactions

To sort transactions in different ways, you can click on the column header. An upward arrow will appear, and the sorting will be adjusted from A-Z or from smallest to largest (within the set filters). Clicking again will reverse this sorting. **Note!** Only the columns **Type**, **Carrier**, **Date**, **Status**, **From**, and **To** can be sorted.

0

New

✕

1

Processed

✕

0

Cancelled

✕

0

Other

✕

Hide Filters

30 days back

🔄 ⚙️ Select

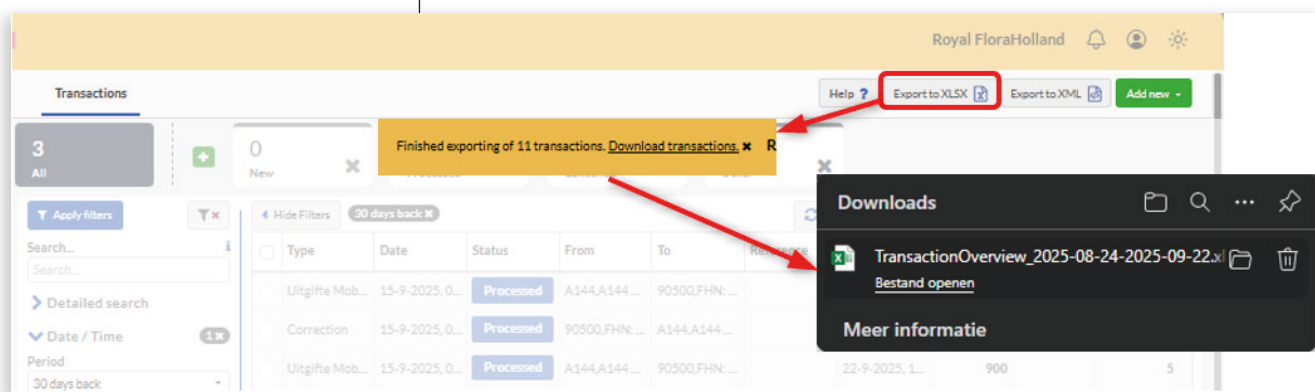
Click!

☐	Type	Date	Status	From	Carrier	To	Reference	Created on	Number
☐	Uitgifte Mob...	15-9-2025, 08:51	Processed	A144,A144 Verzamellocatie Dozen		90500,FHN: Deense Containers		15-9-2025, 08:51	0034624

2.1.7 Exporting from the Transaction Overview to XLSX

You can export a filtered set of transactions from the transaction overview as follows:

- Filter the transactions you want to export.
- Click the **Export as XLSX** button.
- Open the Excel file from the downloads.



Royal FloraHolland

Transactions

3 All

Apply filters

Search...

Detailed search

Date / Time

Period 30 days back

Help ? Export to XLSX Export to XML Add new

Finished exporting of 11 transactions. [Download transactions](#)

Downloads

TransactionOverview_2025-08-24-2025-09-22.xlsx

[Bestand openen](#)

Meer informatie

Note! You cannot export more than 10,000 transactions at once. If you have too many transactions, you will see an error message. Additionally, exporting can take a long time, even if it seems like nothing is happening.

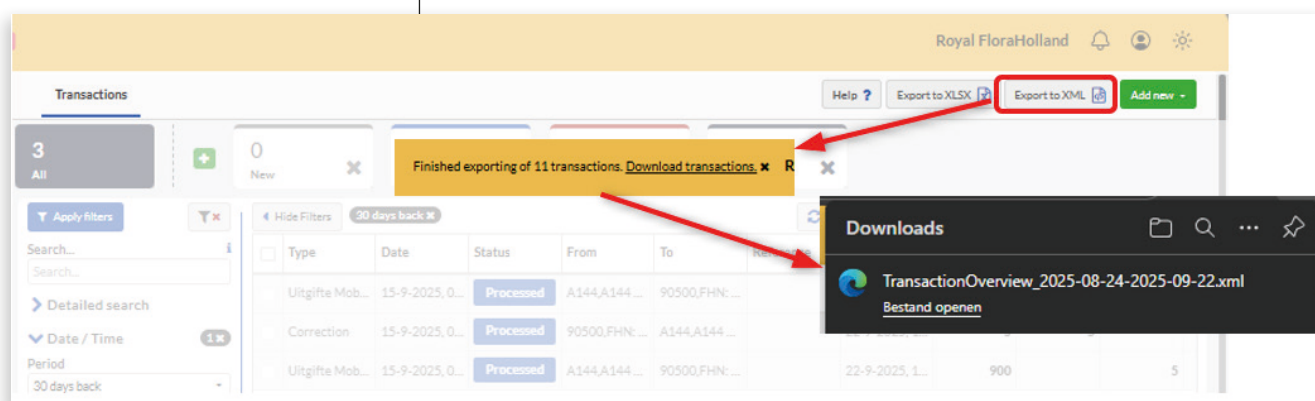
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2.1.8 Exporting from the Transaction Overview to XML

You can export a filtered set of transactions from the transaction overview as follows:

- Filter the transactions you want to export.
- Click the **Export as XML** button.
- The process runs automatically, then click **Download Transactions**.
- Open the XML file from the downloads.



