



A **Cargill** Service



TRADER / PRICING USER GUIDE

Cargill Customer Hub

Acquirer Trader / Pricing Users

This guide outlines the processes for Trader / Pricing users in the Customer Hub

Sally Watson
Sally_watson@cargill.com

Contents

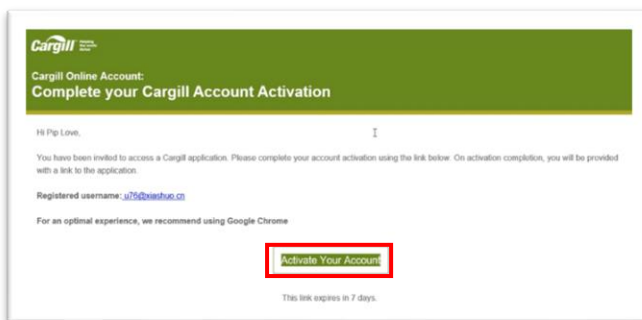
Account Set up	2
Activating and registering user accounts	2
Managing Notification Preferences	3
Prices and Limits	5
Adding Prices.....	6
Managing Prices.....	8
Adding Tonnage Limits:.....	11
Managing Tonnage Limits:.....	13
Inventory	16
Grainflow Site Access Schedule	17
Manage Inventory.....	18
Entitlements.....	18
Title Transfers	19
Inventory Adjustments	24
Finances	25
Manage Finances	26
Viewing financial documents	27
Reports.....	28
Adjusting the reports	29
Exporting/Printing Reports	29
Help and Support	30

Account Set up

To set up a user account in the Customer Hub, your organisations Admin user must create the account, assign the Trader / Pricing role type and assign access to required ABN/s. Once your user account has been created, you will receive an activation email to register your account and complete the set up. If you require access to a third party ABN, the third party Admin user needs to assign the required access.

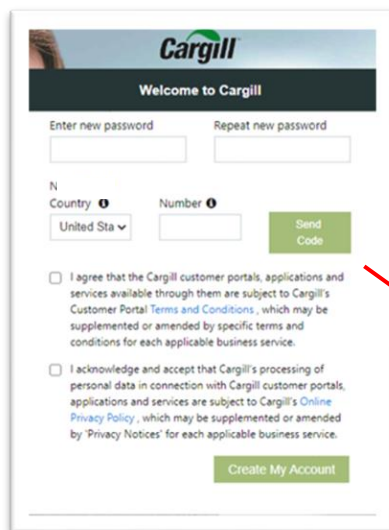
Activating and registering user accounts

User accounts 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.

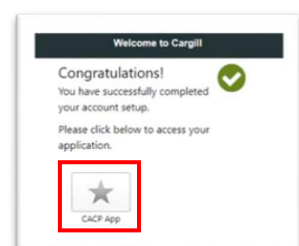
The user registration form will be displayed:



- 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:



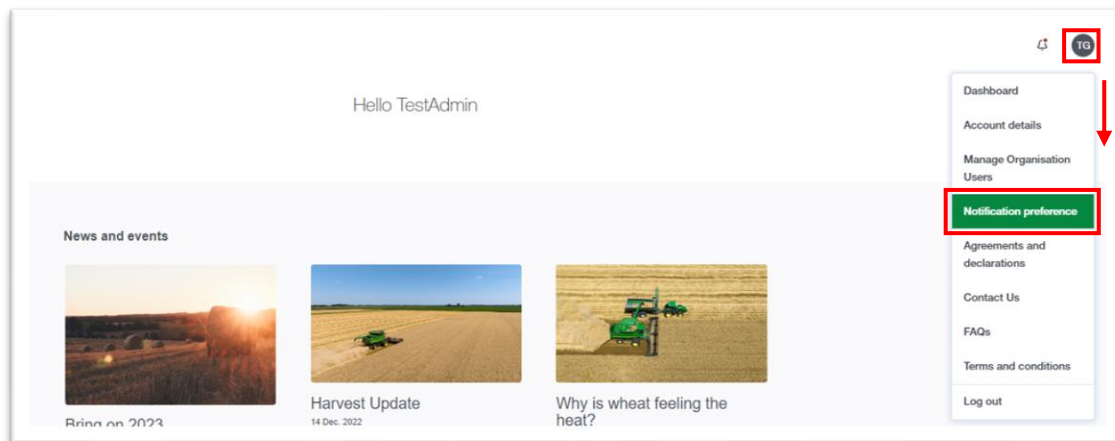
Managing Notification Preferences

This process 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.

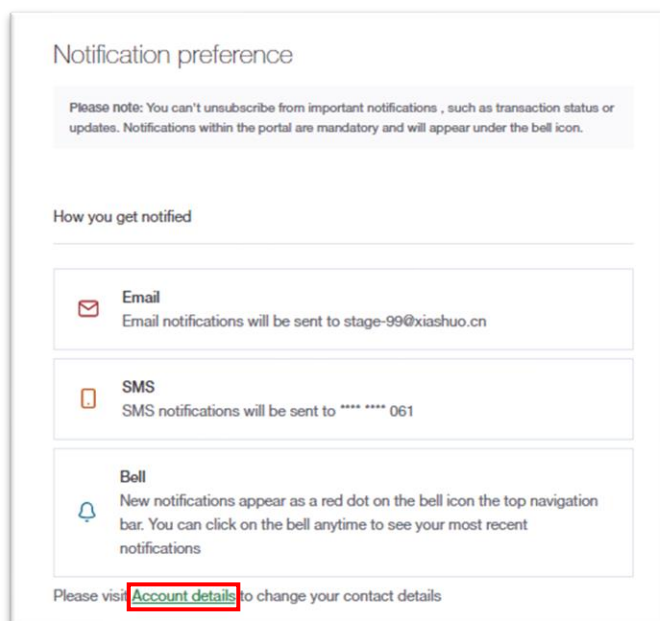
How to locate and set your preferences:

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 screenshot shows the 'Notification preference' form. At the top, there is a note: '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.' Below this, the section 'How you get notified' contains three rows: 'Email' (notifications sent to stage-99@xiashuo.cn), 'SMS' (notifications sent to **** * 061), and 'Bell' (notifications appear as a red dot on the bell icon in the top navigation bar). At the bottom, there is a link: '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

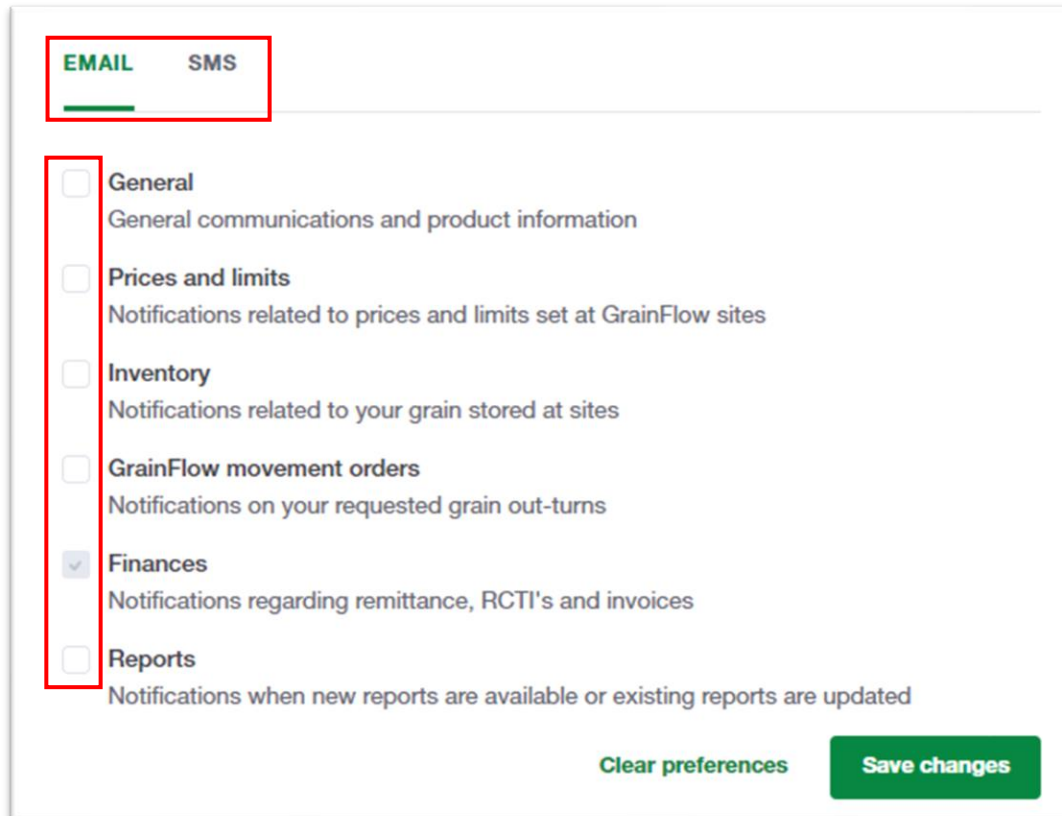
If need to update your contact details, use the 'Account details' hyperlink to navigate to your account details page.

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.

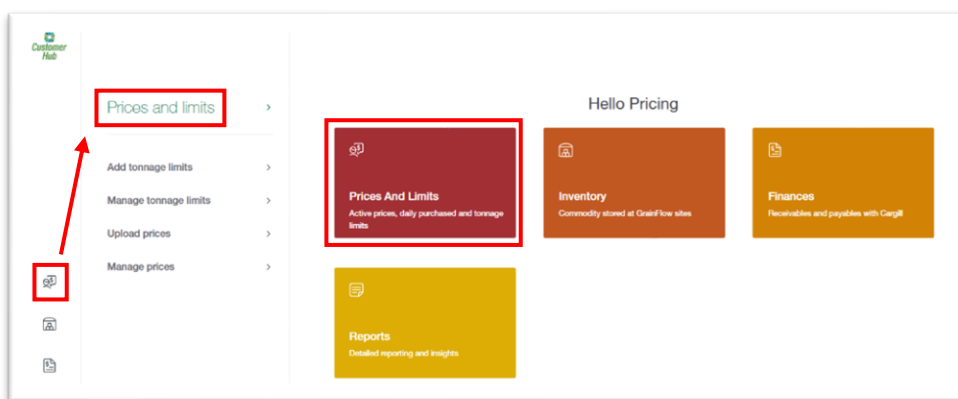
Prices and Limits

Prices and limits can be set and managed in the Customer Hub by users that have the Acquirer Trader / Pricing role type assigned. Once the Grainflow cash prices and limits have been set up in the Customer Hub, they will be displayed on the Cargill Pricing Hub.

