



FloraHolland

**Manual**  
**[www.MyFloraHolland.com](http://www.MyFloraHolland.com)**

**July 2010**

Servicepunt  
+31 297 397 000  
[Servicepunt@floraholland.nl](mailto:Servicepunt@floraholland.nl)

# Inhoudsopgave

- 1 INTRODUCTION ..... 3**
- 2 TO MYFLORAHOLLAND..... 4**
- 3 HOME PAGE MYFLORAHOLLAND..... 5**
  - 3.1 CHANGE HOME PAGE LAY OUT ..... 5
  - 3.2 SIERTEELTNET..... 6
  - 3.3 MY FAVORITE SERVICES ..... 6
  - 3.4 MY CONTACTS..... 6
  - 3.5 MYFLORAHOLLAND NEWS ..... 6
  - 3.6 DOCUMENT ONLINE ..... 7
- 4 GUIDE CARD “MY SERVICES” ..... 8**
  - 4.1 SUBSCRIBE TO A SERVICE..... 9
  - 4.2 CHANGE SUBSCRIPTION ..... 9
    - 4.2.1 *Addresses* ..... 10
    - 4.2.2 *Terminate subscription* ..... 10
- 5 MY DATA..... 11**
  - 5.1 CHANGE MY ACCOUNT ..... 11
  - 5.2 AUTORIZING EMPLOYEES ..... 11
  - 5.3 ADDRESSES..... 12
  - 5.4 RELATION DATA ..... 12

# 1 Introduction

[www.MyFloraHolland.com](http://www.MyFloraHolland.com) wil continu to develop to a **personal dashboard** where customers have access to all information needed in their day to day business with FloraHolland.

MyFloraHolland is developed for internet explorer 7 and 8 with a minimum resolution of 1280x1024 pixels. MyFloraHolland adjusts to other resolutions as good as possible. Other internet browsers can reduce the working of MyFloraHolland and its services.

In this manual the most important function of MyFH are explained.  
For questions, problems and suggestions, you can contact one of our servicedesks:

<i>Aalsmeer:</i>	workdays 6 am - 5 pm, T +31 297 397 000 E servicepunt@floraholland.nl
<i>Naaldwijk:</i>	workdays 5.30 am - 5 pm T +31 105 297 755 E kihelpdesk@floraholland.nl
<i>Rijnsburg:</i>	workdays 5.30 am - 4.30 pm T +31 714 094 020 E klantenservice.rijnsburg@floraHolland.nl

In all screens of MyFloraHolland:

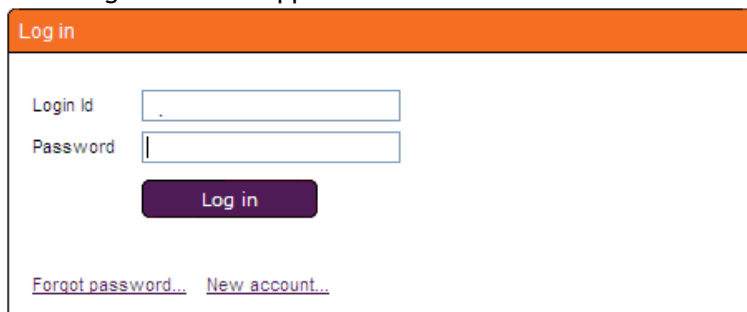
- **Green fields** are mandatory fields;
- **White fields** are optional fields;
- **Yellow fields** are read only fields.

## 2 To MyFloraHolland

There are two ways to log in to MyFloraHolland:

- Directly with [www.myfloraholland.com](http://www.myfloraholland.com)
- Via the general FloraHolland website using the link [to MyFloraHolland](#) in the right hand top corner of the home page.

