



A **Cargill** Service



INVENTORY AND LOGISTICS USER GUIDE

Cargill Customer Hub

[Acquirer Inventory and Logistics Users](#)

This guide outlines the processes for Inventory and Logistics users in the Customer Hub

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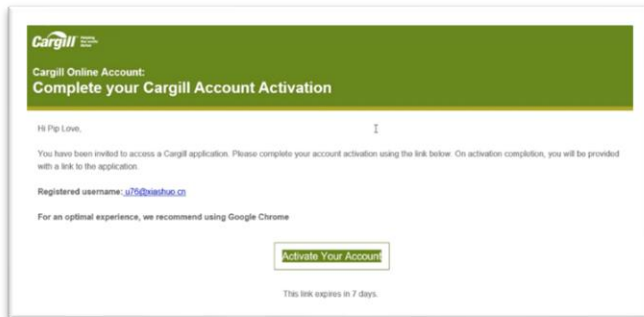
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Account Set up and Management

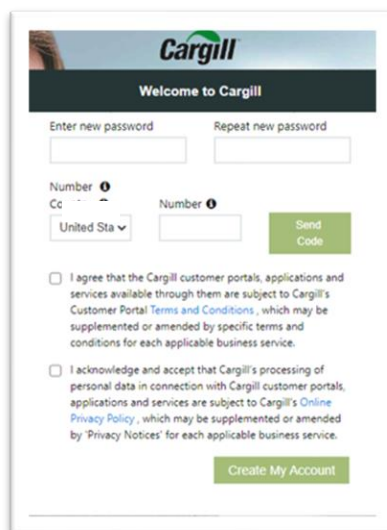
Activating and registering user accounts

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.

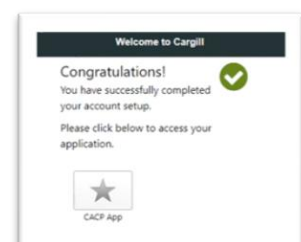
The user registration form will be displayed:



- 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:



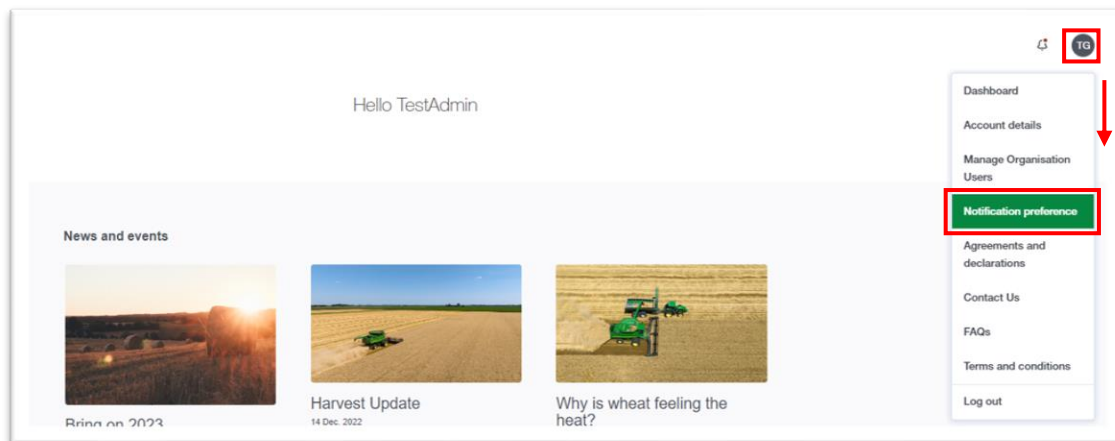
Managing Notification Preferences

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:

Notification preference

Please note: You can't unsubscribe from important notifications, such as transaction status or updates. Notifications within the portal are mandatory and will appear under the bell icon.

How you get notified

Email
Email notifications will be sent to stage-99@xiashuo.cn

SMS
SMS notifications will be sent to **** * 061

Bell
New notifications appear as a red dot on the bell icon the top navigation bar. You can click on the bell anytime to see your most recent notifications

Please visit [Account details](#) to change your contact details

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

- Email
- SMS
- In-hub notification bell

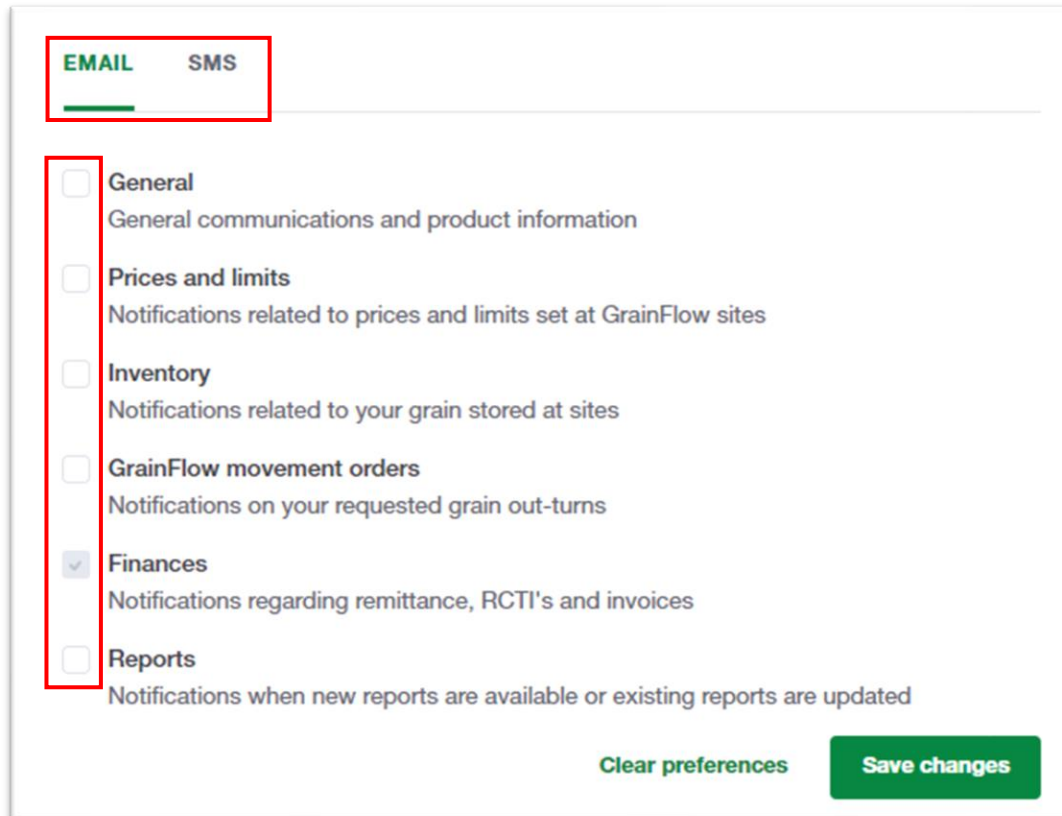
If need to update your contact details, use the 'Account details' hyperlink to navigate to your account details page.

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.



The screenshot shows a notification preferences form with two tabs: 'EMAIL' (selected) and 'SMS'. Below the tabs is a list of notification categories, each with a checkbox and a description:

- General**
General communications and product information
- Prices and limits**
Notifications related to prices and limits set at GrainFlow sites
- Inventory**
Notifications related to your grain stored at sites
- GrainFlow movement orders**
Notifications on your requested grain out-turns
- Finances**
Notifications regarding remittance, RCTI's and invoices
- Reports**
Notifications when new reports are available or existing reports are updated

At the bottom right of the form are two buttons: 'Clear preferences' and 'Save changes'.

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'.

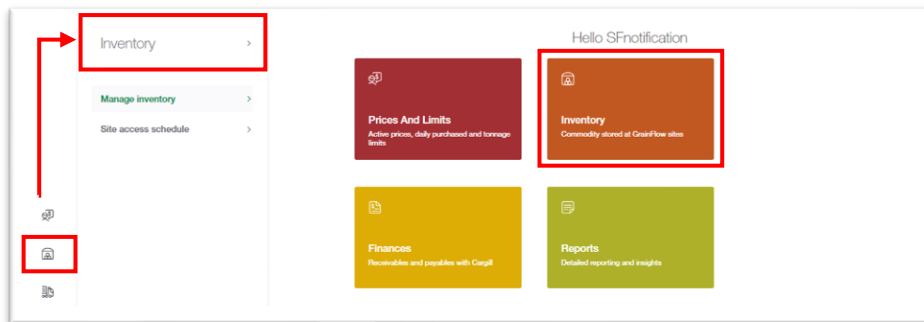
You can return to this form at any time to review and update your preferences should you change your mind about how you would like to be notified in future.

Inventory

You can use the Inventory functionality of the Customer Hub to view and manage your entitlements held at GrainFlow storage sites.

Dashboard Overview

To navigate to the Inventory dashboard simply click the Inventory tile on the homepage of the Customer Hub or click the Inventory icon and select 'Inventory' from the left side panel from any screen within the Customer Hub:



The Inventory dashboard will be displayed.

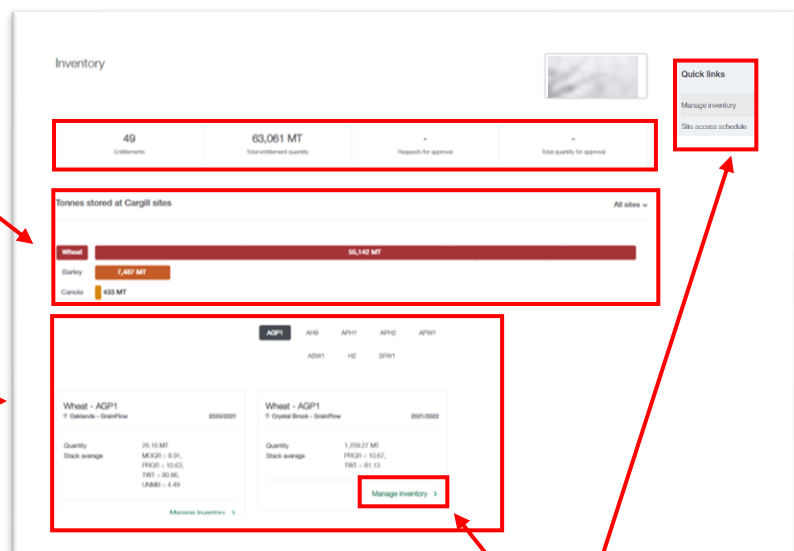
On this page you can see an overview of your entitlements warehoused in GrainFlow sites. The totals at the top summarise the number of entitlements held, the total entitlement quantity in metric tonnes, and the total number and quantity of Inventory requests for approval. Click on any of the totals in the top section to see the details in the listing screen filtered for your selection.

Use the graph to view summaries your entitlements by commodity.

Clicking the different commodity names will update grades for each commodity in the cards below

Use the cards at the bottom to see individual grade summaries.

These are grouped by site and season. Select which grade to view by clicking the grade names



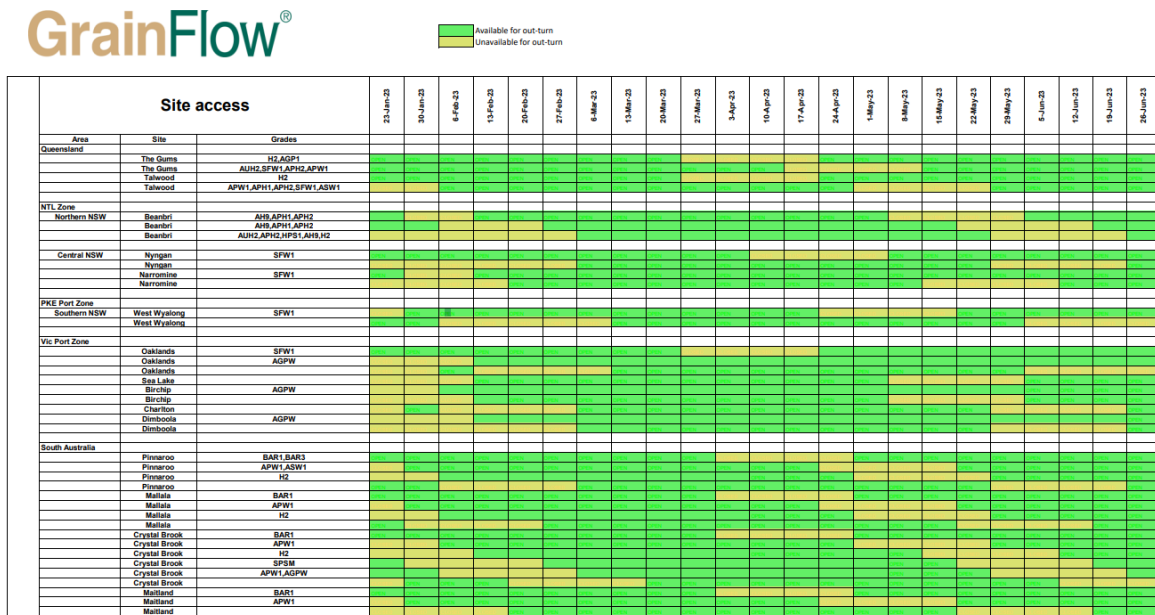
Click 'Manage Inventory' on one of the grade cards or in the quick links menu in the top right to navigate to the Manage Inventory detailed listing screen to see the individual entitlement details.