Dashboard Overview

This overview covers how to read and navigate the Prices and Limits dashboard in the Customer Hub. You can use the Prices and Limits module to add/manage daily tonnage limits and add/manage prices online. The dashboard will display an overview of your prices and tonnage limit information for each ABN.

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

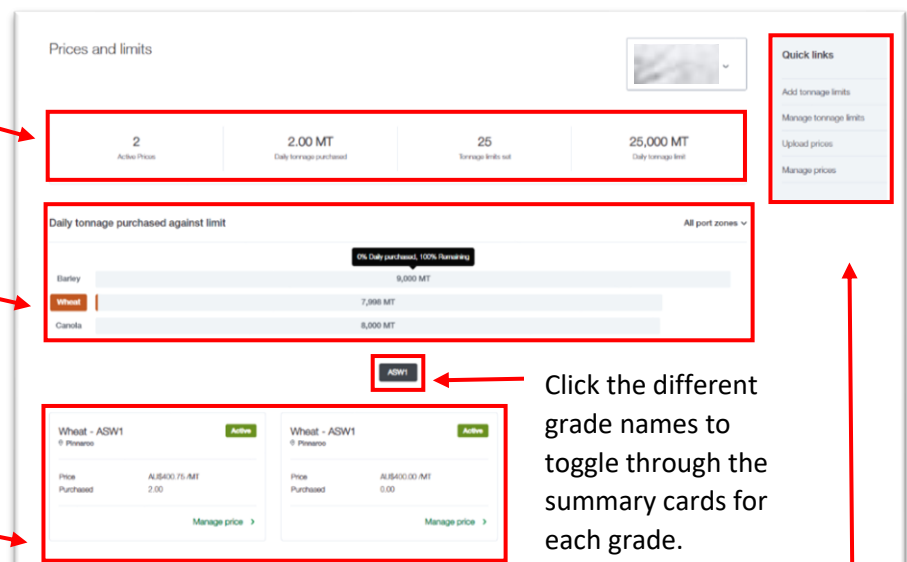


The Prices and Limits dashboard is made up of three sections:

1. The top section displays a summary of the total active prices, daily tonnage purchased, total tonnage limits set and total daily tonnage limit

2. The graph in the middle displays the daily tonnage purchased against the daily tonnage limit by commodity. There is a filter in the top right of the graph to select port zones to refine the view.

3. The summary cards are grouped by site and season. Clicking different commodities in the graph above will update the Grade Summary cards at the bottom.

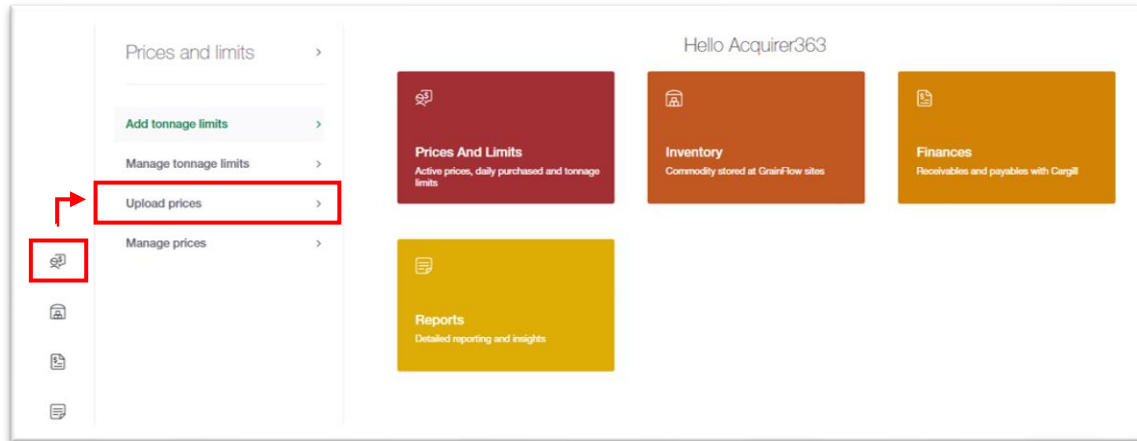


Click the different grade names to toggle through the summary cards for each grade.

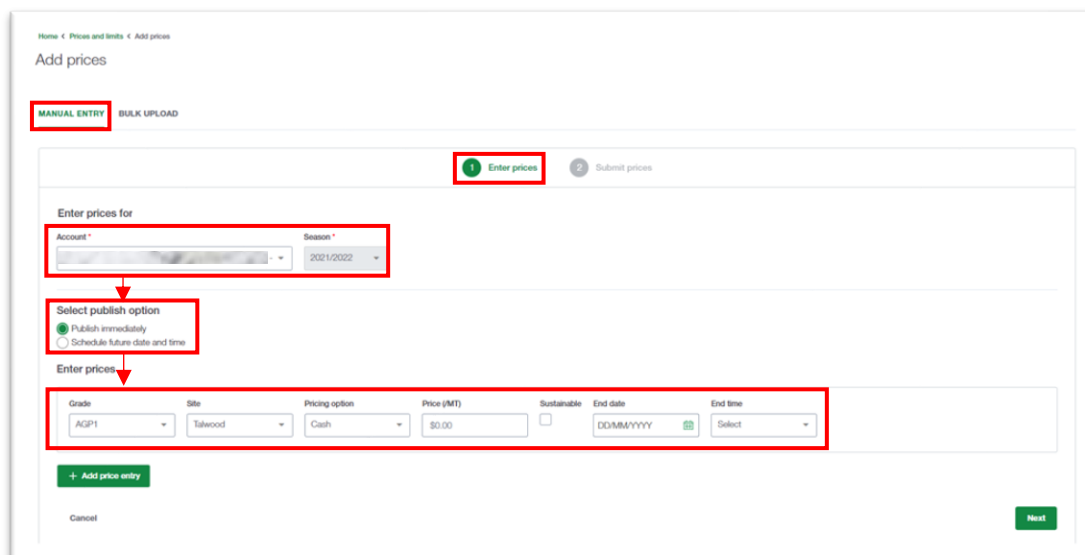
Click through to add/manage the prices or add/manage the daily tonnage limits using the quick links

Adding Prices

The process covers how acquirers set prices in the Customer Hub. From any page of the Customer Hub, hover your mouse over the prices and limits icon in the left side panel and select 'Add tonnage limits' from the pop-out menu:



The 'Add Prices' form will be opened on the 'Enter Prices' step on the 'Manual entry' tab:



Select the account and season

Select the publish option, if you select schedule for a future date and time and the form will adjust to allow you to also enter a start date and time for the price.

Enter the price details, you can click the '+ Add price entry' button if you have more than one price to add.

If you have multiple prices to add, you can switch tabs from 'Manual Entry' to 'Bulk upload':

MANUAL ENTRY **BULK UPLOAD**

Upload price for

Account: [dropdown] Season: 2021/2022 [dropdown]

Upload file

Upload your own cash bid file or use our **template**

Select files or drag and drop files here
 Accepted file types: XLS,CSV

sample.csv (0.1KB) [Upload completed] [trash icon]

Validate file

Select the account and season and then upload your bid file or use the provided template to create a bid file to upload. Once uploaded, click 'Validate file'. The system will check for any errors before publishing the file.

Home < Prices and limits < Add prices

Add prices

MANUAL ENTRY **BULK UPLOAD**

Upload file [checked] Validate file [checked] Submit prices [disabled]

Errors have been identified in the file you have uploaded. Please download the log to check for any errors and make the required updates before uploading again.

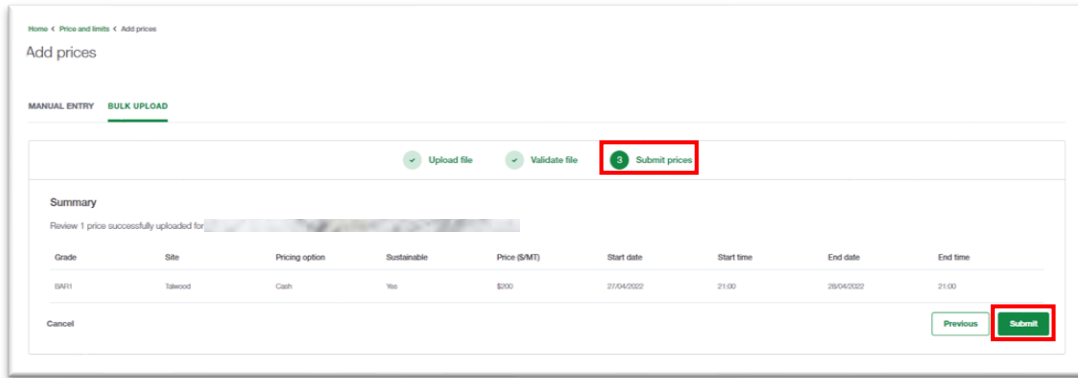
Download log

Cancel Previous

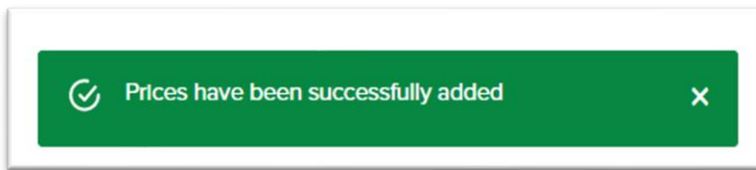
If you have any errors in your file, the system will request you to download a log file to identify the errors and correct them. The error type will be identified in the last column:

A	B	C	D	E	F	G	H	I	J
Grade	Site	Pricing Option	Price	Sustainable	Start date	Start time	End date	End time	Remarks
BAR1	Queensland	Cash	200	Yes	27/04/2022	21:00	28/04/2022	21:00	Invalid site

Correct the error/s, upload the bid file again and click 'Validate file'. The system continues to the 'Submit prices' step. Review the uploaded and prices and click 'Submit' to publish them:



The system will confirm the prices have been successfully added:



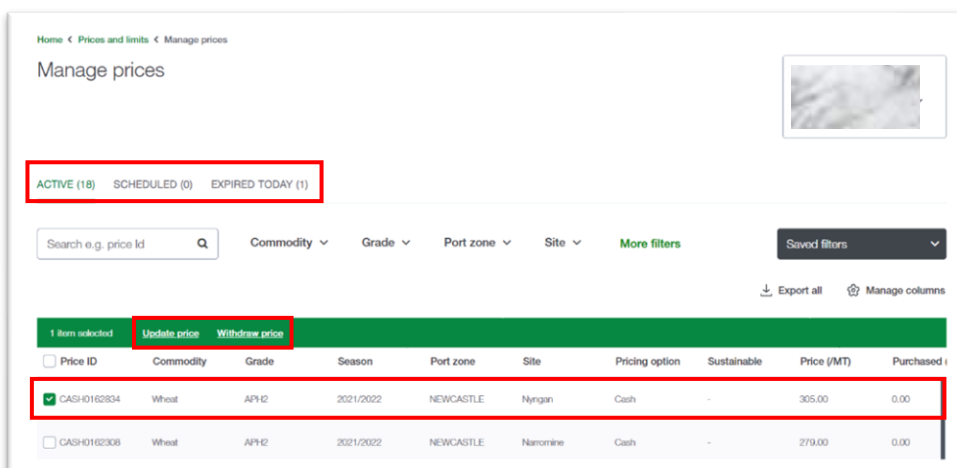
Managing Prices

The manage Prices section enables you to view and update or delete prices you have added to the Customer Hub.