Following screen will appear:



Log in

Login id

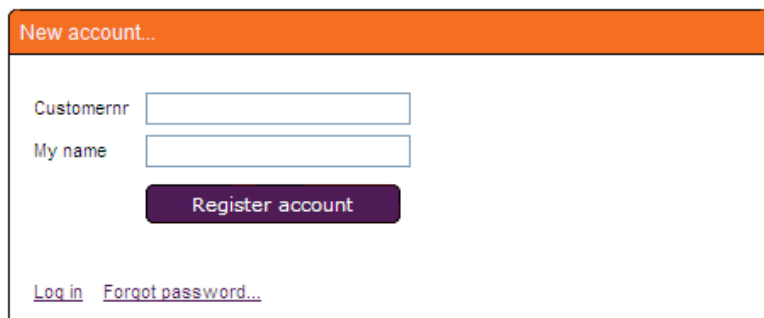
Password

Log in

[Forgot password...](#) [New account...](#)

There are three options:

1. **Log in** Start MyFloraHolland by entering Login id and Password and click **Log in**.
2. **[Forgot password...](#)** By clicking this a new password will be send to your MyFloraHolland email address. If there is no email address available, you will be contacted personally. The first time you log in with the obtained password, you must enter an email address and change the password.
3. **[New account...](#)** By clicking this following screen will appear. Enter your Customernr, your name and click **Register account**. A log in account will be sent to your company email address. If there is no email address available, you will be contacted personally. The first time you log in you must enter an email address and change the password.



New account...

Customernr

My name

Register account

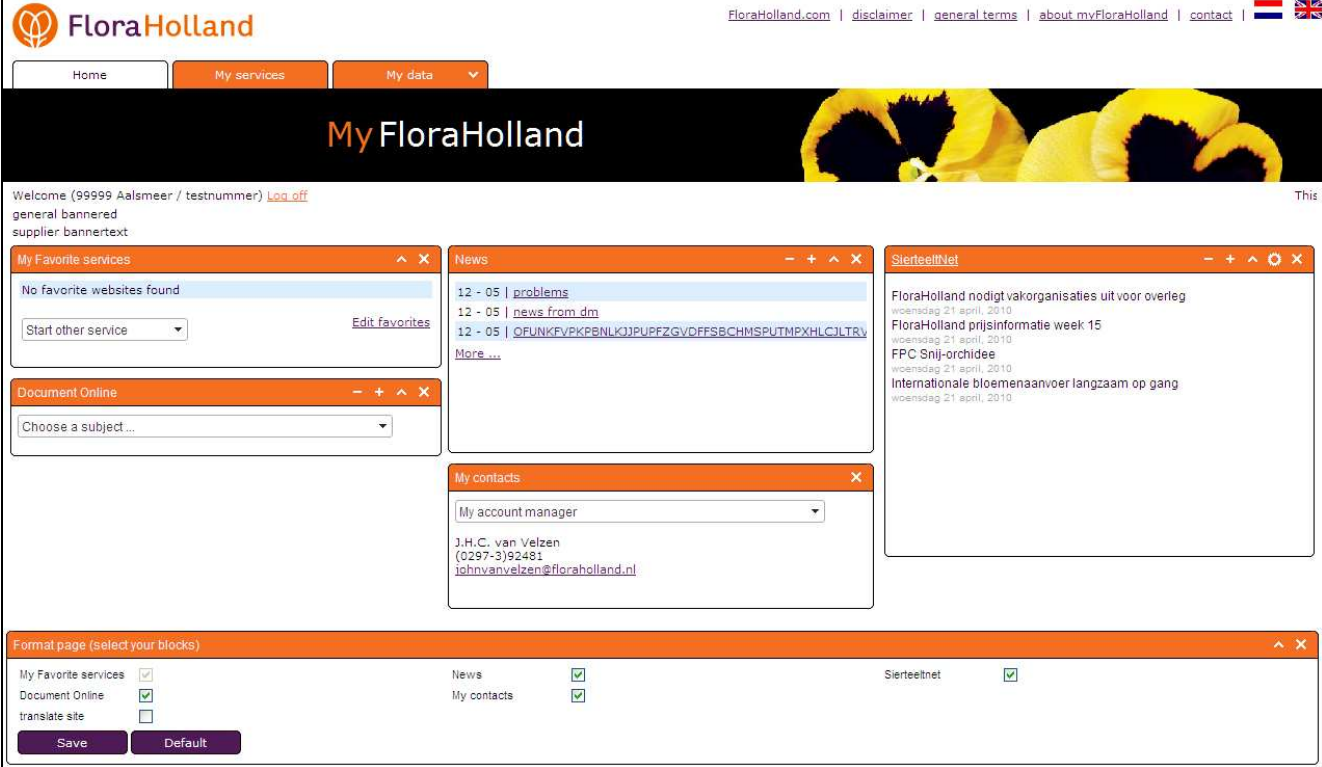
[Log in](#) [Forgot password...](#)

