ADMINISTRATION USER GUIDE

Cargill Customer Hub

Acquirer Administration Users

This guide outlines the processes for Admin Users in the Customer Hub

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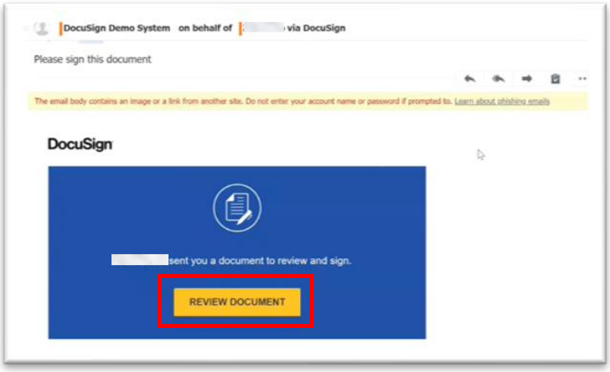
Contents

Account Set Up

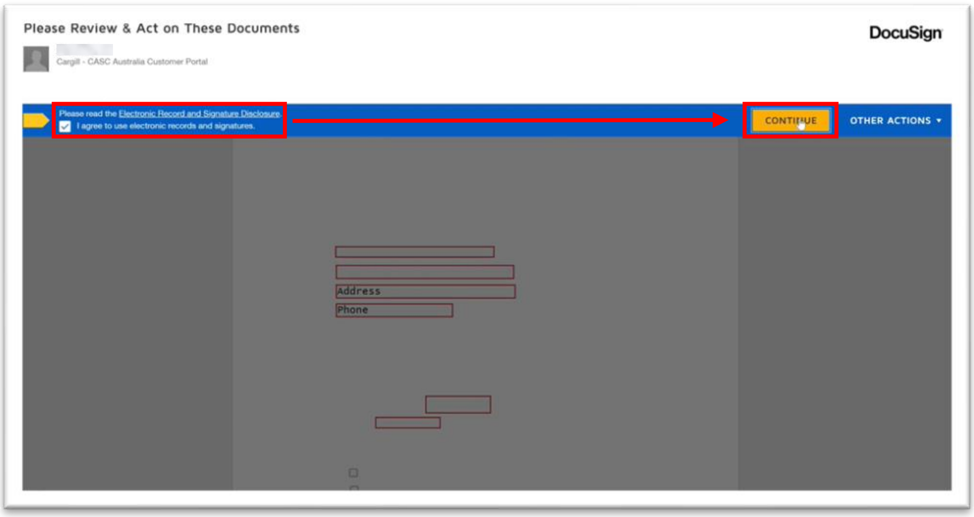
Customer Hub Administrator Authorisation form

This process covers how the Director or Responsible person for an organisation electronically signs the terms and conditions with DocuSign to complete the set-up of their account on the Customer Hub. There are a few steps involved to get your account set up:

1. Cargill staff will set up your organisations parent account. A director / responsible person's name and email address and a list of ABNs are required. The set up will trigger DocuSign to email the terms and conditions to the director / responsible person. The email can take up to 10 minutes to arrive.
2. The Director / responsible person needs to open the email and click the 'Review Document' link:

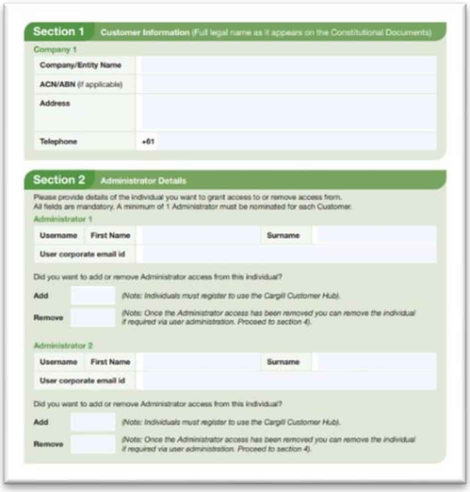


DocuSign will open.
Read the 'Electronic Record and Signature Disclosure' and check the box to confirm you agree, then click the 'Continue' button:



The Cargill Customer Hub Administrator Authorisation Agreement & Acceptance Form will open

Complete the form:



Section 1 Customer Information (Full legal name as it appears on the Constitutional Documents)

Company 1

Company/Entity Name	
ACN/ABN (if applicable)	
Address	
Telephone	+61

Section 2 Administrator Details

Please provide details of the individual you want to grant access to or remove access from.
All fields are mandatory. A minimum of 1 Administrator must be nominated for each Customer.

Administrator 1

Username	First Name		Surname	
User corporate email id				

Did you want to add or remove Administrator access from this individual?

Add (Note: Individuals must register to use the Cargill Customer Hub).

Remove (Note: Once the Administrator access has been removed you can remove the individual if required via user administration. Proceed to section 4).

Administrator 2

Username	First Name		Surname	
User corporate email id				

Did you want to add or remove Administrator access from this individual?

Add (Note: Individuals must register to use the Cargill Customer Hub).

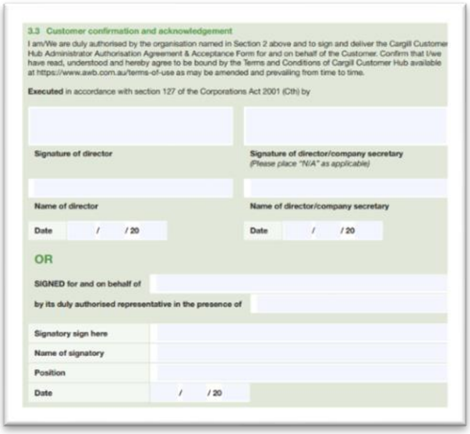
Remove (Note: Once the Administrator access has been removed you can remove the individual if required via user administration. Proceed to section 4).

