



FloraHolland

# One total for Danisch trolleys





## From 6 March 2009 it will be possible: a single up-to-date total for Danish trolleys at all FloraHolland locations.

### How can I see my Danish trolleys total?

Via the free e-service "Logistical Resources online", available via MyFloraHolland, you have access to your transactions, current total, rent-free numbers, invoices and transaction statements.

#### Aren't you using MyFloraHolland.com yet?

Ask the Aalsmeer Service Point for your log-in code, telephone +31 (0) 297 39 70 00.

Via "Logistical Resources online", you do transfers to your customers yourself. In addition, you can also do Danish trolleys transfers, at a charge, faxing them via the Aalsmeer auction. For the Aalsmeer auction, you also have the option of ordering Danish trolleys via the site. The site is available in English. How the "Logistical Resources online" system works is explained by demonstration videos that you can view at MyFloraHolland.com.

#### Summaries

You can look at your transaction statements and invoices via "Logistical Resources online". If you wish, you can also receive these documents by e-mail or, at a charge, in the ordinary mail. To receive the statements digitally, enter your e-mail address at client details on MyFloraHolland.com. Danish trolleys details will no longer appear on your day statement, weekly statement and buyer's invoice.

#### Danish trolleys website (Denenwebsite) and LMI

The old system of Aalsmeer, the Danish trolleys website, can still be viewed for another three months after the start of the 1-Danish trolley total (6 March 2009). You can still view old transactions, but the total will no longer be kept up to date. The old system of the other auction locations, LMI (Logistieke Middelen op Internet - Logistical Resources on the Internet) will continue to exist and will become accessible via MyFloraHolland.com. Here, too, you can view transactions for another three months. Packaging information will disappear from LMI, but locking plate details will continue to be available.

### Will my working method change at the depot?

Picking up and dropping off Danish trolleys will not change compared to the current situation. However, when picking up Danish trolleys, it is important to use your FloraHolland customer number. If you don't know this number, a depot staff member will be happy to help you obtain the right number.

So, at the depots of the regional auctions it will from 6 March 2009 be no longer possible to pick up or drop off Danish trolleys using your buyer's plate number.

**Before long you will receive more information about your FloraHolland customer number. Check your mailbox frequently.**



### Starting total

For the start of 1-Danish trolley total, the totals of all auction locations have been combined.

An example:

	DC	Plate
VBA old	100	300
FloraHolland old	- 250	- 750
<b>1-DC total</b>	<b>- 150</b>	<b>- 450</b>

### Intake ceilings

FloraHolland is using intake ceilings for users in order to regulate the storage of Danish trolleys at the auctions. The new intake ceilings have been divided into sliding multiples. You will find your new ceiling at "Logistical Resources online" with your totals statement.



## How is it settled financially?

### Rental rates

The rental rate for Danish trolleys for 2009 is:

Danish trolley	€ 0,94
Peak surcharge is	€ 0,48
Plate	€ 0,15
Peak surcharge	€ 0,09

Rental and peak surcharge are charged five days a week. For the peak period, see [www.floraholland.com](http://www.floraholland.com).

### Rental settlement

Rentals for your Danish trolleys is settled once a week, on Thursday night. On Friday, the **rent-generating** total is incorporated in the financial administration of the auctions. The claim period is set at three months (90 days).

### Rent-free arrangement

For **suppliers**, all Danish trolleys obtained via a depot issue will be free of charge for one day. For **buyers**, all Danish trolleys obtained via a commercial transaction (clock or mediation) will be free of charge for one day.

### Alternative Danish trolleys total

From March 2008, it has been possible to transfer your Danish trolleys free of charge. If you have not made use of this, or not every day, we will recalculate charges following the start of 1-Danish trolley total for the period 1 March 2008 to 5 March 2009. If you paid too much rent, it will be refunded. However, the recalculation will not immediately be carried out on 6 March 2009, but a few weeks after the introduction.



### Can I still link my numbers?

Common (standard) links are links between the same types of customer numbers. Supplier number to supplier number, or buyer's number to buyer's number. These links will continue to be possible and they will be processed financially the same way.

### Link between supplier and buyer's number

An exception to the standard link is the link between a supplier number and a buyer's number. As from the start of the new "Logistical Resources online" system, financial processing of this link will differ from the past. The FloraHolland customer number that leads in the link also leads in the rent-free arrangement that is being applied.

If the **supplier number** leads, only Danish trolleys issued by the depots will be rent-free.

Commercial transactions (purchases) lose their rent-free day.

If the **buyer's number** leads, all commercial transactions (purchases) will be rent-free, while those issued by the depots lose their rent-free day.

### Link with your shipping-agent

A link with your shipping-agent is still possible, but has consequences. Your total and your transactions will be after the links only accessible for the leading customer number. You can give your shipping-agent the admission to see into your transactions in "Logistical Resources online". You can authorize him a form which you can find via [www.floraholland.com](http://www.floraholland.com) -> Supplying, Buying -> Logistics -> Danisch trolleys.

If you have questions about the linking or you want to create certain links, please contact your account manager.

### NOTE: View of transactions changes

Transactions as well as your totals will, following a link, only be able to be viewed on the leading customer number. Keep this in mind when asking for a similar link to be created.

## Where do I go with my questions?

### Transactions

If you have questions about a **commercial or depot transaction**, your **Danish trolleys total** or your **invoice** you can turn to the Danish trolley administration at the auction where the transaction took place.

### Contact details

<b>Aalsmeer:</b>	0031 297 39 30 31
<b>Naaldwijk:</b>	0031 174 63 24 72
<b>Rijnsburg:</b>	0031 71 409 46 35
<b>Venlo:</b>	0031 77 323 99 35
<b>Bleiswijk:</b>	0031 10 529 74 29
<b>Eelde:</b>	0031 55 329 72 14
<b>Boskoop:</b>	0031 174 63 24 72
<b>Faxnumber transfers:</b>	0031 297 39 00 93

### MyFloraHolland.com and Logistical Resources online

Questions about the use of and the log-in code for MyFloraHolland.com and questions about the "Logistical Resources online" e-service can be directed to the Aalsmeer Service Point, or e-mail the e-Business help desk in Naaldwijk.

### Contact details

<b>Aalsmeer Service Point:</b>	0031 297 70 00
<b>e-Business help desk Naaldwijk:</b>	0031 10 529 77 55
<b>Customer service Naaldwijk:</b>	0031 174 63 34 40



#### FloraHolland customer number

If you have questions about your FloraHolland **customer number**, please contact your account manager.

#### Account manager suppliers:

Aalsmeer: 0031 297 39 21 07

Naaldwijk: 0031 174 63 36 67

#### Account manager buyers:

Aalsmeer: 0031 297 39 8802

Naaldwijk: 0031 174 63 45 27

#### General information

You will find general information about Danish trolley at [www.floraholland.com](http://www.floraholland.com) under Supplying or Buying, Logistics and Danish trolley, or at [MyFloraHolland.com](http://MyFloraHolland.com) via Information.

## Aalsmeer

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P.O. Box 1000 1430 BA Aalsmeer  
The Netherlands  
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## Naaldwijk

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## Rijnsburg

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