CropConnect

Frequently Asked Questions (FAQs)

27 September 2024

Contents

GrainCorp CropConnect

For Growers

1. General

1.1. How do I find CropConnect?

Find CropConnect in an internet browser by going to cropconnect.com.au

If you're on a phone or tablet, you can also find CropConnect through the GrainCorp app by clicking on the '**Menu**' tab.

1.2. How do I download the mobile app?

For Apple phones and tablets click on this link or search "GrainCorp" in the App Store.

For Android phones and tablets click on this link or search "GrainCorp" in the Play Store.

1.3. How do I register or provide access to others?

To gain access to CropConnect, please register providing the company, user and NGR details you would like access to.

If you would like to provide access to your NGR to someone else, then you'll need to fill out an Appointment of Authorised User form (agreements and forms for growers) and send through to growers@graincorp.com.au. Please note that person must also register with CropConnect.

To keep your CropConnect account secure, please remember to never share your password with anyone.

1.4. How do I login to CropConnect?

You can login to CropConnect using your login details. If this is the first time logging in, then please follow the steps in the email you should have received on registering.

1.5. Why do I need to perform additional security steps to login?

CropConnect will ask you to perform Multi-Factor Authentication (MFA) on login. MFA is an additional layer of security, requiring at least two factors to confirm your identity before granting you access.

For further information on how to set up, use and manage MFA for CropConnect, please refer to the MFA User Set Up Guide.

1.6. How do I set up a PIN?

Browser | Login to CropConnect, click on your email in the top-right corner and select **'Settings'**. In the top section, click on the **'create PIN'** button.

App | You can set up a PIN from the 'Settings' > 'Other Settings' section of the app.

1.7. Where is the PIN used?

The PIN can be enabled to:

- Log in to the app. To enable this feature, go to **'Settings'** in the app and turn on the "PIN Login" option.

- Place and edit offers and authorise transactions. To enable this feature, go to **'Settings'** in CropConnect or **'Other Settings'** in the app and turn on the "Transaction Authorisation (PIN)" option.

1.8. How do I reset my password?

If you don't remember your password, you can reset your password yourself. This can be accessed from the **'Forgot password?'** link located on the login page.

If you would like to change your password, this can be done from the settings when logged into CropConnect.

1.9. Where do CropConnect and the mobile app get price and market information from?

All prices and market information presented is based on the offers, bids and cash prices placed in CropConnect. It is not restricted to GrainCorp only, it includes any buyer who places a bid (cash price).

1.10. Do I need to be connected to the internet to use CropConnect and what happens if I lose connectivity?

Yes. Based on the nature of a live marketplace information is constantly changing, so you'll need to be connected to the internet to ensure the information you're viewing is correct.

If you happen to lose connectivity halfway through a transaction it could either submit or not. To check whether the transaction has gone through go to **'Active Offers'** or **'Trade History'** depending on the action you were trying to perform, and see if your transaction has gone through. If you have any concerns, please contact us.

1.11. Do I need to be connected to the internet to use the mobile app and what happens if I lose connectivity?

Yes, you'll need to be connected to the internet to use most of the mobile app and to access CropConnect via the mobile app.

If you lose connectivity and the screen you are on requires an active internet connection, a message will be displayed to advise you that you are offline. Once you're back online, simply click **'try again'** to reload your screen.

While you're offline, you won't be able to receive push notifications. Once you are back online, you'll receive any notification sent to you while you were offline.

1.12. What commodities can I sell or buy on CropConnect?

You can transact in any grain commodity accepted at a GrainCorp site on CropConnect.

1.13. What seasons can I sell or buy on CropConnect?

Cash transactions can only be performed for the current season. If you'd like to do a cash transaction on older seasons please contact us.

Contract and pool transfers can be performed for old seasons of grain currently in warehouse.

1.14. What grades are GrainCorp accepting this season?

You can find the list of grades being accepted by GrainCorp this season on the **'Sites' > 'Grades at Site'** page.

1.15. What type of transactions are supported?

You can perform cash transactions between growers and buyers as well as transfer to contract, pool, cash, NGR and buyers through CropConnect.

On all cash transactions growers pay the storage fees and buyers pay the receival and CropConnect fees.

1.16. What's the difference between Secured and Self-managed payment?

Secured and Self-managed are payment types.

Secured payment is when the transaction is settled through CropConnect. Transacting through Secured payment means that you'll automatically get paid within the timeframe specified by the buyer.

Self-managed payment is when the grower and buyer manually settle the transaction.

1.17. How do I perform a transaction with Secured payment?

You can perform a transaction with Secured payment by either creating an offer with Secured as its payment type, or by accepting a Secured bid.

Look for the Secured padlock to see which offers and bids are Secured.

1.18. How do I print in CropConnect?

On certain screens, such as the Delivery Summary you can use the **'Print'** button to print. Throughout the rest of CropConnect, you can print by using the keyboard combination Ctrl+P.

2. Accounts

2.1. How do I perform a transaction with Secured payment?

Browser | You can change your profile from the drop-down menu where your email is displayed in the top-right corner of CropConnect.

App | You can change your profile from the **'Menu'** tab.

2.2. How do I view/amend my NGRs?

You can find the NGR account you're currently using in the top-right of CropConnect. This is the NGR you are acting as when you're using CropConnect. From here you can access a drop-down menu and change to any of the other NGR accounts you have linked. You can set your default account from the **'Settings'** screen.

If an NGR account is not linked, then please follow the registration process to request access to this NGR.

2.3. I am a Western Australian grower, how does my CBH and NGR number correlate?

WA growers can continue to log into CropConnect with their regular email/login details. However, their details will now be linked to an NGR and not their CBH details.