Or click Site Access schedule to see GrainFlow site and grade outturn availability by day.

GrainFlow Site Access Schedule

The GrainFlow site access schedule can be used to view the GrainFlow site and grade outturn availability by day. To access the GrainFlow site access schedule, use the quick links in the top right-hand corner on the Inventory Dashboard or hover your mouse over the Inventory icon in the left side panel and select 'Site access schedule':

The GrainFlow site access schedule will be displayed as a PDF in a new tab:



The image shows a preview of the GrainFlow Site Access Schedule. It features the GrainFlow logo at the top left and a legend at the top right indicating that green cells represent 'Available for out-turn' and yellow cells represent 'Unavailable for out-turn'. The main part of the image is a large table with columns for dates from 23-Jun-23 to 26-Jun-23 and rows for various sites across different regions like Queensland, NTL Zone, Northern NSW, Central NSW, Pike Port Zone, Vic Port Zone, and South Australia. Each cell in the table is colored green or yellow to show the availability status for that specific site and date.

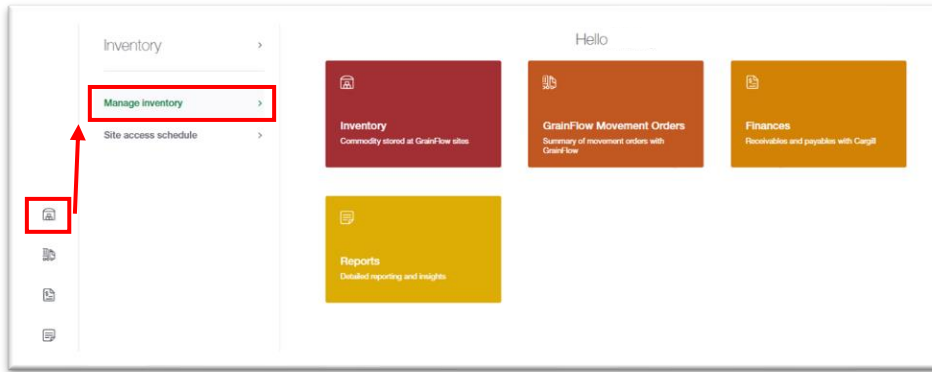
Manage Inventory

Use the Manage Inventory functionality to view and manage your entitlements held at GrainFlow sites. The screen contains two tabs:

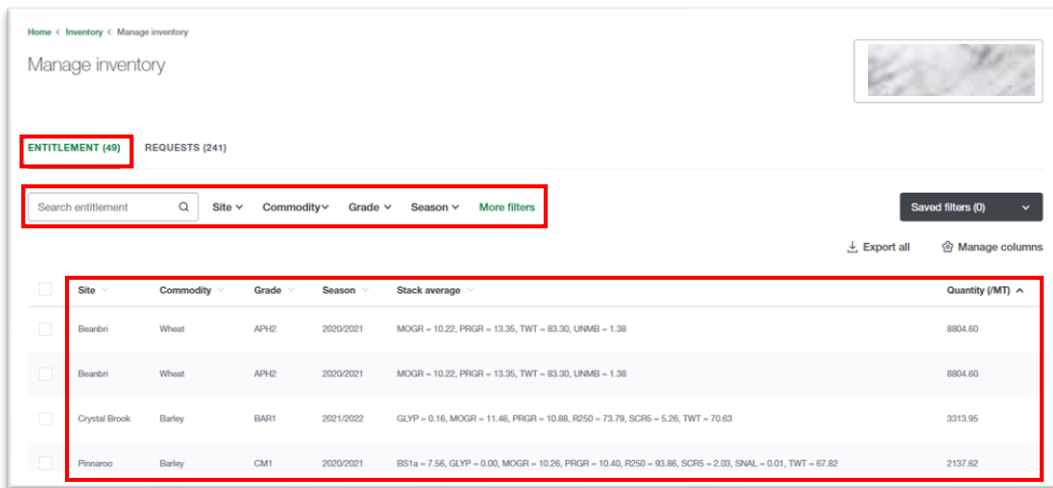
- Entitlements: View entitlements, request title transfers and request GrainFlow road outturns
- Requests: Track and manage submitted and received inventory requests

Entitlements

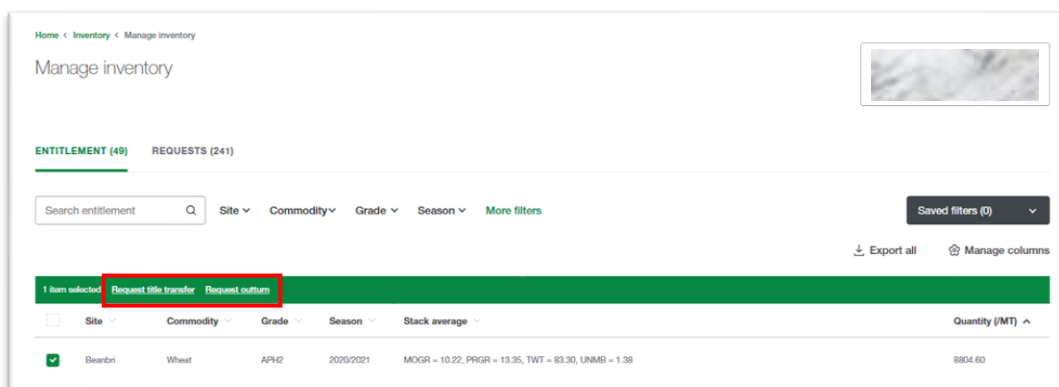
To navigate to the Inventory Management section of the Customer Hub, hover your mouse over the inventory icon in the left side panel and select 'Inventory Management' from the pop-out list:



The 'Manage inventory' listing screen will be displayed on the 'Entitlement' tab. The listing screen will display the details for all current entitlements for the selected account. Use the search bar or filters to refine the list of entitlements displayed:



From here, you can choose to request a title transfer or Request a GrainFlow road outturn by checking the box next to an entitlement and selecting an option from the green action bar:



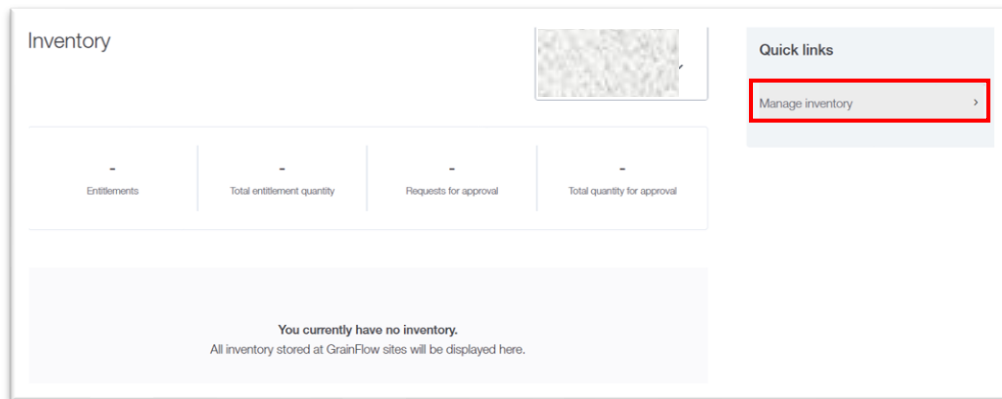
Or you can navigate to the requests tab to check all pending requests for your account.

Title Transfers

Requesting Title Transfers

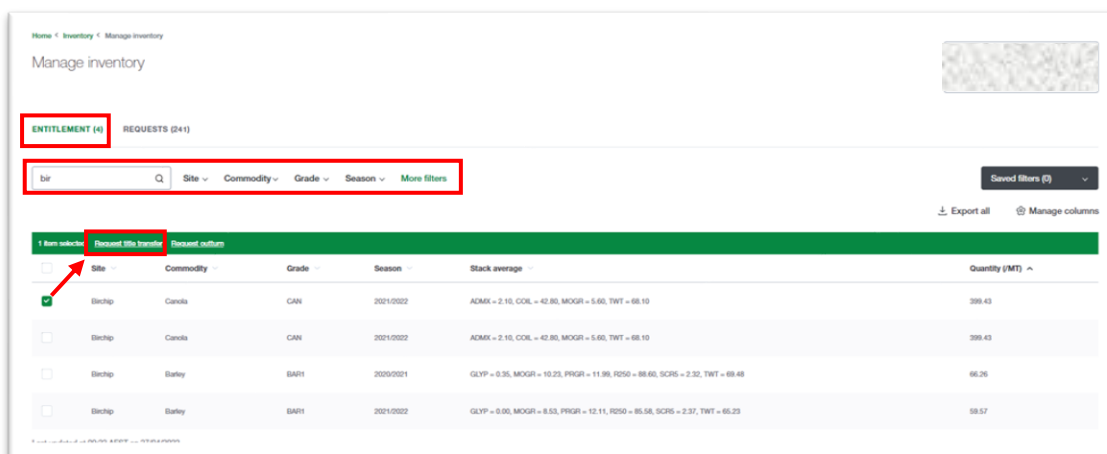
This process covers how to submit a title transfer request in the Customer Hub. You can use the Customer Hub to submit a title transfer request to other acquirers that have signed up to the Customer Hub and have a storage and handling agreement for the season of the entitlement you wish to transfer.

Log in to the Customer Hub and select the 'Inventory' tile on the home page, the Inventory dashboard will be displayed. Click 'Manage Inventory' in the quick links menu:



The 'Manage inventory' listing screen will be displayed. Check you have the entitlement tab open and then use the search bar or filters to locate the entitlement you wish to submit a title transfer request for.

Check the box to the left of the entitlement and select 'Request title transfer' from the green action bar:



The 'Title transfer' form will open on step 1: 'Enter transfer details'

Select the acquirer from the list, add your reference number and enter the Transfer quantity (/mt)

Click 'Next':

Home > Inventory > Manage inventory > Title transfer request

Title transfer

1 Enter transfer details 2 Submit details

Select acquirer
 Choose the recipient of your grain

Acquirer
 AWB CASH

Please note only Acquirers who have signed the storage and handling agreement for the selected harvest seasons will be listed

Seller reference number
 ABC123

Transfer quantity
 Enter transfer quantity from each entitlement

Site	Commodity	Grade	Season	Stack average	Available qty (MT)	Transfer qty (MT)
Birchip	Canada	CAN	2021/2022	ADMX = 2.10, COIL = 42.80, MOGR = 5.60, TWT = 68.10	399.43	100

Total transfer quantity 100 MT

Cancel Next

Step 2 of the form 'Submit details' will be displayed. Check the details are correct, add any required comments and click 'Submit transfer' to complete the process:

Home > Inventory > Manage inventory > Title transfer request

Title transfer

1 Enter transfer details 2 Submit details

Summary
 Review and submit transfer quantity entered from ADM Trading Aust.Pty Ltd - 92126806979 to AWB CASH - 42004684173

Site	Commodity	Grade	Season	Stack average	Available qty (MT)	Transfer qty (MT)
Birchip	Canada	CAN	2021/2022	ADMX = 2.10, COIL = 42.80, MOGR = 5.60, TWT = 68.10	399.43	100

Total transfer quantity 100 MT

PM Insert comments

Cancel Previous Submit transfer

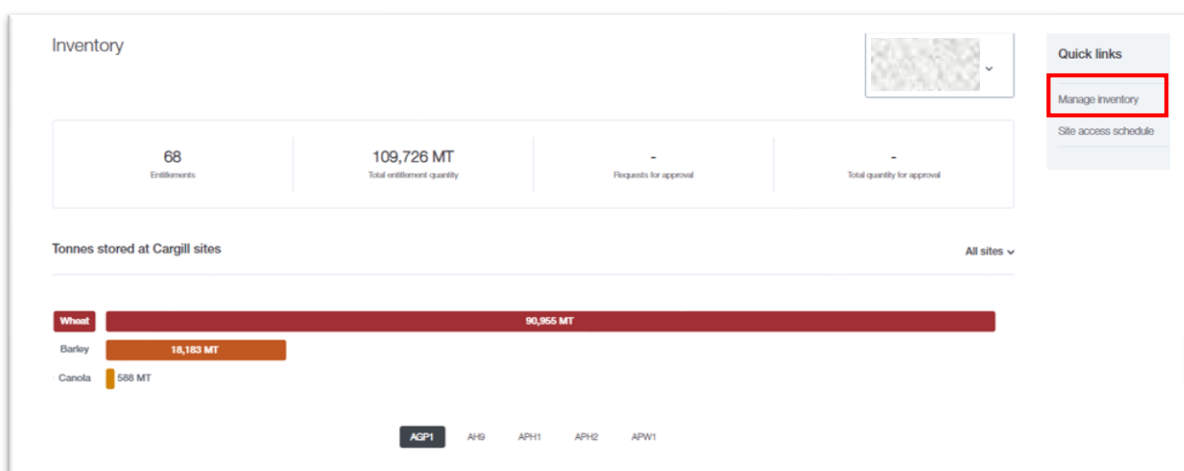
The system will send the Buyer Acquirer a notification that a new title transfer request has been submitted. The Buyer Acquirer will need to review and approve the title transfer request to complete the transaction, update the inventory and initiate and financial documents required.