### 3 Home page MyFloraHolland

After log in the MyFloraHolland home page appears. It contains of several portlets or windows. You can change and save the lay out of this page. Next time you start MyFloraHolland it will use the saved lay out.

With [general terms](#) you reach the auction regulation and other FloraHolland conditions.

This chapter explains how to change the lay out of the home page and the separate windows.





The screenshot shows the MyFloraHolland home page interface. At the top, there is a navigation bar with 'Home', 'My services', and 'My data' buttons. Below this is a banner for 'MyFloraHolland' with a background image of yellow flowers. A welcome message for user '99999 Aalsmeer / testnummer' is displayed, along with a 'Log off' link. The main content area contains several portlets: 'My Favorite services' (showing no favorites), 'Document Online' (with a subject dropdown), 'News' (listing recent news items), 'SierfeestNet' (with news about FloraHolland and FPC Snij-orchidee), and 'My contacts' (showing account manager J.H.C. van Velzen). At the bottom, a 'Format page (select your blocks)' bar allows users to check/uncheck the visibility of 'My Favorite services', 'Document Online', 'translate site', 'News', 'My contacts', and 'SierfeestNet'. 'Save' and 'Default' buttons are also present.


#### 3.1 Change home page lay out


With the icons in the right hand top of each portlet you can change the portlet. Only the icons available to the portlet are shown.


Change the portlet **location** by clicking on the title bar and drag the portlet to the desired place.


Click  to shorten the portlet.

Click  to lengthen the portlet.

Click  to close the portlet, only the title bar will remain visible.

Click  to open the portlet.

Click  to take away the portlet.

Click  to set the default used with this portlet.


(Un)mark  this box to add or take away the portlet.

Click **Save** to save the new lay out.

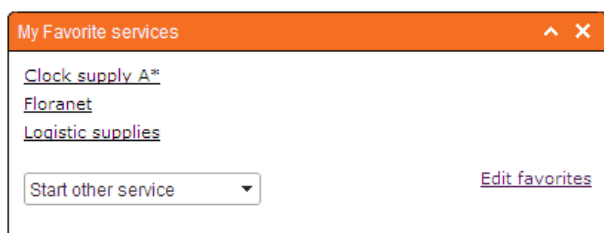
Click **Default** to return to the original lay out. Save this original lay out if you want to use it next time you start MyFloraHolland.

### 3.2 SierteeltNet



Unfortunately this portlet is only available in Dutch. Click  to take away this portlet.

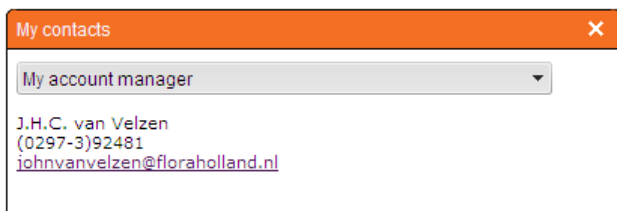
### 3.3 My favorite services



The first time you start MyFloraHolland there will be no favorite services. With [Edit favorites](#) you go to guide card My services. Here you can subscribe to services and once subscribed declare them favorite by using the star behind it. Your favorite services will appear in this portlet in order to be able to start the service directly from the home page.