3. Tickets

3.1. What is an offer and how can I create one?

An offer is a nominated price that a grower has placed on CropConnect to sell one of their holdings. An offer can be made up of part of a ticket, a whole ticket, or a combination of tickets.

A grower can create an offer from anywhere a **'Place offer'** button is displayed.

3.2. Where can I view a Delivery Summary?

The Delivery Summary can be found under **'Accounting' > 'Delivery Summary'.** It is split into two tabs; the **'Receivals'** tab that shows all your deliveries to GrainCorp sites and the **'Totals'** tab that shows the total tonnes and average quality per holding and per site.

You can also generate a Delivery Summary report that is easy to print or download.

3.3. Where can I find my tickets' variety, paddock, quality information and other details?

There are a few ways to do this:

- From **'Accounting'** > **'Delivery Summary'** use the **'edit columns'** drop-down to add the columns you're interested in.
- From **'Accounting'** > **'Delivery Summary'** click on the ticket number to see all ticket details.
- From **'My Stock'** > **'Tickets'** click on the ticket number to see all ticket details.

3.4. Where can I find my quality averages for a holding?

There are a couple of ways to view your quality averages for a holding:

- From **'Accounting' > 'Delivery Summary' > 'Totals'** use the **'edit columns'** drop-down to add the quality fields you're interested in.
- From **'Accounting' > 'Delivery Summary'** generate a Delivery Summary report which contains holding quality averages.

3.5. Where can I find my in-progress deliveries?

You can find tickets that have been sampled and/or weighed on the **'All'** tab of the **'My Stock' > 'Tickets'** screen. These tickets are for information only and can't be transferred until the delivery is complete.

3.6. My ticket has an alert; what does it mean?

There are two types of delivery alerts:

- When your delivery is within the warning range.
- When your delivery is within the mass breach range.

To find out which alert applies to your ticket, click on the alert icon. This will show a pop-over with the details of the alert.

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4. Contracts

4.1. What does 'My Contracts' mean?

The 'My Contracts' page is where the user can view their GrainCorp forward contracts. On this page the user can view the latest version of their forward contracts and their outstanding delivery execution status summary in CropConnect. Users can also view their contracts in PDF form.

4.2. Why can I only see my GrainCorp contracts?

Third party buyers' contracts are not part of this functionality. The 'My Contracts' page will only display GrainCorp forward contracts.

4.3. Why is Other Site (Other Storage) showing on my forward contract?

Other site will show under 'site' on a contract when contracted outside of GrainCorp ECA network, SA or WA. Eg: domestic end user.

5. Croptimiser

5.1. How do I Croptimise a ticket?

First your ticket must meet the Croptimiser criteria, and there are two places to check this:

● Go to the 'Available' tab on the 'My Stock' > 'Croptimiser' screen.

● Go to the "Croptimiser" section within the ticket details view, which is displayed by clicking on the ticket's number anywhere a ticket is displayed in CropConnect.

If a **'Submit'** button is displayed in any of these locations, then it meets the Croptimiser criteria. Selecting the **'submit'** button will submit the ticket to the Croptimiser queue to attempt to upgrade it to the target grade displayed.

Once the attempt is complete, you will be notified of the outcome via:

● The 'Croptimiser' screen.

● System Notifications.

● Push Notifications (if you have it enabled via the mobile app).

A full list of your successfully Croptimised tickets can be found on the **'Upgraded'** tab of the **'My Stock' > 'Croptimiser'** screen.

5.2. How do I cancel a ticket from the Croptimiser queue?

While the ticket is in the queue, it can be found on the **'Submitted'** tab of the **'My Stock' > 'Croptimiser'** screen. If it can be cancelled, a **'Cancel'** button will displayed. Once the ticket has started to be processed in the queue it can no longer be cancelled.

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5.3. Why can't I Croptimise my ticket?

A ticket cannot be Croptimised if it:

● Has been sold.

● Has been transferred.

● Has been Croptimised before.

● Has undergone a voluntary downgrade.

● Is on offer.

● Does not meet the Croptimiser criteria.

6. Saved Searches

6.1. What is a saved search?

A saved search allows you to save a price search for a particular holding so that you don't have to enter the filters each time you come to CropConnect.

6.2. How do I create a saved search?

Browser | You can start a search from **'The Marketplace' > 'Overview'** or go directly to **'The Marketplace' > 'Cash'**. Once you have selected a site and grade filter, you will have the option to save your search by clicking on **'Save filter'** in the first tile on desktop or by ticking the "Save Filters" checkbox on mobile.

App | You can start a search from the mobile app homepage or by going directly to **'The Marketplace' > 'Cash'**. Once you have selected a site and grade filter, you will have the option to save your search by ticking the "Save Filters" checkbox.

6.3. Where can I see my saved searches?

Saved searches can be seen on the GrainCorp app homepage, **'The Marketplace' > 'Overview'** and **'The Marketplace' > 'Cash'** screens.

You can only see saved searches on the device that you created them on. That means that if you use CropConnect on your desktop and your mobile, you'll need to create your searches on both devices.

7. Prices and tonnage limits

7.1. What is a bid?

A bid is a cash price that a buyer has placed on CropConnect for a specified quantity of grain they wish to purchase. Bids update on the hour according to NSW Time (AEDT/AEST).

Bid prices are fixed, except Canola which all have increments (+/- oil and admix).

The buyer may have tonnage limits in place for specific grades and port zones/sites that could limit how much you can transfer.

7.2. What is a counter-bid?

A counter-bid is a cash price that a buyer has sent directly and confidentially to a grower in response to one of their offers. Counter-bids are effective immediately and for a duration specified by the buyer (from 30 minutes up to 24 hours). All counter-bids are for Self-managed payment.