Section 1: Company Details

- Enter the company name
- ACN/ABN
- Address
- Phone number

Section 2: Administrator Details (x1 minimum)

- Username
- User email address
- Add/Remove (check relevant box)
- Add second Admin if required



3.3 Customer confirmation and acknowledgement

I am/We are duly authorised by the organisation named in Section 2 above and to sign and deliver the Cargill Customer Hub Administrator Authorisation Agreement & Acceptance Form for and on behalf of the Customer. Confirm that I/we have read, understood and hereby agree to be bound by the Terms and Conditions of Cargill Customer Hub available at https://www.awb.com.au/terms-of-use as may be amended and prevailing from time to time.

Executed in accordance with section 127 of the Corporations Act 2001 (Cth) by

Signature of director

Signature of director/company secretary (Please place "N/A" as applicable)

Name of director

Name of director/company secretary

Date / / 20

Date / / 20

OR

SIGNED for and on behalf of

by its duly authorised representative in the presence of

Signatory sign here	
Name of signatory	
Position	
Date	/ / 20

Section 3.3: Confirmation and Acknowledgement

- Enter Director or signatory name
- Position
- The date will be prefilled
- Click the 'sign' icon to add your electronic signature (see below process for more details)

3.3 Customer confirmation and acknowledgement (Continued)

Signature of Witness	
Name of Witness	
Date	/ / 20

Schedule 1

Group Companies or Affiliate Entities may fill in Schedule 1 – in the event all the Group/Affiliate Entities have the same Administrator/s.

(Note: Full legal name as it appears on the Constitutional Documents).

Company 2

Company/Entity Name	
ACN/ABN (if applicable)	
Address	
Telephone	+61

- Add the name of the witness
- The date will be prefilled
- Click the 'sign' icon to add the electronic signature (see below process for more details)
- Add the details for any additional ACN/ABNs required in schedule 1

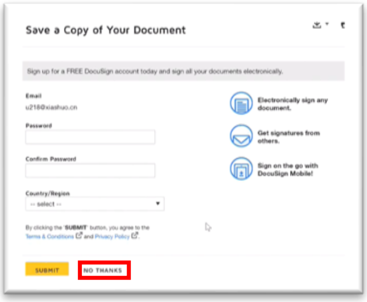
Adding an electronic signature with DocuSign

The system will display a pop-up box to create or upload your signature.

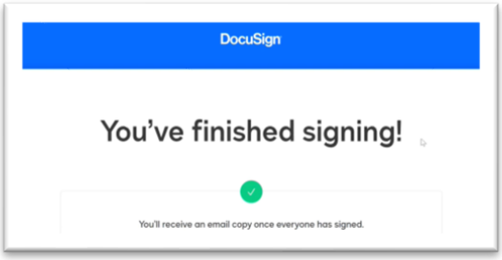
Enter your full name and your initials and then either create an electronic signature in the draw tab or upload in the upload tab if you already have one created.

Select your signature in the 'Select style' tab and then click 'Adopt and sign'

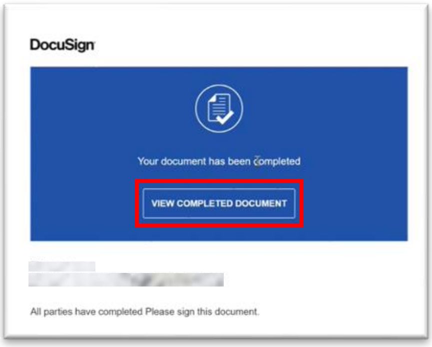
The form will highlight if you have missed any required information. Once the form is complete, scroll down and click the ‘Finish’ button at the bottom of the form.
You will see a pop-up box offering you to save a copy of your document and to sign up for a DocuSign account:



Click ‘No thanks’ (unless you want an account, this is not required for the Customer Hub).



DocuSign will send an email with the signed document attached for your records and a link to view the document online:

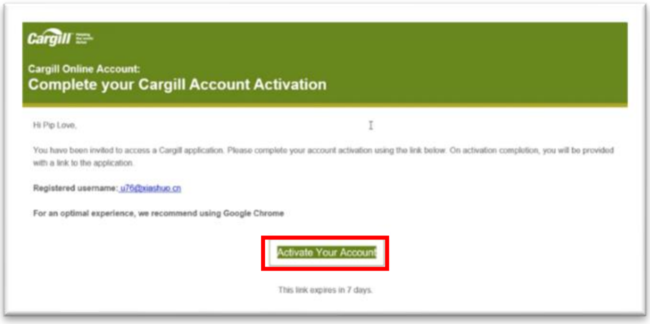


Cargill/AWB will use the information from the signed form to complete your Customer Hub account set up and will create your organisations Admin user/s.

The nominated Admin user/s will receive an email to complete their account set up.

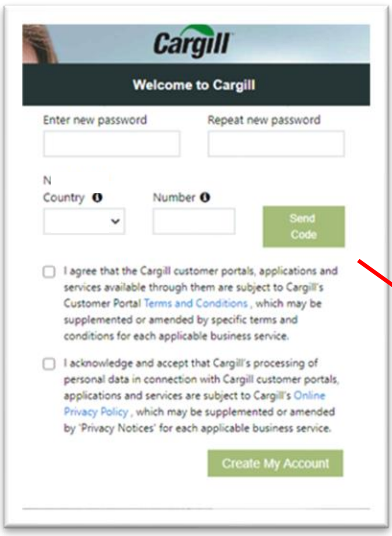
Activating and registering user accounts

This process covers how to activate and register a Cargill Customer Hub account for admin and other organisational users. An account must be activated and registered to access and use the Customer Hub. Cargill will set up the first Admin User for an organisation, then that Admin User will set up all other organisational users. Once an account has been set-up in the Customer Hub, the system will send an invitation to registered email address to access the application and complete the account activation:



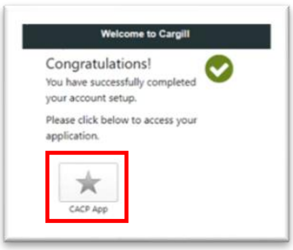
Click the 'Activate your account' link in the email.

