



# Petals Exchange

Member control centre

Online ordering and tracking system for florists

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## Site location and requirements

<http://www.petals-exchange.com/>

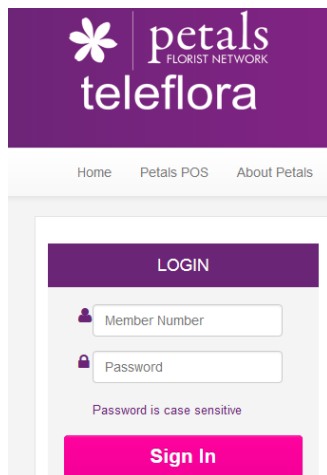
This program has been tested in Chrome, Firefox and Internet Explorer.

You will need a stable internet connection, you will also need:

- **Javascript** - installed and enabled
- **Cookies (incl. third party) enabled** for this site

Check your browser capabilities here: <https://www.whatismybrowser.com/>
















## Logging on



The image shows a screenshot of the Petals Florist Network Teleflora login page. At the top, there is a purple header with the Petals Florist Network logo and the Teleflora name. Below the header, there is a navigation menu with links for Home, Petals POS, and About Petals. The main content area features a white login form with a purple 'LOGIN' header. The form contains two input fields: 'Member Number' and 'Password'. Below the password field, there is a note that says 'Password is case sensitive'. At the bottom of the form, there is a pink 'Sign In' button.

- Your username is your 4 digit florist member number
- A password will be provided to you by Petals Network. **Note:** this password is case sensitive

## The menu

 <b>Track Order</b> <input type="text" value="Order Number or Recipient Name"/> 	<p>Enter a member number, order number or recipient name to review details of orders you have sent, received or are pending acceptance/rejection.</p>
 <b>Dashboard</b>	<p>Go to the Dashboard</p>
 <b>Send New Order</b>	<p>Create a new order to send through the Petals Network for another florist</p>
 <b>Send Message</b>	<p>Send an email related to an order. Options available to request a response and copy Petals HQ in. Review message history</p>
 <b>Order History</b>	<p>Review and print a list of recent orders. Access order details for the last 30 days</p>
 <b>Set Open/Close Dates</b>	<p>Close your shop for a single day or for a block of time</p>
 <b>Delivery Areas</b>	<p>Set your availability and delivery cut-off times. Nominate delivery areas, set exceptions via town/postcode</p>
 <b>Exchange Management</b> ▾  <b>Statements</b>  <b>User/Account Management</b>	<p>Statements - View/print monthly statements for transaction through the Petals Network</p> <p>User/Account Management – change your password, nominate additional users</p>
 <b>Price List</b>	<p>Download the latest price lists and product guides for</p>
 <b>eFlorist Site Tools</b> ▾ <ul style="list-style-type: none"> <li><a href="#">eFlorist Tools Manual</a></li> <li><a href="#">Shop Information</a></li> <li><a href="#">Site Options</a></li> <li><a href="#">Site Management</a></li> <li><a href="#">Holiday Management</a></li> </ul>	<p>Tools which will allow you to update/edit information on your eFlorist site</p>
 <b>Contact Us</b>	<p>Email contact details for enquiries and assistance on pricing, eflorist sites, membership, accounts, technical help and Point of Sale (POS)</p>
 <b>Petals POS</b>	<p>Manuals for Petals Point of Sale (POS) software.</p>

<a href="#">Promotional Material</a>	Order our unique range of specialised promotional material here, includes free order books, gift cards, stickers and seals
<a href="#">? Help</a>	FAQ's, User manual

## Track an order

Your Petals orders can be located using this quick search tool. Each six (6) digit order number is preceded by the four (4) digit member number of the supplier a six (6) digit order reference number.