7.3. How do I see and accept the counter-bids I have received on my offers?

You can access all the active counter-bids on your offers from **'My Stock' > 'Active Offers'**. In the **"Best Counter"** column you'll see the highest active counter-bid for your offer. When you click on the counter-bid price you'll be shown all the active counter-bids on your offer. From there, you can choose which one to accept.

8. Preferred buyers

8.1. What is a preferred buyer?

A preferred buyer is a buyer who a grower has chosen to deal with when placing offers on the cash marketplace in CropConnect. Growers can place offers and accept bids and counter-bids without choosing any preferred buyers, however a buyer needs to be set as a preferred buyer before they can accept or be auto-matched against Self-managed offers. Therefore, a Self-managed offer will not transact unless the grower has at least one preferred buyer. A buyer does not need to be a preferred buyer to place a counter-bid or to accept or auto-match against a Secured offer.

8.2. How do I create and manage my preferred buyers list?

You can create and manage your preferred buyers by going to **'My Stock' > 'Manage Buyers'**. From here you can select the buyers you wish to add/remove by checking/unchecking the **"Preferred Buyer"** checkbox next to a buyer's name.

Please note, buyers can join or leave the marketplace and can change their advertised payment terms for Self-managed transactions at any time. It is your responsibility to manage your list of preferred buyers and monitor buyers' payment terms.

9. Transactions

9.1. How do I sell to cash?

There are a few ways you can sell to cash in CropConnect:

- Place an offer.
- Accept a bid from **'The Marketplace' > 'Cash'**. Follow the prompt to select which tickets to sell and complete your transfer.
- Click on the **'Transfer'** button from **'My Stock' > 'Holdings'** or **'My Stock' > 'Tickets'** and then select **'transfer to cash'.**
- Accept a counter-bid from **'My Stock' > 'Active Offers'.**

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9.2. How can I do a Grower to Grower Transfer?

A grower-to-grower transfer is called an NGR transfer. You can do a NGR transfer by clicking on the **'Transfer'** button on either the **'My Stock' > 'Holdings'** or the **'My Stock' > 'Tickets'** screen.

NGR transfers come in two types. You can transfer multiple tickets to a single NGR, or you can transfer a single ticket to multiple NGRs. You can select the relevant NGR transfer type when you start the transfer in CropConnect.

9.3. How do I transfer to a contract, or pool, or to cash?

You can transfer to contract, pool, or to cash by clicking on the **'Transfer'** button on either the **'My Stock' > 'Holdings'** or the **'My Stock' > 'Tickets'** screen and selecting the relevant transfer type when prompted.

9.4. Why can't I transfer to cash?

You'll be unable to transfer to cash when:

- You've selected tickets across multiple grades or sites.
- You've selected tickets from an old season.
- You've selected a non-standard grade.

9.5. Why can't I transfer to a pool?

You'll be unable to transfer to a pool when you've selected a non-standard grade.

9.6. Why can't I accept a counter-bid?

You'll be unable to accept a counter-bid when:

- Your offer has expired or been deleted.
- The counter-bid has expired, been deleted or cancelled.

9.7. Why can't I perform a one ticket to multiple NGRs transfer?

You'll be unable to transfer a ticket to multiple NGRs when:

- You've selected more than one ticket.
- You've selected a non-standard grade.
- The ticket you've selected is already partially sold or on offer.

9.8. Why can't I perform a multiple tickets to one NGR transfer?

You'll be unable to transfer multiple tickets to an NGR when:

- You've selected more than 10 tickets.
- You've selected a non-standard grade.
- One or more of the tickets you've selected are already partially sold or on offer.

9.9. What is auto-matching?

If there is an offer in the cash marketplace and a bid of equal or greater price (for the same holding and payment type) then it will auto-match and transact at the bid price. Auto-matching occurs:

- For the highest price first,
- Then on a first-in first-served basis,
- Only between growers and their preferred buyers when the payment type for the transaction is Self-managed,
- And when no auto-match curfew is in place.

9.10. What is the auto-match curfew?

The auto-match curfew is a time period in which no auto-matching or accepting of offers can occur. During this curfew, the marketplace can still be accessed, offers, bids and counter-bids can still be placed, and growers can continue to accept bids, counter-bids and conduct transfers.

The auto-match curfew is in place:

- Outside the hours of 10am-6pm Monday-Friday (NSW Time - AEST and AEDT during daylight savings).
- On weekends.
- On NSW Public Holidays.

9.11. Can I cancel or undo an accepted offer, bid or counter-bid?

No, all transactions through CropConnect are final, including any auto-match transactions. If you have any concerns, please contact us.

10. Invoices

10.1. Where are my invoices?

You can see your invoices in CropConnect by going to **'Accounting' > 'Invoices'**.

10.2. Why can't I see my invoices?

Only invoices issued by GrainCorp or CropConnect are shown in CropConnect. The list of invoices is updated daily, so invoices for the current day won't be shown until tomorrow.

10.3. How do I pay my invoices?

You currently can't pay invoices in CropConnect. Refer to your invoices for details on how to pay.

10.4. Where can I find my RCTIs?

As a grower, you can see your Recipient Created Tax Invoices (RCTIs) in CropConnect by logging in and going to **'Accounting' > 'RCTIs'**.

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10.5. What RCTIs are available in CropConnect?

Only your RCTIs for Cash, Contract and Pool transactions with GrainCorp (excluding GrainCorp Oils) as of 1 July 2017, and your RCTIs for Secured payments are available in CropConnect at this stage.

11. Push Notifications

11.1. What are push notifications?

Push notifications are messages sent to your smart-phone or tablet via the mobile app. You can manage which notifications you want to receive from the mobile app under **'Settings' > 'Notification Settings'**.