The user registration form will be displayed:



- Set a password
- Add your mobile phone no.
    - Select the Country first to format correctly
    - Enter the mobile no. and click 'Send code'
    - Enter the verification code and click 'verify'

Read and acknowledge the terms and conditions by checking the boxes and click 'Create my Account' – the system will display confirmation your account has been successfully activated. Click the CACP App link to launch the Customer Application:



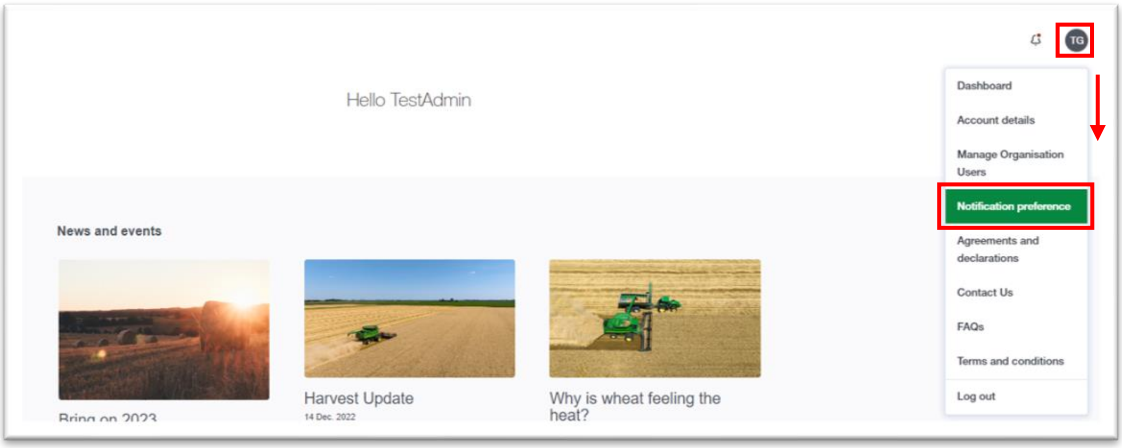
Managing Notification Preferences

This guide covers how to locate, review, and update your communication notification preferences in the Customer Hub. It is important to review these settings when you set up your Customer Hub account to ensure you are getting notified for the things you want to hear about and in the format you prefer. It is also useful to turn off any notifications that you do not require so you are only getting notified for what you need.

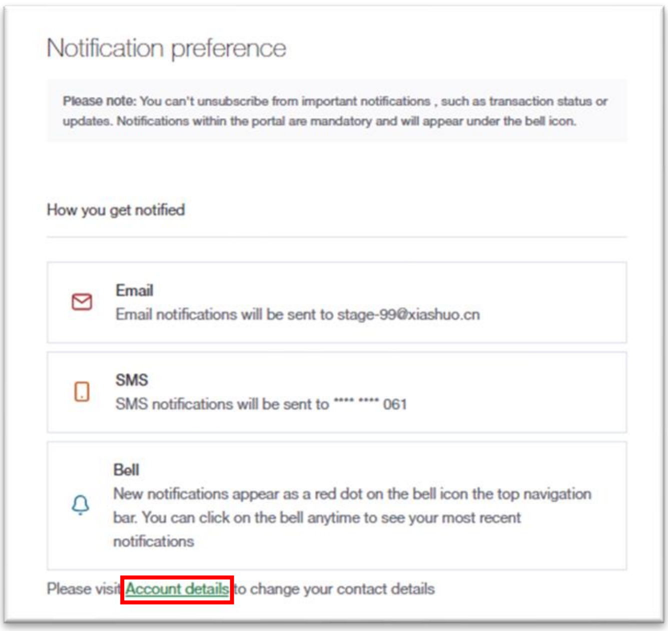
How to locate and set your preferences:

From the main dashboard of the Customer Hub, navigate to the Notification preferences by clicking your initials in the top right corner and selecting 'Notification preferences' from the dropdown list.

The system will display the pop-up box form:



The Notification Preference form will be displayed:



The top section shows the different ways you can be notified:

- Email
- SMS
- In-hub notification bell

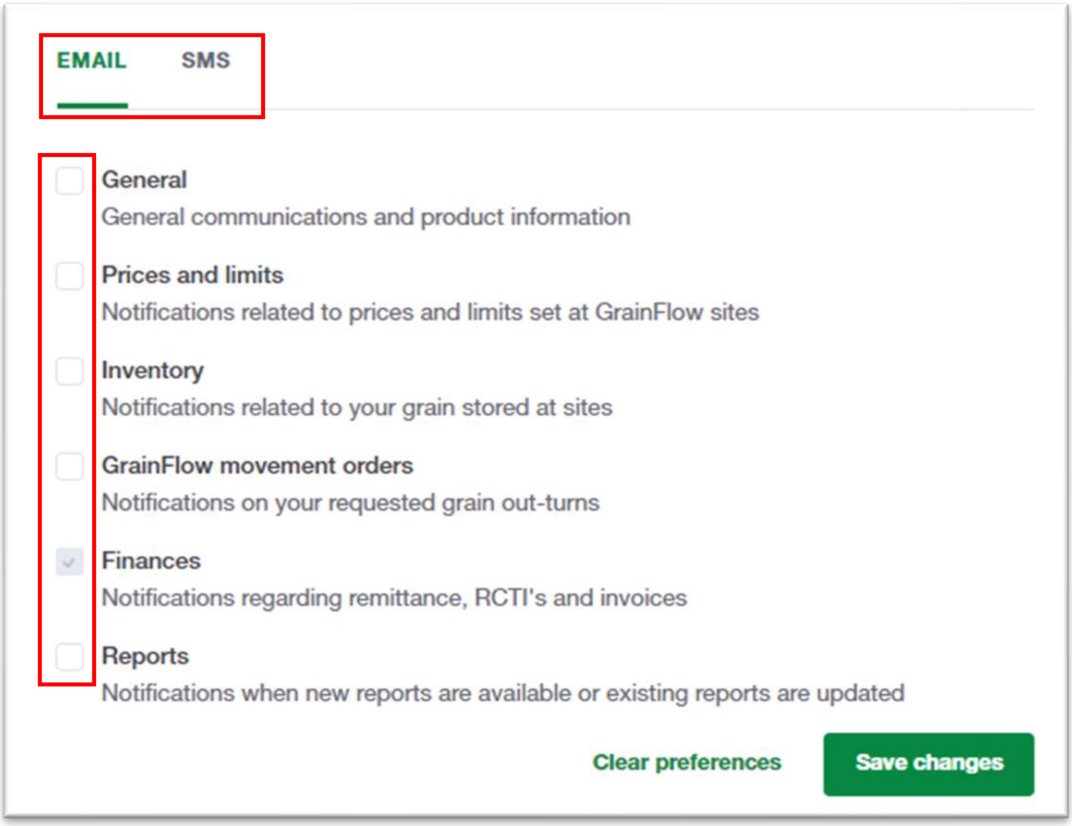
If need to update your contact details, use the 'Account details" hyperlink to navigate to your account details page.