Managing Title Transfer Requests

This process covers how to approve or reject a title transfer request in the Customer Hub. When a Seller Acquirer submits a title transfer request, the buyer acquirer will receive a notification from the Customer Hub that a request has been submitted. You will need to review and approve or reject the request to complete the Title Transfer.

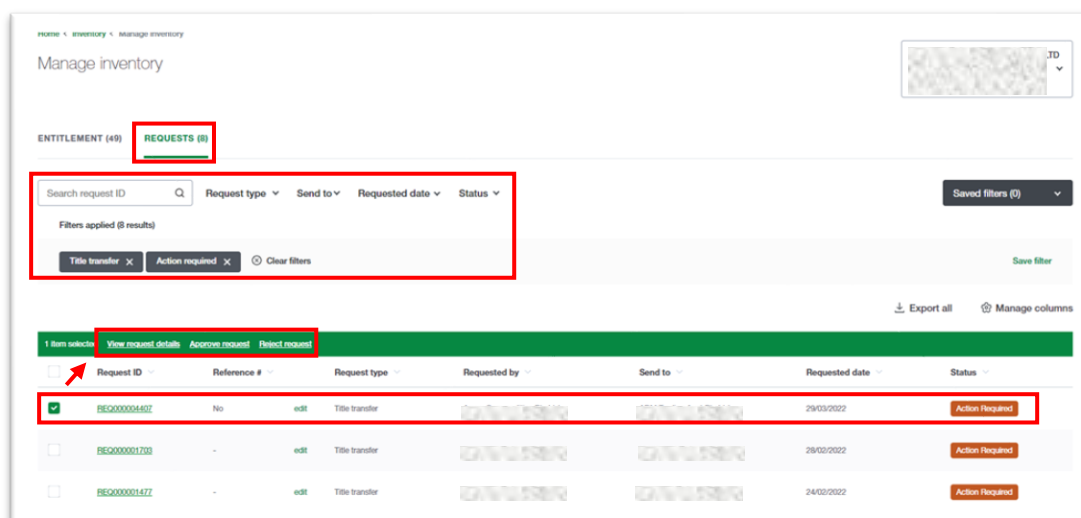
Manage Title Transfer requests by logging in to the Customer Hub and clicking on the notification bell to be taken directly to the Title Transfer request or you can manually navigate to the request as follows:

Select the 'Inventory' tile on the home page, the Inventory dashboard will be displayed. Click 'Manage Inventory' in the quick links menu:

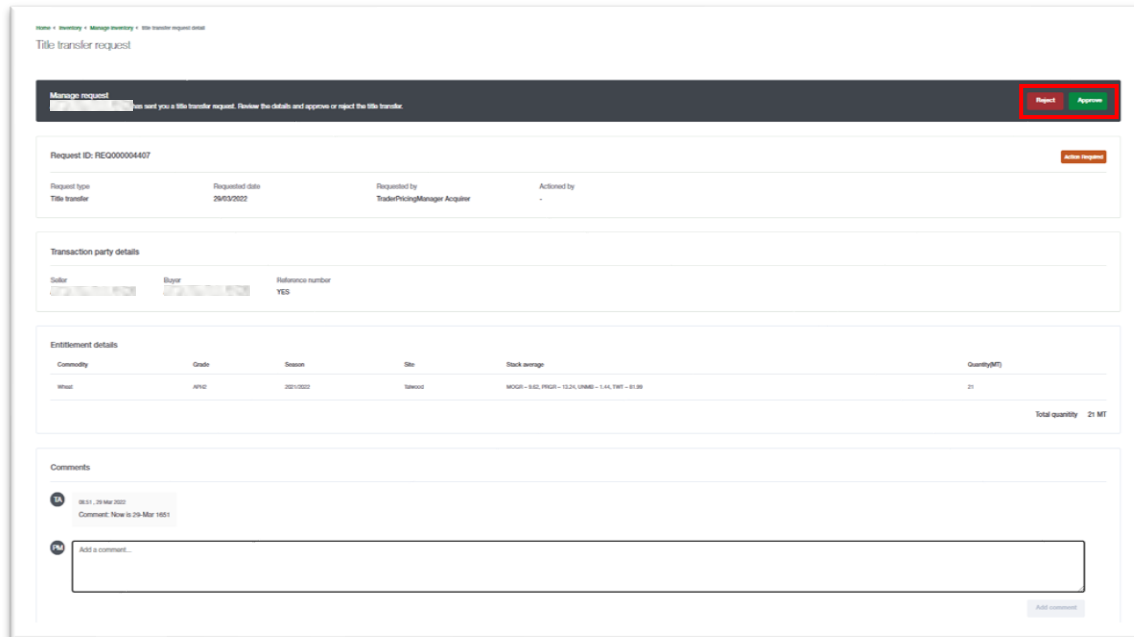


The 'Manage inventory' listing screen will be displayed. Check you have the 'Requests' tab open and then use the filters to select 'Title Transfer' and 'action required' for the status to locate the request you are looking for.

Check the box to the left of the request and select approve or reject from the green action bar. You can also select 'view request details' if you want more information about the request:



If you select to 'view request details', from here you can also approve or reject the request with the buttons at the top of the screen:



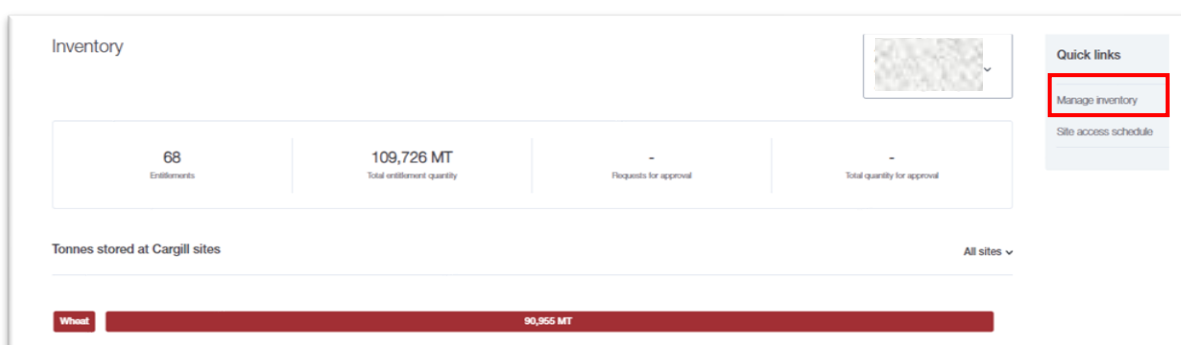
If the request is approved, the entitlement will be updated, invoices generated, and a notification sent to the Seller acquirer that the request has been approved.

If the request is rejected, there are no updates to entitlement, no invoices generated, and a notification sent to the Seller acquirer that the request has been rejected.

Withdrawing Title Transfer Requests

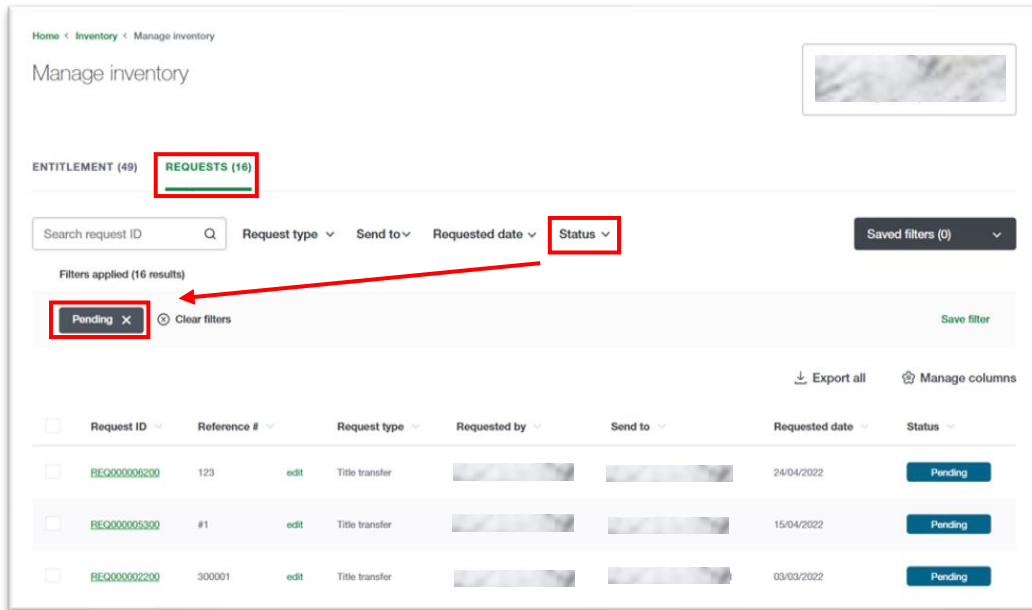
This process guide covers how to withdraw Title Transfer requests made in the Customer Hub. Once a request for Title Transfer has been submitted, it will appear in the 'Requests' tab of the 'Manage Inventory' screen in pending status. It will remain in pending status until it has been approved, rejected or it expires. While it is in pending status, you can choose to withdraw the request if required.

To withdraw request, select the 'Inventory' tile on the home page. The 'Inventory' dashboard will open, select 'Manage inventory' from the quick links:

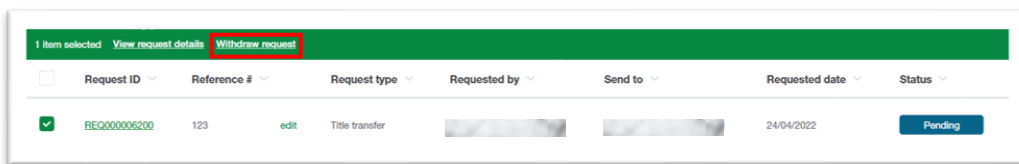


The 'Manage inventory' listing screen will open.

Click on the 'Requests' tab and set the 'Status' filter to 'pending' to refine the list displayed:

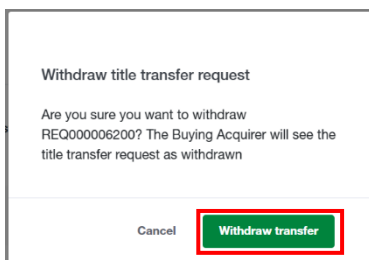


Locate the request you wish to withdraw from the list, check the box next to it and select 'Withdraw request' from the green action bar:



The system will display a pop-up box asking you to confirm you want to withdraw the request.

Click 'Withdraw request' to confirm the action:

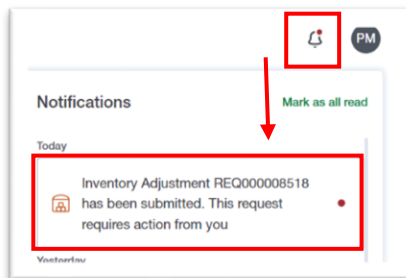


The Buyer acquirer will receive a notification the request has been withdrawn and the request status will change from pending to withdrawn.

Stock Adjustments

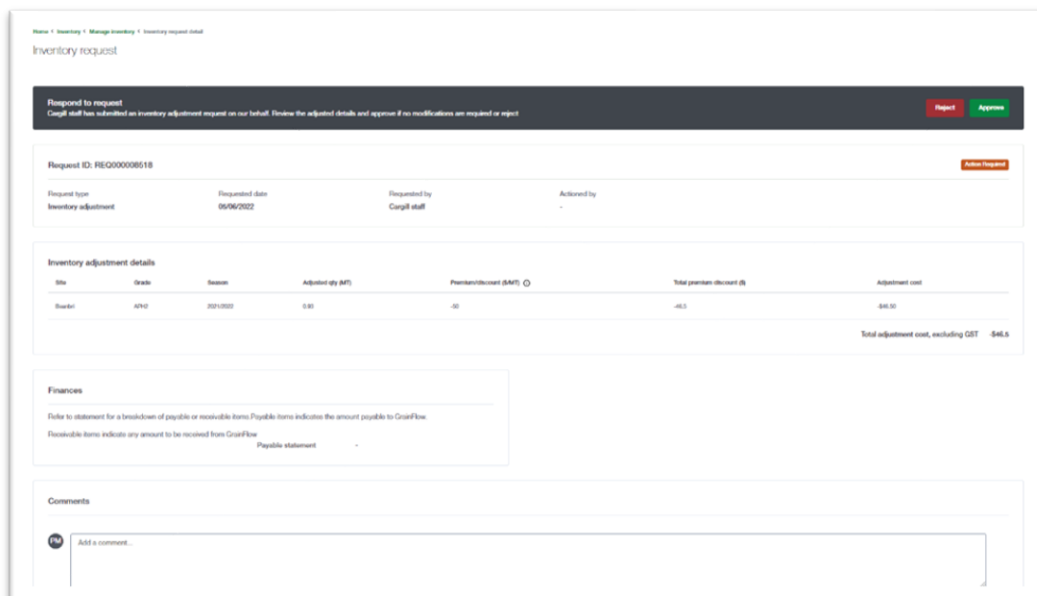
This process guide covers how to review stock adjustment requests received from GrainFlow in the Customer Hub. When GrainFlow submits a stock adjustment request for either a stock swap or a write on/write off you will receive a notification in the Customer Hub (and depending on your notification preference settings by email and/or SMS).