- Locate an order by entering information in the *Track order* box – the system supply a list of matching and similar records:
- Enter the member number of the supplier
  - Enter the 6 digit order number
  - Enter all or part of the recipient's name

Some examples

<p>Track Order</p> <input type="text" value="1"/> <input type="button" value="Q"/>	<p>Track Order</p> <input type="text" value="test"/> <input type="button" value="Q"/>	<p>Track Order</p> <input type="text" value="321"/> <input type="button" value="Q"/>
<ul style="list-style-type: none"><li>1007.000076 test recipient</li><li>1007.792375 test</li><li>1007.79269 Test recipient</li><li>1007.859655 Test Order</li></ul>	<ul style="list-style-type: none"><li>1995.369741 ELISSA TEST</li><li>1995.791954 TEST</li><li>8591.571468 TEST ORDER</li><li>1995.321789 TEST ORDER</li></ul>	<ul style="list-style-type: none"><li>1995.321789 TEST ORDER</li><li>1995.456321 TEST ORDER</li></ul>

- Select an order from the list to manage the order or review/print the detail

	<input type="button" value="Reject"/> <input type="button" value="Print"/>
Order Number	1033.559474
Delivery Date	(Not For Today) -Friday, April 1, 2016
Delivery Time	
Occasion	Other
Address Type	Home
Recipient	test order



**R29 The One and Only - Standard (Pictured Price)**  
Wrapped single long stem red rose accented with minimal greenery

# The dashboard

This is the control centre for managing and monitoring all of your Petals orders. Return to this page from any other site page by selecting this icon -



**Petals Exchange - Member Control Centre** [feedback](#) [1007 Main Account](#) Incoming Orders: 0 Incoming Messages: 0 [Logout](#)

[Track Order](#)  
Order Number, Recipient

## Dashboard

**PETALS NETWORK PTY LTD - You Are Now Accepting Orders** [Dashboard](#)

**Petals Notifications**

**1**  
**2**  
**3** **0**  
Total Orders Received For Current Month

**7**  
Total Orders Sold For Current Month

**0**  
Total eFlorist Orders for Current Month

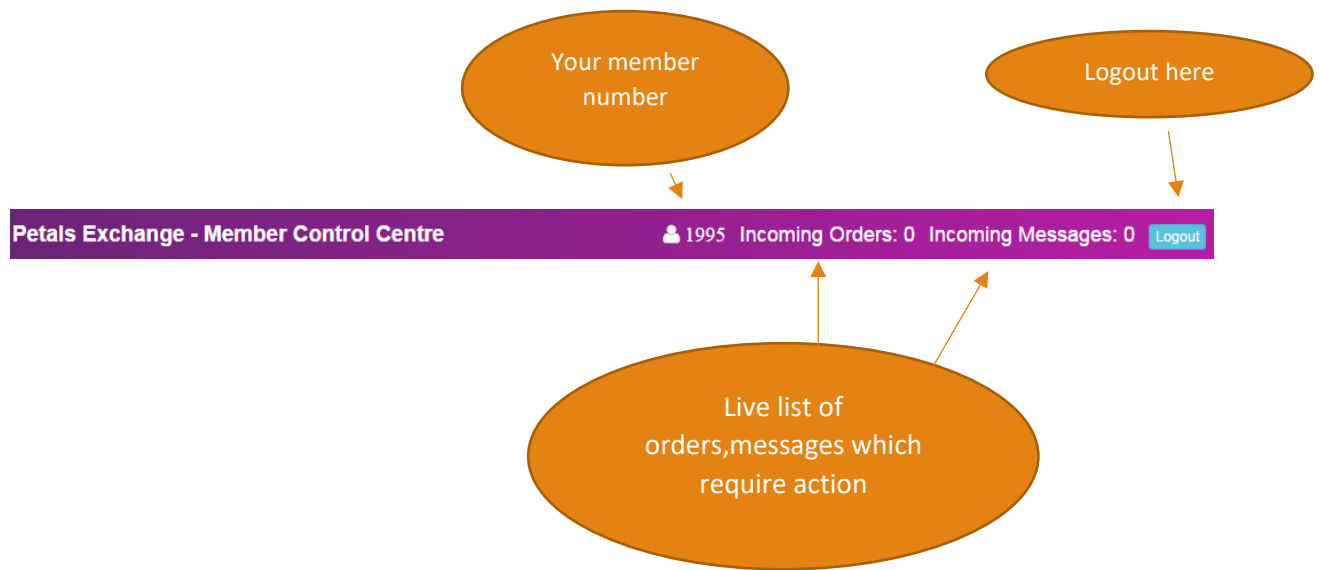
**Incoming Orders** [Keys](#) [Update Now](#) Last Updated: 09:44:24 AM - Next Scheduled Update: 09:44:54 AM

Order Number	Printed	Description	MNO	Delivery Date	Flower Value	Time Left	
--------------	---------	-------------	-----	---------------	--------------	-----------	--

**Incoming Messages**

Order Number	Sender	Message	Action	Elapsed	
--------------	--------	---------	--------	---------	--

## Quick reference




## Order snapshot for current month





## Members blog



 Petals Notifications

**Coming Soon: Free Promotion Of Your Wedding Business On Your eFlorist Sites**

In the next few weeks, we'll be adding a new, **free** feature to your eFlorist sites: WEDDING PAGES!