You can specify which notifications you receive by email and SMS.

You will receive a bell notification within the Customer Hub for all updates.

How to manage your Email and SMS notifications

The different types of information you can be notified for is displayed under the Email and SMS tabs at the bottom of the form.



Go through each option in both the email and SMS tabs and check or uncheck the boxes to indicate if you want to receive that notification or not.

For example, if you want to receive an SMS for Contract movement orders information but not an email, check the box next to Contract movement orders in the SMS tab, but leave this clear in the email tab.

You cannot opt out of receiving an email notification for finances; however, you can opt into receiving these by SMS as well if required.

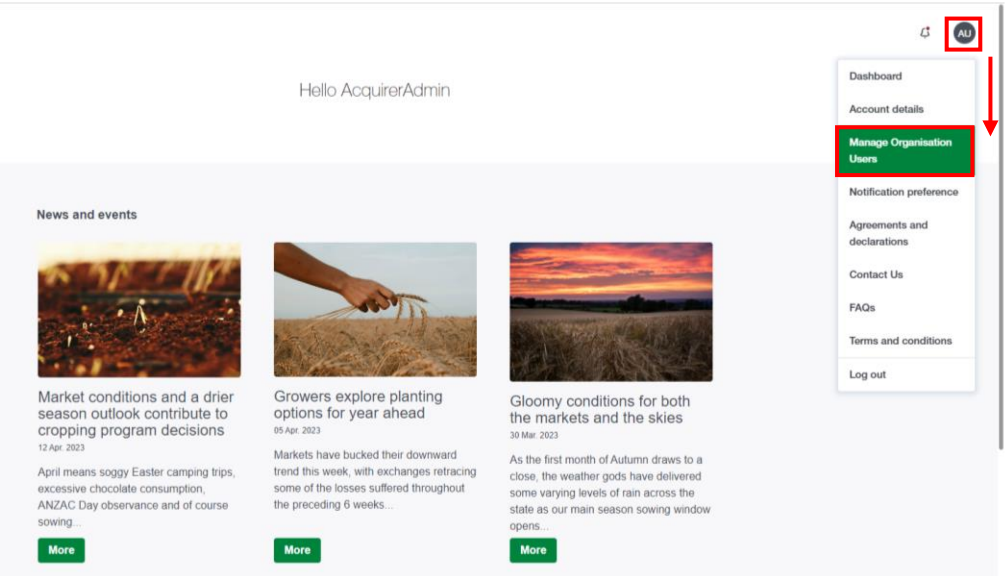
Once you have gone through each option in both tabs and are happy with your selection, click ‘Save’.

You can return to this form at any time to review and update your preferences should you change your mind about how you would like to be notified in future.

User Management

Creating user accounts

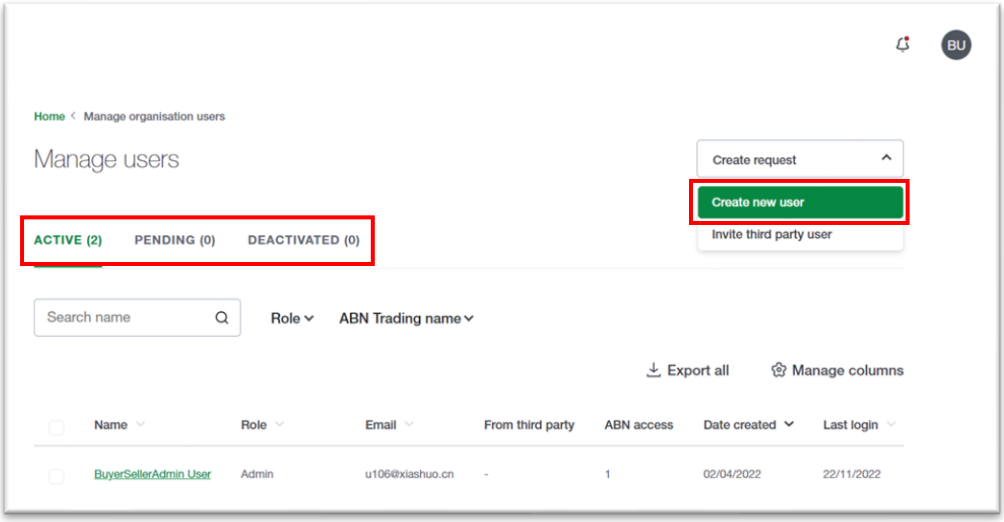
This process covers how an organisations' admin user creates other users for their account in the Customer Hub. The parent group admin user needs to set up and manage the other users for their organisation. After logging into the Customer Hub, the admin user should navigate to the button with their initials in the top right corner and select 'Manage Organisation Users' from the drop-down list:



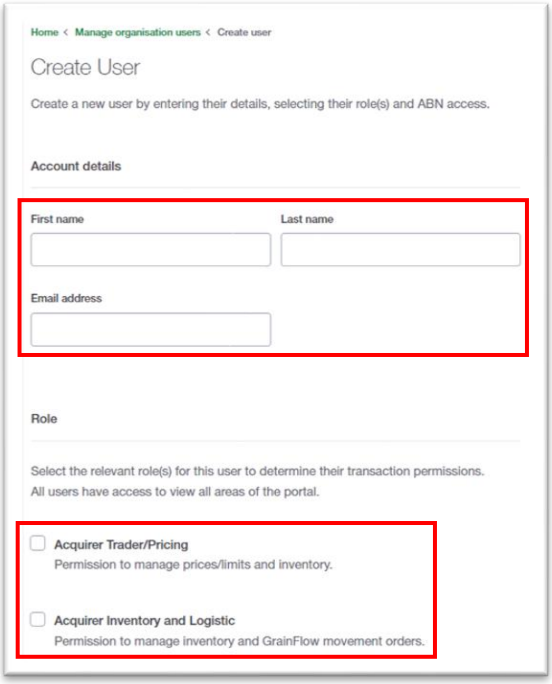
The 'Manage Users' listing screen will be displayed. All the information on this screen is specific for admin users parent group. There are three account status tabs available that contain the user information:

1. Active – user authorised accounts that have been setup by admin
2. Pending – user accounts set up, user needs to authorise and register
3. Deactivated – user accounts that have been deactivated by admin user or Cargill staff

Admin users can see the status of all user accounts within each tab and can have a maximum of 10 active users at any given time. To create a new user, click the green 'Create new user' button:



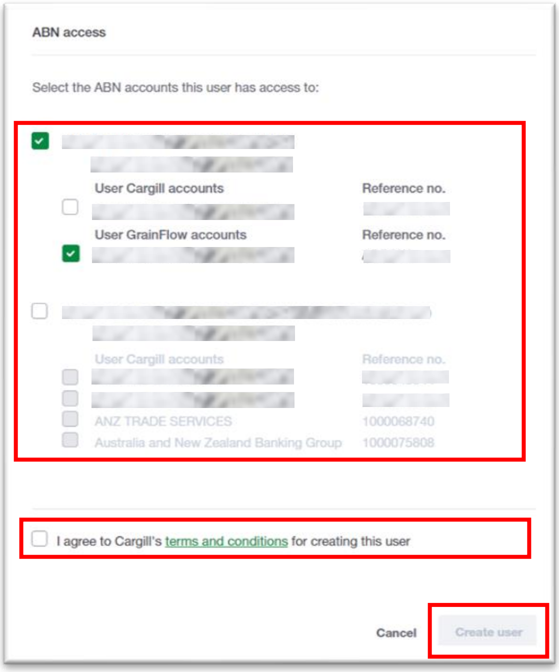
The system will display the 'Create User' form:



1. Enter the users name and email address

2. Select the users role type
   (it can be both if required)

Acquirer Roles:
Trader/Pricing:
Permission to manage prices/limits and Inventory
Inventory and Logistics:
Permission to manage Inventory and Grainflow movement orders



3. Select the ABN's the user will have access to

4. Read Cargills terms and conditions and check the box to confirm you agree.

5. Click the 'Create User' button

The system will confirm the user has been created:

The new user will receive an email invitation to activate their account and access the Customer Hub. Their details will show under the pending tab of the Manage users listing screen.

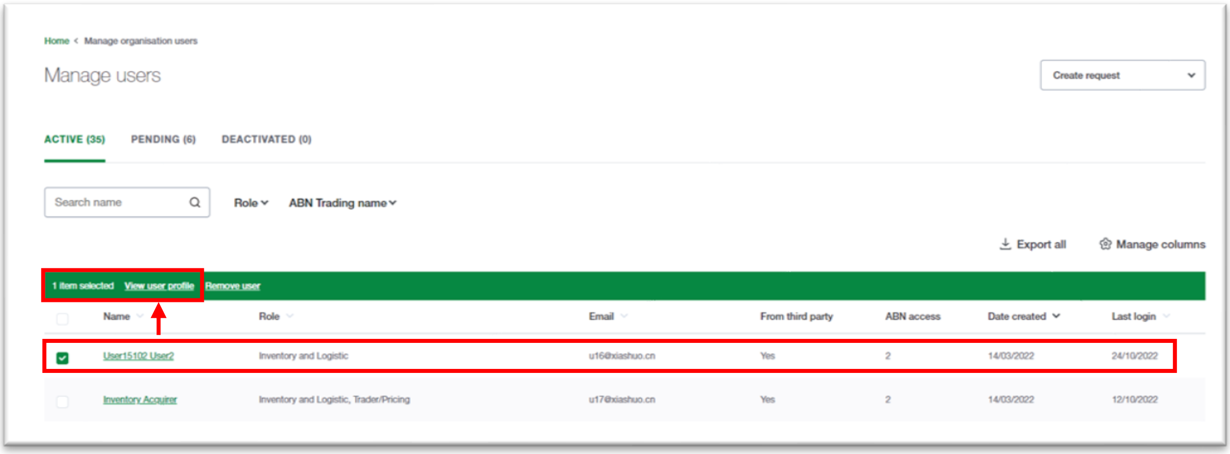
Once a user has activated their account by registering their details, they will move from the pending tab to the Active tab.

