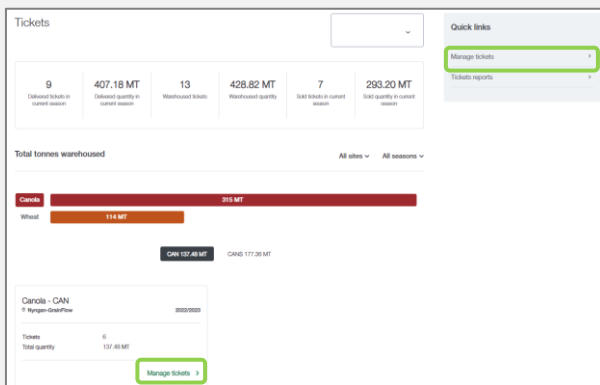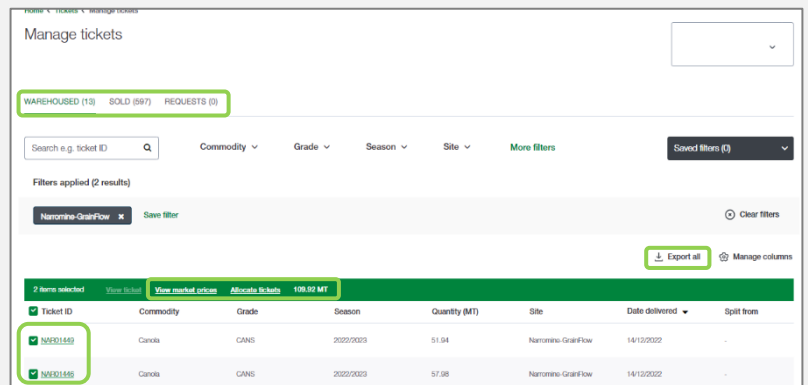# Manage Tickets (Brokers)

View and manage your clients' tickets warehoused at GrainFlow sites online with the Customer Hub. All GrainFlow warehoused and sold ticket information dating back to July 2018 is available. To view or manage tickets, sign into the Customer Hub and click the Tickets tile on the homepage. To manage a client's tickets, log into the Customer Hub, navigate to Manage Clients, and select the clients you want to work with, then navigate to Manage Tickets.

View Ticket Details

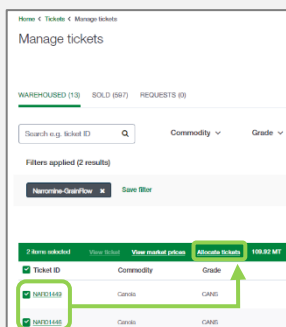1. Select the NGR in the NGR toggle (top right-hand corner of page).

The Tickets Dashboard displays a summary of delivered, warehoused, and sold tickets. Use the Quick Links to navigate to Manage Tickets to view more details.

2. The 'Manage Tickets' details listing has three tabs; Warehoused, Sold and Requests. From here you can:
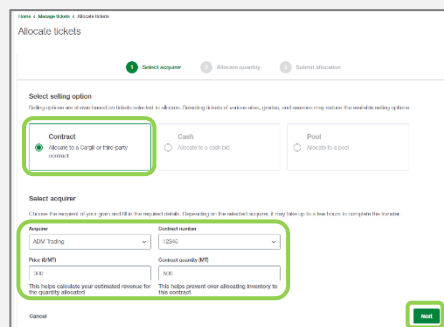
- View, filter, and export live ticket information
- View individual ticket details by clicking the Ticket ID.
- View Market Prices or allocate tickets to contracts.

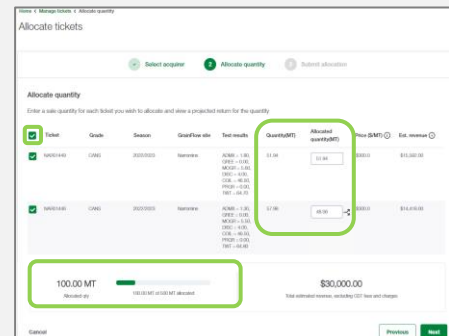Select one or more tickets to view the available functions and a subtotal of the selected tickets.

Allocate tickets to a contract

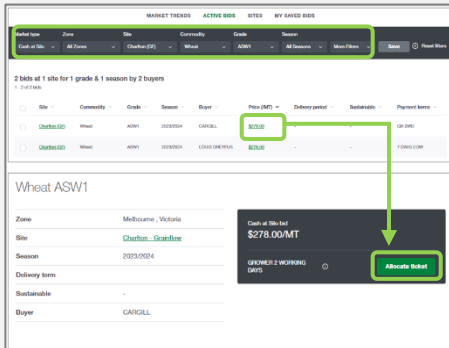1. in the Warehoused tab, select the tickets you want to allocate in the table

Click 'Allocate tickets' in the green activity bar.

