

Supplier Best Practice

How to Administer Orders
(Merchant Sales)

PROCESS CHECKLIST

- ❑ LOGIN to the Hivefloor
- ❑ VIEW requests to buy under the MY SALES tab
- ❑ REVIEW order details - click on ORDER NUMBER
- ❑ APPROVE or DECLINE the order
 - ❑ NB: You can COMMUNICATE with the buyer using the NOTES or CHAT TOOLS prior to approving or declining the sale and throughout the order process
- ❑ CHECK box to agree to the order being contracted in line with the Horticultural Code and CONFIRM
- ❑ WHEN READY TO SHIP:
 - ❑ Go to order, CLICK WHEN YOU'VE SHIPPED button, enter con note, contact details and a note for the buyer (e.g. stock availability for next order)
- ❑ PRODUCTIVITY TOOLS:
 1. Order details are kept under the 'My Sales' tab
 2. SORT orders by confirmation, shipping and payment status
 3. You can REVIEW, PRINT and SEND INVOICES direct from the platform



See it in Action

Watch our online
training video

[HERE](#)

Need Help?

Call us to arrange a
private induction

1800 417 017