11.2. How do I enable push notifications?

iOS | When you open the mobile app for the first time and complete onboarding, you will be prompted to enable push notifications. Simply click **'allow'** to start receiving notifications directly on your smartphone or tablet.

Android | Push notifications are enabled by default when you download the app.

11.3. How do I turn off push notifications?

You can turn off all push notifications from **'Settings' > 'Notifications Settings'** in the mobile app by switching off "Allow Notifications".

Alternatively, you can turn off individual notifications by turning off the switch next to each one.

11.4. How do I opt in or opt out from site alerts?

There are currently two ways to receive sites alerts, by SMS or by push notification.

For push notifications, make sure push notifications and site alerts are <u>enabled</u> through the mobile app. If enabled, you will receive site alerts for all sites you have delivered to this season or last season by default. If you wish to change the sites you have opted in for, please <u>contact us</u>.

This does not impact SMS site alerts, you will receive these as normal.

11.5. I'm receiving too many counter-bid notifications from the same buyer, what can I do?

You have a few options:

● You can give the buyer a 24-hour timeout by clicking **'timeout'** from the counter-bid push notification. In this case, you will stop receiving push notifications from that buyer for the specific offer. The buyer will still be able to place counter-bids but you will not be notified.

● You can give the buyer a permanent timeout by clicking **'timeout'** from the counter-bid push notification. In this case, you will stop receiving push notifications from that buyer for all your offers. The buyer will still be able to place counter-bids but you will not be notified.

● You can disable push notifications for a specific buyer from **'My Stock' > 'Manage Buyers'**.

When you give a buyer a timeout, the buyer will be notified. This push notification is anonymous, i.e. your name or NGR will not be mentioned.

11.6. I accidentally timed out a buyer, how do I fix it?

If you have timed out a buyer permanently, you can easily undo it by navigating to **'My Stock' > 'Manage Buyers'** and selecting the **"Counter-bid Notifications"** checkbox for the relevant buyer.

If you have timed out a buyer for a 24-hour period, you cannot undo this action. Note that you will only stop receiving notifications, not counter-bids. You can see all the counter-bids you have received, including from the buyers you have timed out, from **'My Stock' > 'Active Offers'**.

12. Feedback

12.1. I gave a buyer a negative rating so why are they still on the marketplace?

GrainCorp will monitor feedback. If a buyer receives a large amount of negative feedback from growers, then action may be taken to address the concerns expressed.

If you have given negative feedback about a buyer and do not wish to deal with them, you can remove them from your preferred buyers list. To learn more please refer to, How do I create and manage my preferred buyers list?

13. Troubleshooting

13.1. Why can't I see any prices in the mobile app?

Make sure you are using the latest version of the app. You can download it from the App Store on Apple devices or from Google Play on Android devices.

If you continue to experience issues, please contact us.

13.2. Why can't I log-in to the mobile app?

There may be a few reasons why you can't log in:

- You can no longer log in to some older version of the app. Please download the latest version of the mobile app and try logging in again.
- You may not have a CropConnect login. In this case, please register for CropConnect.

If you continue to experience issues, please contact us.

13.3. I've set up a PIN but I'm not prompted for it, why?

Depending on how you have created your PIN, it may not be enabled for all features.

- To use your PIN to log in to the app, go to **'Settings'** in the app and turn on the "PIN Login" option.
- To use your PIN to authorise transactions, go to **'Settings'** in CropConnect or **'Other Settings'** in the app and turn on the "Transaction Authorisation (PIN)" option.

If you continue to experience issues, please contact us.

13.4. Why can't I see my tickets?

There are a few reasons as to why:

- The tickets are not for the selected season. In the filters panel the **'season'** is defaulted to the latest season, to change simply click on the **'season'** filter and select another season.
- They are not available to transfer or sell (only available tickets can be viewed on **'My Stock' > 'Tickets' > 'Available')**.
- They have already been placed up for offer (this can be viewed on **'My Stock' > 'Tickets' > 'On Offer' or 'All'**).
- They have already been sold (this can be viewed on **'My Stock' > 'Tickets' > 'All'**).
- They have been placed on another marketplace.
- They may be currently blocked (this can be viewed on **'My Stock' > 'Tickets' > 'Blocked' or 'All'**).

If you would like to perform transfers for tickets that are not visible or available, please contact us.

13.5. My ticket has no grades; why?

There are a few reasons as to why:

- If your delivery is still in progress, it has not been sampled yet.
- If your delivery is complete, it has been rejected before sampling could be completed.
- If your delivery is blocked, we are investigating and will update your ticket as required.

If you believe this is an error, please contact us.

13.6. My ticket has no tonnage; why?

There are a few reasons as to why:

- Your delivery is still in progress.
- Your delivery has been rejected.
- Your ticket is blocked. In this case, we are investigating and will update your ticket as required.

 If you believe this is an error, please contact us.

13.7. Why can't I see my offers?

There are a few reasons as to why:

- The offer was for a previous season, only offers for the current season are visible and can be transacted through CropConnect.
- It has already been transacted with, either through an auto-match or a buyer accepting. Please check your **'Trade History'**.
- The offer has expired.

If you would like to transact on an older season please contact us.

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13.8. Why can't I create a saved search?

There are a few reasons as to why:

- You may not have entered a site and grade filter on **'The Marketplace' > 'Cash'**.
- You may have reached the maximum number of saved searches allowed.

13.9. I tried to accept a bid, but it won't let me - it says it is no longer available.

There are a few reasons as to why it may no longer be available:

- The buyer has removed or edited their bid.
- The bid has reached its tonnage limit and can no longer accumulate tonnes.

