

QUICK GUIDE:

Managing orders on the HiveXchange

The HiveXchange is a trade management tool for wholesale fresh produce. This quick guide shows you how to manage orders placed through the HiveXchange.



HOW IT WORKS

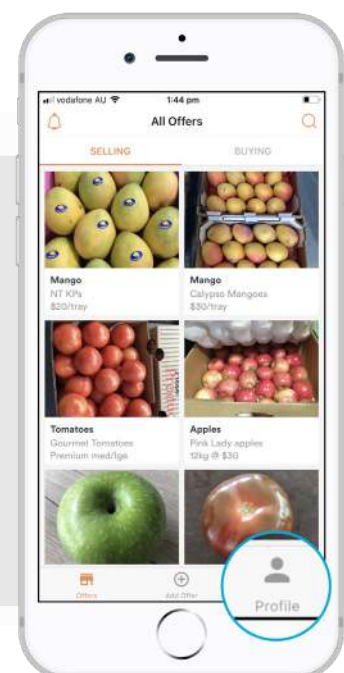
Once both parties have accepted an offer in the HiveXpress App, the offer is logged in the Hivefloor as an order.

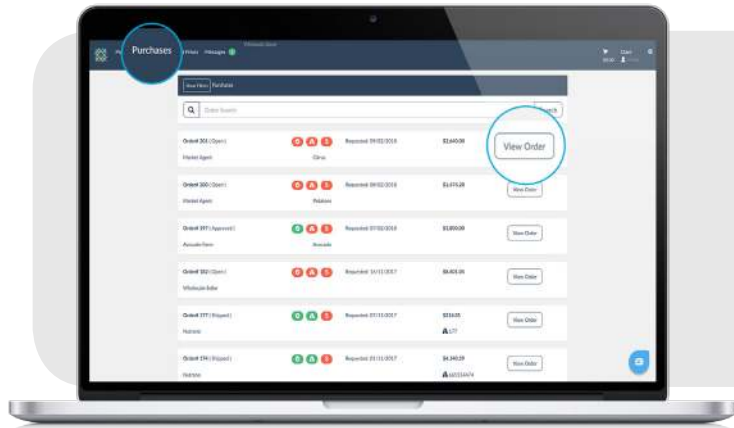
When the seller confirms shipment of the order, a confirmation email is sent to you with an attached PDF invoice. Invoices can be accessed at any time via the Hivefloor.

MANAGE ORDERS THE EASY WAY

Via the HiveXpress App

1. Tap on profile icon at bottom of app
2. Select 'View' in Past Orders
3. Tap on an order to view details.
4. Once in the order, tap 'Buyer Invoice'. This will download a PDF of the invoice





Via the Hivefloor

1. Login to the [Hivefloor](#)
2. Go to your 'Purchases' page
3. Click 'View Order'
4. Once in the order, click 'Buyer Invoice'.

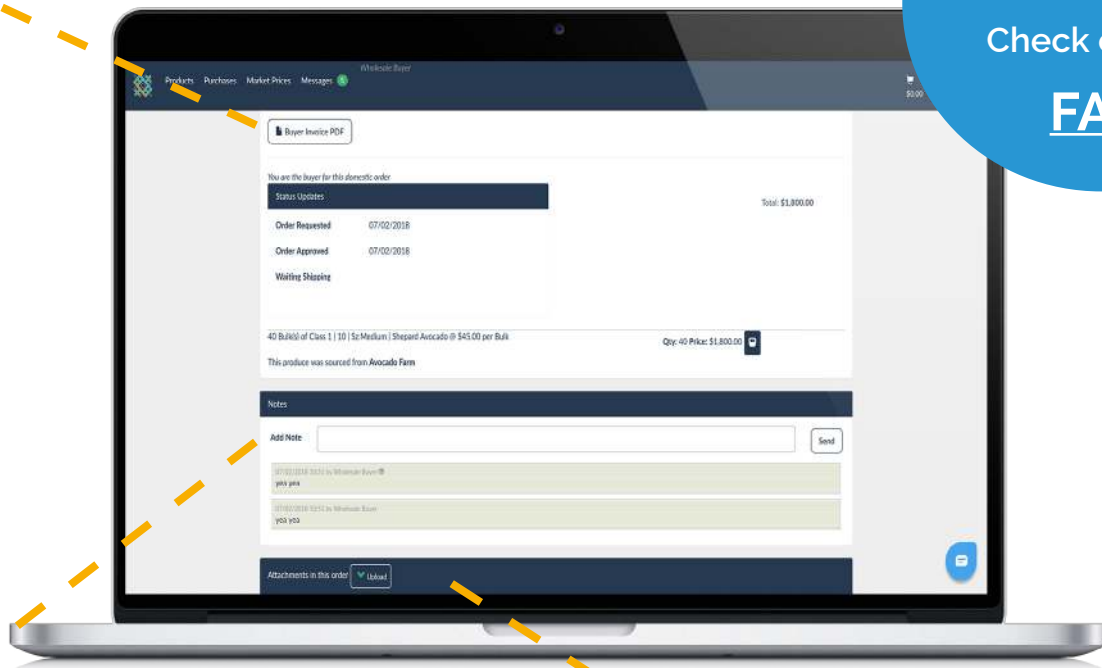
Transparent, faster admin

The Hivefloor shared ledger enables buyer and seller to share information in real-time and see at a glance the status of their live orders.

Download buyer invoice - the system generates an invoice once an order has been shipped. Payment is due within 14 days of shipping.

For more info on managing orders in the Hivefloor
Check out our

[FAQ](#)



Add order notes - talk directly with the seller and quickly access the chat history for individual orders.

Upload / view attachments these can be photos, marketing materials or pdf documents.