



## Procedure and conditions of use of the new container card

- *Rationale and aim of the container card:*
  - This container card replaces the existing – different – procedures for authenticating and approving container transactions at the locations. The container card currently being used in Aalsmeer will be replaced by the new container card, which is valid for use at all Royal FloraHolland locations;
  - The container card serves as a means for authenticating and approving both issuing and accepting transactions of containers.
  
- *Procedure for container transactions:*
  - The container card is intended for all container users (Seller, Buyer and Transporter as defined in the auction regulations of Royal FloraHolland) and is linked to the administration number;
  - Transporters can use this container card to collect and return containers on behalf of all container users they work with. The authorisations that are known at Royal FloraHolland are linked to the container card;
  - The container user should:
    - Register transactions (collection and return) in advance. Initially, this can be done using the existing channels, but soon we shall be switching to the dedicated digital ordering portals: via My Royal FloraHolland, the new container app and any webAPI links to the container users' systems;
    - Be present during transactions and have their container card with them;
    - Have their administration number ready for checking (it is not printed on the container cards for security reasons);
    - Also have the transaction number ready that was provided when digitally registering the transaction in the new container system;
  - By providing the container card during a container transaction, the container user declares that s/he:
    - Is authorised to conduct the container transaction and indemnifies Royal FloraHolland appropriately;
    - Agrees to the container transaction;
  - In cases of doubt, Royal FloraHolland can always demand proof of identity or contact the container user.

- *Management:*

- Royal FloraHolland issues the container cards for the container user's administration number, not to an individual;
- The container user can decide on the number of container cards to use and distributes them on the employee level him- or herself;
- The management of the container cards and their issuing to individual employees are thus the responsibility of the container user;
- The container card remains the property of Royal FloraHolland;
- Its loss or theft must be reported immediately to Royal FloraHolland Customer Services, by e-mail: [klantenservice@royalfloraholland.com](mailto:klantenservice@royalfloraholland.com) or by telephone: 088-7898989;
- When applying for a new container card after loss or theft, costs may be charged to you;
- Royal FloraHolland uses camera images to confirm a transaction, so a transaction can be reviewed when it is disputed or suspected of involving misuse;
- Responsibility for the container transactions always remains with the container user;
- The Royal FloraHolland auction regulations, the General terms and conditions for containers and the Supplementary terms and conditions for subturns apply to this procedure.