We've designed and optimized these pages to encourage visitors looking for wedding flowers in your area to call you to schedule a consultation. There is no charge or fee for the page or the referral—we just want to make sure we're referring as much business to you as we can...

To continue reading this post on the Petals Network Members Blog, [click here](#).

## Incoming orders

All new orders allocated to you will appear under incoming orders on the dashboard.

**Note:** You will be alerted to each new order received by a siren sound – you have **30 minutes** to accept or reject the order – the siren will continue to play until you action the order.

Incoming Orders <span style="float: right;">Keys ▾</span>					
Orders					
Order Number	Description	Delivery Date	Flower Value	Time Left	
1007.79269	m27 Florist choice arrangement	20/06/2016	\$95.00	00:29:33	

### Process the order

- Click on the order number review the order details and any related messages.
- Chose one of the following actions:

Order Detail

Accept

Reject

Accept & Print

Order Number	1007.793032
Delivery Date	Friday, June 24, 2016

**Accept**

Mark Delivered

Reject

Print

Order Status - 1007.793032 Order Accepted Successfully

The dashboard will continue to list the order until you mark it as delivered

**Reject**

If you **reject the order** it will be returned to Petals for reallocation and will **no longer appear** on your dashboard

**Note:** You also have the option to print the order details **at any stage during the process**

## Incoming messages

Review and action messages related to an order

**Note:** You will be alerted to each new message by a siren sound

Click on each new message to reply

### Incoming Messages

Messages

	Order Number	Sender	Message	Action	Elapsed	
--	--------------	--------	---------	--------	---------	--

## Send an order to Petals

1. Select the destination country from the drop box
2. Select a product for purchase – start typing a code from the Petals Product Guide, a drop box will display a list below of products matching all/part of the code, select the product you would like to order.
3. Check this is the correct item by viewing an image of the item – ‘Product image’

**New Order** TEST FLORIST BUSINESS - You Are Now Accepting Orders Dashboard

**Enter Order Information**

**Destination Country:**  
Australia

**Select Product:**  
M


**Choose country**

**Select a product**

**List of products matching the code you have started typing (above)**

- M13V Stylish mum
- M13VC Stylish mum - Classic**
- M13VD Stylish mum - Deluxe
- M14V Lavender Mum
- M14V Lavender Mum
- M14VC Lavender Mum - Classic
- M14VD Lavender Mum - Deluxe

**Product Image**



**Stylish mum - Classic - 81.95**  
Clear vase arrangement of 5 pale pink roses, white asiatic lilies (minimum 2 open lilies), alstroemeria, cushion spray chrysanthemums and statice accented with variegated pittosporum

**Preview an image of the selected product**

4. Select next
5. Double-check the product and value of the order


**Enter Order Information**

**Order Details**

**Product \*** Stylish mum - Classic

**Total Value \*** 81.95

**Product Image**



6. Enter the delivery date and recipient details – all fields are compulsory

**Note:** use the Address Lookup feature to make sure the address details are valid, a predictive list will enable you to select an address, filling in all address fields.

7. Add the card message (character limit = 200)

8. Add any special delivery instructions and/or comments (character limit = 250)
9. Allocate the order
  - **Automatic** – Petals will automatically allocate the order to a florist
  - **Select your own supplier** –select a florist from the list provided (this list will be populated based on location)

**Note:** if you do not select a florist from the list, your order will revert to *automatic allocation*

10. Select next - Carefully review the order details you have provided

Enter Order Information

Carefully review the information below, then press the **Send Order** button when you are sure that it is correct.  
If you need to make any corrections use your browser's Back button to return to the order form.