The manage price limits listing screen has three tabs for different price statuses:

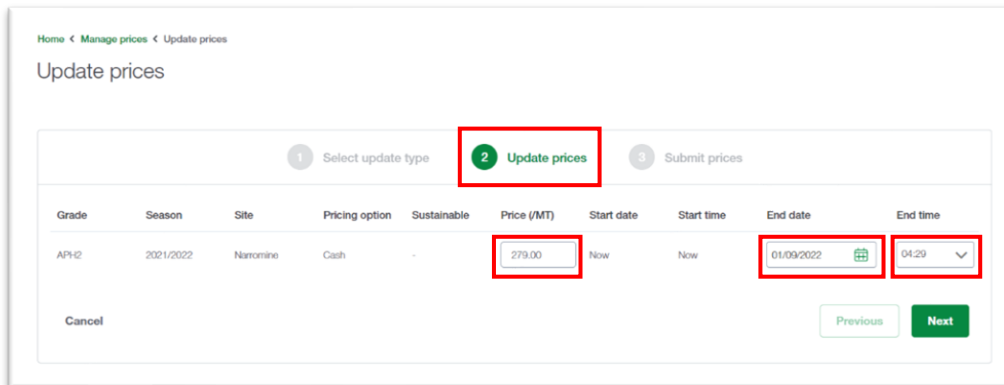
- *Active*: contains a list of prices that have been uploaded and are currently active
- *Scheduled*: Contains a list of prices that have been uploaded but are not yet active
- *Expired today*: contains a list of prices that have been uploaded but have expired

Prices will be displayed for the selected ABN:



Updating Prices

To update a price, locate and select the price in the listing screen and select 'Update Price' from the green action bar:



Home < Manage prices < Update prices

Update prices

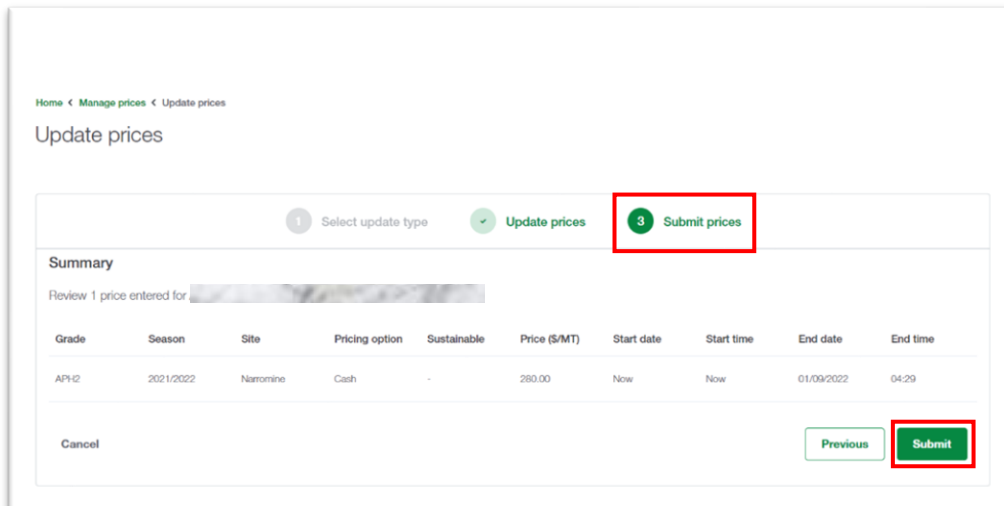
1 Select update type 2 Update prices 3 Submit prices

Grade	Season	Site	Pricing option	Sustainable	Price (/MT)	Start date	Start time	End date	End time
APH2	2021/2022	Narramine	Cash	-	279.00	Now	Now	01/09/2022	04:29

Cancel Previous Next

You can update the price, the end date, and the end time

Click 'Next'



Home < Manage prices < Update prices

Update prices

1 Select update type 2 Update prices 3 Submit prices

Summary

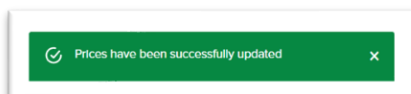
Review 1 price entered for [redacted]

Grade	Season	Site	Pricing option	Sustainable	Price (\$/MT)	Start date	Start time	End date	End time
APH2	2021/2022	Narramine	Cash	-	280.00	Now	Now	01/09/2022	04:29

Cancel Previous Submit

Review the update details and click 'Submit':

The system will confirm the price has been updated

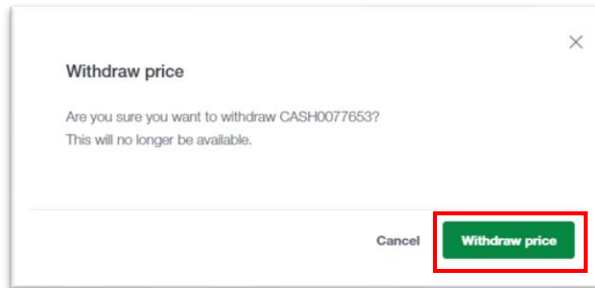


Withdrawing Prices

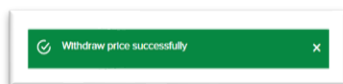
You can withdraw prices from the Active and scheduled tabs at any time.

To withdraw a price that is no longer required, use the search bar or filters to locate and select the price in the listing screen.

Select 'withdraw price' from the green action bar, you will see a pop-up box asking you to confirm the action, click 'withdraw price' to proceed:



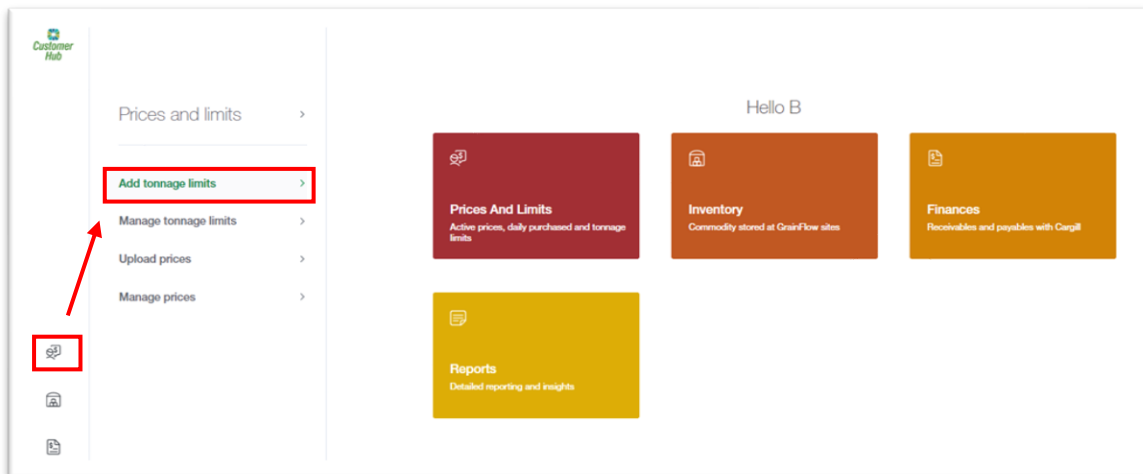
The system will confirm the price has been successfully withdrawn:



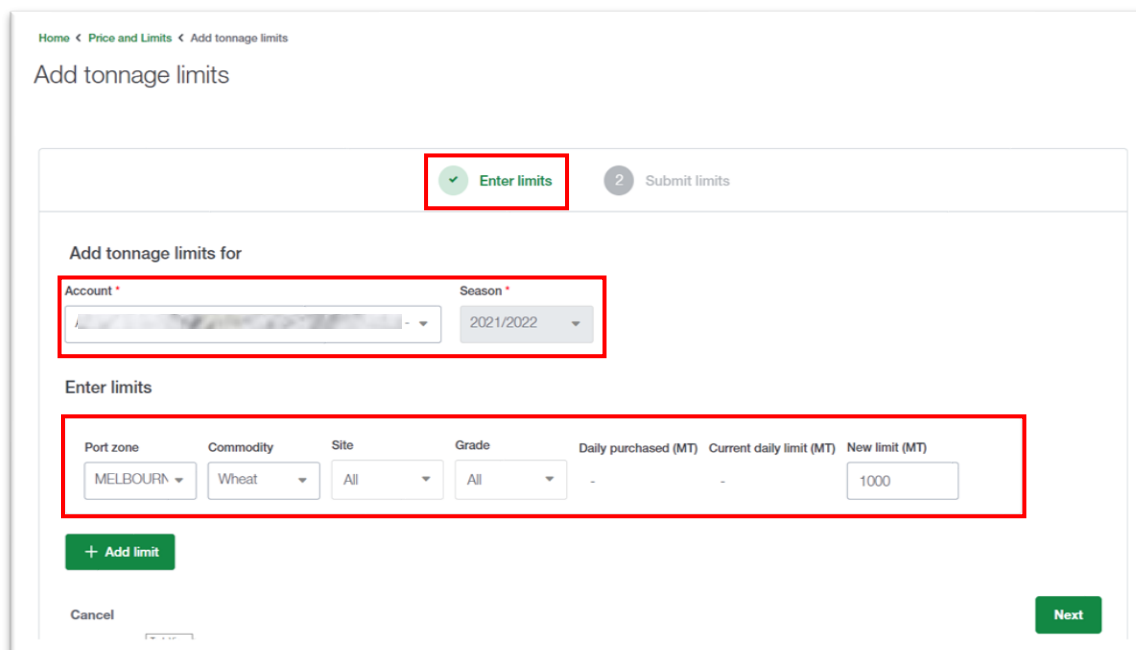
The price is now withdrawn, it no longer appears in the Active or scheduled tab, but will appear as a record in the expired tab.