Managing User Accounts

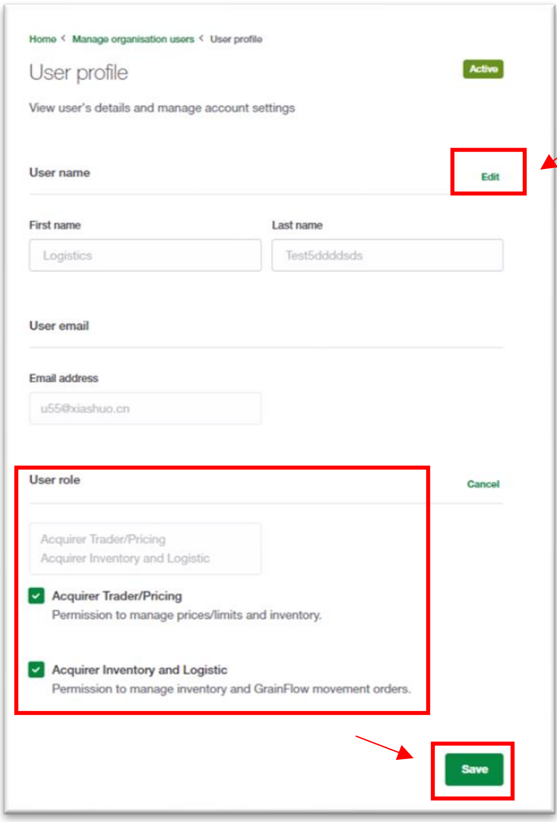
Modifying user accounts

This process covers how Admin users can modify existing user accounts for their organisation. If an organisation users' name, role type or ABN access needs to be modified, admin users can do this by navigating to the Manage Users listing screen by Selecting "Manage Organisation users' in the Account Menu.

Locate and select the user you want to modify, and then either click on 'View user profile' in the green action bar or simply click on the users name directly:



The user's profile will be displayed. Details that can be modified will have an edit button next to the section of the profile. Click the required edit button to expand the section and make the necessary adjustments and click the 'Save' button:



Click an edit button to expand the form

Make the necessary adjustments, for example, to provide the user with access to both roles, check both boxes in this section

Click 'Save'

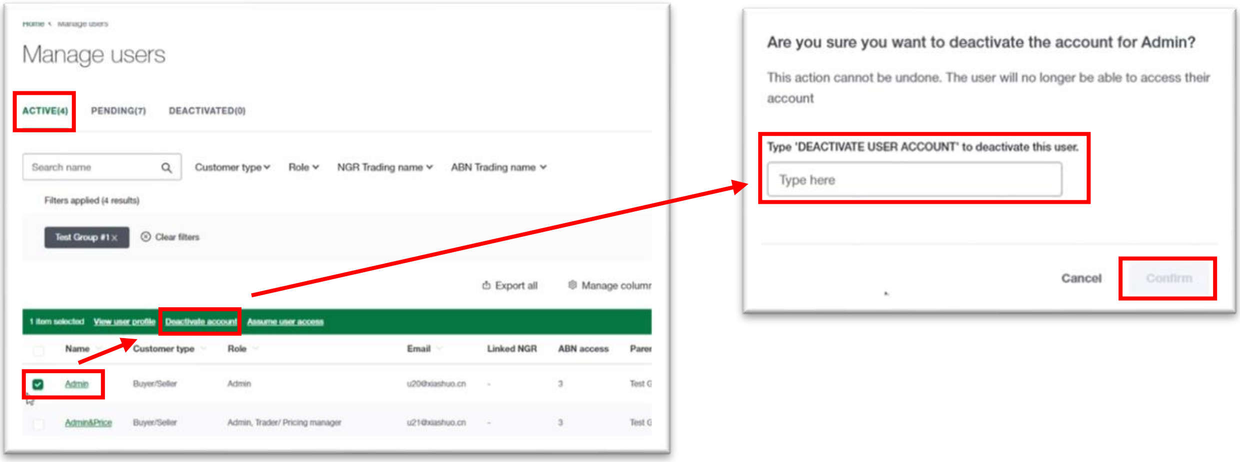
Deactivating user accounts

This process covers how to deactivate a user account for an organisation in the Customer Hub. An organisation can only have a maximum of ten active user accounts. Admin users will receive a yearly notification from the Customer Hub reminding them to review their organisations user access.

If a user needs to be deactivated, navigate the 'Manage users' listing screen by clicking on the 'Manage users' tile on the Customer Hub home page.

Check the box to the left of the user you want to deactivate and select 'Deactivate account' from the green action bar

The system will display a pop-up box asking you to confirm you want to deactivate the user account:



Type DEACTIVATE USER ACCOUNT in the pop-up box and click confirm. It needs to be in Capital letters, do not include the hyphens.

The system will display confirmation at the top of screen:

The users will move from the 'Active' tab to the 'Deactivated' tab.

Cargill staff have access to deactivate user accounts; this access is only to be used in instances where Cargill is no longer trading with the organisation.

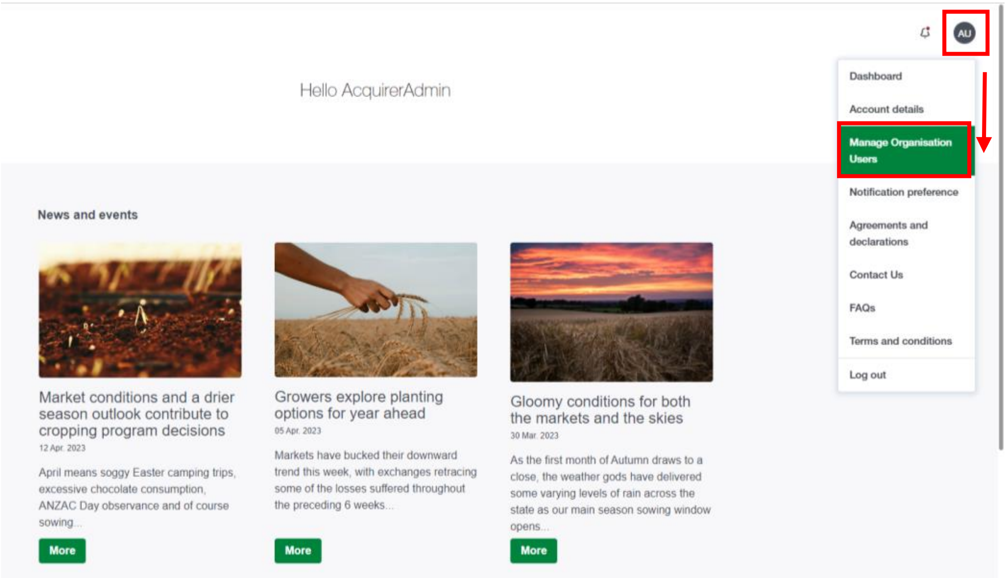
Cargill staff cannot reactivate user accounts on behalf of organisations, it must be done by the organisation admin user.