To review the request in the Customer Hub, click on the notification bell in the top right corner to open the list (New notifications will have a red dot next to them):

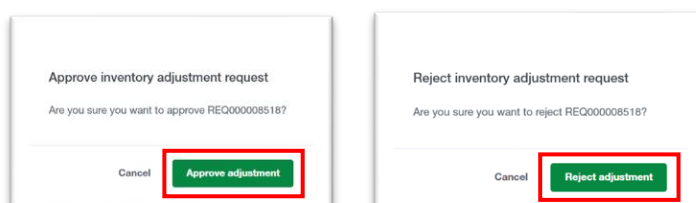


Click the Inventory adjustment notification in the list and Inventory request details will open.

Review the request details and approve or reject the request by selecting an option in the black bar at the top of the page:



The system will ask you to confirm your action in a pop-up box:



Approved adjustments will be processed, inventory will be updated, and financial documents generated and available in the Customer Hub Finances.

Rejecting an adjustment request completes the process. No changes will be made to inventory and no financial documents will be generated.

GrainFlow Movement Orders

Use the GrainFlow movement orders functionality to request road outturns and movement orders from GrainFlow sites online. To access, click the GrainFlow Movement orders tile on the home page of the Customer Hub.

Dashboard Overview

The GrainFlow movement orders dashboard provides an overview of your movement orders.

The summary section displays the total number of approved movement orders, total open quantity, total number of order requests and the total requested quantity:

The information displayed relates to the selected ABN

Use the quick links to Navigate to the details or request form

The dashboard displays the following summary data:

18	4,747 MT	9	210 MT
Approved movement orders	Open quantity	Requested movement orders	Total requested quantity

The quantity moved against open quantity is shown as follows:

Barley	3,121 MT	4,092 MT
Wheat	655 MT	

The grade summary cards for Barley - BAR1 show the following data:

Grade	Site	Season	Movement orders	Transport	Ordered quantity	Open quantity
Barley - BAR1	Crystal Brook	2021/2022	2	Road, Rail	3,513 MT	3,513 MT
Barley - BAR1	Pinnaroo	2021/2022	2	Road	3,700 MT	579 MT

The graph in the middle displays the quantity moved against the open quantity by commodity

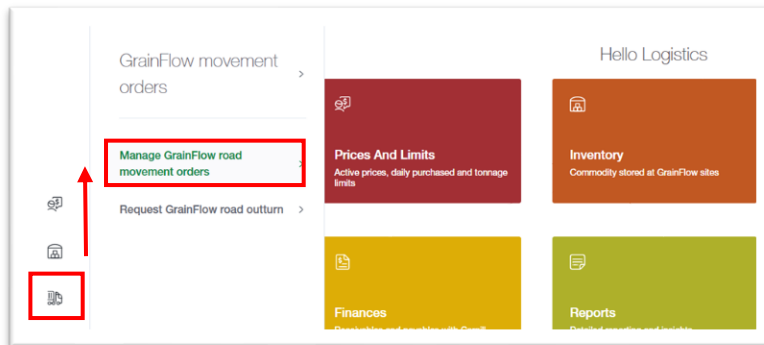
Click through the commodities to update the grade summary cards at the bottom

The grade summary cards display the order quantity by grade, site, and season. Click the different grade names above the cards to update the contents displayed in the cards.

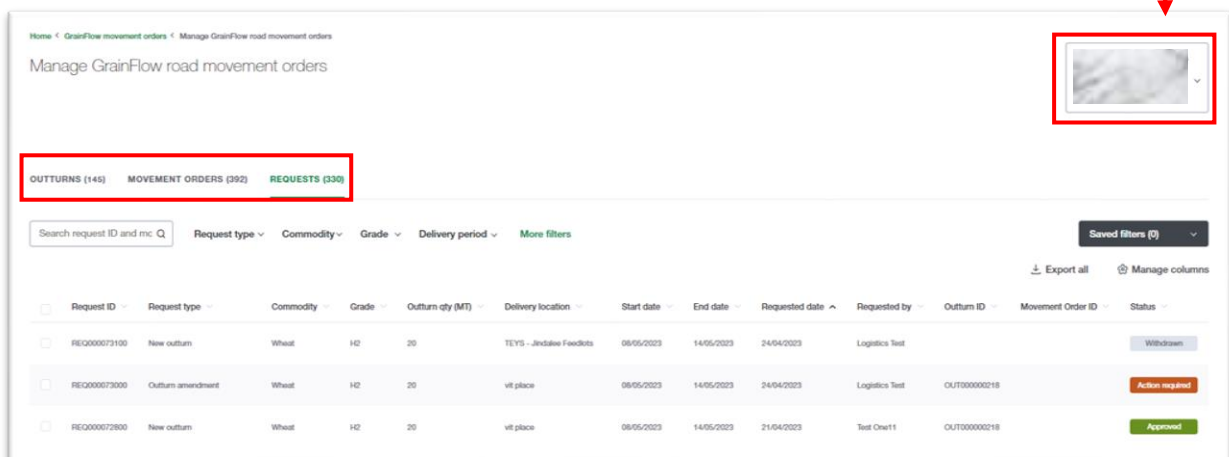
Use the quick links in the top right corner or on the grade summary cards to navigate to the Manage movement orders details listing screen.

Manage GrainFlow Movement Orders

To view and manage your GrainFlow road outturns, movement orders and requests, navigate the 'Manage GrainFlow road movement orders details listing screen by hovering your mouse over the 'GrainFlow road movement orders' icon in the left side panel and selecting 'Manage GrainFlow road movement orders':



The details listing screen will be displayed. The details displayed in each tab are for the selected ABN and there are filters and a search bar available to refine the data displayed in all three tabs.



The manage GrainFlow movement orders details listing screen contains three tabs:

1. **Outturns:** Displays a table of approved outturn requests including details and status
Use to view outturn details, request outturn amendments or request GrainFlow movement orders
2. **Movement Orders:** Displays a table of movement orders applied to approved outturns
Use to view movement order details, cancel movement orders, or request amendments to movement orders
3. **Requests:** Displays a table of outturn and movement order requests submitted in the Customer Hub. Use to view request details and status or withdraw requests

Manage GrainFlow road movement orders Reference data

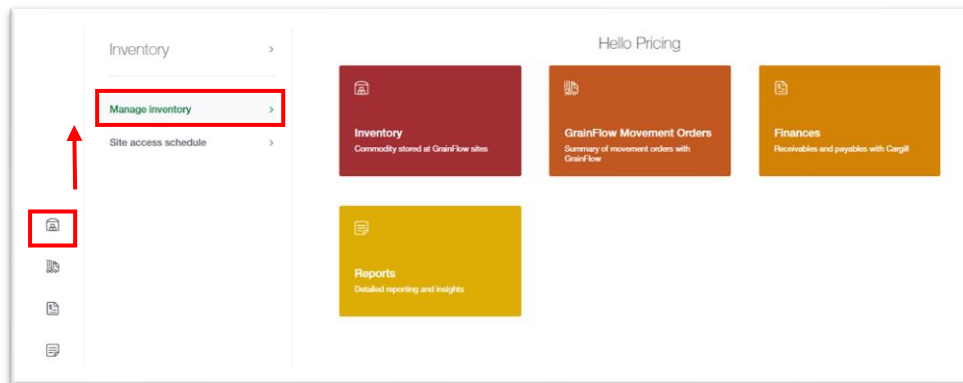
Outturn tab Status	Definition
Open	Request has been reviewed and approved by a GrainFlow employee. Modified request has been approved by Acquirer Amendments can be requested against outturns in open status
Scheduled	The total movement order equals the outturn quantity
Active	Outturn is in its 48-hour period before its start date. Amendments cannot be requested against outturns in Active status
Completed	All related movement orders are completed
Expired	No movement order was created against the outturn by COB AEST/AEDT Thursday week prior to commencement of open outturn

Movement tab Status	Definition
Open	Request has been reviewed and approved by an GrainFlow employee. Modified request has been approved by Acquirer Amendments can be requested against outturns in open status
Scheduled	The total movement order equals the outturn quantity
Active	Outturn is in its 48-hour period before its start date. Amendments cannot be requested against outturns in Active status
Completed	All related movement orders are completed
Expired	No movement order was created against the outturn by COB AEST/AEDT Thursday week prior to commencement of open outturn

Request tab Status	Definition
Awaiting Review	Acquirer submits an Outturn request against an entitlement Request needs to be reviewed buy an GrainFlow employee
Action Required	A GrainFlow employee has reviewed and modified an outturn request Acquirer needs to review the modified details
Approved	An GrainFlow employee has reviewed an outturn request and approved Acquirer has reviewed a modified outturn request an approved
Rejected	An GrainFlow employee has reviewed and rejected an outturn request Acquirer has reviewed and rejected a modified outturn request
Withdrawn	Acquirer withdraws an outturn request that is awaiting review
Expired	No movement order was created against the outturn by COB AEST/AEDT Thursday week prior to commencement of open outturn

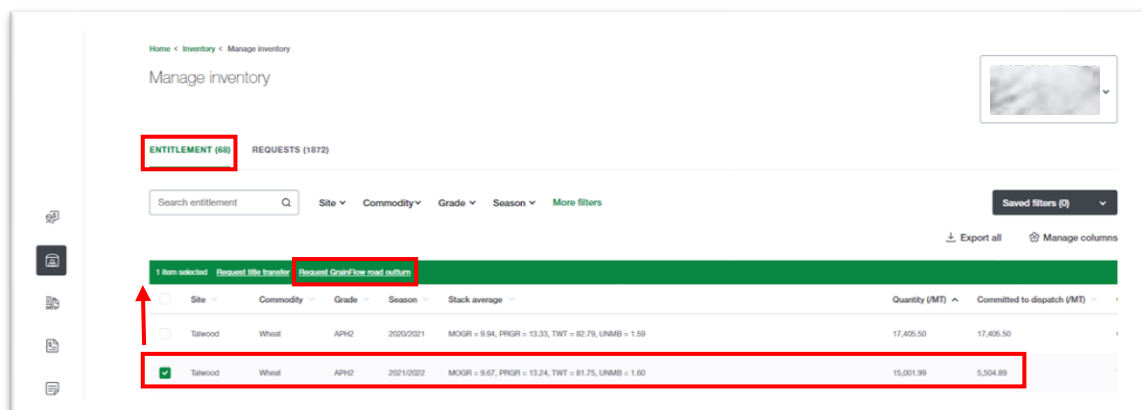
GrainFlow Road Outturns

Request GrainFlow road outturns in the Customer Hub against entitlement held in GrainFlow sites. To request a GrainFlow road outturn, log into the Customer Hub, hover your mouse over the Inventory icon in the left side panel and select 'Manage Inventory':



The system will display Manage Inventory listing screen on the entitlement tab. All entitlements held at GrainFlow sites are listed in a table at the bottom of the screen. Use the search bar or filters to locate the entitlement you want to request an outturn against and select it by checking the box to the left.

From the green action bar that appears, select 'Request GrainFlow Road outturn':



The system will open the 'Request GrainFlow road outturn' form on step 1 – 'Enter Outturn details'

The form will be partially completed based on the entitlement selected.

Complete the following sections and click 'Next':

- Adjust the outturn quantity
- Add the delivery location
- Add the week commencing date
- Add the required outturn days
- Click 'Next'

Request GrainFlow road outturn

1 Enter outturn details 2 Submit request

Request for

Account

Enter outturn details

Commodity: Wheat Grade: APH2 Season: 2021/2022 Outturn site: Talwood Outturn qty (MT): 20

Delivery location: Charlton - Back Teddy W:Q Week commencing: 27/02/2023 Outturn day(s): Tuesday+1 more

+ Add outturn detail

Cancel **Next**

Review the summary of the request and click 'Submit':

Request GrainFlow road outturn

1 Enter outturn details 2 Submit request

Summary

Review and confirm the outturn availability request details for ADM TRADING AUSTRALIA PTY LTD - 92126806979.