Adding Tonnage Limits:

The process covers how acquirers set daily limits on tonnage in the Customer Hub. Hover your mouse over the 'Prices and Limits' icon in the left side panel and select 'Add tonnage limits':



The 'Add tonnage limits' form will be opened on Step 1: 'Enter limits':



The screenshot shows the 'Add tonnage limits' form. At the top, there are two steps: '1 Enter limits' (highlighted with a red box) and '2 Submit limits'. Below the steps, there are two dropdown menus: 'Account *' and 'Season *'. The 'Account *' dropdown is highlighted with a red box. Below these, there is a section titled 'Enter limits' which contains a table with columns: 'Port zone', 'Commodity', 'Site', 'Grade', 'Daily purchased (MT)', 'Current daily limit (MT)', and 'New limit (MT)'. The 'New limit (MT)' column has a text input field with the value '1000'. This entire table area is highlighted with a red box. At the bottom left, there is a '+ Add limit' button, and at the bottom right, there is a 'Next' button.

Select the account the limit is for and season.

Enter the limit details and click 'Next'

The system will open step 2 of the form 'Submit limits':

Home < Price and limits < Add tonnage limits

Add tonnage limits

✓ Enter limits 2 Submit limits

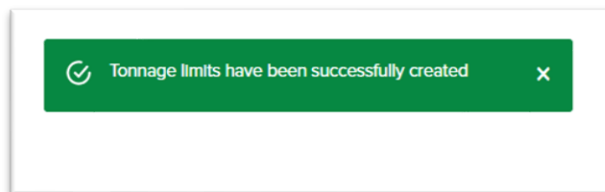
Summary
Review and confirm daily tonnage limits entered for [redacted] Ltd, season 2021/2022

Port zone	Commodity	Site	Grade	Daily purchased (MT)	Current daily limit (MT)	New limit (MT)
MELBOURNE	Wheat	All	All	-	-	1000

Cancel Previous Submit

Review the limit details for accuracy and click 'Submit' to apply it to the account.

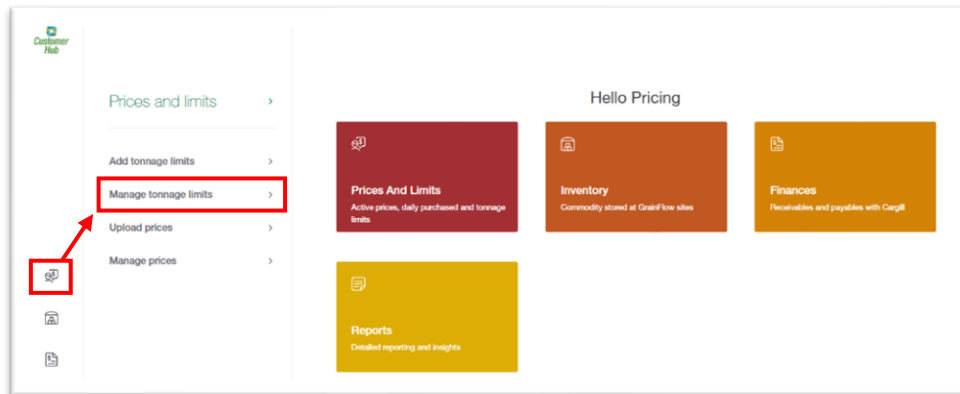
The system will confirm the limit has successfully been created:



The new tonnage limit is now in effect.

Managing Tonnage Limits:

This process covers how to manage tonnage limits once they have been set in the Customer Hub. Hover your mouse over the Prices and Limits icon in the left side panel and select 'Manage tonnage limits' from any screen in the Customer Hub:

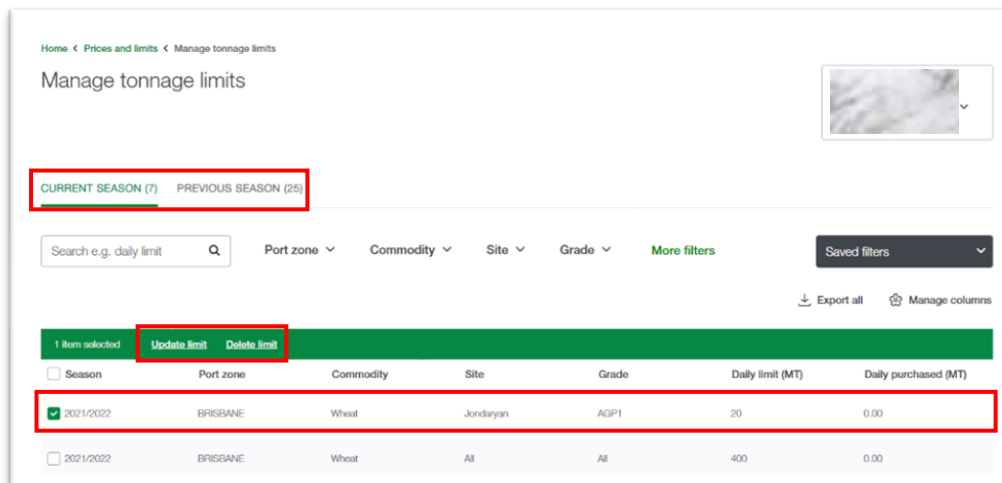


The Manage tonnage limits listing screen will open and display all the daily tonnage limits that have been set up. There are two tabs available; 'Current season' and 'Previous season'.

The following steps apply to both tabs.

To Manage a tonnage limit, use the search bar or filters to locate the limit.

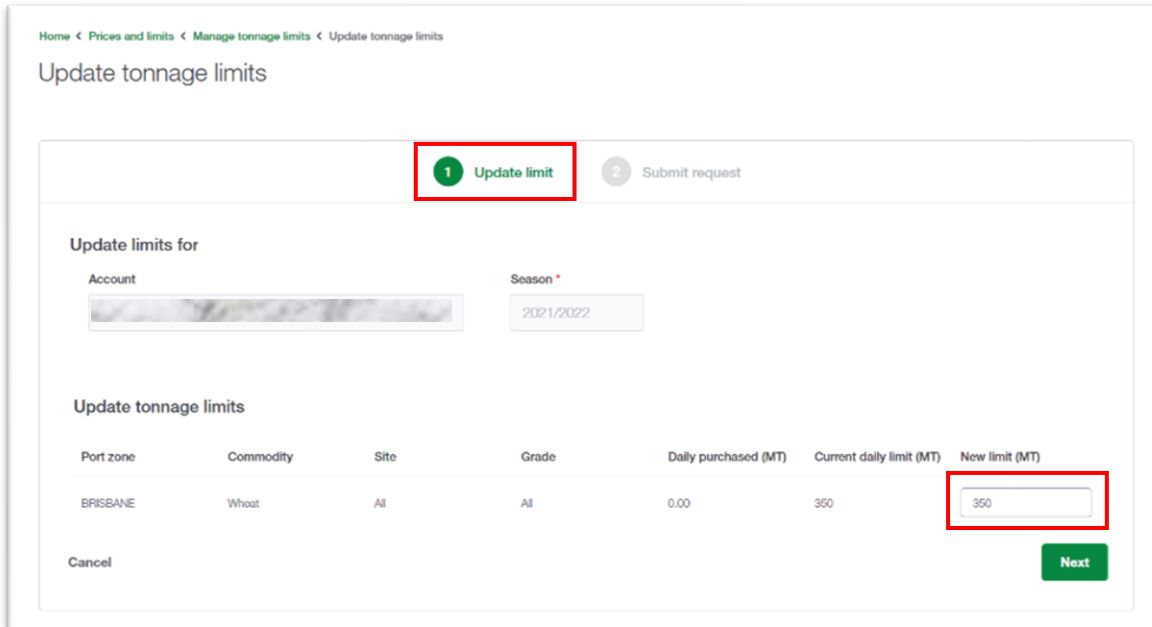
Select the limit from the list by checking the box to the left and a green action bar will appear with two options; update limit and delete limit:



Updating Tonnage Limits

Select 'Update limit' if you need to adjust an existing Daily Tonnage Limit. The 'Update tonnage limits' form will open.

Enter the new limit and click 'Next':



Home < Prices and limits < Manage tonnage limits < Update tonnage limits

Update tonnage limits

1 Update limit 2 Submit request

Update limits for

Account

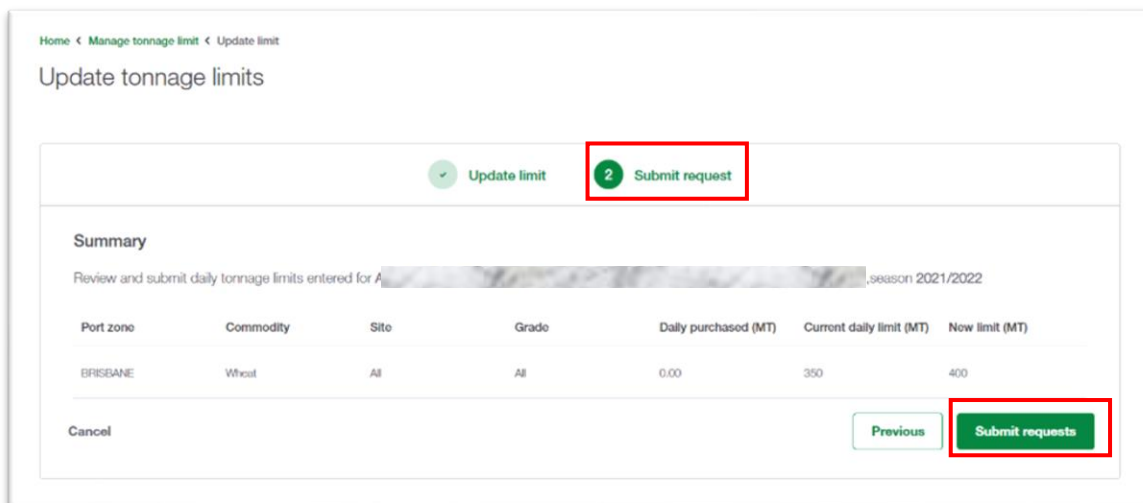
Season * 2021/2022

Update tonnage limits

Port zone	Commodity	Site	Grade	Daily purchased (MT)	Current daily limit (MT)	New limit (MT)
BRISBANE	Wheat	All	All	0.00	350	<input type="text" value="350"/>

Cancel Next

Review the limit summary and if all correct, click 'Submit Request':



Home < Manage tonnage limit < Update limit

Update tonnage limits

✓ Update limit 2 Submit request

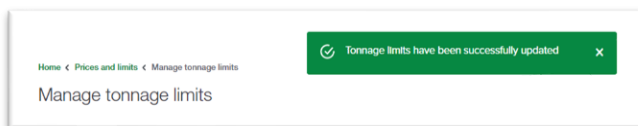
Summary

Review and submit daily tonnage limits entered for A... season 2021/2022

Port zone	Commodity	Site	Grade	Daily purchased (MT)	Current daily limit (MT)	New limit (MT)
BRISBANE	Wheat	All	All	0.00	350	400

Cancel Previous Submit requests

The system will confirm the limit was successfully updated:



Home < Prices and limits < Manage tonnage limits

Manage tonnage limits

✓ Tonnage limits have been successfully updated X

The new tonnage limit is now in effect.