**Confirm Order Details**

Order Number:	To be generated By Petals
Order Item:	M13VC - Stylish mum - Classic
Total Value:	81.95
Card Message:	Happy Birthday! Hope you have a great day!
Delivery Date:	21/06/2016
Delivery Time:	
Recipient Name:	test recipient
Address:	86A Beardy Street Armidale, NSW 2350
Phone:	02 0000 0000
Comments:	If not at home please leave on back porch
Supplying Florist:	Automatically Selected By Petals

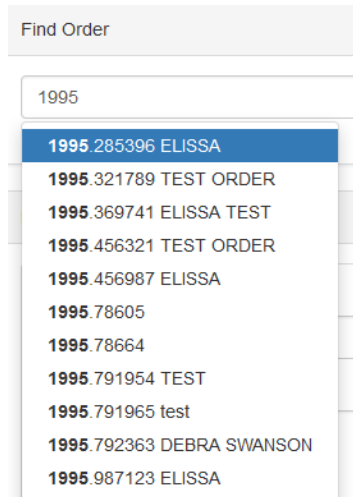
[Previous](#)   [Submit](#)   [Cancel](#)

11. Select Submit – your order is now complete!

## Send a message

Use the Exchange to send a message related to an order

1. Locate an order using the search box at the top of the form, simply start typing:  
**Member number**



Find Order

1995

- 1995.285396 ELISSA
- 1995.321789 TEST ORDER
- 1995.369741 ELISSA TEST
- 1995.456321 TEST ORDER
- 1995.456987 ELISSA
- 1995.78605
- 1995.78664
- 1995.791954 TEST
- 1995.791965 test
- 1995.792363 DEBRA SWANSON
- 1995.987123 ELISSA

**OR Recipient name:**

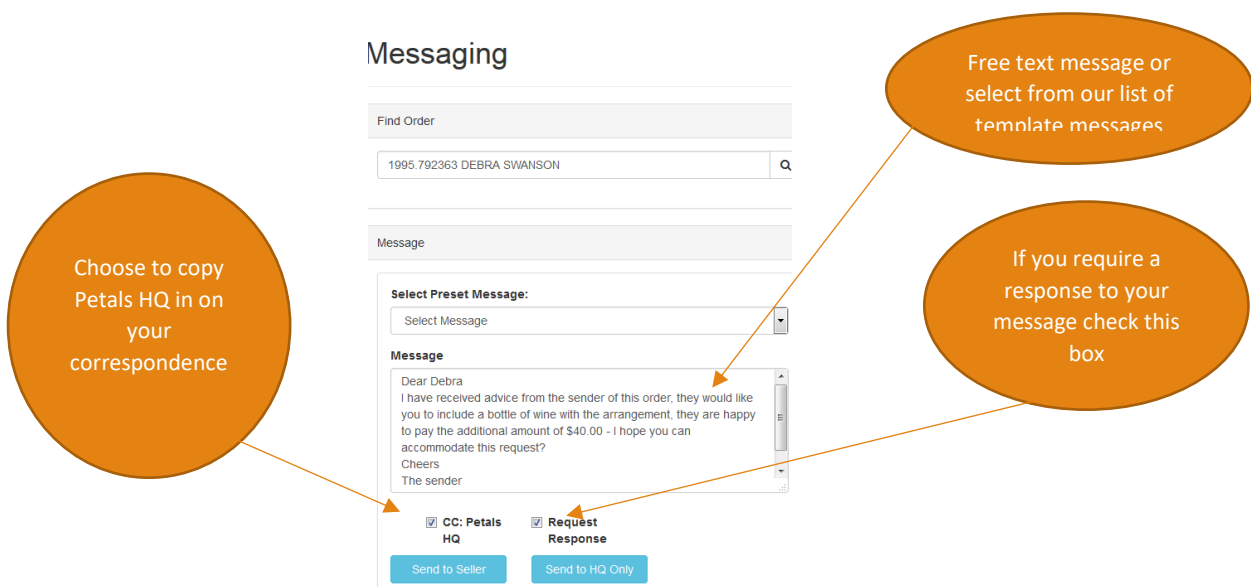


Find Order

SW

1995.792363 DEBRA SWANSON

2. Choose either a **preset message** template from the drop list **OR type your message** in the box provided



Messaging

Find Order

1995.792363 DEBRA SWANSON

Message

Select Preset Message:

Select Message

Message

Dear Debra  
I have received advice from the sender of this order, they would like you to include a bottle of wine with the arrangement, they are happy to pay the additional amount of \$40.00 - I hope you can accommodate this request?  
Cheers  
The sender

CC: Petals HQ  Request Response

Send to Seller Send to HQ Only

Free text message or select from our list of template messages

If you require a response to your message check this box

Choose to copy Petals HQ in on your correspondence

## Order history

Review and/or print your order history for the past 30 days – sent, received, or both

Find Order History

Select to view Sent or Received

Order Sent or Received.    Orders Received Only    Orders Sent Only

Display Orders

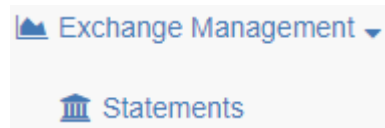
Last 10 Orders

Order List

Order Number	Delivery Date	Description	Recipient	Total
-----	Wednesday, June 22, 2016	a41 Simply Stunning	-----	\$80.00
-----	Tuesday, June 21, 2016	R31 Lovely Melody - Classic	-----	\$119.95
-----	Sunday, June 19, 2016	FLORIST CHOICE ARRANGEMENT - DIFFERENT TO LAST MONTH	-----	\$83.30
-----	Thursday, June 16, 2016	B33 Love and Laughter - Deluxe	-----	\$100.00
-----	Thursday, June 16, 2016	A VASE OR CUBE ARRANGEMENT TO SUIT A LADY IN HER 60'S - SOMETHING CLASSY	-----	\$115.00

## Statements

Located under the Exchange Management tab



View, save and print monthly transaction statements – up to 14 months history available.

## User/Account Management

Update your password here – type in a new password (max 8 characters) – confirm.

Add other users to your account, they can log in using their own username and password.

...

Edit User

Edit User Information and Save

**Description / Full Name**

**User Name**

**Password**

**Confirm Password**

**User Type**

User ▼

Save Cancel

## Price list

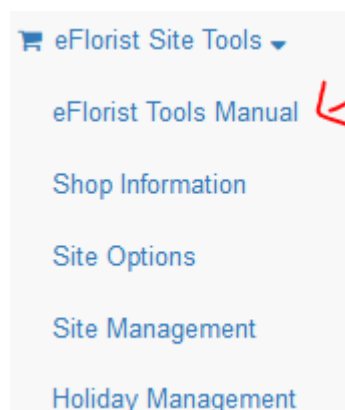
View, save and print up to our date price list

Other useful downloadable files include:

- New selection guide cheat sheet – a ready reckoner for current products – includes images
- Customer order forms (for faxing)

## eFlorist Site Tools

see the eFlorist Tools Manual for instructions on using these tools



## Contact us

Ensure that your correspondence is dealt with quickly by sending an email to the relevant section at Petals Network by email.



## Petals POS

Petals Point of Sale (POS) software has been specifically designed to meet the needs of the florist industry. This scalable solution provides the basics of shop delivery management including ticket entry, billing, customer management and reports.

This section contains guides for the various services offered by the software in pdf format. Petals Network is no longer distributing this software.

## Promotional material

Order from a selection of Petals promotional materials eg. Polo shirts, aprons, posters etc

Note: includes FREE products such as logo stickers, order books, gift cards etc

## Troubleshooting guide

You must log into the Petals Exchange each morning. Any shortcuts or bookmarks you have saved should all open this page: [www.petals-exchange.com](http://www.petals-exchange.com) - this will open the login page.

You should also use the **blue logout button** to exit the site at the end of your workday:

Main Account Incoming Orders: 0 Incoming Messages: 0 [Logout](#)

### Unable to log on

Invalid Username or Password Please Try Again ×

- Check that you are entering the correct member number,
- If you have more than one membership number, check you are using the corresponding password for your membership
- Check that you don't have Caps lock enabled (passwords are case sensitive)
- If you are using the number keypad make sure you have Num lock enabled

## Common issues

Many issues, both internal and external can be resolved by logging out of the site. **Use the Logout button** at the top of the page - you will be redirected back to the Login page. Re-entering the site will ensure that the most recent version of the site is loaded.