Commodity	Grade	Season	Outturn site	Outturn qty(MT)	Delivery location	Week commencing	Outturn days
Wheat	APH2	2021/2022	Talwood	20	Charlton	27/02/2023	Tuesday +1 more

Cancel Previous **Submit**

The system will confirm the request has been submitted and it will appear in the requests tab with an 'awaiting review' status. GrainFlow will now need to review the request:

Home > GrainFlow movement orders > Manage GrainFlow road movement orders

Manage GrainFlow road movement orders

OUTTURNS (141) MOVEMENT ORDERS (154) **REQUESTS (594)**

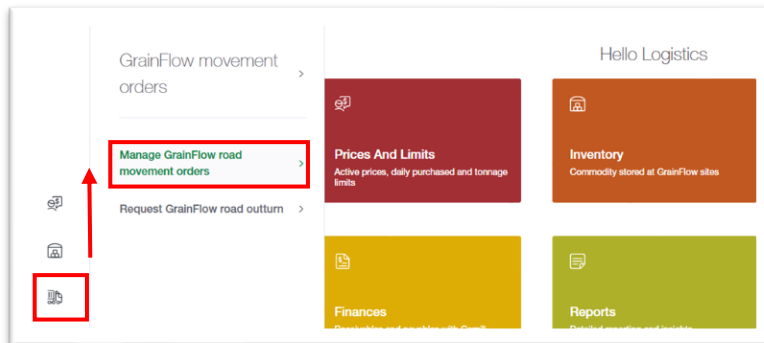
Search request ID and mc Q Request type Commodity Grade Delivery period More filters Saved filters (0)

Export all Manage columns

Request ID	Request type	Commodity	Grade	Outturn qty (MT)	Delivery location	Start date	End date	Requested date	Requested by	Outturn ID	Movement Order ID	Status
REQ000009300	New outturn	Wheat	APH2	20	Charlton	27/02/2023	05/05/2023	21/02/2023	Janine Gale			Awaiting review

GrainFlow road outturn amendments

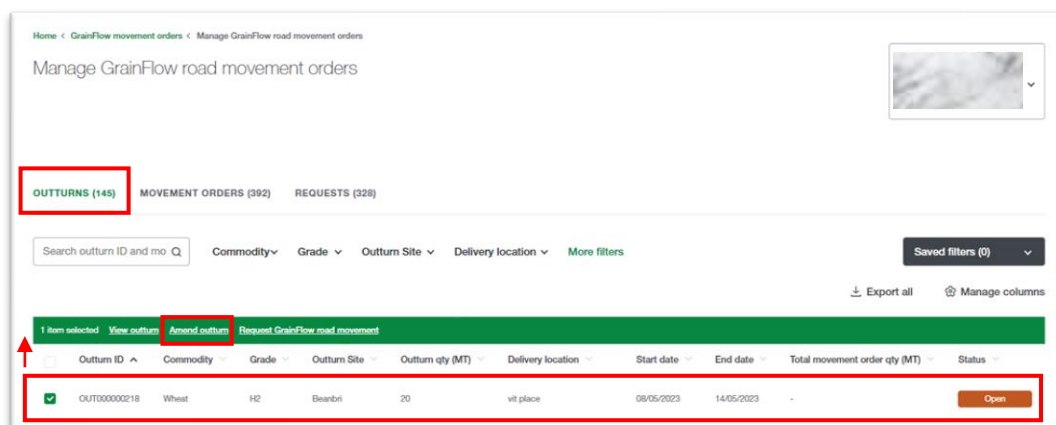
Amendments can be requested against Outturns in 'Open' status in the Customer Hub. To request an amendment to an outturn, hover your mouse over the 'GrainFlow movement orders' icon in the left side panel and select 'Manage GrainFlow road movement orders' from the pop-out list:



The 'Manage GrainFlow road movement orders' details listing screen will be displayed.

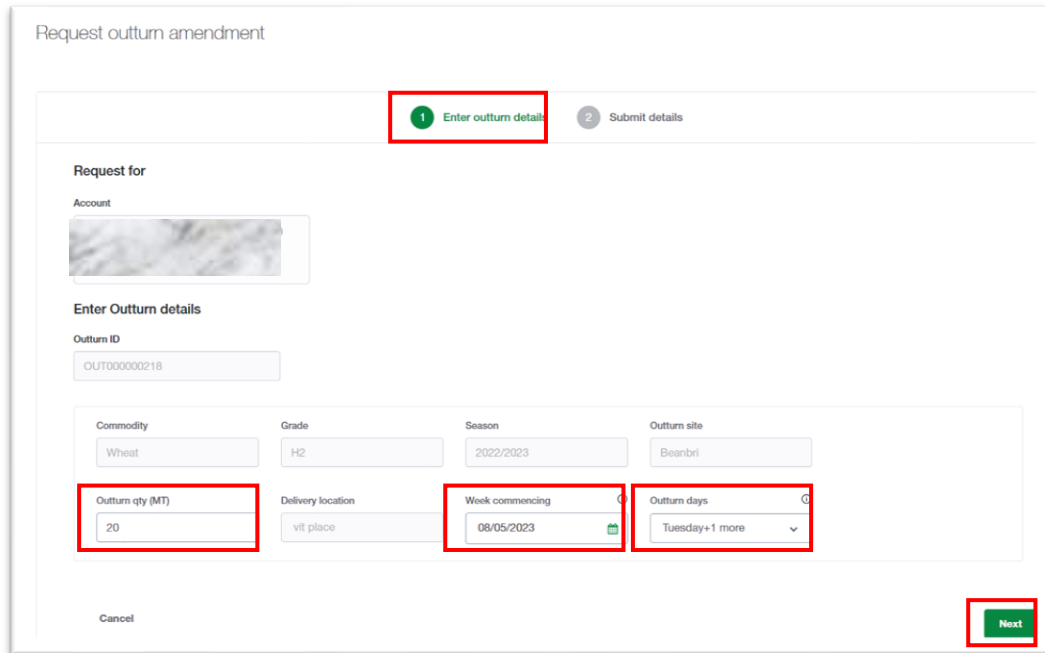
Make sure you are on the 'Outturn' tab.

Locate and select the Outturn you want to amend in the table and click 'Amend Outturn' in the green access bar:



The 'Request outturn amendment' form will be displayed on Step one – Enter outturn details.

You can request amendments to the outturn quantity, Week commencing date or the outturn days via this form:



Request outturn amendment

1 Enter outturn details 2 Submit details

Request for

Account

Enter Outturn details

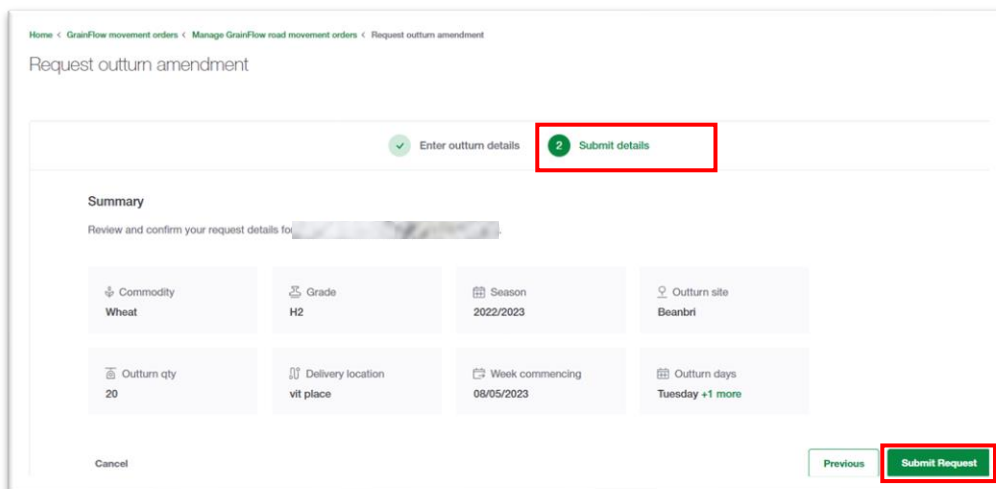
Outturn ID
OUT00000218

Commodity Wheat	Grade H2	Season 2022/2023	Outturn site Beanbri
Outturn qty (MT) 20	Delivery location vit place	Week commencing 08/05/2023	Outturn days Tuesday+1 more

Cancel Next

Enter the Amendment Details and click 'Next'

Step 2 of the form will be displayed – 'Submit Details':



Home < GrainFlow movement orders < Manage GrainFlow road movement orders < Request outturn amendment

Request outturn amendment

1 Enter outturn details 2 Submit details

Summary

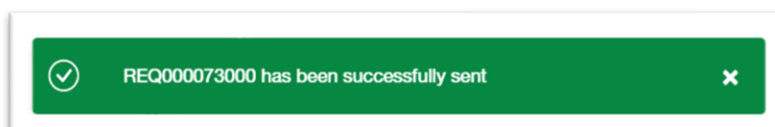
Review and confirm your request details for [Account]

Commodity Wheat	Grade H2	Season 2022/2023	Outturn site Beanbri
Outturn qty 20	Delivery location vit place	Week commencing 08/05/2023	Outturn days Tuesday +1 more

Cancel Previous Submit Request

Review the new details and if correct, click 'Submit Request'.

The system will confirm the request has been successfully sent:

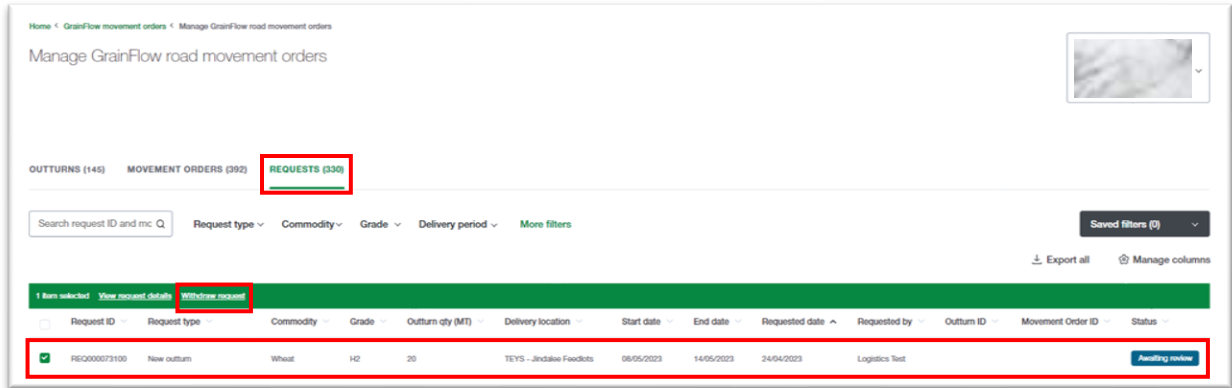


The GrainFlow team will review amendment requests and you will receive a notification once this has occurred. Approved requests will be updated in the systems rejected requests will remain unchanged and modified requests will be returned to you for review (approve or reject).

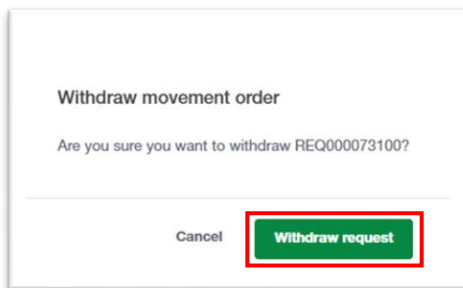
Withdraw GrainFlow road outturn

Requests can be viewed from here at any time and can be withdrawn prior to review or expiration.