Deleting Tonnage Limits

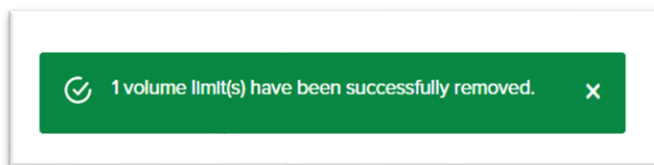
If a tonnage limit is no longer applicable or required, select 'Delete limit'. A pop-up box will appear asking you to confirm the action.

The limit will be deleted from the list and all related prices published will be withdrawn:



Click 'Delete Limit' to confirm.

The system will confirm the limit has successfully been removed:

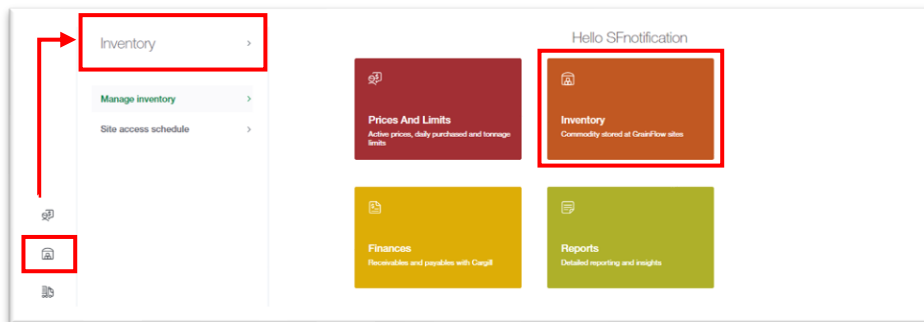


Inventory

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.

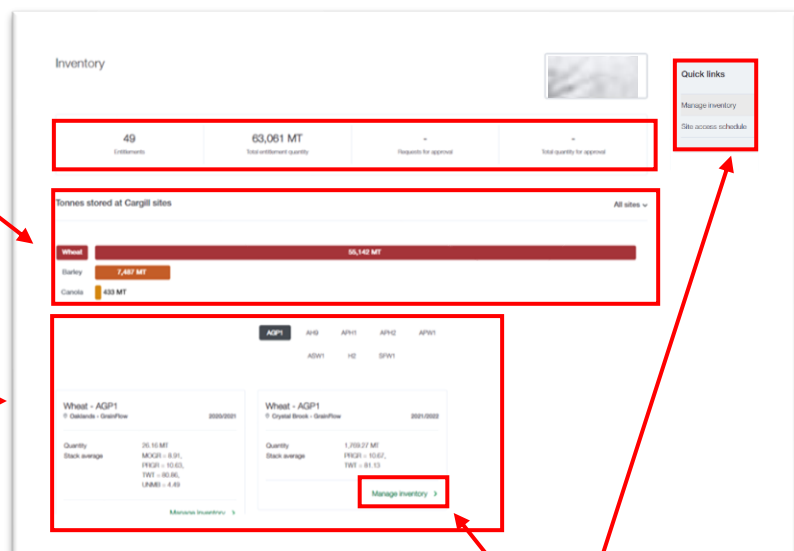
On this page you can see an overview of your entitlements warehoused in Grainflow sites. The totals at the top summarise the number of entitlements held, the total entitlement quantity in metric tonnes, and the total number and quantity of Inventory requests for approval. Click on any of the totals in 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:



Available for out-turn
 Unavailable for out-turn

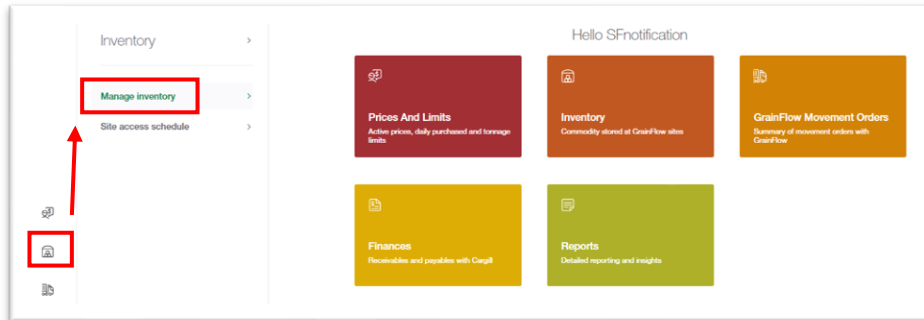
Site access			23-Jun-23	30-Jun-23	6-Jul-23	13-Jul-23	20-Jul-23	27-Jul-23	3-Aug-23	13-Aug-23	20-Aug-23	27-Aug-23	3-Sep-23	10-Sep-23	17-Sep-23	24-Sep-23	1-Oct-23	8-Oct-23	15-Oct-23	22-Oct-23	29-Oct-23	5-Nov-23	12-Nov-23	19-Nov-23	26-Nov-23
Area	Site	Grades																							
Queensland	The Gums	H2, AGP1																							
	The Gums	AIH2, SFW1, APH2, APW1																							
	Talwood	I2																							
	Talwood	APW1, APH1, APH2, SFW1, ASW1																							
NTL Zone																									
Northern NSW	Beambri	AH2, APH1, APH2																							
	Beambri	AH2, APH1, APH2																							
	Beambri	AIH2, APH2, HPS1, AH2, H2																							
Central NSW																									
	Nyngan	SFW1																							
	Nyngan	SFW1																							
	Narromine	SFW1																							
PKE Port Zone																									
Southern NSW	West Wyalong	SFW1																							
	West Wyalong	SFW1																							
Vic Port Zone																									
	Oaklands	SFW1																							
	Oaklands	AGPW																							
	Oaklands	AGPW																							
	Sex Lake	AGPW																							
	Birchip	AGPW																							
	Birchip	AGPW																							
	Charlton	AGPW																							
	Dimboola	AGPW																							
	Dimboola	AGPW																							
South Australia																									
	Pinnaroo	BAR1, BAR3																							
	Pinnaroo	APW1, ASW1																							
	Pinnaroo	I2																							
	Pinnaroo	BAR1																							
	Mallala	APW1																							
	Mallala	I2																							
	Mallala	I2																							
	Crystal Brook	BAR1																							
	Crystal Brook	APW1																							
	Crystal Brook	I2																							
	Crystal Brook	SFSM																							
	Crystal Brook	APW1, AGPW																							
	Crystal Brook	APW1, AGPW																							
	Malland	BAR1																							
	Malland	APW1																							

Manage Inventory

Entitlements

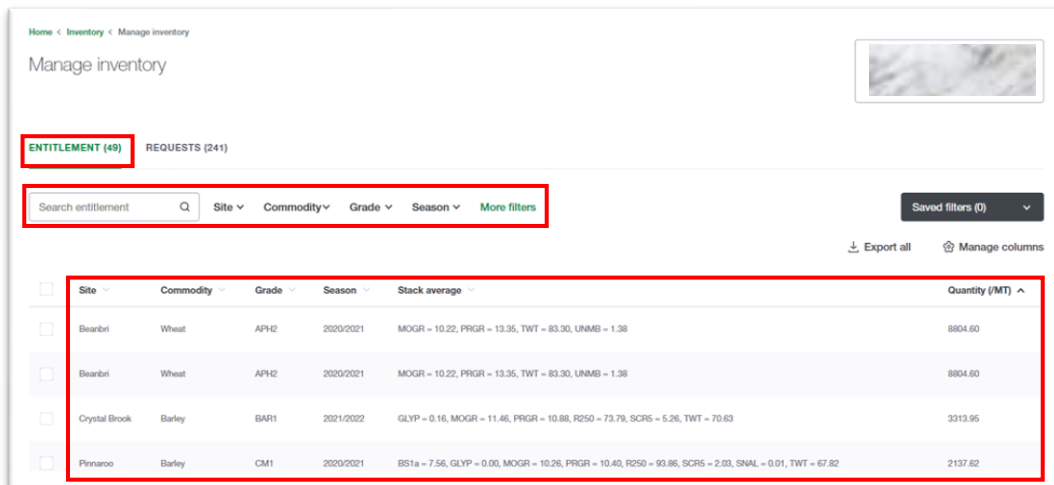
Entitlements held at Grainflow storage sites can be viewed and managed in the Inventory section of the Customer Hub.

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:

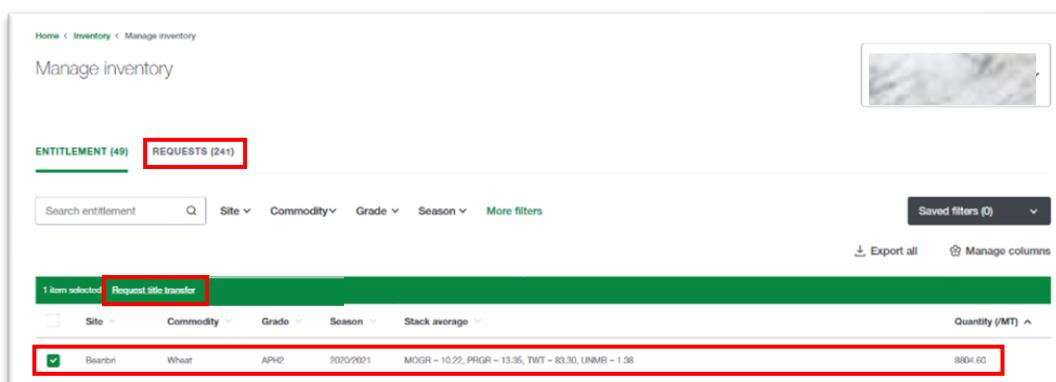


The 'Manage inventory' listing screen will be displayed on the 'Entitlement' tab. The listing screen will display the details for all current entitlements for the selected account.