13.10. I've put up an offer, but it didn't auto-match. Why not?

There are a few reasons:

- There may be an auto-match curfew in place, offers cannot be accepted during this time.
- If your offer is for Self-managed payment, there may be no matching bids from your preferred buyers. On Self-managed offers, auto-matching will only occur with your preferred buyers.
- There may be no matching bids with enough tonnage remaining, offers are matched first by price and then on a first-in, first-served basis.
- There may be no matching bids as the buyer's price has since changed, new bid prices are released on the hour (NSW Time).

13.11. A transaction happened but I did not get a push notification. Why?

To receive push notifications, you need to enable push notifications from your device's settings.

You also need to turn "**Allow Notifications"** to 'ON' in the app under **'Settings' > 'Notification Settings'** and ensure that the individual notifications you wish to receive are set to 'ON'.

Note, you will need to login to the app to change your settings.

13.12. The Notification Setting screen is greyed out. Why?

It may be because:

- You are not logged in.
- You have not enabled push notifications on your device.

13.13. I can't find one of my RCTIs, why?

There are a few reasons as to why:

- The RCTI was not issued by GrainCorp (excluding GrainCorp Oils).
- The RCTI was not for a cash, contract, or pool transaction.
- The RCTI was issued before 1 July 2017.

If your RCTI is for a cash, contract or pool transaction with GrainCorp (excluding GrainCorp Oils) and was issued after 1 July 2017, and you cannot find it in CropConnect, please contact us.

13.14. What browsers or devices are supported?

Browser | If using a computer, CropConnect is best viewed with the latest versions of Microsoft Edge, Google Chrome, or Safari.

If using an Apple tablet or mobile, CropConnect is best viewed with Safari on the latest iOS.

If using an Android device, CropConnect is best viewed on with Google Chrome on the latest operating system.

If you are having issues and not using one of the above, please upgrade to ensure you get the best experience out of CropConnect.

App | The app is available on:

- Apple devices using iOS 15 and above.
- Android devices using operating system 12 and above.

14. Contact

14.1. Who do I contact if I need further help?

You're not on your own! If you require any further assistance with CropConnect, performing transactions or accessing any of our systems please contact the **Grower Services Team** on 1800 472 467 (1800 GRAINS) (Option 1) or email growers@graincorp.com.au

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For Buyers

15. General

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For further information on how to set up, use and manage MFA for CropConnect, please refer to the MFA User Set Up Guide.

15.6. How do I set up a PIN?

Browser | Login to CropConnect, click on your username in the top-right corner and select **'Settings'**. In the top section, click on the **'Create PIN'** button.

App | You can set up a PIN from the '**Settings**' > '**Other Settings**' section of the app.

15.7. Where is the PIN used?

The PIN can be enabled to log in to the app. To enable this feature, go to **'Settings'** in the app and turn on the "PIN Login" option.

15.8. How do I reset my password?

If you don't remember your password, you can <u>reset your password</u> yourself. This can be accessed from the **'Forgot password?'** link located on the login screen.

If you would like to change your password, this can be done from the settings when logged into CropConnect.

15.9. Where do CropConnect and the mobile app get price and market information from?

All prices and market information presented is based on the offers, bids and cash prices placed in CropConnect. It is not restricted to GrainCorp only, it includes any buyer who places a bid (cash price).

15.10. Do I need to be connected to the internet to use CropConnect and what happens if I lose connectivity?

Yes. Based on the nature of a live marketplace information is constantly changing, so you'll need to be connected to the internet to ensure the information you're viewing is correct. If you happen to lose connectivity halfway through a transaction it could either submit or not. To check whether the transaction has gone through go to **'My Cash Bids'** or **'Trade History'** depending on the action you were trying to perform and see if your transaction has gone through. If you have any concerns, please <u>contact us</u>

15.11. Do I need to be connected to the internet to use the mobile app and what happens if I lose connectivity?

Yes, you'll need to be connected to the internet to use most of the mobile app and to access CropConnect via the mobile app. If you lose connectivity and the screen you are on requires an active internet connection, a message will be displayed to advise you that you are offline. Once you're back online, simply click 'try again' to reload your screen. While you're offline, you won't be able to receive push notifications. Once you are back online, you'll receive any notification sent to you while you were offline.

15.12. What commodities can I sell or buy on CropConnect?

You can transact in any grain commodity accepted at a GrainCorp site on CropConnect.

15.13. What seasons can I sell or buy on CropConnect?

Cash transactions can only be performed for the current season. If you'd like to do a cash transaction on older seasons, please contact us. Contract and pool transfers can be performed for old seasons of grain currently in warehouse.

15.14. What grades are GrainCorp accepting this season?

You can find the list of grades being accepted by GrainCorp this season on the 'Sites' > 'Grades at Site' screen.

15.15. What type of transactions are supported?

You can do cash transactions between growers and buyers as well as transfer to contract, pool, cash, NGR and buyers through CropConnect. On all cash transactions growers pay the storage fees and buyers pay the receival and CropConnect fees.

15.16. What's the difference between Secured and Self-managed payment?

Secured and Self-managed are payment types. Each bid and offer will have a selected payment type. Secured payment is when the transaction is settled through CropConnect. Transacting through Secured payment means that CropConnect takes care of the payment to growers, reducing the administration. Self-managed payment is when the grower and buyer manually settle the transaction.

15.17. How do I print in CropConnect?

On certain screens, such as the Delivery Summary you can use the 'print' button to print. Throughout the rest of CropConnect, you can print by using the keyboard combination Ctrl+P.

16. Accounts

16.1. I'm both a buyer and grower, how do I change the profile I'm acting on?

Browser | You can change your profile from the drop-down menu where your email is displayed in the top-right corner of CropConnect.

App | You can change your profile from the **'Menu'** tab.