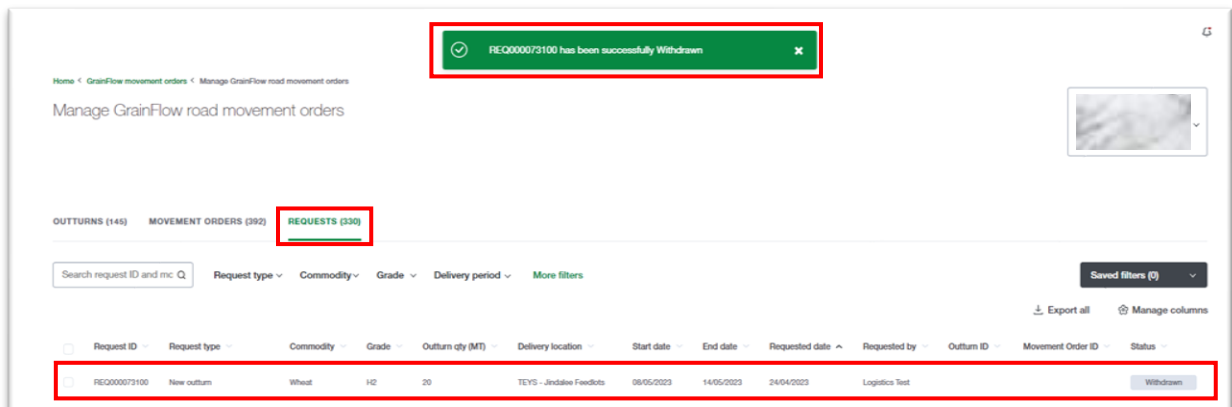
To withdraw a request, locate and select the request in the 'Requests' tab and click 'Withdraw request' from the green action bar:



The system will display a pop-up box asking you to confirm the action, click 'Withdraw request':

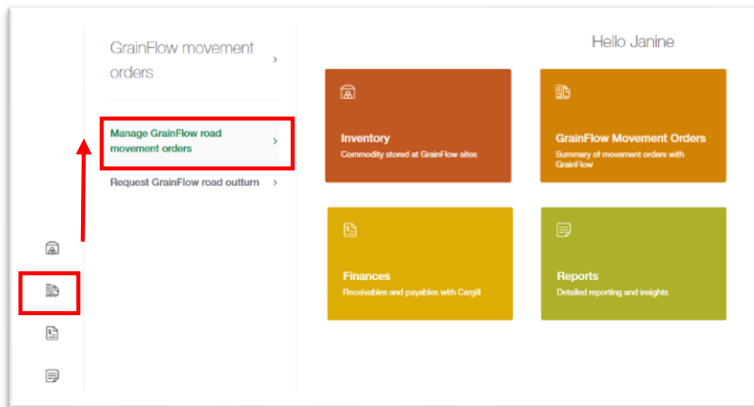


The system will confirm the request has been successfully withdrawn and the request status will be updated to 'Withdrawn' in the requests tab:



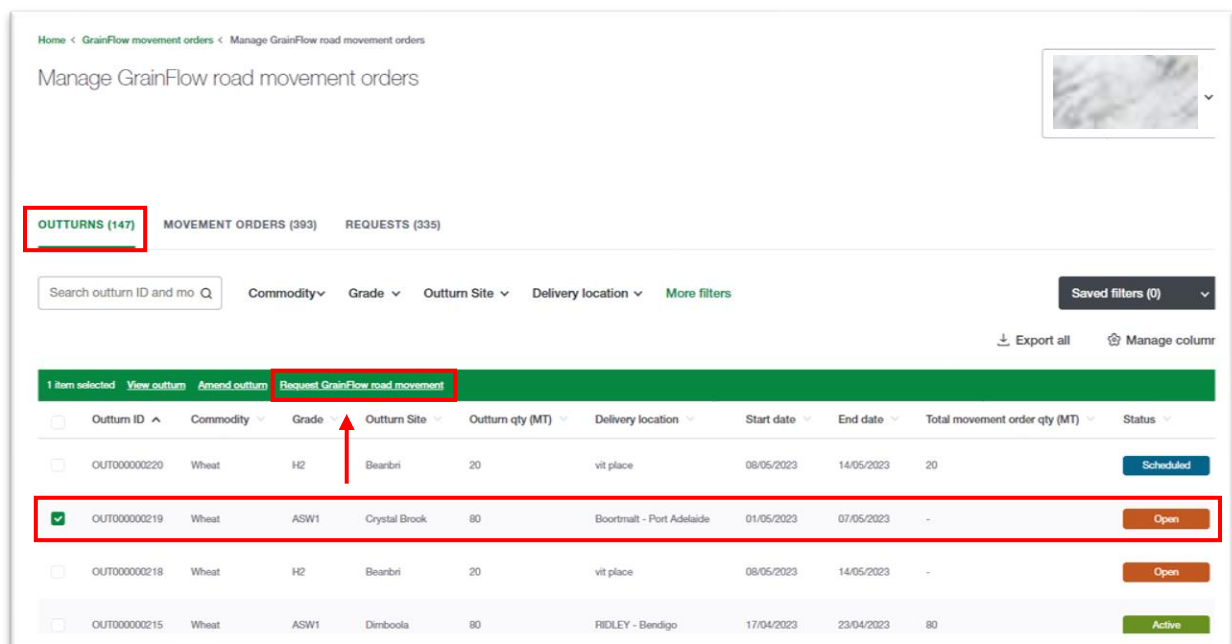
GrainFlow Road Movement Orders

To schedule movement orders against your approved outturn requests, hover your mouse over the 'GrainFlow Movement Orders' icon in the left side panel and select 'Manage GrainFlow road movement orders' from the pop-out menu:



The outturns tab of the Manage GrainFlow road movement orders details listing will be displayed. Use the search bar or filters to locate the outturn you want to apply the movement order to. The movement order must be in 'Open' status to request a movement order against it.

Select the outturn and click 'Request GrainFlow road movement' from the green action bar:



The 'Request GrainFlow road movement' form will be displayed on step 1: Select outturn request

The step of the form is pre-filled with the outturn details, click 'Next':

Request GrainFlow road movement

1 Select outturn request 2 Enter carrier details 3 Submit request

Request for

Account

Outturn details

Outturn ID
OUT000000219

Commodity: Wheat Grade: ASW1 Season: 2022/2023 Outturn site: Crystal Brook Outturn qty (MT): 80

Delivery location: Port Adelaide Week commencing: 01/05/2023 Outturn days: Tuesday + 1 more

Cancel **Next**

Step 2: Enter carrier details:

- Enter your movement reference number
- Select the carrier's name from the dropdown list (type the first three letters)
- Select the date/s the movement is for
- Enter the outturn quantity for that carrier

You can apply multiple movements to an outturn if you have different carriers involved. To add another carrier, click the '+ Add carrier' button to expand the form. The total outturn quantity applied must equal the total order value to proceed the next step:

Request GrainFlow road movement

✓ Select outturn request **2 Enter carrier details** 3 Submit request

Enter carrier details

Customer reference 1234	Carrier McNaughts Transport	Date(s) 02/05/2023	Outturn qty (MT) 40
Customer reference 1234b	Carrier Downing Carriers	Date(s) 04/05/2023	Outturn qty (MT) 40

+ Add carrier

80MT
Total order qty 80 MT of 80 MT outturn quantity. Fulfill the total outturn quantity to proceed.

Cancel Previous **Next**

Step 3: Submit Request:

Review the summary of the movement details and click 'Submit'

Request GrainFlow road movement

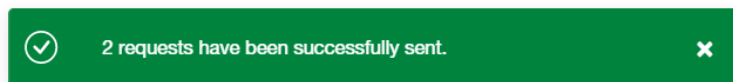
Select outturn request
 Enter carrier details
 3 Submit request

Summary

Review and confirm the movement order and transportation request details for 92126806979 - ADM Trading Aust.Pty Ltd for OUT000000219

Customer reference	Carrier	Date(s)	Outturn qty (MT)
1234	McNaughts Transport	02/05/2023	40
1234b	Downing Carriers	04/05/2023	40

The system will confirm the request/s have successfully been submitted:

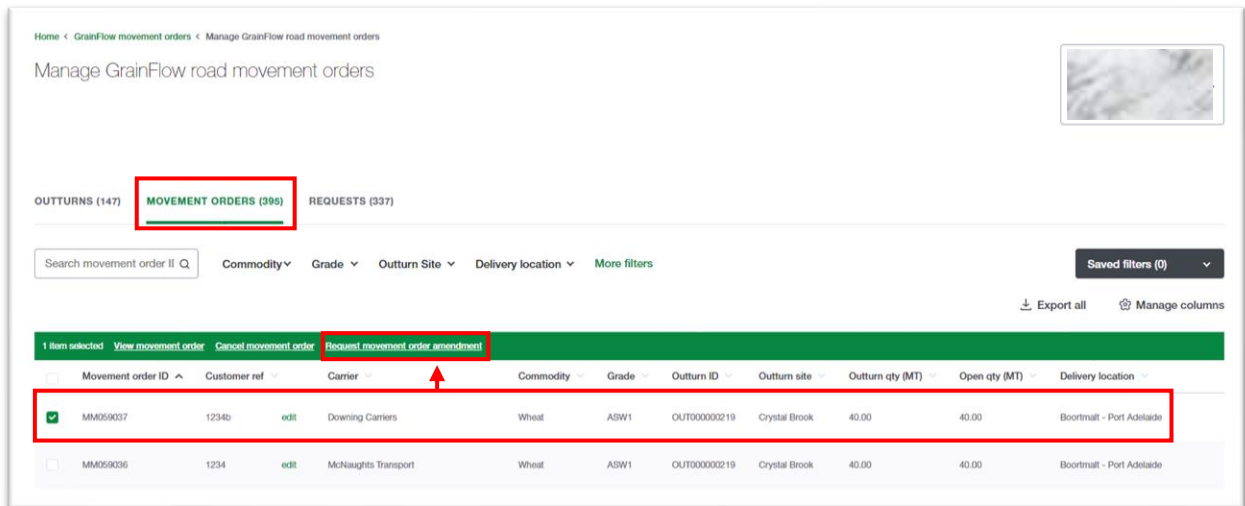


A request for each movement will be generated and once approved, an individual movement order will be generated and added to the 'Movement Orders' tab of the Manage GrainFlow movement orders listing screen with an 'Open' status.

The corresponding outturn status will be updated to 'Scheduled'

GrainFlow Road Movement Order Amendments

In the 'Movement Orders' tab of the 'Manage GrainFlow road movement orders' details listing screen, use the filters or search bar to locate and select the movement order you want to amend and click 'Request movement order amendment' from the green action bar:



Home < GrainFlow movement orders < Manage GrainFlow road movement orders

Manage GrainFlow road movement orders

OUTTURNS (147) **MOVEMENT ORDERS (396)** REQUESTS (337)

Search movement order ID Commodity Grade Outturn Site Delivery location More filters Saved filters (0)

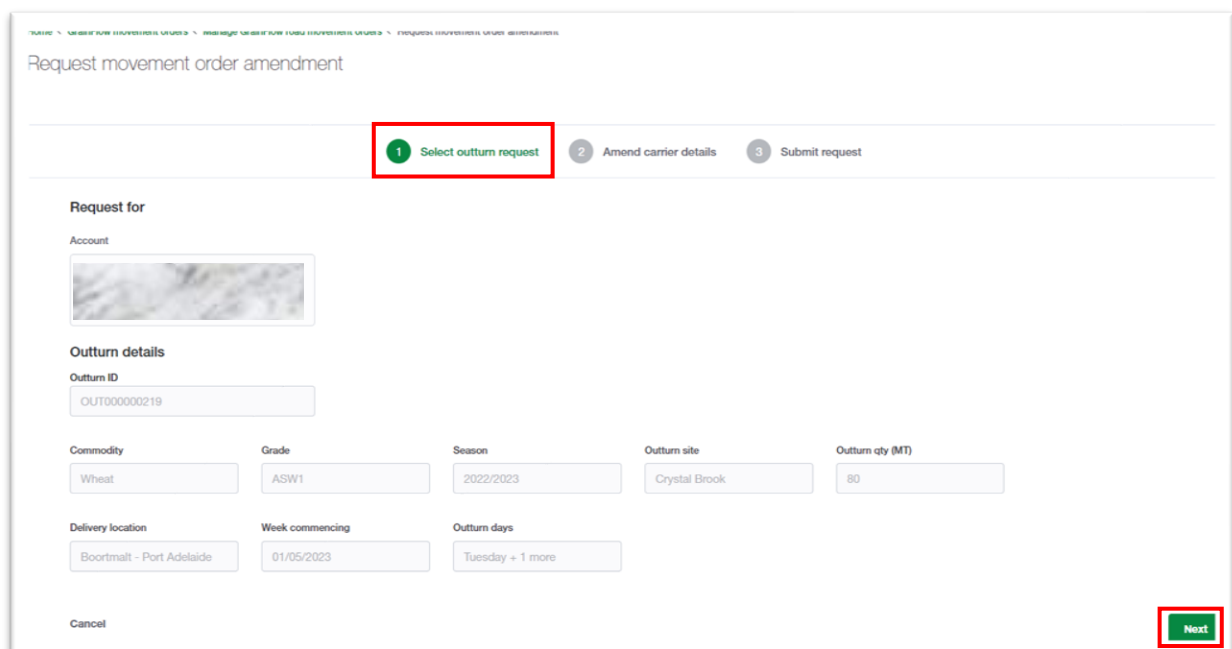
Export all Manage columns

1 item selected View movement order Cancel movement order **Request movement order amendment**

<input type="checkbox"/>	Movement order ID	Customer ref	Carrier	Commodity	Grade	Outturn ID	Outturn site	Outturn qty (MT)	Open qty (MT)	Delivery location
<input checked="" type="checkbox"/>	MM059037	1234b	edit Downing Carriers	Wheat	ASW1	OUT00000219	Crystal Brook	40.00	40.00	Boortmalt - Port Adelaide
<input type="checkbox"/>	MM059036	1234	edit McNaughts Transport	Wheat	ASW1	OUT00000219	Crystal Brook	40.00	40.00	Boortmalt - Port Adelaide

The 'Request movement order amendment' form will be displayed on step 1: Select outturn request.

