

# Frequently Asked Questions

Welcome to our Frequently Asked Questions (FAQs) page. In this section you will find:

- Customer and User Questions
- Technical Questions
- Questions for Specific Processes

### Questions for Specific Processes

- [FAQ's for K2K](#)
- [FAQ's for Procurement Processes](#)
- [FAQ's for Sales Processes](#)
- [FAQ's for Warehouse Management](#)

Is this system a good fit for my business model?  
If you do any of the following, this system is a good fit for your needs:

- Import and sell flowers anywhere in the world.
- Grow flowers in South America/California or any other place and you sell them in the US /Canada with FOB Miami pricing (e.g.: you own a farm but you want to sell your items as if you had an import operation in Miami).
- You are a broker.

I don't know where to start. What's the next step?  
No worries! Just read through the [Getting Started](#) and you'll be cruising in a couple of minutes.  
Which browsers are supported by Komet Sales?

The supported browsers for Komet Sales are Safari, Chrome and Mozilla Firefox. Komet isn't fully functional with Internet Explorer or Edge.

Can we downgrade to fewer users?

Yes, you can. Keep in mind that each month you will be billed by your total available licenses. To remove licenses contact us to [support@komet.com](mailto:support@komet.com).

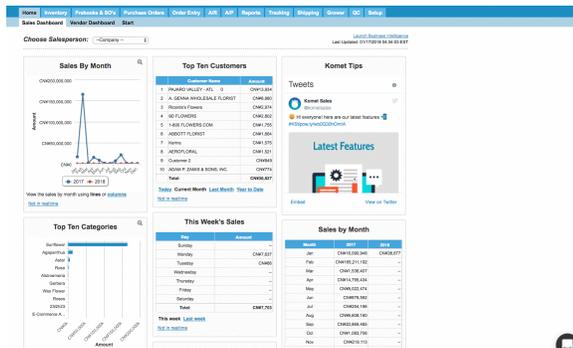
Change or reset your password

Please read [How Can I Change my Password?](#) and [How can I Reset my Password?](#)

How can I reset the password for a grower or e-commerce user?

## From a Komet Sales account:

- 1 Go to **Setup>>Users**.
- 2 Select the type of user: grower or customer.
- 3 Use the available filters to find the user for who you want to reset the password.
- 4 Click on **Reset Password**.
- 5 A confirmation window will appear, click on **Yes** to send a new password to the user. The GIF below will walk you through this process.



For further information read [How Can I Reset or Change the Password for a Grower or E-commerce User?](#)

How can I change my company from the e-commerce site?

**E-commerce List:** To change your company from the list version, just click on the user icon at the top right corner of the screen. Select **Change your Company** and choose the company.

Can I export my data to Excel?

Yes. If you see the green Excel icon that means you can export any existing data.

How does Komet protect my company information?

We understand that our customers rely on Komet Sales to run their businesses and for this reason, we have decided to use Amazon Web Services as our hosting provider.

## SSL





Browser status bar



qep9990.asp.kometsales.com

Plugins that are different to *kometsales.com* are beyond our reach (e.g. [www.google-analytics.com](https://www.google-analytics.com)). If one external plugin is taking too long, a solution may be to install an ad blocker in order to disable external requests. An example of an ad blocker that could work is [AdBlock](https://www.adblock.com/).

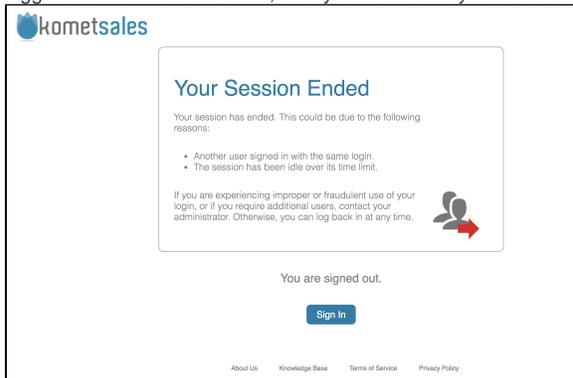


Remember that you can always contact us to personally assist you and answer any questions you may have.

Why does the system log me out?

This could be due to the following reasons:

- The Komet Sales session will automatically end after eight hours of inactivity.
- **The system only allows one person to be logged in under a certain username at a time due to security reasons.** If another user signs in with the same ID, the session of the first user logged in will end. In this case, the system will take you to the following window:



### Important



The system allows up to 3 users to be logged with the same credentials at the same time, only if they have one of the following **roles** associated: Shipping, Tracking, QC, Fullfilment, Cashier or Grower Production. However, if you associate another role to those users, the system will only allow one session per user.