You can [start other services](#) by clicking ▼ and selecting a service. You can also go to guide card My services and click the service you want to start.

### 3.4 My contacts



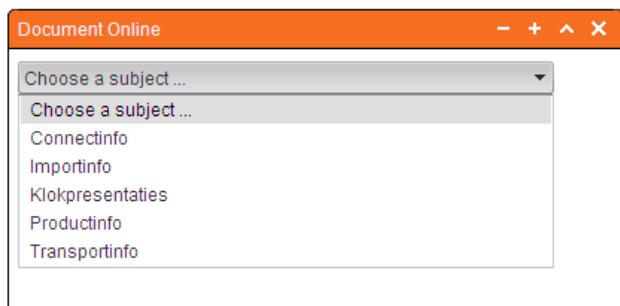
Click ▼ to view your contacts. This can be:

- My account manager
- My quality advisor
- My local area manager (only for import suppliers)

### 3.5 MyFloraHolland News

This gives the (My)FloraHolland news items. Messages added since your last visit to MyFloraHolland are marked **new**.

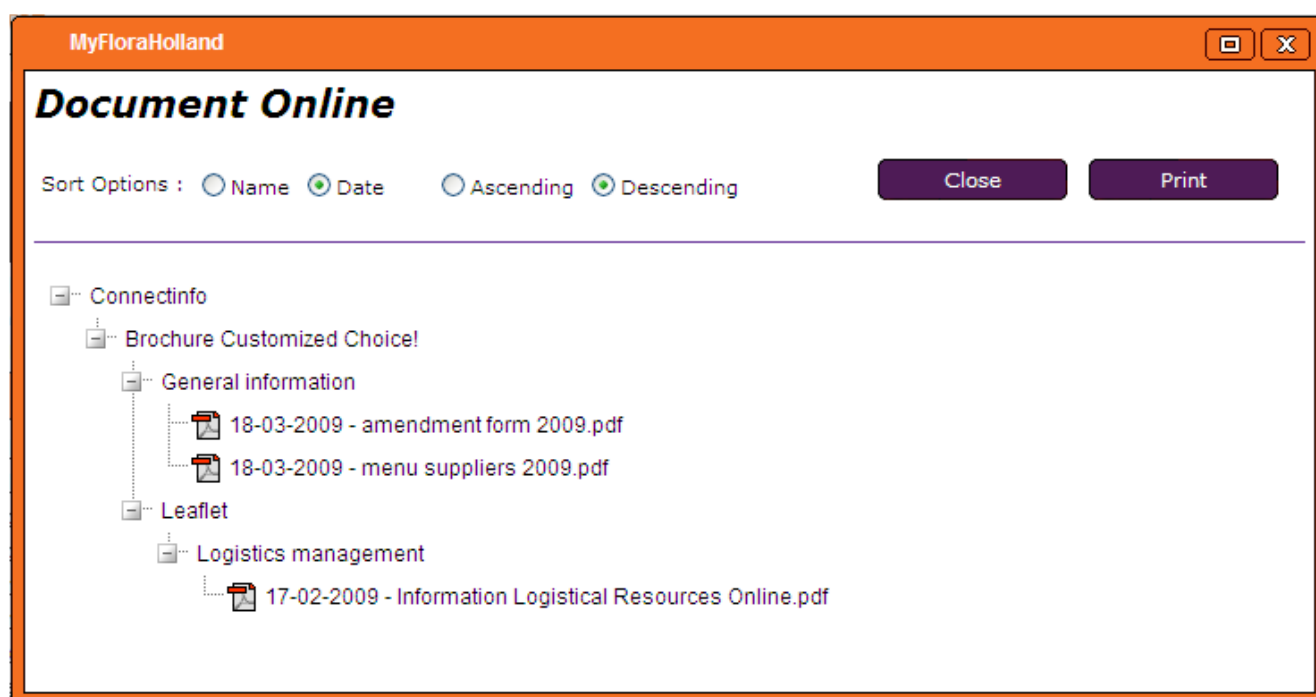
### 3.6 Document Online



Choose a subject... by clicking ▼ and selecting a subject.