16.2. How do I view my other accounts?

You can find the account you're currently using in the top-right of CropConnect. This is the account you are acting as when you're using CropConnect. From here you can access a drop-down menu and change any of the other accounts you have linked. You can set your default account from the **'Settings'** screen.

17. Tickets

17.1. What is an offer?

An offer is a nominated price that a grower has placed on CropConnect to sell one of their holdings. An offer can be made up of part of a ticket, a whole ticket, or a combination of tickets.

17.2. Where can I view a Delivery Summary?

The Delivery Summary can be found under **'Accounting' > 'Delivery Summary'**. You can also view your trade history which lists all your transactions under **'My Trades' > 'Trade History'**.

18. Saved Searches

18.1. What is a saved search?

A saved search allows you to save a price search for a particular holding so that you don't have to enter the filters each time you come to CropConnect.

18.2. How do I create a saved search?

Browser | You can start a search from **'The Marketplace' > 'Overview'** or go directly to **'The Marketplace' > Cash'**. Once you have selected a site and grade filter, you will have the option to save your search by clicking on **'Save filter'** in the first tile on desktop or by ticking the "Save Filters" checkbox on mobile.

App | You can start a search from the mobile app homepage or by going directly to **'The Marketplace' > Cash'**. Once you have selected a site and grade filter, you will have the option to save your search by ticking the "Save Filters" checkbox.

18.3. Where can I see my saved searches?

Saved searches can be seen on the GrainCorp app homepage, **'The Marketplace' > 'Overview'** and **'The Marketplace' > 'Cash'** screens.

You can only see saved searches on the device that you created them on. That means that if you use CropConnect on your desktop and your mobile, you'll need to create your searches on both devices.

19. Prices and tonnage limits

19.1. What is a bid and how can I create one?

A bid is a cash price that a buyer has placed on CropConnect for a specified quantity of grain they wish to purchase. Bids update on the hour according to NSW Time (AEDT/AEST).

Bid prices are fixed, except Canola which all have increments (+/- oil and admix).

A buyer can create a bid from anywhere a **'Create new bid'** button is displayed, or by uploading a cash price file. To place a bid, a port zone tonnage limit needs to be specified by either adding a tonnage limit from the **'Tonnage Limits'** menu or uploading a tonnage limit file.

19.2. What is a counter-bid and how can I create one?

A counter-bid is a cash price that a buyer has sent directly and confidentially to a grower in response to one of their offers. Counter-bids are effective immediately and for a duration specified by the buyer (from 30 minutes up to 24 hours). All counter-bids are for Self-managed payment.

A buyer can create a counter-bid from **'The Marketplace' > 'Cash'** screen, under the **'Offers'** tab, using the '**Counter**' button. To place a counter-bid, a port zone tonnage limit needs to be specified by either adding a tonnage limit from the **'Tonnage Limits'** screen or uploading a tonnage limit file.

19.3. Where can I see the counter-bids I have sent?

You can see your counter-bids on **'My Trades' > 'My Cash Bids'**, under the **'Counters'** tab.

19.4. How do I specify or change my payment terms and payment types?

To set up or change your payment terms and payment types for Self-managed transactions please contact us.

Payment terms for Secured transactions are fixed and can't be changed.

19.5. How do I change the prices of multiple bids at once?

From the **'My Trades' > 'My Cash Bids'** screen, use the '**Change All Prices**' button to increase or decrease the prices of all bids displayed by the same amount. To change prices of a subset of bids, use the filters on the left prior to clicking the '**Change All Prices**' button.

This feature is available on both your desktop and your mobile.

Processing of these changes is done in the background, which means you don't need to wait on screen for your request to complete. Bids are processed one at a time and go live on the next hour. If processing continues into the following hour, any bids processed after the hour will go live immediately. Once complete, you will be informed of the results via email.

You are also able to change the prices of multiple bids at once by uploading a cash price file.

19.6. How do I upload my cash price or limit files?

These files can be uploaded in CropConnect from the **'My Trades' > 'Tonnage Limits'** or the **'My Trades' > 'My Cash Bids'** screens.

Processing of cash price files is done in the background, which means you don't need to wait for the file to process. A message will be displayed on **'My Trades' > 'My Cash Bids'** above the table while your files are being processed. Bids contained in the file are processed one at a time and go live on the next hour. If processing of the file continues into the following hour, any bids processed after the hour will go live immediately. Once complete, you will be informed of the results of the upload via email.

If you need a file template or instructions on how to use, please contact us.

19.7. What are market range controls? What happens when I apply them to my cash price file?

Market range controls allow you to configure the default 'Outside the Market Range' alert and actions, exclusively when uploading a cash price file.

You can set the price tolerance percentage independently for above or below the market, as well as specify from the actions what will occur when that tolerance is met or exceeded.

● 'Don't create' – These bids will not be placed at all, so will not be visible under **'My Cash Bids'**. You will be informed of these in the 'Alerts' email and file.

● 'Create, no alert' - These bids will be placed, so will be visible under **'My Cash Bids'**.

● 'Create, with alerts' - These bids will be placed, so will be visible under **'My Cash Bids'** with an alert. You will also be informed of these in the 'Alerts' email and file.

These settings will reset to the default, so please remember to check each time.

19.8. Once I've uploaded a file, can I edit individual prices/limits without uploading again?

Yes, cash prices and tonnage limits can be edited from **'My Cash Bids'** or **'Tonnage Limits'** within CropConnect.

If a new price file is uploaded, successfully created bids will overwrite any existing prices.

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CropConnect

19.9. What happens when I reset my tonnage limits?

When you reset tonnage limits, any accumulation you had against that port zone and holding will be reset to zero. This means you have the potential to accumulate the full tonnage limit again.

