

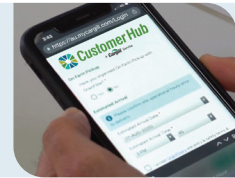


# Customer Hub

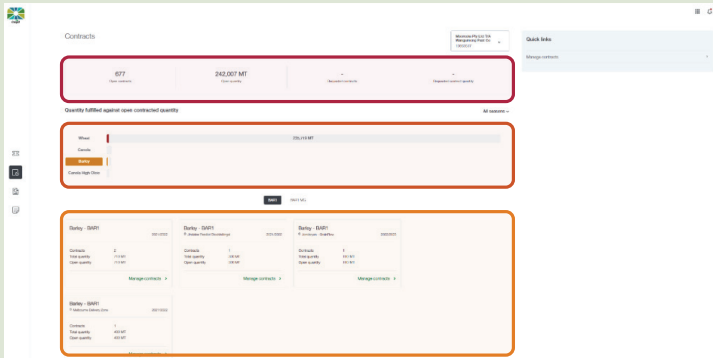
A **Cargill** Service

## Contracts

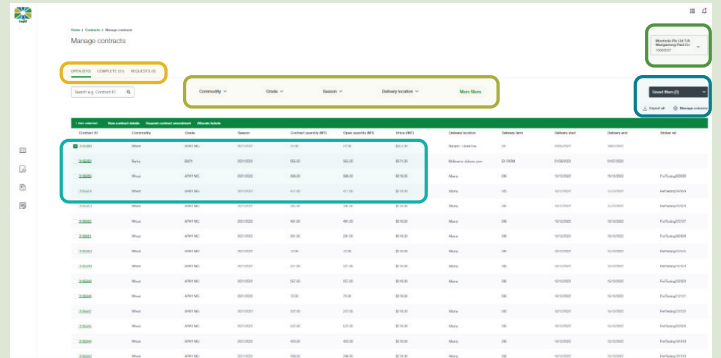
Customer Hub allows you to manage your contracts online. You can view your open, closed and requested contracts. You can manage these contracts to proceed with the sales process.



### How it works



Displays the summary of all your open, closed and requested contracts.

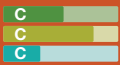


Displays details of each contract individually and provides options to proceed with sales process.

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



Review all your open, closed and requested contracts at a glance



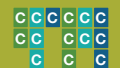
Analyse your contracts for each commodity by quantity fulfilled against open contracted quantity



View your contracts grouped by delivery location and season



Filter your contracts details based on their status (open, closed or requested)



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



Save the filters applied for future use



Select any individual contract to request amendment, view details or allocate tickets



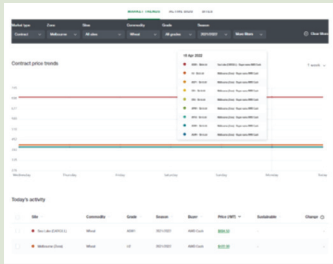
Export the list and details of all contracts in an unformatted spreadsheet



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

# Customer Journey

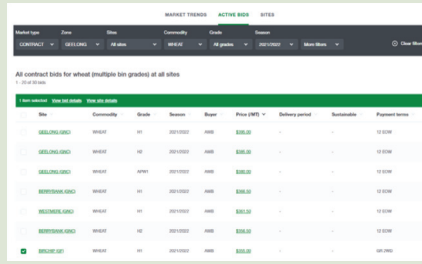
## 1 Select your bid via 1 of 3 ways in Cargill Pricing Hub



### Market Trends

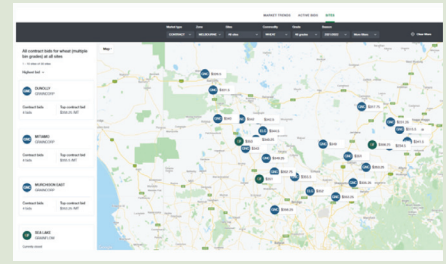
Scroll down to view today's published prices for your chosen commodity and region. Click on the price you wish to transact on.

You can choose to go for multi-grade contract or a Delivered bid contract by selecting appropriate filters in the top bar.



### Active Bids

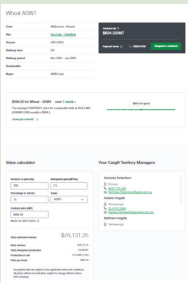
It displays today's published prices and other bid details for your chosen commodity and region. Click on the price you wish to transact on.