This step of the form will be prefilled with the outturn details, click 'Next'




Home < GrainFlow movement orders < Manage GrainFlow road movement orders < Request movement order amendment

Request movement order amendment

1 **Select outturn request** 2 Amend carrier details 3 Submit request

Request for

Account 

Outturn details

Outturn ID

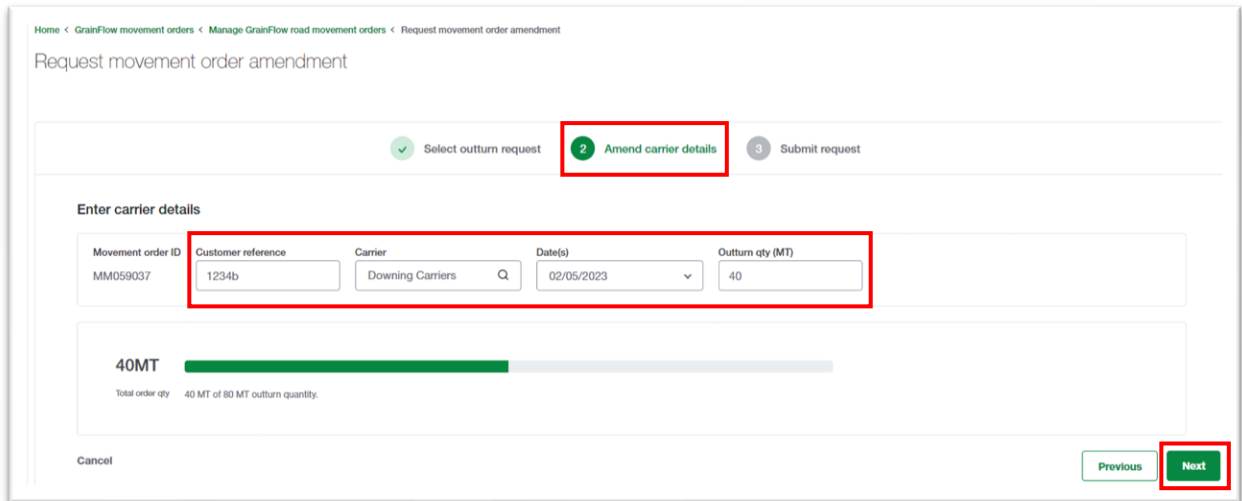
Commodity Grade Season Outturn site Outturn qty (MT)

Delivery location Week commencing Outturn days

Cancel **Next**

Step 2: Amend carrier details

Amend the customer reference, carrier, dates, or quantity as required and click 'Next':



Home < GrainFlow movement orders < Manage GrainFlow road movement orders < Request movement order amendment

Request movement order amendment

1 Select outturn request 2 Amend carrier details 3 Submit request

Enter carrier details

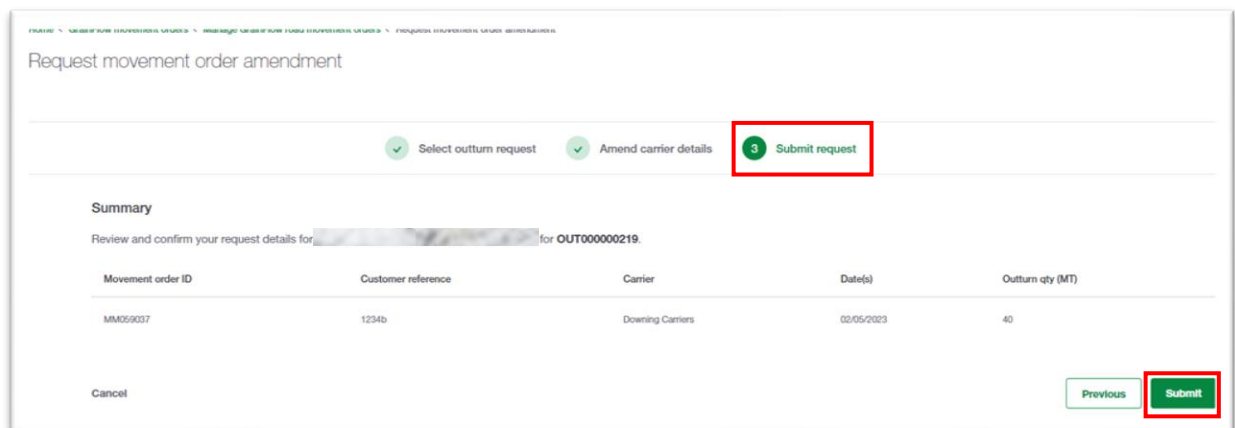
Movement order ID	Customer reference	Carrier	Date(s)	Outturn qty (MT)
MM059037	1234b	Downing Carriers	02/05/2023	40

40MT
Total order qty 40 MT of 80 MT outturn quantity.

Cancel Previous Next

Step 3: Submit request

Review the order summary and click 'Submit'



Home < GrainFlow movement orders < Manage GrainFlow road movement orders < Request movement order amendment

Request movement order amendment

1 Select outturn request 2 Amend carrier details 3 Submit request

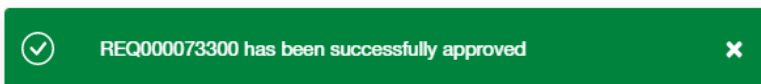
Summary

Review and confirm your request details for [redacted] for OUT000000219.

Movement order ID	Customer reference	Carrier	Date(s)	Outturn qty (MT)
MM059037	1234b	Downing Carriers	02/05/2023	40

Cancel Previous Submit

The system will confirm if the request was approved:

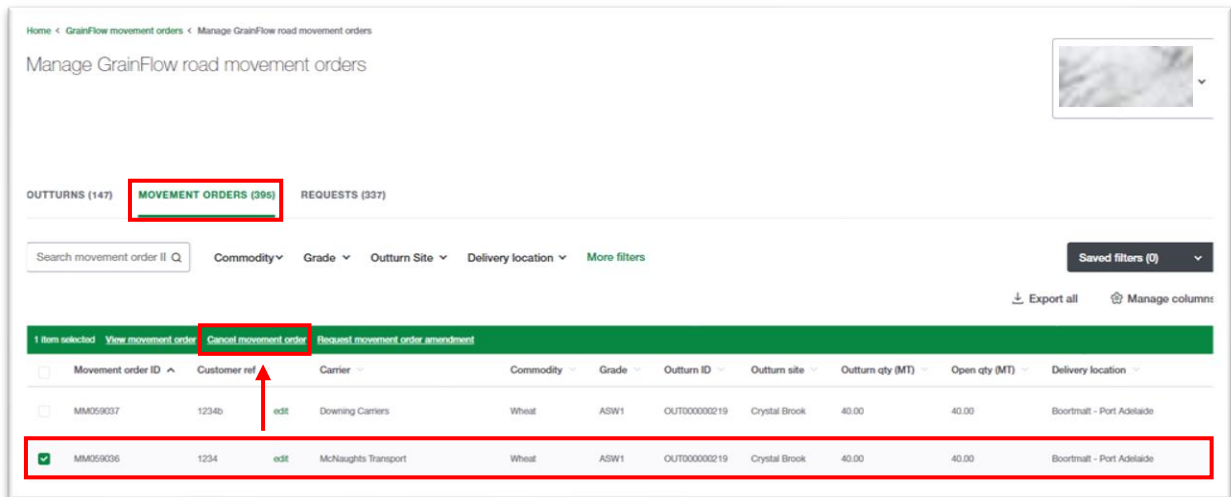


The movement order details will be updated to reflect the changes.

Cancel movement order

If an order is no longer required, you can cancel it in the 'Movement orders' tab of the 'Manage GrainFlow road movement orders' listing screen.

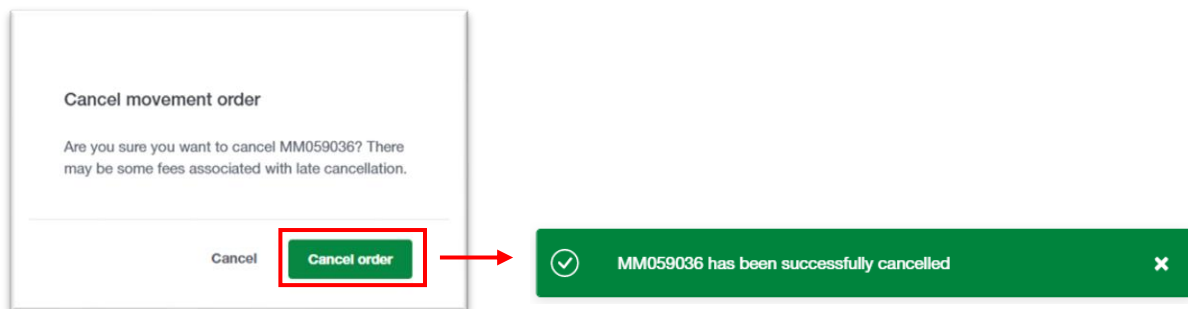
To cancel an order, locate and select the order in the table and click 'Cancel movement order' from the green action bar:



You will see a pop-up boxing asking you to confirm you want to cancel the movement order

Click 'Cancel order'

The system will confirm the order has been cancelled:



The movement status will be updated to 'Cancelled'.

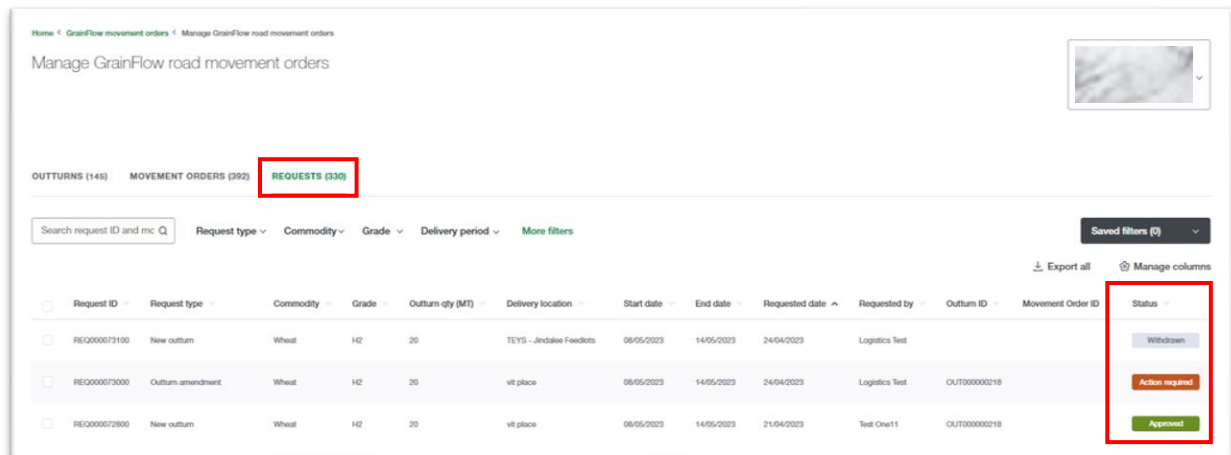
The related outturn total movement order quantity in the outturn tab will be updated to reflect the change.

You can now request a new movement against the outturn to fulfill the outturn order quantity.

Manage Movement Order requests

When you submit a request for a new order or an amendment to an existing outturn or movement order a request will be generated in the Customer Hub.

You can view and track the status of your requests in the 'Requests' tab of the 'Manage GrainFlow road movement orders' details listing screen:

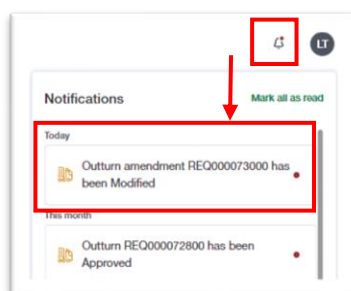


When you submit a request, GrainFlow staff will review your request and either approve, reject, or modify it.

- If GrainFlow approves the request an Outturn ID will be generated, and the outturn will appear in the Outturns tab
- If GrainFlow cannot fulfill a request, they may reject it. This ends the request process, and no outturn ID will be generated
- If GrainFlow modify the request, you will need to review the modified details in the Customer Hub and either approve or reject the new details.

Once a request has been reviewed, you will receive an in-hub notification and by email and/or SMS depending on your notification preference settings, advising the new request status – approved, Rejected or Modified.

To view the details, open your notifications by clicking the bell icon in the top right-hand corner of the screen and clicking the notification:



The details will be displayed. From here you can view the details and approve or reject the request with the buttons at the top of the screen:

GrainFlow road movement order request

Respond to request
ADM Trading Aust.Pty Ltd has sent you an outturn availability request. Review the request details to modify available outturn days or reject if not available.