The list of documents for the subject is opened. You can sort the list de/ascending by:

- Name or
- Date (this is the date the document was last changed)



## 4 Guide card “My services”

This gives the FloraHolland services available for your role (supplier, buyer, third party).

The services are grouped by category blocks. Within each category the subscribed services are shown first followed by the **still available services**.

opens a window with all information on this service.

to subscribe to a service, see §Fout! Verwijzingsbron niet gevonden.

to change your subscription, see §Fout! Verwijzingsbron niet gevonden.

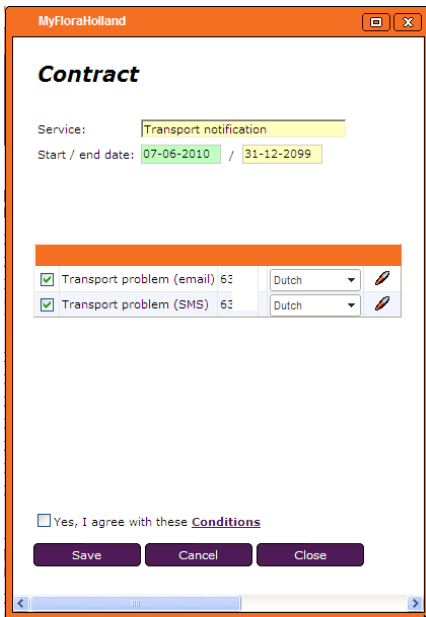
Underlined services are webservices. Bij clicking this service its website starts in a new window.


to mark a webservices as favorite. Favorites are shown on the home page in My favorite services.

<b>Auction &amp; Intermediary Service</b>	<b>Logistics &amp; Logistic Means</b>	<b>Quality</b>
<ul style="list-style-type: none"> <li> <a href="#">Clock supply A*</a> </li> <li> <a href="#">Clockviewer A*</a> </li> <li> <a href="#">Floranet</a> </li> <li> <a href="#">Image centre A*</a> </li> <li> <a href="#">Image centre NR*</a> </li> <li> <a href="#">TeleVBA A*</a> </li> <li> <a href="#">EAB check A*</a></li> <li> <a href="#">Electr. ordering system</a></li> <li> <a href="#">Lot prices during auction A*</a></li> <li> <a href="#">Price information SMS AR*</a></li> </ul> <p><small>your favorite services are accessible from your homepage</small></p> <hr/> <p>Services still available</p> <ul style="list-style-type: none"> <li> <a href="#">Price information phone A*</a></li> </ul>	<ul style="list-style-type: none"> <li> <a href="#">Dockbooking A*</a> </li> <li> <a href="#">Logistic supplies</a> </li> <li> <a href="#">Order Consignment notes</a> </li> <li> <a href="#">Tracking &amp; tracing A*</a> </li> </ul> <p><small>your favorite services are accessible from your homepage</small></p> <hr/> <p><b>Organisation support</b></p> <ul style="list-style-type: none"> <li> <a href="#">Resend messages A*</a> </li> </ul> <p><small>your favorite services are accessible from your homepage</small></p> <hr/> <p>Services still available</p> <ul style="list-style-type: none"> <li> <a href="#">Transport notification</a></li> </ul>	<ul style="list-style-type: none"> <li> <a href="#">Reliability index A*</a> </li> <li> <a href="#">Testresults online</a> </li> <li> <a href="#">Quality inspector remarks ANR*</a></li> <li> <a href="#">Reliability mail weekly A*</a></li> </ul> <p><small>your favorite services are accessible from your homepage</small></p> <hr/> <p>Services still available</p> <ul style="list-style-type: none"> <li> <a href="#">Reliability mail daily A*</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> <li> <a href="#">IQS Program</a></li> </ul>
<b>Financial</b>		
<ul style="list-style-type: none"> <li> <a href="#">Members Loan A*</a> </li> <li> <a href="#">Statement online A*</a> </li> <li> <a href="#">Daily statement edi A*</a></li> </ul> <p><small>your favorite services are accessible from your homepage</small></p>		

### 4.1 Subscribe to a service

With  following screen appears.