Use the search bar or filters to refine the list to locate the entitlement you are looking for:



From here, you can request a title transfer, or you can navigate to the requests tab to check all requests for your account:

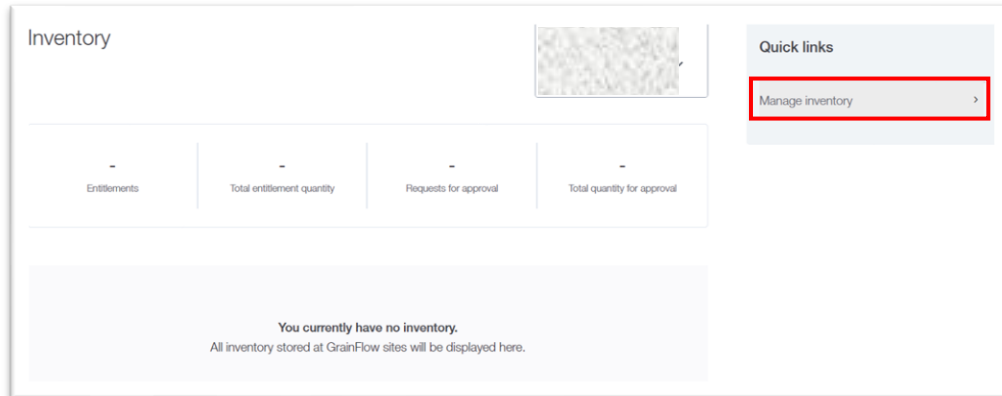


Title Transfers

Requesting Title Transfers

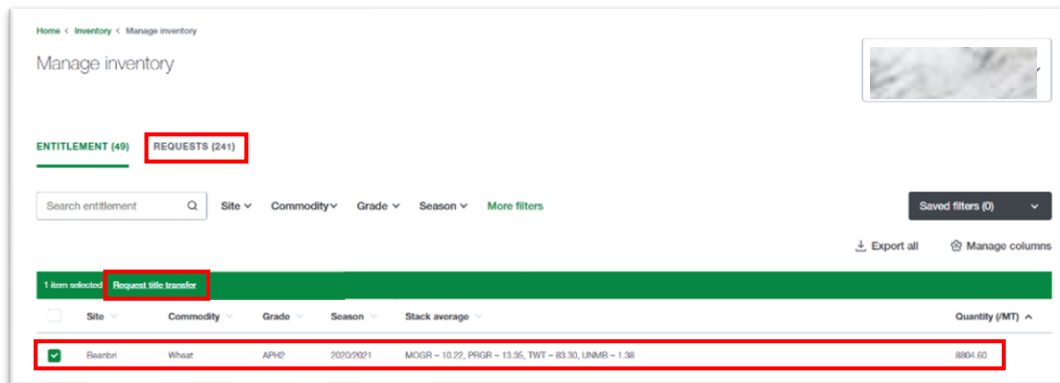
This process covers how to submit a title transfer request in the Customer Hub. You can use the Customer Hub to submit a title transfer request to other acquirers that have signed up to the Customer Hub and have a storage and handling agreement for the season of the entitlement you wish to transfer.

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:

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

Seller reference number:

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	<input type="text" value="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

Cancel Previous Submit transfer

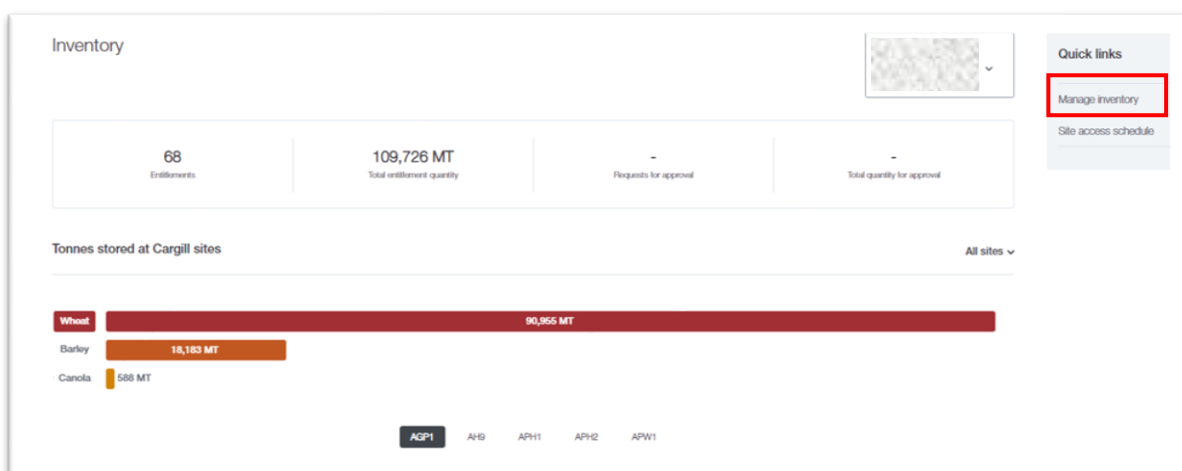
The system will send the Buyer Acquirer a notification that a new title transfer request has been submitted. The Buyer Acquirer will need to review and approve the title transfer request to complete the transaction, update the inventory and initiate and financial documents required.

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.

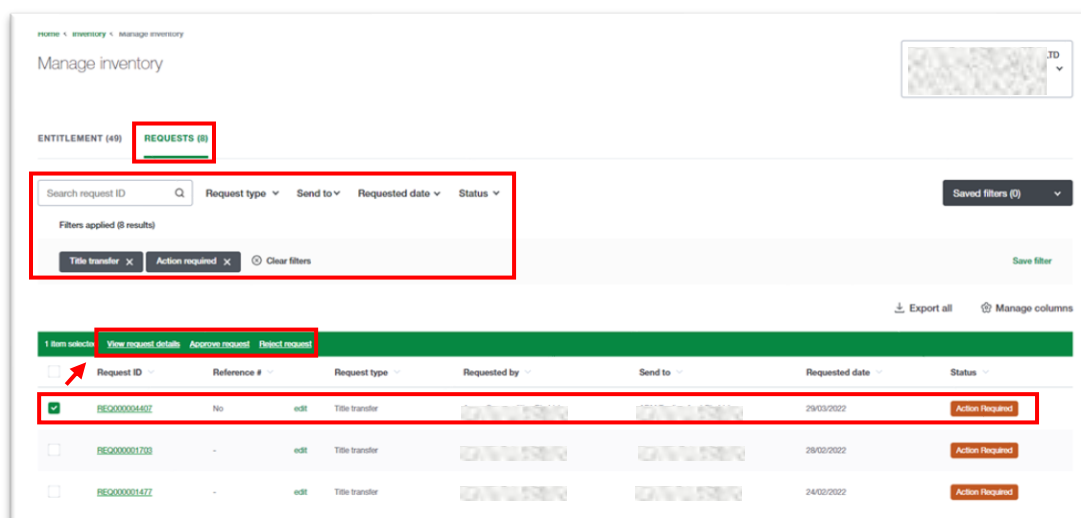
Manage Title Transfer requests by logging in to the Customer Hub and clicking on the notification bell to be taken directly to the Title Transfer request or you can manually navigate to the request as follows:

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

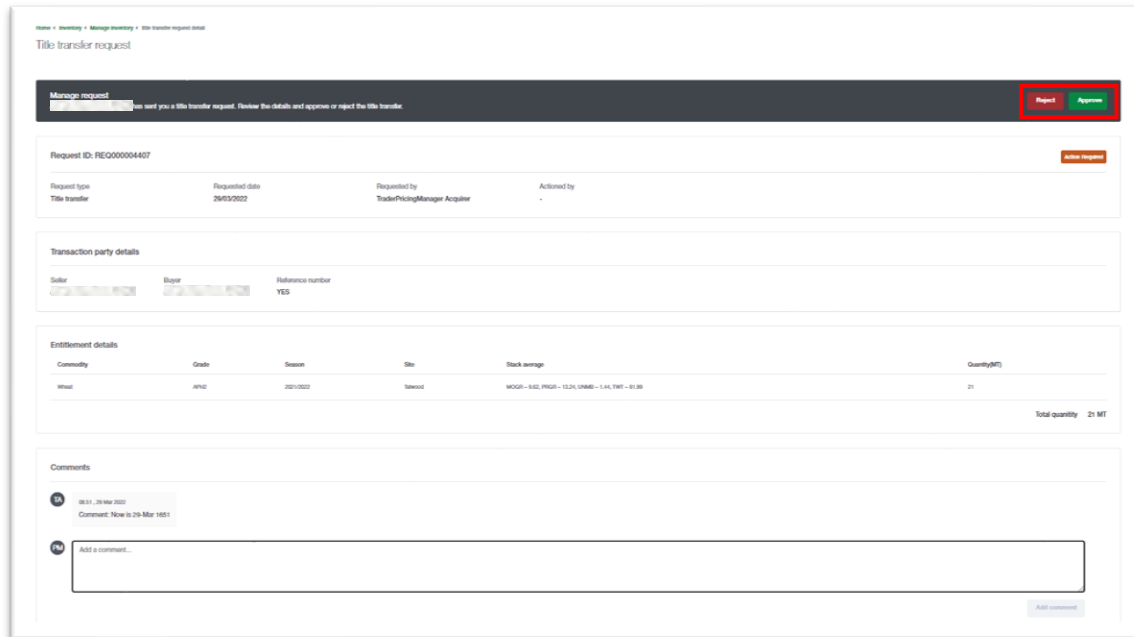


The 'Manage inventory' listing screen will be displayed. Check you have the 'Requests' tab open and then use the filters to select 'Title Transfer' and 'action required' for the status to locate the request you are looking for.

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:



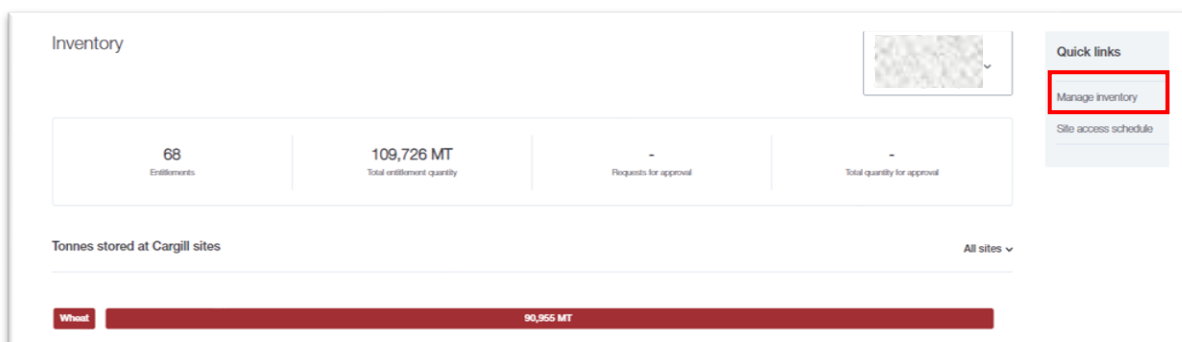
If the request is approved, the entitlement will be updated, invoices generated, and a notification sent to the Seller acquirer that the request has been approved.

