

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

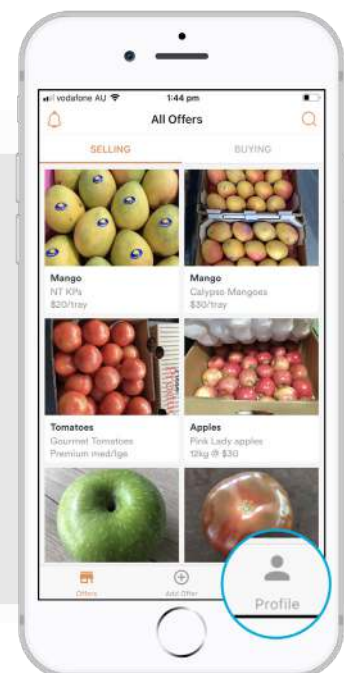
Once both parties have accepted an offer in the HiveXpress App, or on the Hivefloor, an email confirming the order will be sent to the trader and admin contact as specified.

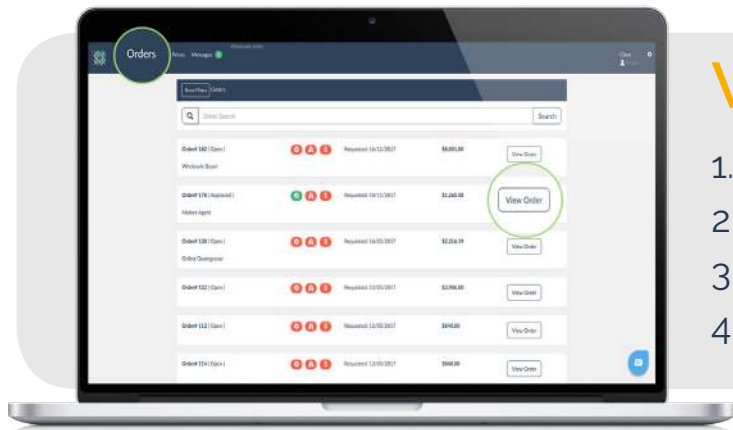
To complete the order and to activate our payment terms, when the product is shipped sellers need to update the order status from 'confirmed' to 'shipped' in the Hivefloor.

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. Tap the green shipped button





Via the Hivefloor

1. Login to the Hivefloor
2. Go to your 'Orders' page
3. Click 'View Order'
4. Once in the order, click 'Shipped'

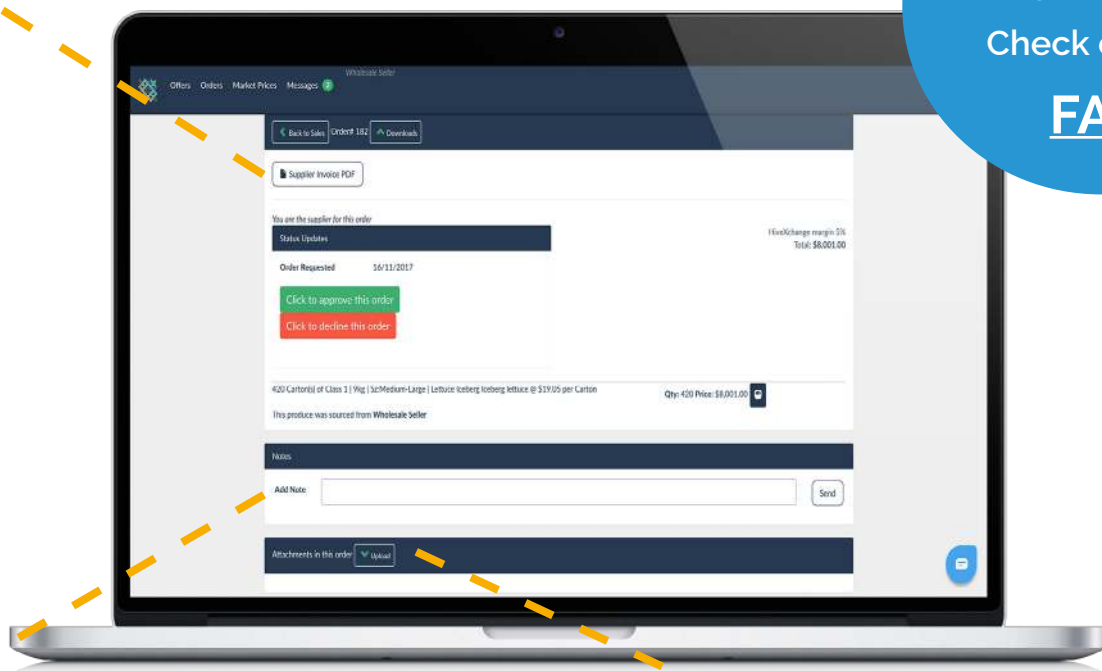
Transparent, faster admin

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 supplier invoice - as a seller, the system generates an invoice once an order has been shipped. HiveXchange pays the seller within 21 days.

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

FAQ



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

Upload / view attachments - these can be photos of the product, documents or certifications