Reactivating user accounts

The process shows how an admin user for an organisation can reactivate user accounts in the Customer Hub. User accounts can be deactivated by admin if an employee leaves the organisation or no longer requires access to the Customer Hub. They will also become deactivated if an organisation requests Cargill to change their organisation type from Acquirer to Buyer/Seller or from Buyer/Seller to Acquirer.

When the organisation type is changed, the roles associated with the previous type are no longer available and any user account with these roles assigned will become deactivated.

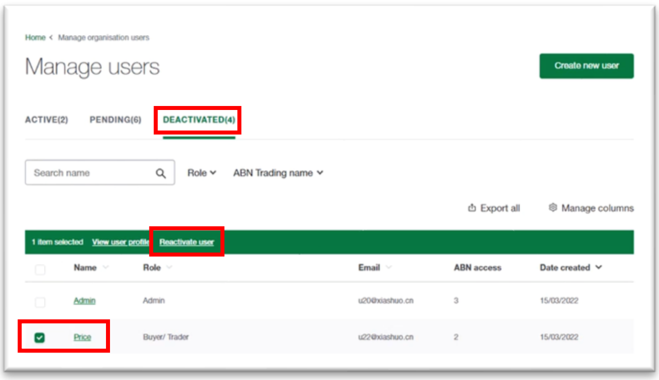
To reactivate a user account, sign into the Customer Hub and select 'Manage organisational users' from the dropdown menu by clicking on your initials:

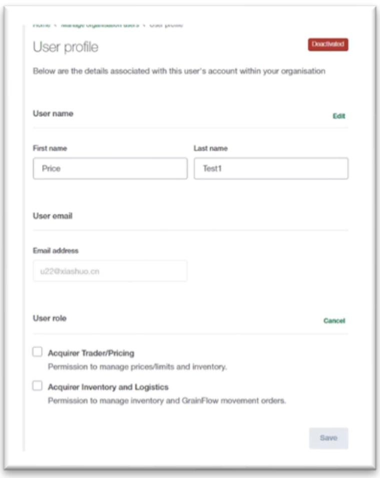


The 'Manage users' listing screen will be displayed.

Open the 'Deactivated' tab and check the box next to the user you want to reactivate.

Select 'Reactivate user' from the green action bar. The 'User profile' page will open:



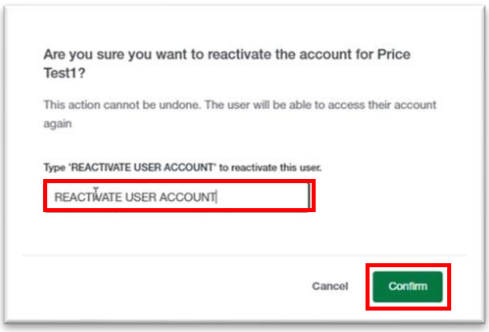


If the user became deactivated due to an organisation type change, the ‘Reactivate user’ button will not be active until a new ‘User role’ has been assigned.

Select the appropriate ‘User role’ and click the ‘Save’ button.

Scroll to the bottom of the page and click the ‘Reactivate User’ button.

A pop-up box will appear requesting you to confirm you want to reactivate the user.



Type ‘REACTIVATE USER ACCOUNT’ in the pop up box

Press ‘Confirm’

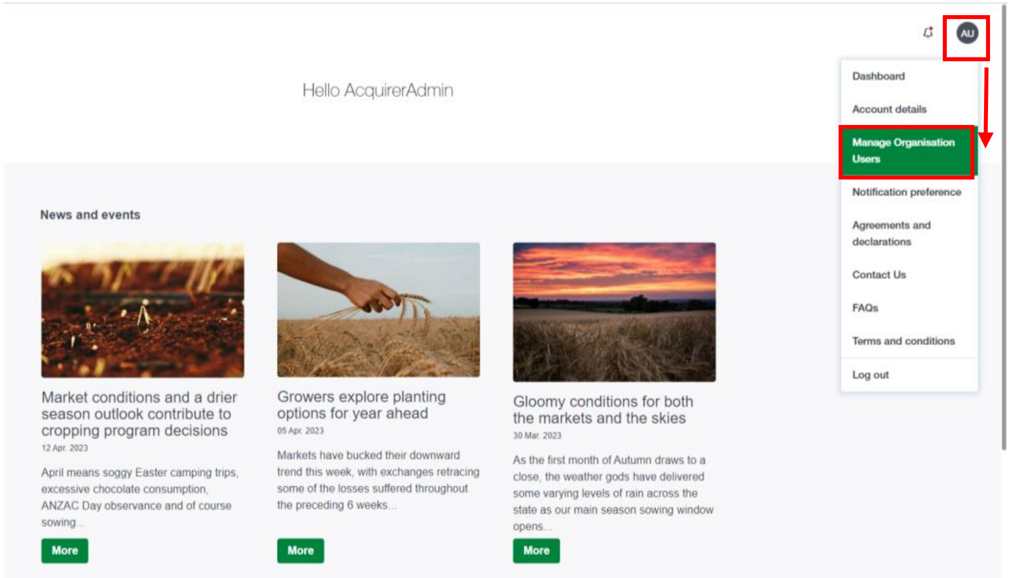
The system will confirm the user has been reactivated:

Reactivated users will be moved from the ‘Deactived’ tab in the ‘Manage users’ listing screen to the ‘Active’ tab.