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

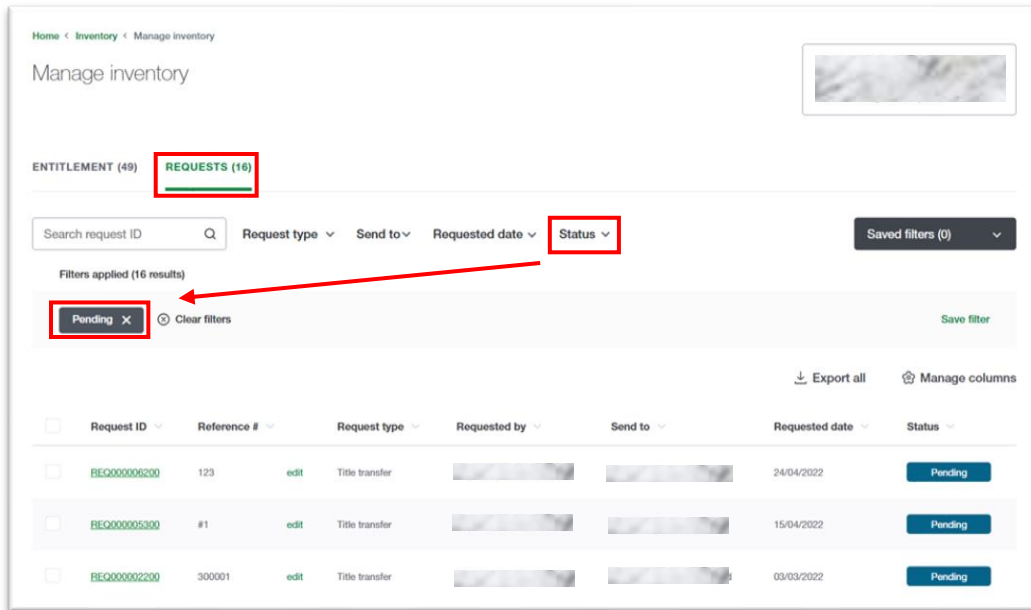
This process guide covers how to withdraw Title Transfer requests made in the Customer Hub. Once a request for Title Transfer has been submitted, it will appear in the 'Requests' tab of the 'Manage Inventory' screen in pending status. It will remain in pending status until it has been approved, rejected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



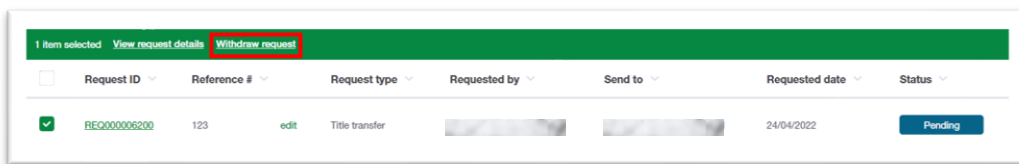
The 'Manage inventory' listing screen will open.

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



The screenshot shows the 'Manage inventory' interface. At the top, there are navigation links: Home < Inventory < Manage inventory. Below this, the 'Manage inventory' title is displayed. A tab bar shows 'ENTITLEMENT (49)' and 'REQUESTS (16)', with 'REQUESTS (16)' being the active tab. A search bar for 'Search request ID' is present, along with filters for 'Request type', 'Send to', 'Requested date', and 'Status'. The 'Status' filter is currently set to 'Pending'. Below the filters, it says 'Filters applied (16 results)'. A table of requests is shown with columns: Request ID, Reference #, Request type, Requested by, Send to, Requested date, and Status. Three requests are listed, all with a 'Pending' status. A red box highlights the 'REQUESTS (16)' tab, and another red box highlights the 'Status' filter dropdown. A red arrow points from the 'Status' filter to the 'Pending' filter button in the 'Filters applied' section.

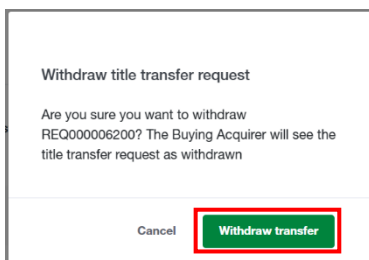
Locate the request you wish to withdraw from the list, check the box next to it and select 'Withdraw request' from the green action bar:



This screenshot shows the same request list as the previous image, but with the first request (Request ID: REQ000006200) selected. A green bar at the top of the table area indicates '1 item selected' and provides options for 'View request details' and 'Withdraw request'. The 'Withdraw request' button is highlighted with a red box. The table row for the selected request has a green checkmark in the 'Request ID' column.

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:



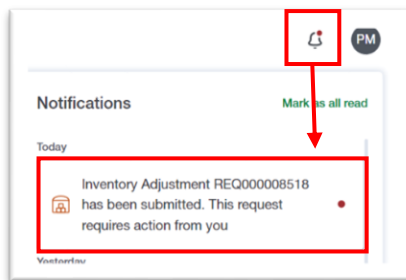
The screenshot shows a confirmation dialog box titled 'Withdraw title transfer request'. The text inside asks: 'Are you sure you want to withdraw REQ000006200? The Buying Acquirer will see the title transfer request as withdrawn'. At the bottom of the dialog, there are two buttons: 'Cancel' and 'Withdraw transfer'. The 'Withdraw transfer' button is highlighted with a red box.

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

Inventory Adjustments

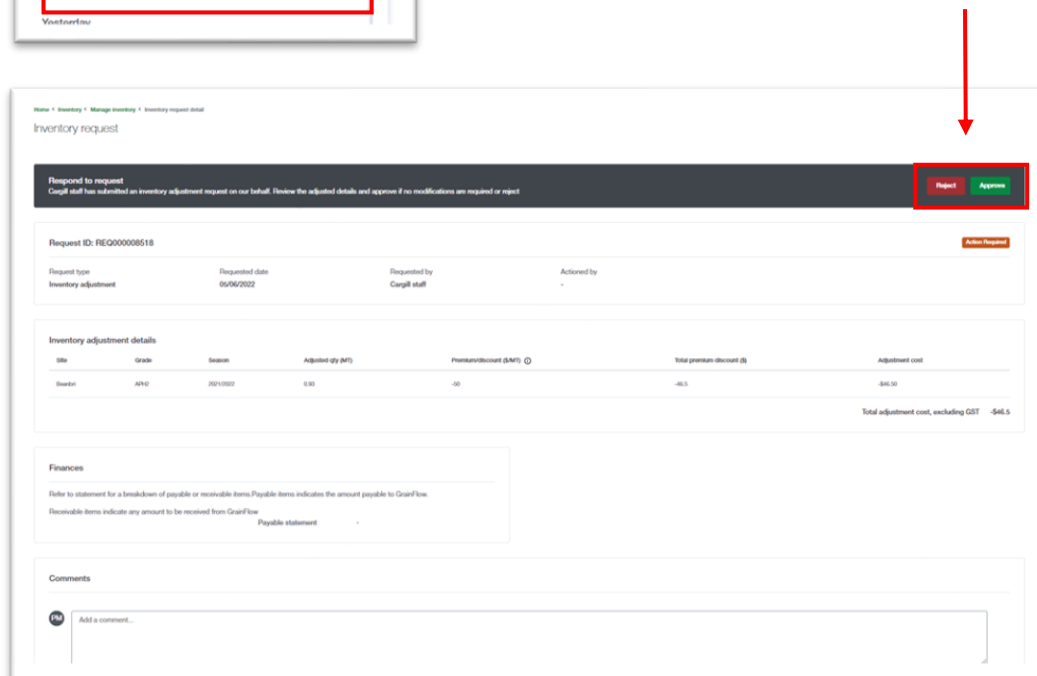
This process covers how to review stock adjustment requests received from Grainflow in the Customer Hub. When Grainflow submits a stock adjustment request for either a stock swap or a write on/write off you will receive a notification in the Customer Hub (and depending on your notification preference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

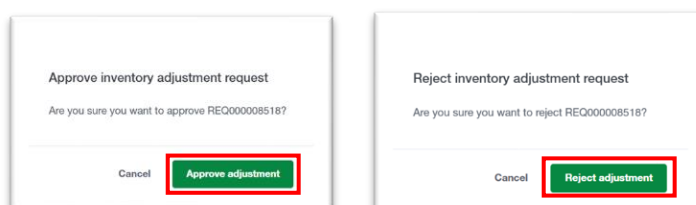


Click the Inventory adjustment notification in the list and Inventory request details will open.

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. The inventory will be updated, payments generated or requested, and the related financial documents will be generated and available in the Customer Hub.

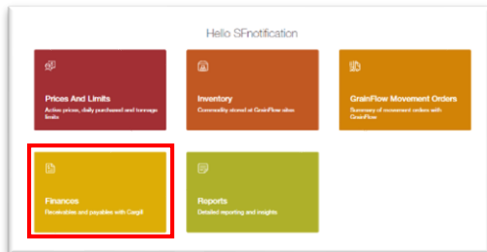
Rejecting an adjustment request completes the process.

No changes will be made to inventory and no financial documents will be generated.

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 top section provides a summary of the total number of and the total value of your payable and receivable invoices

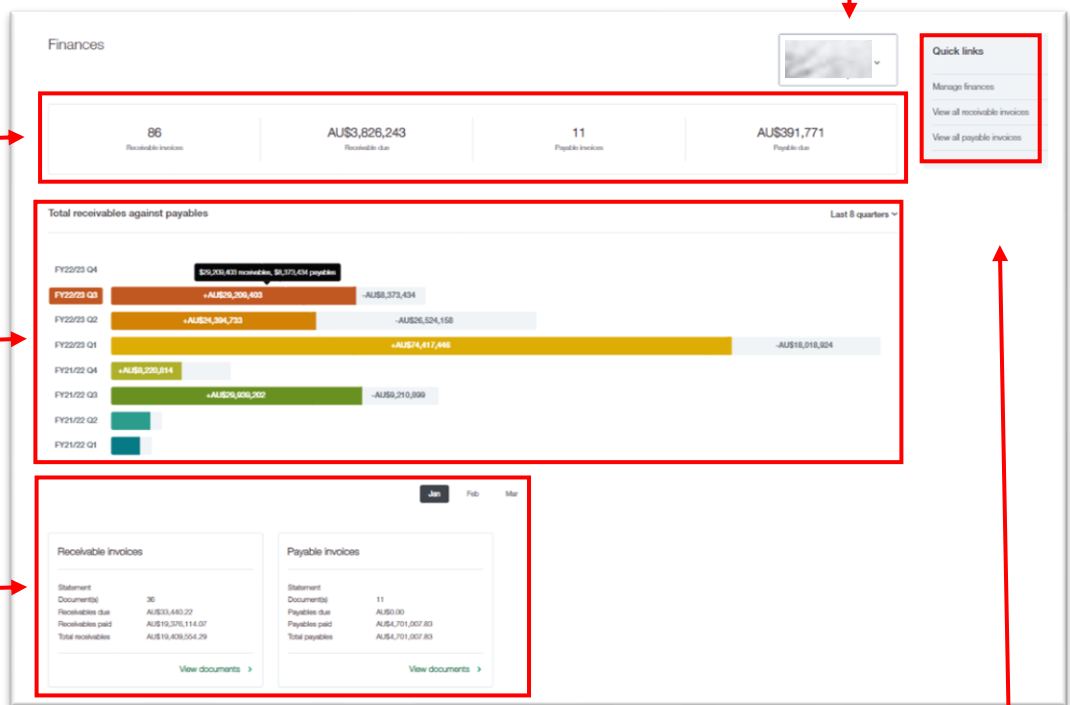
The graph in the middle displays' receivable invoices against payable invoices by financial year quarter