Any bids active prior to resetting will remain active. If any bid was deactivated due to the tonnage limit being reached, it will be reactivated on the hour (NSW Time) as long as it's still valid at that time (i.e. not deleted or edited).

Counter-bids are not reactivated automatically: You'll be prompted to select the counter-bids you wish to reactivate. Any counter-bid that was deactivated due to the tonnage limit being reached and that is still valid can be reactivated.

20. Preferred buyers

20.1. What is a preferred buyer?

A preferred buyer is a buyer who a grower has chosen to deal with when placing offers on the cash marketplace in CropConnect. Growers can place offers and accept bids and counter-bids without choosing any preferred buyers, however a buyer needs to be set as a preferred buyer before they can accept or be auto-matched against Self-managed offers. Therefore, a Self-managed offer will not transact unless the grower has at least one preferred buyer. A buyer does not need to be a preferred buyer to place a counter-bid or to accept or auto-match against a Secured offer.

21. Transactions

21.1. How can I do a Buyer to Buyer Transfer?

You can transfer to another buyer on the **'My Trades' > 'Holdings'** screen.

21.2. How will transactions through CropConnect show on my acquisition file?

Any transactions completed in CropConnect will be included in the acquisition file.

Secured transactions will appear twice. Once when the transaction takes place and once when the stock is no longer pending.

21.3. What is auto-matching?

If there is an offer in the cash marketplace and a bid of equal or greater price (for the same holding and payment type) then it will auto-match and transact at the bid price. Auto-matching occurs:

- For the highest price first,
- Then on a first-in first-served basis,
- Only between growers and their preferred buyers when the payment type for the transaction is Self-managed,
- And when no auto-match curfew is in place.

21.4. What is the auto-match curfew?

The auto-match curfew is a time period in which no auto-matching or accepting of offers can occur. During this curfew, the marketplace can still be accessed, offers, bids and counter-bids can still be placed, and growers can continue to accept bids, counter-bids and conduct transfers.

The auto-match curfew is in place:

- Outside the hours of 10am-6pm Monday-Friday (NSW Time - AEST and AEDT during daylight savings).
- On weekends.
- On NSW Public Holidays.

21.5. Can I cancel or undo an accepted offer, bid or counter-bid?

No, all transactions through CropConnect are final, including any auto-match transactions. If you have any concerns, please contact us.

22. Movements

22.1. When do I need to create a movement request?

For certain inloads from third party sites you can initiate a movement request. For assistance, please contact your port planner.

For outload requirements please send your request to Logistics planning or your Logistics planner, who will plan your requirements and create the movement request on your behalf.

22.2. How do I create a movement request?

Movement requests can be created from the **'Movements' > 'Requests'** screen but are only needed in certain circumstances.

23. Invoices

23.1. Where are my invoices?

You can see your invoices in CropConnect by going to **'Accounting' > 'Invoices'**.

Invoices from GrainCorp are shown on the **'GrainCorp'** tab. Invoices from CropConnect for Secured transactions are shown on the **'CropConnect'** tab.

23.2. Why can't I see my invoices?

Only invoices issued by GrainCorp or CropConnect are shown in CropConnect. The list of invoices is updated daily, so invoices for the current day won't be shown until tomorrow.

23.3. How can I view my invoice details?

You can view your invoice details by going to **'Accounting' > 'Invoices'** and clicking on the Invoice number, this will show you a breakdown of each charge type for this invoice. If you need help to find a specific invoice, you can type the invoice number into the search field.

Alternately, if you are looking for the details on a group of invoices, you can use the filters to narrow down the results, then click on **'Export to CSV'** button in the top-right corner of the tab. This then can be opened and viewed in Excel or a similar program.

23.4. How do I pay my invoices?

You currently can't pay invoices in CropConnect. Refer to your invoices for details on how to pay.

24. File Management

24.1. Where can I download and schedule files?

A list of files for download and file schedules can be found on the **'Accounting' > 'File Management'** screen.

25. Push Notifications

25.1. What are push notifications?

Push notifications are messages sent to your smart-phone or tablet via the mobile app. You can manage which notifications you want to receive from the mobile app under **'Settings' > 'Notification Settings'**.

25.2. How do I enable push notifications?

iOS | When you open the mobile app for the first time and complete onboarding, you will be prompted to enable push notifications. Simply click **'allow'** to start receiving notifications directly on your smartphone or tablet.

Android | Push notifications are enabled by default when you download the app.

25.3. How do I turn off push notifications?

You can turn off all push notifications from **'Settings' > 'Notifications Settings'** in the mobile app by switching off "Allow Notifications".

Alternatively, you can turn off individual notifications by turning off the switch next to each one.

25.4. What's a timeout?

A grower can decide to give the buyer a timeout if they feel they receive too many push notifications.

There are two types of timeouts:

- 24-hour timeout, in this case the grower will not be notified if the buyer places or edits a counter-bid on the same offer.

- Permanent, in this case the grower will not be notified if the buyer places or edits a counter on any of their offers.

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26. Troubleshooting

26.1. Why can't I see any prices in the mobile app?

Make sure you are using the latest version of the app. You can download it from the App Store on Apple devices or from Google Play on Android devices.

If you continue to experience issues, please contact us.

26.2. Why can't I log-in to the mobile app?

There may be a few reasons why you can't log in:

- You can no longer log in to some older version of the app. Please download the latest version of the mobile app and try logging in again.
- You may not have a CropConnect login. In this case, please register for CropConnect.

If you continue to experience issues, please contact us.

26.3. I've set up a PIN but I'm not prompted for it, why?

Depending on how you have created your PIN, it may not be enabled for logging it to the app. To use your PIN to log in to the app, go to **'Settings'** in the app and turn on the "PIN login" option.