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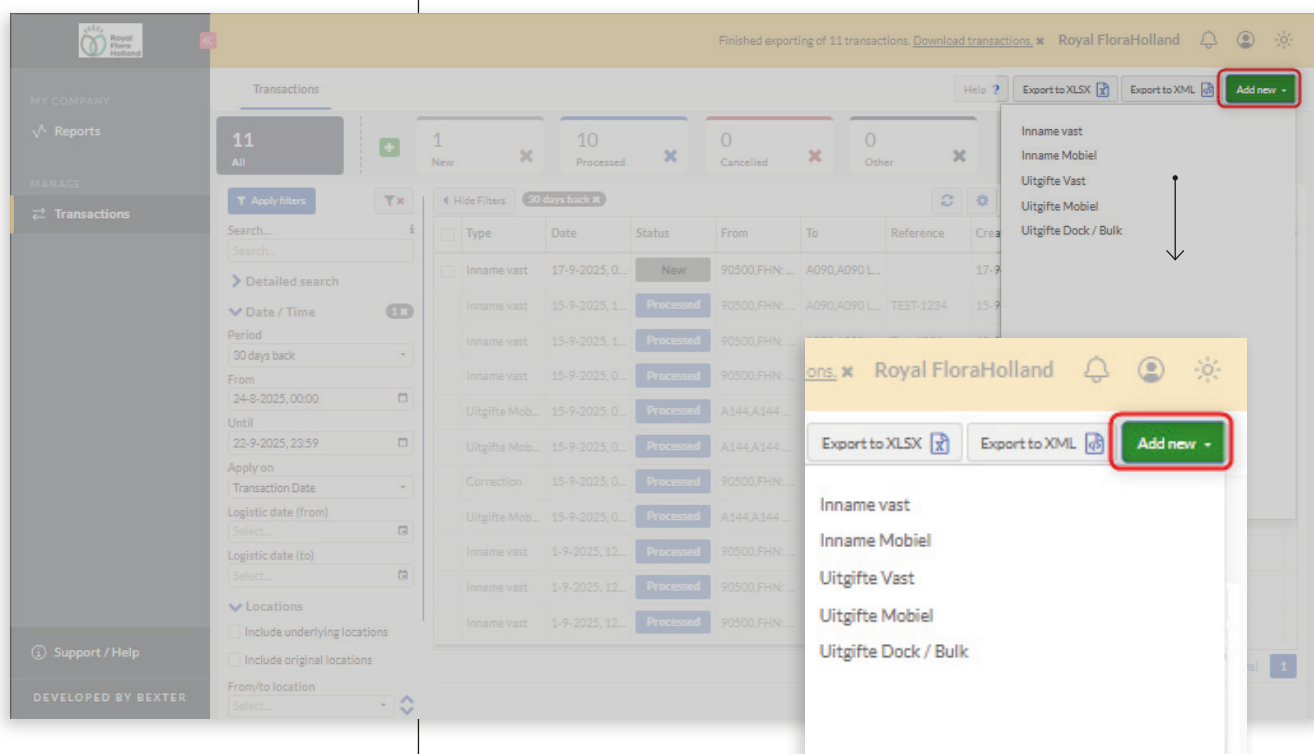
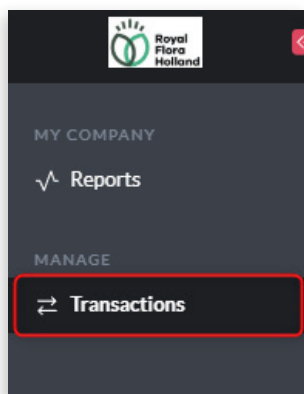


3 Announcing Transactions

3.1 Announcing Transactions

To announce a transaction (packaging collecting and/ or returning) follow these steps:

- Select **Transactions** from the menu on the left side of the screen (see image).
- Click the **Add new** button at the top right of the screen for a new transaction. You can choose from the following transaction types:
 - **Inname Vast:** for returning at a packaging depot at one of our hubs.
 - **Inname Mobiel:** for returning at buyer boxes at our Aalsmeer and Rijnsburg hubs.
 - **Uitgifte Vast:** for collecting at a packaging depot at one of our hubs.
 - **Uitgifte Mobiel:** for collecting at buyer boxes at the Aalsmeer hub
 - **Uitgifte Dock / Bulk:** for collecting orders at the docks during the night.



