

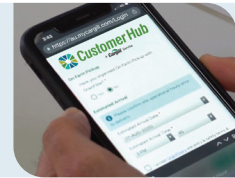


# Customer Hub

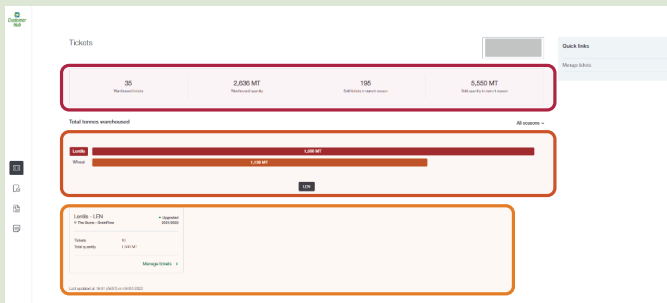
A **Cargill** Service

## Tickets

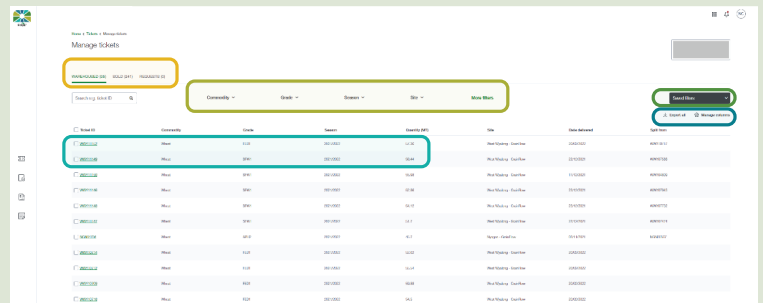
Customer Hub allows you to manage your tickets online. You can view details of your warehoused and sold tickets. You can manage, amend or allocate your ticket to cash, contract or pool.



### How it works



Displays the summary of all your warehoused and sold tickets.



Displays details of each ticket individually and provides options to transfer, amend or allocate.

### What you can do in Tickets window of Customer Hub



View total number of tickets and total quantity for warehoused and sold tickets for current season



Bar chart analysis of total tonnes warehoused by commodity



Displays the summary for each grade grouped by site and season



Filter your ticket details based on their status (warehoused, sold or requested)



Filter your tickets for different commodity, grade, season, etc.



Save the filters applied for future use



Select any individual ticket to view details, allocate, amend or transfer.



Export the list and details of all tickets in an unformatted spreadsheet



Manage how you view the details of the tickets by hiding/adding/shifting columns

### How to access

The Customer Hub portal can be accessed via our [Cargill](https://au.mycargill.com/CustomerHub) website or via the link here: <https://au.mycargill.com/CustomerHub>.



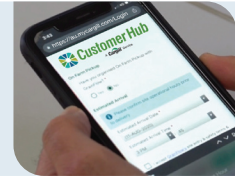
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A **Cargill** Service

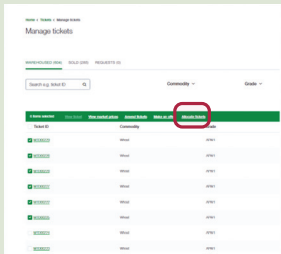
## Allocate Ticket

### Allocate your ticket to Contract, Cash or Pool

This factsheet takes you through the entire process of viewing your ticket to managing it and allocating it to Contract, Cash or Pool.



### 1. Select the ticket(s) you want to allocate



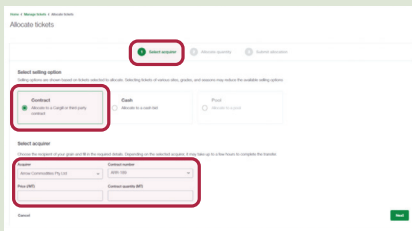
#### Manage Tickets window

1. Navigate to Manage tickets window from the Tickets window of Customer Hub homepage
2. Apply relevant filters to locate your ticket
3. Select the ticket(s) by checking boxes to the left of the ticket
4. Click on 'Allocate Tickets' in the green action bar

### 2. Select Acquirer

You can choose to allocate your ticket to Contract, Cash or Pool.

#### a) Allocate to Contract



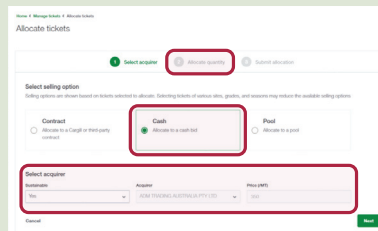
Once you have selected to allocate your ticket to Contract:

1. Choose the acquirer and the Contract Number from the drop down list
2. Manually enter the price (\$/MT) and the contract quantity you want to allocate
3. Click Next

Only Acquirer with published prices matching the tickets will appear. If there are no published prices, the Cash or Pool selling option will be unavailable for selection.

The Price and Quantity will be auto-filled if you allocate your ticket to Cargill. Cargill does not validate or check the accuracy of details entered above if you choose the third-party acquirer.

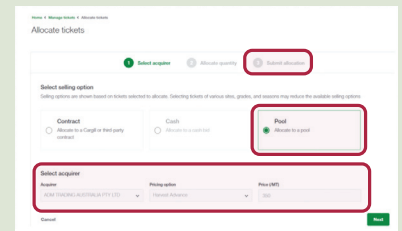
#### b) Allocate to Cash



Once you have selected to allocate your ticket to Cash:

1. Select if the crop is Sustainable
2. Select the acquirer from the dropdown list
3. Click Next

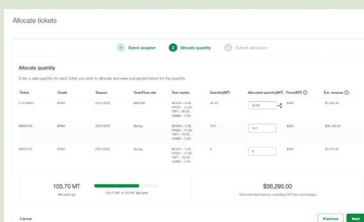
#### c) Allocate to Pool



Once you have selected to allocate your ticket to Pool:

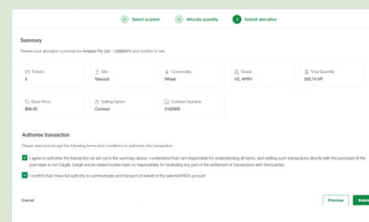
1. Select the acquirer from the dropdown list
2. Click Next

### 3. Allocate quantity



1. Enter the quantity you want to allocate against each ticket
2. The system will indicate if the ticket has been split
3. For Cargill contracts, the system will indicate if the quantity is within contract tolerance
4. View the estimated revenue for the quantity
5. Click next

### 4. Submit allocation



1. Review the allocation summary
2. Authorise the transaction by checking the boxes
3. Click Submit

The tickets will move to the Sold Tab. Tickets allocated to Cargill prices or contracts will generate an invoice.

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