Main Account Incoming Orders: 0 Incoming Messages: 0 [Logout](#)

### Temporary connection loss

Make sure that if you have a **shortcut or bookmark** set up to open the Exchange each day that it is mapped to the Login page (and not the Dashboard) - the address for the Login page is: [www.petals-exchange.com](http://www.petals-exchange.com)

**Sleep settings:** Disconnection issues could be related to your computers power options - "*Put the computer to sleep*" option should be set to **'Never'**

Members with **more than one membership** - we recommend that you access each membership via a different browser, if you need assistance setting up an extra browser, please contact us.

### Siren not sounding.

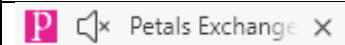
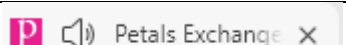
1. The sound file we use to activate the sound is send as an attachment. Check the security settings in your browser and add exceptions for websites: [www.petals-exchange.com](http://www.petals-exchange.com) and <http://pin.petals.com.au/>
2. If you can see that you have received a new order or message and the siren has not sounded, you should check that the sound on your computer/device is not muted or turned down. A

simple test to check the sound is to open another sound file eg. Music track and see if you can hear it.

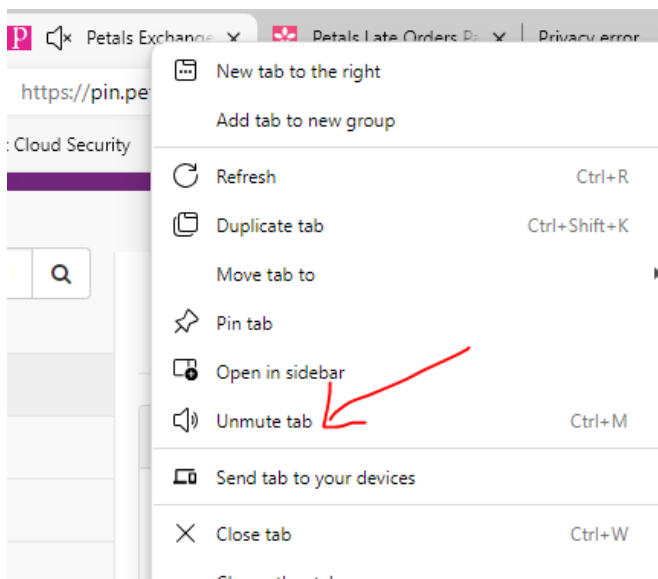


The sound icon is located in the system tray (bottom left hand corner of your desktop). This image shows that the sound has been muted, clicking on this icon will unmute the sound

### 3. Check to make sure you have not inadvertently **muted the tab**

Muted	Unmuted
	

You can mute/unmute the tab by using your mouse to right-click on the tab and selecting mute tab/unmute tab.



### Can't load the Petals Exchange page

Check Browser Add-Ons/Extensions - some browser add-ons, particularly those designed to prevent unwanted advertising and pop-ups may interfere with certain actions on the Dashboard eg. siren sound. If in doubt, disable/remove the Add-On/Extension, and retest the site.

If you have Anti-Virus software, Ad Blockers or you are running a VPN - you may need to check that these products are not preventing the website from loading or working properly

### Orders are not appearing in the 'Incoming Orders' section

You may have inadvertently resized the page. To return to normal view - hold the CTRL key down and press the 0 key

### Browser keeps logging me out

See also – Temporary connection loss section above

- Check the 'Content settings' for your browser – you will need to allow cookies (information stored on your computer by a website) and site data to be stored for the websites: [www.petals-exchange.com](http://www.petals-exchange.com) and <http://pin.petals.com.au/>

- Settings can be located in the Tools or Option settings for most browsers – check your privacy or content settings that cookies are enabled and do not expire.
- Clear your browser history – [instructions for various browsers here](#)

### Siren won't stop

- Check you don't have more than one active session ie. You haven't logged on to the Petals-exchange in more than one tab/window/browser. If in doubt, close all browsers and reopen a single session.
- Check for an incoming message by scrolling to the bottom of the dashboard page.
- Close your session using the logout button, close your browser - reopen and log back into the Exchange.
- If the message is related to an order which is no longer allocated to you, you should contact [HelpDesk](#) to ask for the message to be finalised.