In this example, we choose **Inname vast** as the transaction type; you will see this at the top left of the Transactions screen. The following screen will appear (PTO):

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Inname vast

10 11

From 1
90500, FHN: Deense Containers

To 2
A046, A046 Centrale fustinname

Carrier - (Optional) 3
Select a carrier...

Contractor - (Optional)
Select a contractor...

Date 4
22-9-2025, 12:11

Date counterpart
22-9-2025, 12:11

Number
Number will be generated on save...

Reference - (Optional)
...

External reference - (Optional) 5
External reference

Notes - (Optional) 6
Enter notes...

Load carrier	Quantity	Item definition	Quantity
Select... 7			

8 9

Cancel Save and new Save and book return Save and close

The various fields on the Transactions screen are explained below:

- From** Here you select the location from which you want the packaging to be booked (your administration number upon returning, RFH location upon collecting).
- To** Here you select the location to which you want the packaging to be booked (RFH location upon returning, your administration number upon collecting).
- Carrier** Here you can select the carrier for this transaction (this is optional)
- Date** Here you enter the date and time for the transaction.
- External Reference** This is automatically filled in with your packaging pass number when the transaction is processed. **Note!** Do not fill in this field when announcing a transaction.
- Notes** Here you can make notes (this is optional).
- Load carrier** Here you can select the items (packaging codes) and enter quantities. Note: When you can choose between Dirty and Clean, select the Item Condition: Dirty.
- Save and new** Choose this button if you want to save the current transaction and immediately create a similar transaction.
- Save and close** Choose this button if you want to save and close the current transaction; your announcement has been sent.

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10 **Paperclip** By clicking on the paperclip, you can add a document to your transaction. This can be, for example, a packing slip or CMR, or scanned documents.

11 **Cross** Clicking the cross in the transaction closes it without saving. This screen is similar for the transaction types **Inname Mobiel**, **Uitgifte Vast**, **Uitgifte Mobiel** en **Uitgifte Dock/Bulk**.

Inname Mobiel

From: 90500-test-RFH, 90500-test-RFH To: A046, A046 Centrale tustinname

Carrier - (Optional) Select a carrier... Contractor - (Optional) Select a contractor...

Date: 14-8-2025, 09:41 Date counterpart: 14-8-2025, 09:41

Number: Number will be generated on save... External reference - (Optional) External reference

Notes - (Optional) Enter notes...

Load carrier	Quantity	Item definition	Quantity
stuks	5	577 grote container (Clean)	5
stuks	4	588 medium container (Clean)	4

Select...

3.2 General Transaction Functions

3.2.1 Related Transactions

When a correction is made to a transaction, a relationship is created between the relevant transactions. In the Transaction screen, you will see the numbers related to these transactions under **Related transactions**. Clicking on these numbers will take you directly to the related transaction.

Uitgifte Mobiel

Processed

This transaction is final and cannot be modified.

From: A144, A144 Verzamellootse Dozen To: 90500, FHN: Deense Containers

Carrier - (Optional) Select a carrier... Contractor - (Optional) Select a contractor...

Date: 15-9-2025, 08:51 Date counterpart: 15-9-2025, 08:51

Number: 0034624 External reference - (Optional) External reference

Notes - (Optional) Enter notes...

Related transactions: 0034684 0034685

Show planned quantities

Cancel History Download report Save and book return Save and close

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3.2.2 Transaction Report (Packaging receipt)

From a transaction, you can open the Packaging receipt:

- Click on **Download report**
- Select **Fustbon RFH** (= packaging receipt in Dutch) from the dropdown menu
- Click on the green **Download report** button

The document will open as a PDF in a new tab in the browser. You can print it on a printer connected to the computer.

The screenshot shows the 'Uitgifte Mobiel' webview interface. At the top, there is a 'Processed' status bar. Below it, a message states 'This transaction is final and cannot be modified.' and another message indicates 'Quantity incorrect'. The main form contains fields for 'From' (A144, A144 Verzamellocatie Dozen), 'To' (90500, FHN: Deense Containers), 'Carrier' (Optional), 'Date' (15-9-2025, 08:51), 'Number' (0034685), and 'Notes' (Optional). A 'Download report' dialog box is open in the center, showing a dropdown menu with 'Fustbon RFH' selected. A red arrow points from the 'Download report' button in the dialog to the 'Download report' button in the bottom right corner of the main form. The bottom right corner also has buttons for 'History', 'Save and book...', and 'Save and close'.

Note! Downloading the document may take a while (~10 seconds)