What is the Staging Area?

The staging area provides a transition space that holds the product while they are entered into the system and validated. These items are not visible in the sales inventory and therefore cannot be sold. Learn more by visiting the [Staging Area](#) section.

Which type of information do dashboards display?

Komet has three different dashboards:

1. **Company Sales Dashboard:** displays general information about sales by location or by salesperson.

**The next information will be displayed:**

**Today's Sales:** This chart displays a daily sales summary from E-commerce sales, phone sales, Mobile Sales, and K2K sales both in Prebooks and Invoices. Keep in mind that the Prebook Sales widget does not include Standing Orders.

The following data does not include the current's day sales:

**Sales by Salesperson:** You can view a sales summary of each of your salespeople for a specify time period.

**This Week's Sales:** The system displays a weekly sales summary.

**Top Ten Customers:** The system displays the top ten of the customers during a specific time period.

**Top Ten Categories:** This chart displays a bar graph with the most sold flowers during the last 12 months.

**Sales By Month:** The system displays a table where you can see the sales per each month.

**Sales By Month:** This chart displays a line graph or a line graph of monthly sales.

**GPM:** This chart displays a summary of the Gross Profit Margin (GPM). The GPM calculation does not consider fuel surcharge amounts nor additional invoice charges.

**Komet Tips:** It is an integration with Komet Sales twitter.

2. **Customer Dashboard:** by clicking on the customer name from several screens, the system will display a dashboard for the customer and includes aging, credits, payments, among other.

Name	Code	Salesperson	City	State	Phone	Fax	Hold	Active	Actions
1450 FLOWERS.COM	1457	David Gordon	JACK	AKA	3182274413				
80 FLOWERS	1300		MIAMI	FL	8006477737				
A Blooming Affair 花嫁的伴娘	1300	Marcela Sanchez	Springfield	NY	7602080554				
A DENNA WHOLESALE FLOREST	1708				8666841098				
A FRESH FLOWER, INC.	1300				8134719880				
ABA FLOWERS	1839		MIAMI	FL	3058890035				
ABBOTT FLOREST	1408				3058898808				
abc	133								
ABC Flower	AB07	Mely Sanchez	Miami	FL	054 474 3232				
ACCENT ENTERPRISES	1217				7702281289				
ADAM'S JAMES & SONS, INC.	1887				3087504483				
ADJUSTMENT ACCOUNT	1303								
afaf	188481								
AGROFLORA	1187	Manuel Acosta			3058303881				
AFTER HOURS FLOWERS INC.	1343				8886279443				
Agrig Statements	AG02		IL	IL					
AGRIFLORA, INC.	71				3054770291				
AIR CONDITIONED BUSES	1072				2125024243				
ALBANY ST WHOLESALE FLOREST	1401				6173073036				
ALBERT J. ANDERSON CO. INC.	1918				2182888000				
Alma's Garden	1866								
Alpexito Sanchez SAS	1655								
ALHAMBRA FLIST	1279				3056688880				
ALY KASHIYAN - ALBANY ST	1266				9088888881				

3. **Vendor Dashboard:** it contains information about weekly shipments by boxes, by FBE. Company users can also access to this dashboard.

How often do dashboards are updated?

Company Sales Dashboard is updated after midnight each day (except for the Today's Sales chart)

The Customer Dashboard is updated in real time.

How can I be faster managing the system?

Komet Sales has plenty of shortcuts available to be faster in your daily operations. Refer to [Keyboard Shortcuts](#) and [Order Entry Keyboard Shortcuts](#) for further information.

Komet Sales & Google Chrome - How to disable PDF viewer on separate tab?

When using Komet Sales on Google Chrome, to avoid PDF files from opening on a different tab, you must follow these instructions:

1. Put the following URL into the address bar: <chrome://settings/content>.
2. Scroll down and click the PDF documents option.
3. Change the "Download PDF files instead of automatically opening them in Chrome" option from the off position (gray) to the on position (blue).

What to do if I'm not receiving any Komet Sales emails?

We strongly recommend adding in whitelists of anti-spam filter of your email provider the following domains: @kometsales.com, @email.amazonses.com and @amazonses.com.