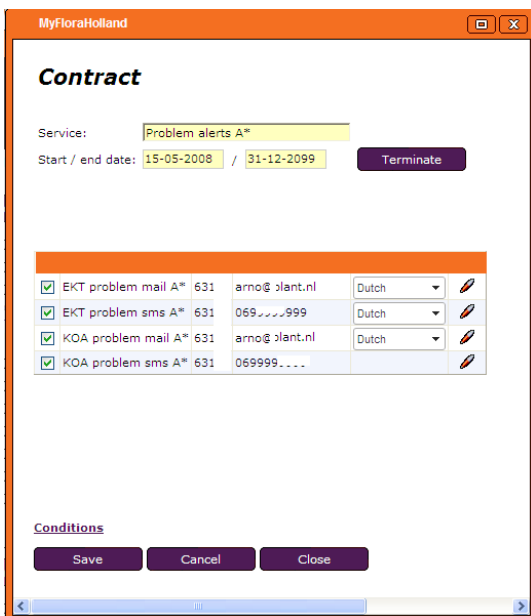
1. Enter **Start date**.
2. With some services there are parts you can:
  - mark or unmark;
  - select the message language;
  - with  add/change message addresses (see §4.2.1 ).
3. Click **Conditions** to view the conditions. Mark  if you agree to the conditions. This mark has the same value as a signature on a paper contract.
4. Click **Save**
5. To prevent mistakes, you must confirm the start date. Click **OK** or **Cancel**.

For some services FloraHolland has to perform some checks, in that case you get a message that your request will be handled within 4 days.


6. A confirmation email is sent to your MyFloraHolland email address.

### 4.2 Change subscription


With  following screen appears.

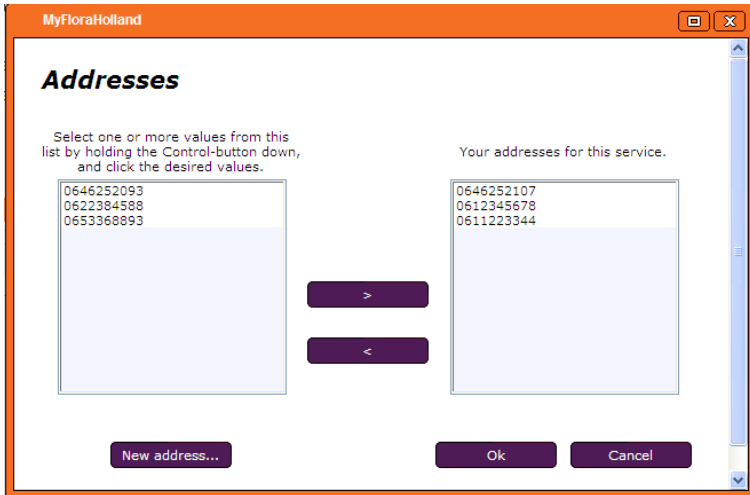


There are following options:

1. **Terminate** to end subscription (see §4.2.1 **Verwijzingsbron niet gevonden.**)
2. With some services there are parts you can:
  - mark or unmark;
  - select the message language;
  - with  add/change message addresses (see §4.2.1 ).

### 4.2.1 Addressses



Click  in above screen to maintain the addresses where messages are send to. Depending on the service this can be an email address, fax number or mobile phone number for text messages. In this example an email address is used. The changing of fax and mobile phone number is the same. Following screen 1 will appear.