Click the different FYQs to update the summary cards

The bottom section contains the quarterly invoice summary cards

Use the month filters to view the information by month

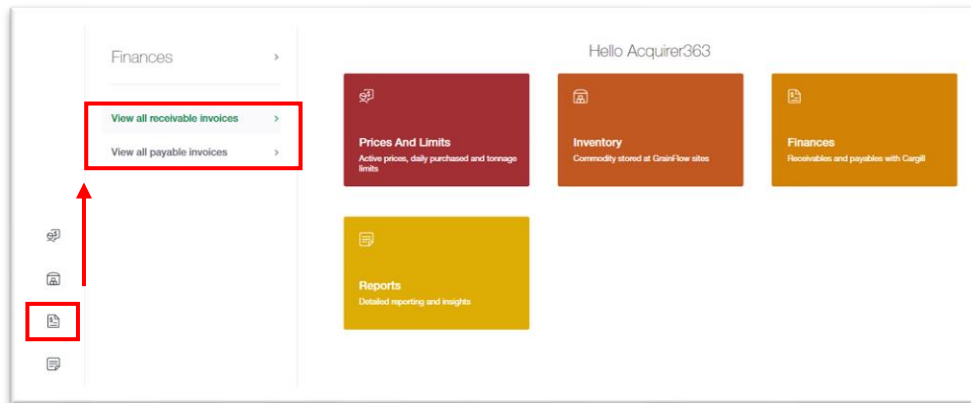
The information displayed relates to the selected ABN



Use the quick links in the top right-hand corner or the 'view documents' links in the summary cards to navigate to the Manage finance finances listing screen and view the invoice details

Manage Finances

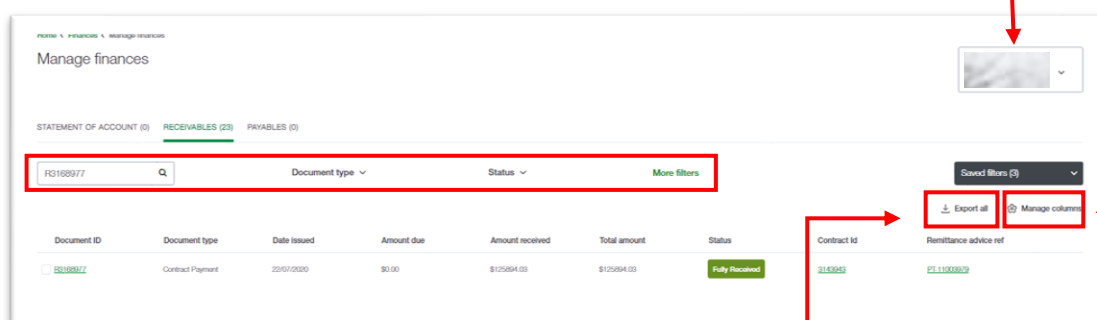
Access the manage finances details from any page of the Customer Hub by hovering your mouse over the Finances icon in the left side panel and selecting to view either the payable or receivable invoices:



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 Cargill / AWB / Grainflow.
- *Payables*: All documents that detail payables from Cargill / AWB / Grainflow.

The information displays relates to the selected ABN



Manage finances

STATEMENT OF ACCOUNT (0) RECEIVABLES (23) PAYABLES (0)

RG188977 Document type Status More filters

Export all Manage columns

Document ID	Document type	Date issued	Amount due	Amount received	Total amount	Status	Contract Id	Remittance advice ref
RG188977	Contract Payment	29/07/2020	\$0.00	\$1252894.03	\$1252894.03	Fully Received	1145845	RT11003819

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

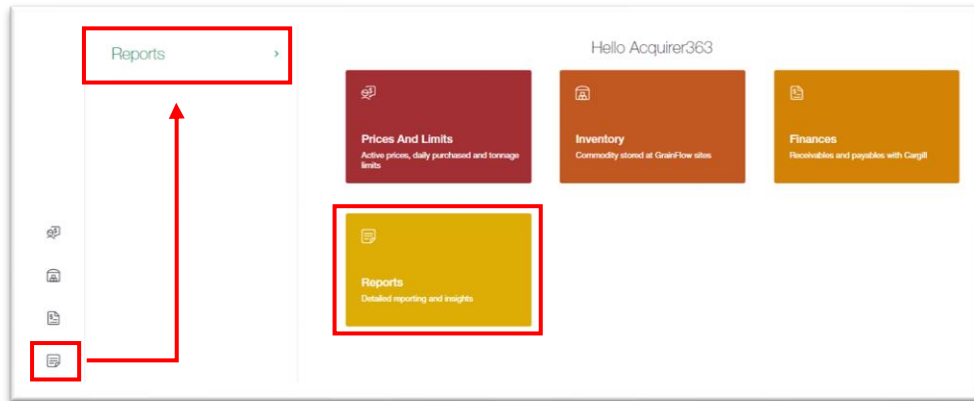
STATEMENT OF ACCOUNT (0) **RECEIVABLES (198)** PAYABLES (35)

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

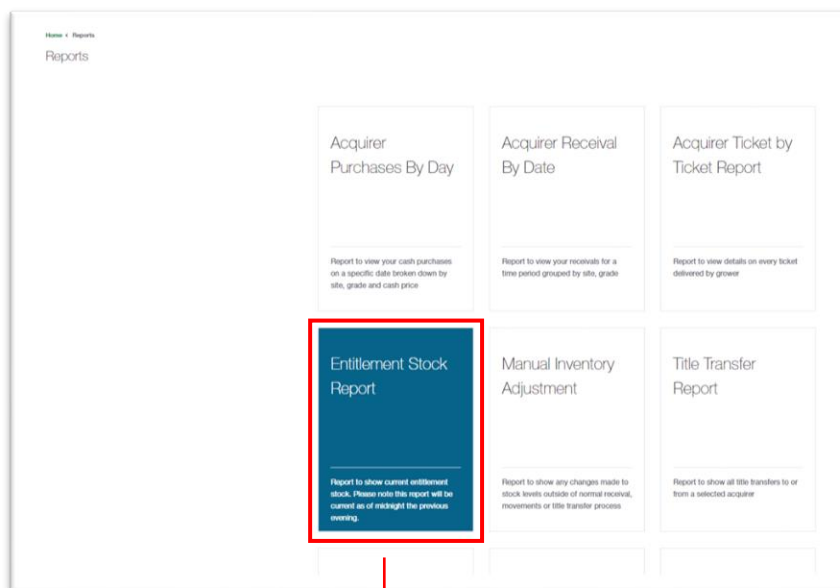
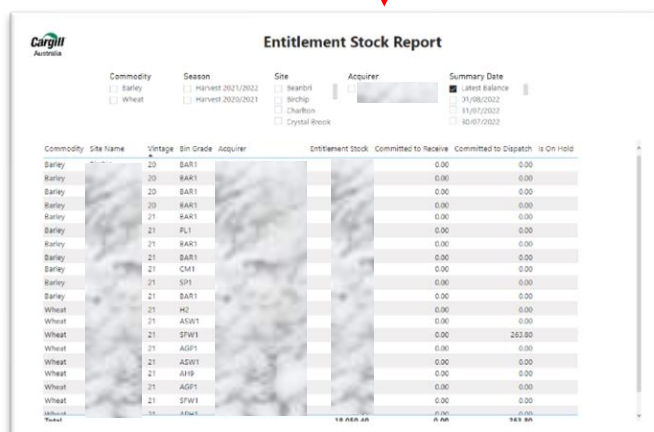
Invoice ref	Document type	Date issued	Amount due	Amount received	Total amount	Due date	Status	Remittance advice ref
<input type="checkbox"/> 1025	Invoice	31/01/2023	\$0.00	\$2,056.18	\$2,056.18	02/03/2023	Fully Received	PT11036419
<input type="checkbox"/> 10907	Withdraw	28/02/2023	\$0.00	\$17,434.15	\$17,434.15	01/03/2023	Fully Received	PT11036202
<input type="checkbox"/> 10990	Withdraw	22/02/2023	\$0.00	\$968,016.95	\$968,016.95	23/02/2023	Fully Received	PT11034333
<input type="checkbox"/> 16709	Withdraw	25/01/2023	\$0.00	\$1,339,090.14	\$1,339,090.14	27/01/2023	Fully Received	PT11030498
<input type="checkbox"/> 16767	Withdraw	24/01/2023	\$0.00	\$2,231,815.41	\$2,231,815.41	25/01/2023	Fully Received	PT11030432
<input checked="" type="checkbox"/> 16741	Withdraw	18/01/2023	\$3,310,142.15	\$0.00	\$3,310,142.15	19/01/2023	Not Received	NM39525209

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:

The screenshot shows the 'Entitlement Stock Report' interface. It includes a filter section at the top with options for Commodity (Barley, Wheat), Season (Harvest 2021/2022, Harvest 2022/2021), Site (Searhill, Srichip, Chudron, Crystal Brook), and Acquirer. Below the filters is a table with the following columns: Commodity, Site Name, Vintage, Bin Grade, Acquirer, Entitlement Stock, Committed to Receive, Committed to Dispatch, and Is On Hold. The table contains data for various sites and commodities, including Barley and Wheat.

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	SPT			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	262.90	0.00	
Wheat	21	AGP1			0.00	0.00	0.00	
Wheat	21	ADP1			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 Total					19.000.00	262.90	0.00	0.00

Adjusting the 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

Acquirer	Movement Type	Movement No	STO No	Date	Transaction No	Site	DestinationSiteName	Transport Type	Carrier	Truck ID	Grain Type	Season
Dispatch	Dispatch			01/08/2022				Road			Wheat	Harve
Dispatch	Dispatch			01/08/2022				Road			Wheat	Harve
Dispatch	Dispatch			28/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			28/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			26/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			25/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			26/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			26/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			26/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			26/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve
Dispatch	Dispatch			07/07/2022				Road			Wheat	Harve

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