

# **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



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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 Image: Total number of tickets and total quantity for warehoused and sold tickets for current season Image: Total number of tickets and total quantity for warehoused and sold tickets for current season Image: Total number of tickets and total quantity for warehoused and sold tickets for current season Image: Total number of tickets and total quantity for warehoused by commodity Image: Total number of tickets and total quantity for 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)
- **T**, **T**, **T** Filter your tickets for different commodity, grade, season, etc.
- Save the filters applied for future use

How to access

- 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

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



# **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

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#### Manage Tickets window

- 1. Navigate to Manage tickets window from the Tickets window of Customer Hub homepage
- 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

#### Select Acquirer 2.

#### 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

b) Allocate to Cash

Once you have selected to allocate your ticket to Cash:

- 1. Select if the crop is Sustainable
- 2. Sele list
- 3. Clic

5. Click next

for the quantity

#### c) Allocate to Pool

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Selling options are shown based on tickets select	ed to allocate. Selecting tickets of various sites,	grades, and seasons may reduce the available selling	options [
Contract	Cash	Pool	
Allocate to a Caroli or third early		<ul> <li>Alocate to a pool</li> </ul>	
contract			
contract			
contract Select acquirer			_

Once you have selected to allocate your ticket to Pool:

- 1. Select the acquirer from the dropdown list
- 2. 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.

#### 3. Allocate quantity

Rocher Hohets						laberal adjoinations		<ol> <li>Enter the quantity you want to allocate against each ticket</li> <li>The system will indicate if the</li> </ol>
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Cancel							Protect Red	4. View the estimated revenue

# Submit allocation

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#### 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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