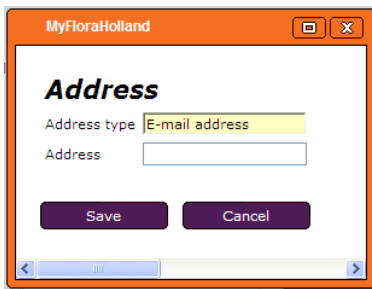
Screen 1

On the right are the addresses for this service.

On the left are your other addresses.

Select an adres and use  and  to move it from left to right and vice versa.

Click **New address...** to add a new address. Screen 2 appears.



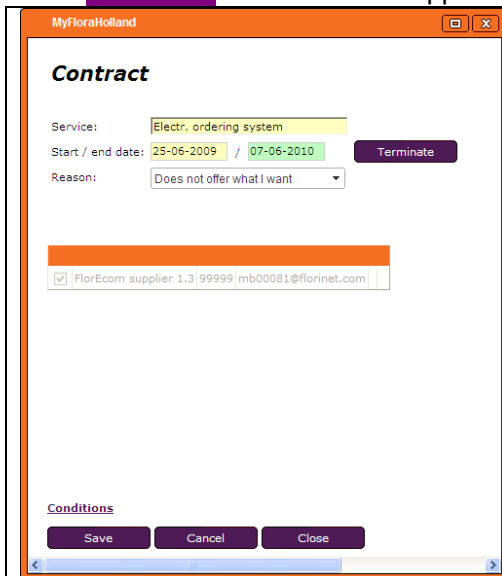
Screen 2


Fill in the new address, click **Save**.

You return to screen 1 with the new address added on the right as an address for this service.

### 4.2.2 Terminate subscription

Click **Terminate** and this screen appears.



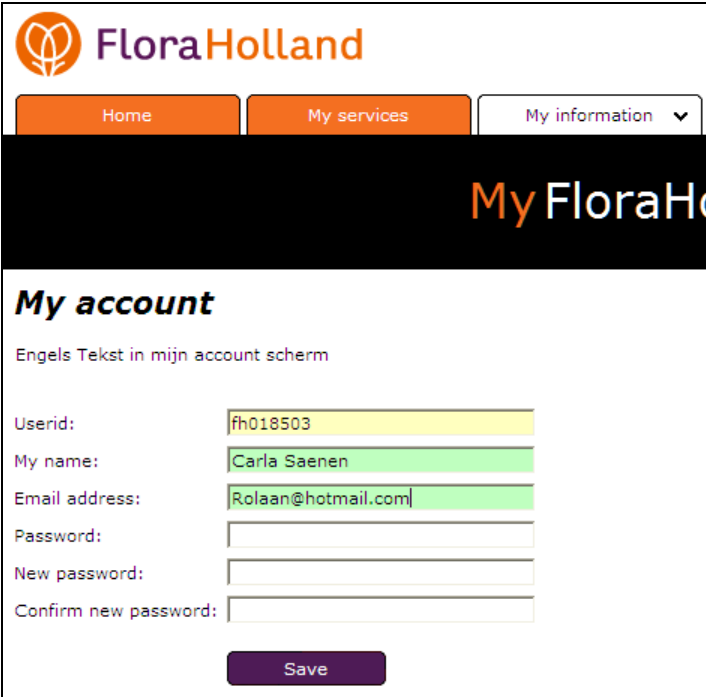
1. Enter **End date** and **Reason** for termination.
2. Click  and select a reason. If you choose **Other...** you can enter your reason in the second field. By entering a reason you help us to improve our service.
3. Click **Save**.
4. To prevent mistakes, you must confirm the end date. Click **OK** or **Cancel**.
5. A confirmation email is send to your MyFloraHolland email address.

## 5 My data

### 5.1 Change my account

Select **My data** and **My account**. Following screen appears to change your name, email address and/or password. Click **Save**.

This email address is used for emails on matters regarding MyFloraHolland.