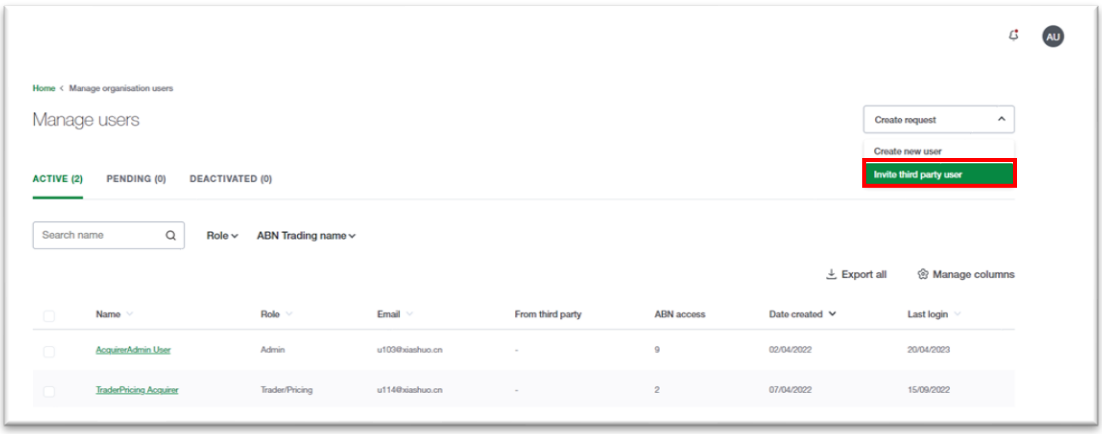
Assigning Access to Third Party Users

Admin users can assign access their organisations ABNs and Trading accounts to third party users the have an account set up in the Customer Hub.

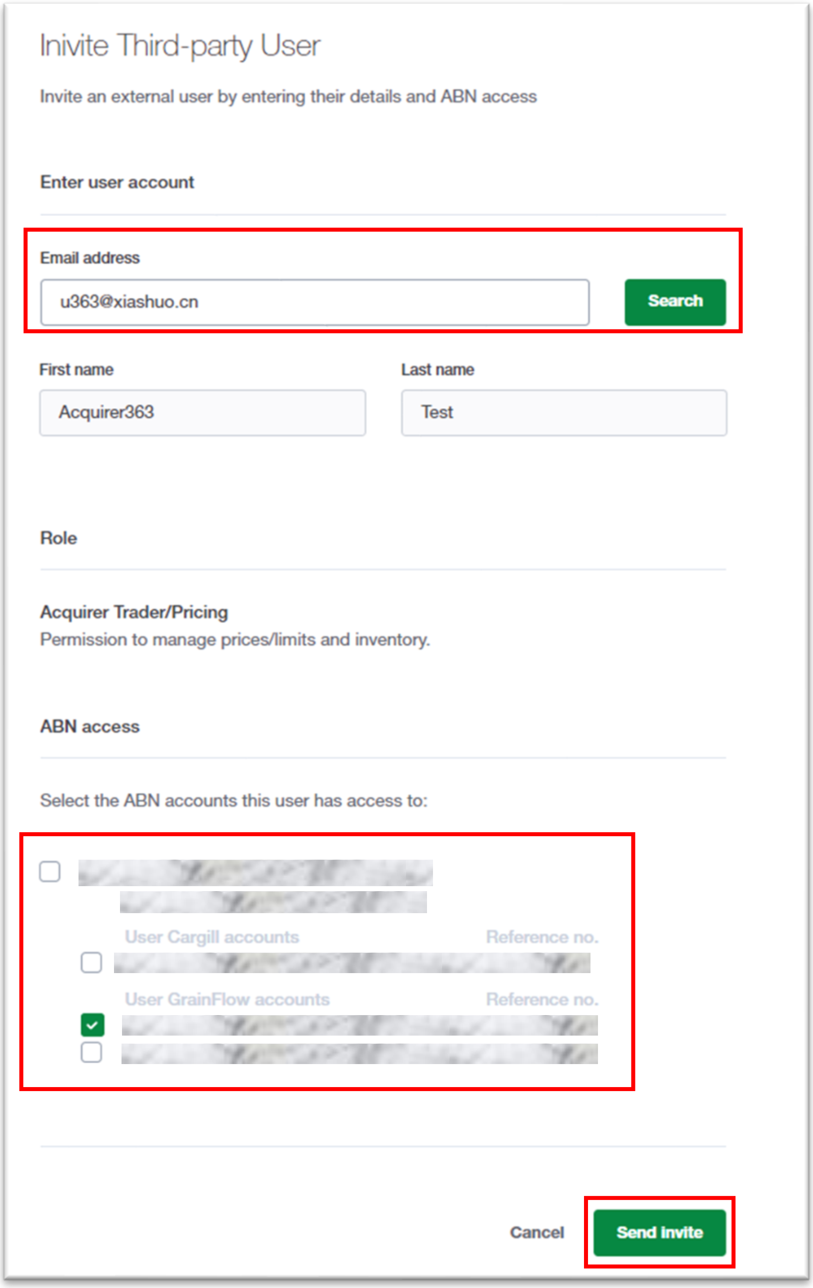
To assign access to a third-party user, navigate to the Manage Users listing screen by selecting 'Manage Organisation users' in your account menu:



The manage users listing screen will be displayed, click on the 'Create Request' drop-down list, and select 'Invite third party user':



The invite third party user form will be displayed:



Enter the users email address and click 'Search'

The users name and role type assigned in the Customer Hub by their organisation will be populated

Assign the access you wish to provide to the user by checking the box next the required accounts

Click 'Send invite'

The user will receive a system generated email invitation.

Help and Support

If you require assistance with any features of the Customer Hub, there are several options available.

FAQs

Review our frequently asked questions to resolve your query.

Access the Customer Hub FAQs in your account menu by clicking your initials in the top right-hand corner of the screen and selecting ‘FAQs’

Contact Us

Access the Customer Hub Contact Us form in your account menu by clicking your initials in the top right-hand corner of the screen and selecting ‘Contact us form’

Complete and submit the form and one of our friendly staff will respond