

# Frequently Asked Questions for Remote Buying (KOA)



## Contract

### Do I need to sign a new contract?

If you currently buy through the Naaldwijk/Rijnsburg KOA, you need install a new infrastructure at your place of work. This is not necessary if you currently buy through the Aalsmeer KOA because the new KOA uses the Aalsmeer KOA infrastructure.

### Are there any changes to the notice period?

The notice period is one month. Temporary interruption is possible per full calendar month.

### Do I get the same buyers' number for all export locations?

No, we first have to harmonise our buyer's accounting records.

## Installation

### I'm a new customer. Can I install KOA myself?

FloraHolland does the first installation for new customers. Once the KOA has been installed on your computer, you can install newer versions yourself.

### How does the automatic installation work for existing customers?

When you start your current KOA, you will be asked whether you want to install the new KOA. If you answer 'yes', you will be taken through the installation process step by step.

## Manual

### Are there any manuals?

There are two types of manuals:  
A quick start guide and a comprehensive manual.

### Where can I find the manuals?

On the Trade Portal (handelsportaal). In KOA, simply press the button "Trade Portal (F9)".  
You can print out the manuals yourself if you wish. The printed version of the "quick start guide" is also available from the KOA Helpdesk.

## Options

### Is the KOA only available in Dutch?

KOA is trilingual: Dutch, German and English. The manuals are also available in these three languages.

### Can I enter quantities by typing in and/or using voice recognition at all auction locations?

You can use voice recognition for the Aalsmeer and Rijnsburg clocks. For the Naaldwijk clocks, you enter quantities using a keypad.

### Can I use the Internet at the same time I use a KOA connection?

This is not possible. This applies to KOA connections via the Internet and via the market place network.

### What about the quality of my line connection?

At the bottom left-hand corner of the screen, the KOA shows you the quality of the connection line with a colour indication bar.

Why will my existing filters disappear when I upgrade?  
Filters are stored centrally and not locally on your system.

## Invoicing

### How am I invoiced?

From 1 January 2012, both subscription charges and discounts will be put on the Naaldwijk services invoice. You will receive an invoice for each customer number. Directly-related Auctioning and Quality services (mark bids through scanning, 1 times 10 clocks, and smart card) will also be shown on this invoice.

### How is my discount calculated?

The discount percentage is calculated on the basis of the number of connections to your company. This discount percentage is used to calculate the discount for each of the customer numbers associated with your company.

Number connections	Discount percentage
1 to 4	0%
5 to 9	10%
10 to 19	20%
>= 20	30%

## Contact

### Where do I go if I have a question or need to report a technical problem?

If you have any questions or technical problems, please contact the helpdesk of one of the three export locations:

Location	Telephone number / email
Aalsmeer	+31 (0)297 - 397000 servicepunt@floraholland.nl
Naaldwijk	+31 (0)174 - 634205 koanaaldwijk@floraholland.nl
Rijnsburg	+31 (0)71 - 4094205 koarijnsburg@floraholland.nl



You can also consult one of the KOA contact people on their usual telephone numbers and email addresses:

Name	Telephone number / email
Alex Jansen	+31 (0)71 - 4094777 alexjansen.rijnsburg@floraholland.nl
Jaap Joling	+31 (0)174 - 633973 jaapjoling@floraholland.nl
Nico Ruskauff	+31 (0)174 - 633017 nicoruskauff@floraholland.nl

**What should I do if my KOA software disappears from my computer?**

Please contact the KOA helpdesk. We will then provide a re-installation. For more information on this topic, see: "Where do I go if I have a question or need to report a technical problem?"