2. Complete the form: Select selling option 'Contract'. Select the Acquirer to see your existing matching contracts. Select the contract number (for new non-Cargill contracts, add the contract number. The price and quantity fields are optional). Click 'Next'.

3. Re-select all the tickets by checking the box in the table heading. The ticket quantity is pre-filled. Override this value if you need to split tickets. Track the allocated quantity in the bottom left corner, then click 'Next'.
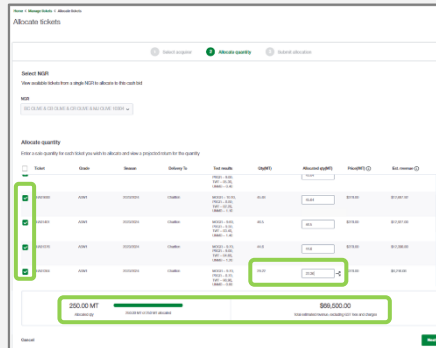
4. Review the details and submit the allocation. The tickets will move to the sold tab.

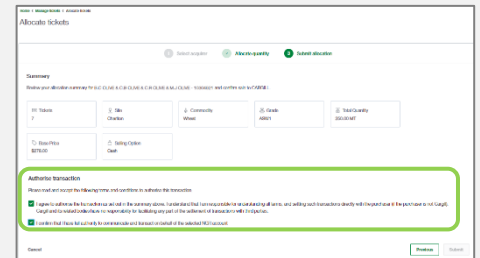## Option 1: Allocate Tickets to Cash from Customer Hub

1. Open Customer Hub Pricing, set the Market Type to Cash at Silo and the other filters as required.

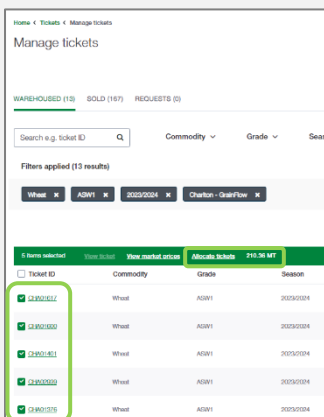2. Click the price hyperlink in the table to view the Bid details. Click 'Allocate Ticket'

3. The matching tickets will be displayed. Select the tickets to allocate (up to 250MT per transaction). Use the totals boxes at the bottom to track the allocated quantity and estimated value. Override a ticket quantity if you need to split a ticket, then click 'Next'.
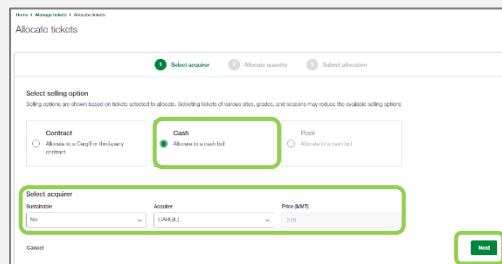
3. Review the allocation details, authorise the transaction by checking the boxed and then click 'submit'. The tickets will move from the warehoused tab to the sold tab and the payment will be generated.

Option 2: Allocate Tickets to Cash from Manage Tickets

1. From the Manage Tickets screen, select the tickets to allocate and click 'Allocate Tickets' in the green activity bar.
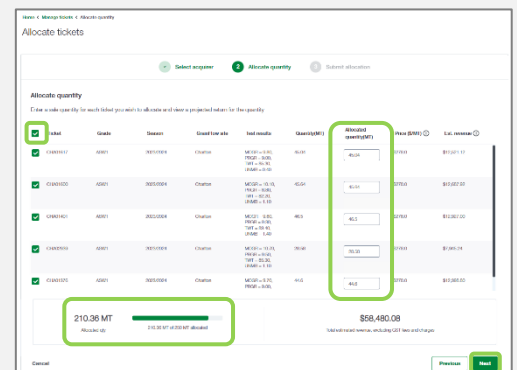
You can also view a sub-total of the selected tickets in the green activity bar.

2. Select the 'Cash' selling option. This option will only be available if there are active published bids matching the selected tickets.

Indicate if the tickets are sustainable and then select an acquirer name. The price will be populated based on the published bid.

Click 'Next'.

3. Select the tickets you want to allocate (use the check box at the top to select all). The quantity will be prefilled, and a sub-total of the allocated quantity can be viewed in the bottom left corner of the page. Override a ticket quantity if you want to split a ticket and then click 'Next'.

4. Review, authorise and submit the request. The tickets will move from the warehoused tab to the sold tab and the payment will be generated.