### Site details

This window displays map view of all site location with active bids for your filtered settings. Click on the site to view the list of contract bids offered at that site and then select the bid you wish to transact on.

## 2 Finalise your bid

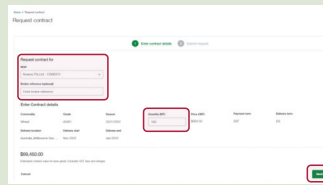


### Bid details

Once you have selected your bid, it will take you to bid details page. Here you can review the finer details of your selected bid and compare your bid to the average of 1 week/1 month/6 months.

You can also use the Value Calculator to estimate the revenue based on your land size and yield. Once you are happy with the price, you can click the green button 'Request to Contract' to proceed.

## 3 Enter Contract details



### Enter Contract details

Now, you will be taken to Customer Hub. You will need to log-in or create a new account as required.

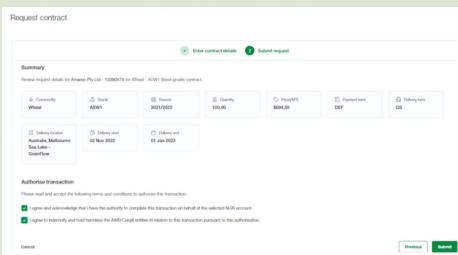
Once you log in, you will need to;

- Select the NGR
- Add broker reference (if applicable)
- Enter the quantity

And click 'Next'.

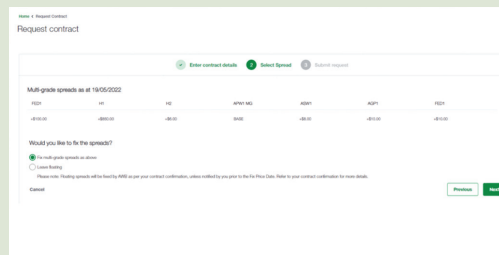
## 4 Review and submit

### A) Standard Contract

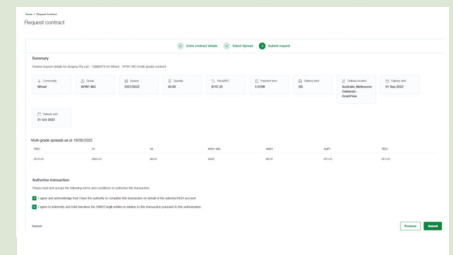


Review the summary of your contract and authorise the transaction by clicking the check boxes and finally submit your request.

### B) Multi-grade Contract

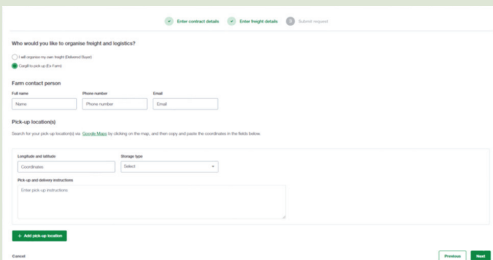


Review the multi-grade spreads and select the option to fix multi-grade spreads or leave them floating. And Click 'Next'.

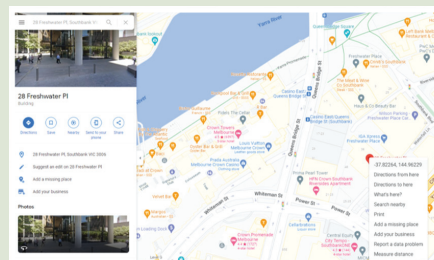


Review the summary of your contract and authorise the transaction by clicking the check boxes and finally submit your request.

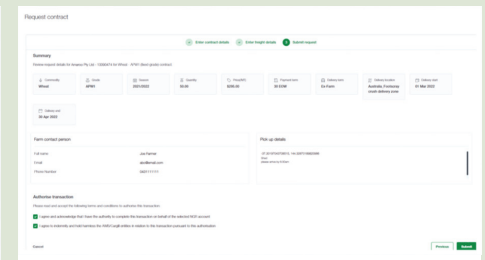
### C) Delivered / Ex-Farm Contract



Select how would you like to organise freight and logistics for your contract. If you chose, Cargill pick up ex-farm, then Enter the details of Farm contact person and pick up location view the multi-grade spreads and select the option to fix multi-grade spreads or leave them floating. And Click 'Next'.



Enter your farm address in the search bar and then right click on the red location marker, you will see the coordinates on the top. Copy and paste them into the form.



Review the summary of your contract and authorise the transaction by clicking the check boxes and finally submit your request.

## 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>.