**My account**

Engels Tekst in mijn account scherm

Userid: fh018503

My name: Carla Saenen

Email address: Rolaan@hotmail.com

Password:

New password:

Confirm new password:

**Save**

### 5.2 Autorizing employees

Select **My data** and **Employee accounts**. Following screen appears.



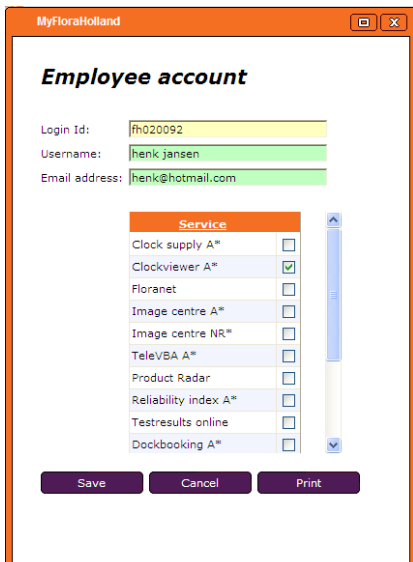
**Employee accounts**

Username	Login Id	Email address	Last used
Soft ware	fh018998	aan@floraholland.nl	12-05-2010 12:40
var saaken	fh018907	Rona@floraholland.nl	06-05-2010 14:40

**Add** **Print**

The options are:

- X** Delete an employee account.
- Last used** Date of last visit of employee to MyFloraHolland.
- Add** Authorize a new employee. Following screen appears.



1. Enter **name** and **email address**.
2. Mark  the services available for this employee.
3. Click **Save**.
4. An email is send to the given address with the log in coc and password.

### 5.3 Addresses

Select **My data** and **Addresses**. Following screen appears with an overview of your service addresses sorted on service. To change the sorting click the column header.



Service	Message	Customer	Address type	Send to	Start date	End date
Reliability mail weekly A*	Reliability mail weekly A*	99999 E-mailadres	rolfdehorde@floraholland.nl		07-07-2009	31-12-2099
Reliability mail weekly A*	Reliability mail weekly A*	99999 E-mailadres	christiaanvernooij@floraholland.nl		12-02-2010	31-12-2099
Reliability mail weekly A*	Reliability mail weekly A*	99999 E-mailadres	csa@test.nl		15-03-2010	31-12-2099

### 5.4 Relation data

Select **My data** and **Relation data**. Following screen appears. It shows the data of your registration at FloraHolland of your relation number and all related customer numbers. In the column **Changes** you can update the data and **Send** it to us.

[FloraHolland.com](#) | [disclaimer](#) | [general terms](#) | [about myFloraHolland](#) | [contact](#) | versie 1.0.19 (22915)

Home
My services
My information ▾
Mijn beheer ▾

MyFloraHolland

### Relation data

	Current	Change		Current	Change
Title:			Address:	Postbus 1000	Postbus 1000
Initials:			Zipcode:	1430BA	1430BA
Suffix:			City:	AALSMEER	AALSMEER
Name:	Aalsmeer / testnummer	Aalsmeer / testnummer	Country:	NL	NL
Legal name:	Aalsmeer / testnummer	Aalsmeer / testnummer	Telephone number 1:	0297-398814	0297-398814
Language:	NL	NL	Telephone number 2:		
Legal structure:	Natuurlijk persoon		Telephone number 3:		
Chamber of Commerce id:			Fax number:		
VAT number:			Global email address:	ronaldvanderlaan@floraholland.nl	ronaldvanderlaan@floraholland.nl
			Internet address:		

Changing these relation data will affect underlying customer numbers: 99999  
 When there are inaccuracies in the fields you can't change in MyFloraHolland you can contact department cooperative business on location Naaldwijk or Aalsmeer, call +31297-397000, or you can put your question into the notes field and submit them.

Start changes from: 30-06-2010

If you have some additional notes, please add them below:

Cancel
Send

**ATTENTION**

For Aalsmeer relations who haven't send a change within the last 6 months, MyFloraHolland will open with this screen. Please confirm if the data is still correct using **Send**.