Reject
Approve

Request ID: REQ000073000 Action required

Request type	Requested date	Requested by	Outturn ID
Outturn amendment	24/04/2023	Logistics Test	OUT000000218

Amended outturn details

Out-turn quantity	20.00 MT
Week commencing	08/05/2023
Outturn days	Monday

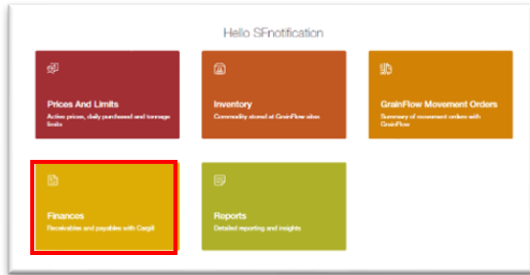
Original outturn details

Commodity	Wheat	Outturn qty	20.00 MT
Grade	H2	Delivery location	vit place
Season	2022/2023	Week commencing	07/05/2023
Outturn site	Beanbri	Outturn days	Tuesday +1 more

Finances

Dashboard Overview

Use the Finance module of the Customer Hub to access and view your finances. To access finances, click the finances tile on the home screen of the Customer Hub:



The system will open the 'Finances' dashboard. The dashboard provides a summary overview of your financial information:

The information displayed relates to the selected ABN

The overall totals that are due

Incoming payments against expenses by quarter. Click the different FYQs to update the summary cards below

Monthly summary cards. Use the month filters to view the information by month

Quick links to manage finances

86	AUS\$3,826,243	11	AUS\$391,771
Receivable Invoices	Receivable due	Payable Invoices	Payable due

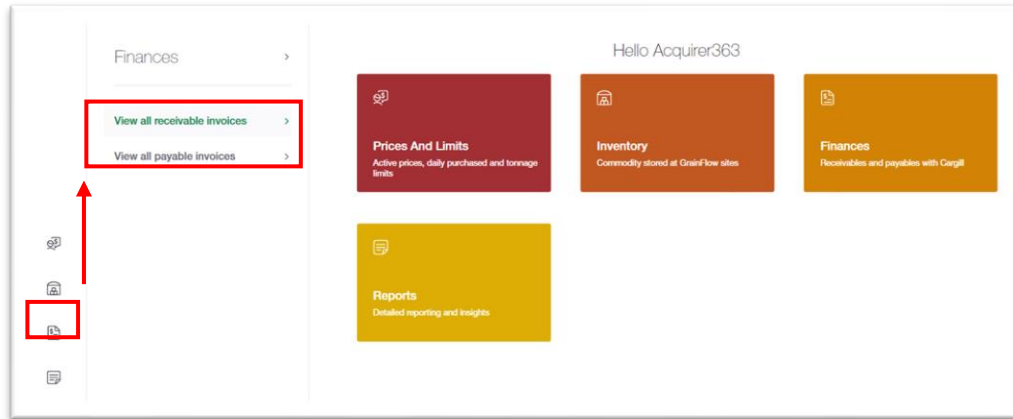
FYQ	Receivables	Payables
FY22/23 Q4	+AUS25,209,403	-AUS3,373,434
FY22/23 Q3	+AUS24,364,733	-AUS26,524,158
FY22/23 Q2	+AUS1,417,446	-AUS18,018,924
FY21/22 Q4	+AUS1,258,814	-
FY21/22 Q3	+AUS19,828,262	-AUS9,210,899
FY21/22 Q2	-	-
FY21/22 Q1	-	-

Statement	36
Documental	AUS33,440.22
Receivables due	AUS19,370,114.07
Receivables paid	AUS19,439,054.29
Total receivables	AUS19,439,054.29

Statement	11
Documental	AUS0.00
Payables due	AUS4,701,007.83
Payables paid	AUS4,701,007.83
Total payables	AUS4,701,007.83

Manage Finances

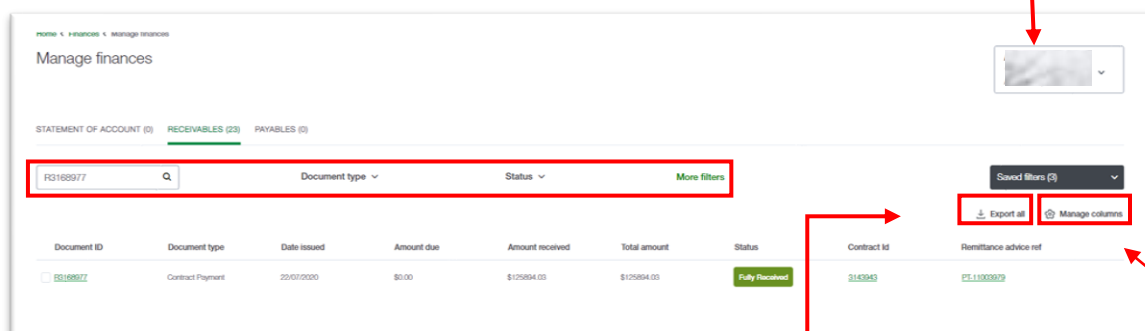
Access the manage finances details from any page of the Customer Hub by hovering your mouse over the Finances icon in the left side panel and selecting to view either the payable or receivable invoices:



The 'Manage Finances' listing screen will be displayed. On the 'Payables' or 'Receivables' tab (depending on your selection). The screen contains three tabs:

- *Statement of Account*: Displays documents that summarise payments and expenses such as Remittance Advice and Payment Summaries.
- *Receivables*: All documents that detail receivables from GrainFlow.
- *Payables*: All documents that detail payables from GrainFlow.

The information displays relates to the selected ABN



Document ID	Document type	Date issued	Amount due	Amount received	Total amount	Status	Contract id	Remittance advice ref
RS188977	Contract Payment	22/07/2020	\$0.00	\$129894.00	\$129894.00	Fully Received	2142845	CS11000079

Use the manage columns feature to refine the details and order of the columns displayed.

These details are displayed in a table at the bottom of the screen and can you use the available filters or search bar to locate a specific document or transaction.

Use the 'Export all' link to extract the details into a spreadsheet.

Viewing financial documents

View all financial document details and their status within the three available tabs. Use the filters to refine the information displayed. For example, to show only documents that are due for payment, select the Payables tab and set the 'Status filter' to show only documents with a 'Due' or 'Overdue' status.

If you want to view a document itself, select the document in the table by checking the box to the left and then clicking 'View document' in the green action bar (or you can click directly on the document reference hyperlink in the table) to open the document as a PDF in a new tab

Home < Finances < Manage finances

Manage finances

STATEMENT OF ACCOUNT (0) **RECEIVABLES (198)** PAYABLES (35)

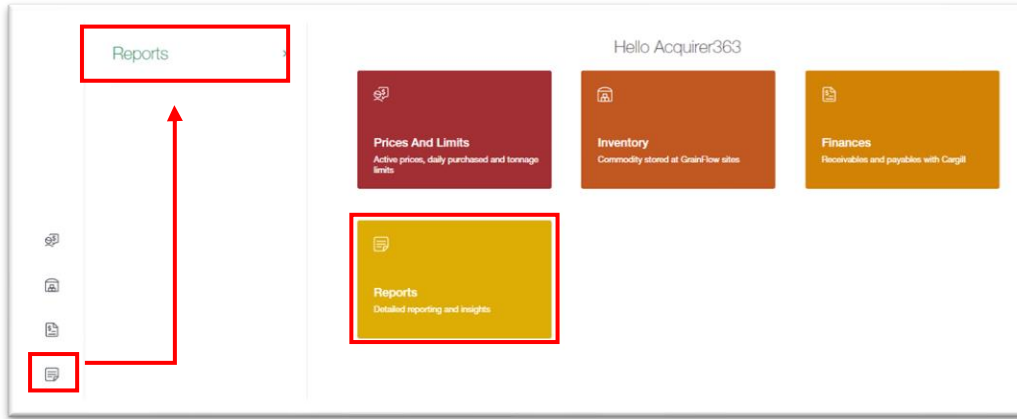
Search e.g. Document ID Document type Status More filters Saved filters

Export all Manage columns

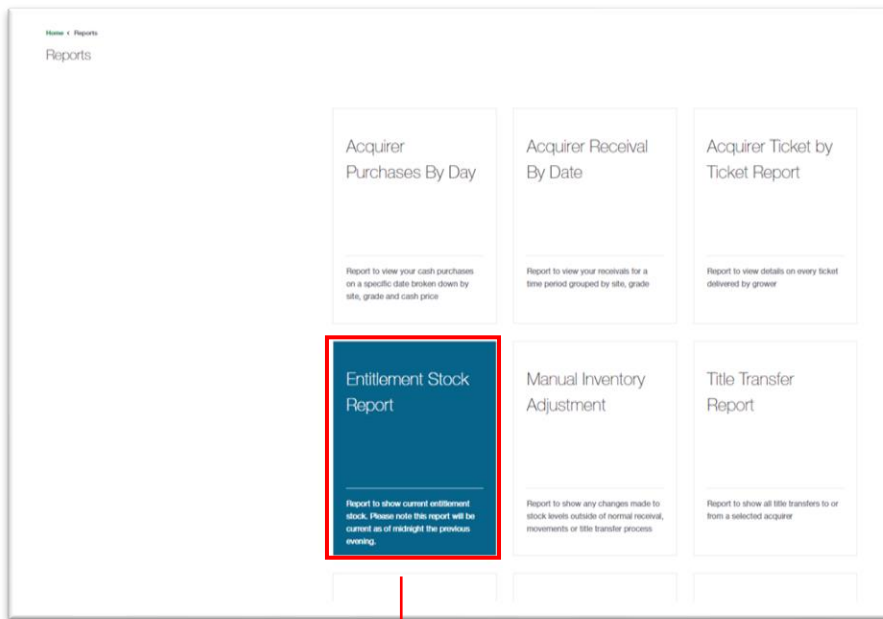
1 item selected View document									
Invoice ref	Document type	Date issued	Amount due	Amount received	Total amount	Due date	Status	Remittance advice ref	
<input type="checkbox"/> 4225	Invoice	31/01/2023	\$0.00	\$2,056.18	\$2,056.18	02/03/2023	Fully Received	PE11095159	
<input type="checkbox"/> 18907	Washout	28/03/2023	\$0.00	\$17,434.15	\$17,434.15	01/03/2023	Fully Received	PE11095002	
<input type="checkbox"/> 18992	Washout	23/02/2023	\$0.00	\$968,016.96	\$968,016.96	23/02/2023	Fully Received	PE11094533	
<input type="checkbox"/> 16789	Washout	25/01/2023	\$0.00	\$1,339,090.14	\$1,339,090.14	27/01/2023	Fully Received	PE11090488	
<input type="checkbox"/> 16767	Washout	24/01/2023	\$0.00	\$2,231,815.41	\$2,231,815.41	25/01/2023	Fully Received	PE11090432	
<input checked="" type="checkbox"/> 16741	Washout	19/01/2023	\$3,310,162.15	\$0.00	\$3,310,162.15	19/01/2023	Not Received	NM-9902909	

Reports

The reports functionality allows you to easily access a variety of reports to assist you with your business needs. Simply click on the 'Reports' tile on the home screen of the Customer Hub or hover your mouse over the Reports icon in the left side panel and select 'Reports' from the pop-out menu:



The reports dashboard will be displayed with a tile for each of the available reports. Click on any of the report tiles to view that report:



Entitlement Stock Report

Commodity: Barley Wheat
 Season: Harvest 2021/2022 Harvest 2020/2021
 Site: Seabrook Sierchip Charlton Crystalbrook
 Acquirer:
 Summary Date: Latest Balance 31/08/2022 31/07/2022 30/07/2022

Commodity	Site Name	Vintage	Bin Grade	Acquirer	Entitlement Stock	Committed to Receive	Committed to Dispatch	Is On Hold
Barley	20	BAR1			0.00	0.00	0.00	
Barley	20	BAR1			0.00	0.00	0.00	
Barley	20	BAR1			0.00	0.00	0.00	
Barley	20	BAR1			0.00	0.00	0.00	
Barley	21	BAR1			0.00	0.00	0.00	
Barley	21	FL1			0.00	0.00	0.00	
Barley	21	BAR1			0.00	0.00	0.00	
Barley	21	BAR1			0.00	0.00	0.00	
Barley	21	CM1			0.00	0.00	0.00	
Barley	21	SN1			0.00	0.00	0.00	
Barley	21	BAR1			0.00	0.00	0.00	
Wheat	21	H2			0.00	0.00	0.00	
Wheat	21	ASW1			0.00	0.00	0.00	
Wheat	21	SPW1			0.00	252.00	0.00	
Wheat	21	AGP1			0.00	0.00	0.00	
Wheat	21	AGP1			0.00	0.00	0.00	
Wheat	21	AH9			0.00	0.00	0.00	
Wheat	21	AGP1			0.00	0.00	0.00	
Wheat	21	SPW1			0.00	0.00	0.00	
Wheat	21	AGP1			0.00	0.00	0.00	
Total					18,050.40	0.00	263.80	

Adjusting reports

The lay out for each report is similar. Each report displays filters at the top of the page and a table with the details at the bottom.

Use the filters to tailor the details included within the report by sliding the date sliders or checking / unchecking the boxes

The data in the report is filtered for the selected ABN

Exporting/Printing Reports

To export a report from the Customer Hub to save or to print out, click the small three dots in the top right-hand corner of the details table to extend the drop-down menu and select 'Export Data':

A pop-up box will be display where you can select the format you need.

Data with current layout will be an unformatted listing in a spreadsheet and is only able to be exported as an excel file.

The summarised data option includes formatting such as sums and averages. Summarised data can be exported as an excel file or a .csv file.

1. Select the data you want to export
2. Select the file format
3. Click the 'Export' button to download the report.

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