If you continue to experience issues, please contact us.

26.4. Why can't I upload a cash price file?

There are a few reasons as to why:

- CropConnect does not offer the uploading of files from a mobile or tablet.
- An incorrect file format is being used. If you need a file template or instructions on how to use, please contact us.

26.5. Why can't I see my bids?

There are a few reasons as to why:

- The bid does not have the right payment category, type, and option. Please refer to payment terms.
- The bid is for a commodity not currently on CropConnect. Please refer to What commodities can I sell or buy on CropConnect?
- The corresponding bid failed on upload of your price file.
- The bid was not created due to your 'Don't create' bid selection on upload of your price file.

26.6. Why can't I create a saved search?

There are a few reasons as to why:

- You may not have entered a site and grade filter on **'The Marketplace' > 'Cash'**.
- You may have reached the maximum number of saved searches allowed.

26.7. Why can't I accept an offer?

There are a few reasons as to why:

- There may be an <u>auto-match curfew</u> in place, offers cannot be accepted during this time.
- If the offer is for Self-managed payment, you may not be a preferred buyer. You can only accept a Self-managed offer if you are a preferred buyer of the grower who has placed the offer.
- You may not be allowed to transact on a particular site or season. If you need to find out more, please <u>contact us</u>.
- You may not have set up the right <u>payment types</u> for CropConnect.

26.8. I set my tonnage limit, why did I receive more?

There is a tolerance to any tonnage limit specified by a buyer. The tolerance is:

- 250t for limits greater than or equal to 250t.
- 100t for limits smaller than 250t.

26.9. I've uploaded a pricing file, why aren't my prices in CropConnect?

There are a couple of reasons why this may occur:

- There may have been an error with your prices or with the file. Check the Buyer Pricing - Error file in under **'Accounting' > 'File Management'**.
- You may have selected to not create certain bids if they are 'outside of the market range'. Check the Buyer Pricing – Alert file on the **'Accounting' > 'File Management'** screen

26.10. My price is "outside the market range", what does that mean?

When you create a bid or counter-bid, or change the price of your bid or counter-bid, we check your price against recent market activity to protect you from posting a price that is clearly incorrect. You can choose to ignore the warning and proceed with placing your bid or counter-bid or go back and edit your price.

All bids and counter-bids that were outside the market range when they were created or last edited have an alert icon on **'My Trades' > 'My Cash Bids'**.

26.11. I can't find my counter-bid, why?

There are a few reasons as to why:

- Your counter-bid has expired.
- The offer your counter-bid is linked to is no longer valid (it may have expired, or been sold or deleted, or changed to a Secured offer).
- Your counter-bid has been accepted; you should have received a push notification.
- Your counter-bid has been cancelled as the grower has edited their offer tonnage; you should have received a notification.

26.12. Why can't I approve a movement request?

You may not be able to approve a movement request because:

- You do not have the right permissions.
- The request is with GrainCorp Logistics for their approval.

26.13. A transaction happened but I did not get a push notification. Why?

To receive push notifications, you need to enable push notifications from your device's settings.

You also need to turn "Allow Notifications" to 'ON' in the app under **'Settings' > 'Notification Settings'** and ensure that the individual notifications you wish to receive are set to 'ON'. You will need to login to the app to change your settings.

Note that you will only receive push notifications for the account where you have 'buyer price update' access. Also, for cash transactions, only the user who created a bid will receive a push notification when their bid is accepted or auto-matched.

26.14. The Notification Setting screen is greyed out. Why?

It may be because:

- You are not logged in
- You have not <u>enabled push notifications</u> on your device.

26.15. I can't see any notifications on the Notification Settings screen. Why?

At this stage, push notifications are only available to users with the 'buyer price update' role. If you have 'buyer enquiry' or 'buyer trader' access no notifications will be available to you.

26.16. What browsers or devices are supported?

Browser | If using a computer, CropConnect is best viewed with the latest versions of Microsoft Edge, Google Chrome, or Safari.

If using an Apple tablet or mobile, CropConnect is best viewed with Safari on the latest iOS.

If using an Android device, CropConnect is best viewed on with Google Chrome on the latest operating system.

If you are having issues and not using one of the above, please upgrade to ensure you get the best experience out of CropConnect.

App | The app is available on:

- Apple devices using iOS 15 and above
- Android devices using operating system 12 and above

27. Contact

27.1. Who do I contact if I need further help?

You're not on your own! If you require any further assistance with CropConnect, performing transactions or accessing any of our systems please contact the **Buyer Services Team** on 1800 472 467 (1800 GRAINS) (Option 3) or email buyers@graincorp.com.au.

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For Brokers

GrainCorp
CropConnect

28. General

Note: Brokers can refer to <u>General</u> in the Grower section of this document for more detailed grower related FAQs.

28.1. How do I register or provide access to others?

To gain access to CropConnect, please <u>register</u> providing the company, user and account details you would like access to.

29. Accounts

29.1. Why are some functions disabled and some information not visible for one of my NGRs?

As a broker, you may have been granted restricted access from an NGR. This means you may not have permission to perform some functions or access some information relating to that NGR.

29.2. How do I switch between my client's accounts?

You can find the grower NGR you're currently using in the top-right of CropConnect. This is the account you're acting on. From here you can access a drop-down menu and change to any of the other accounts you've been authorised to act on behalf of.

30. Contact

30.1. Who do I contact if I need further help?

You're not on your own! If you require any further assistance with CropConnect, performing transactions or accessing any of our systems please contact the **Grower Services Team** on <u>1800 472 467 (1800 GRAINS)</u> (Option 1) or email <u>growers@graincorp.com.au</u>

For Carriers

GrainCorp
CropConnect

31. General

31.1. How do I change the sort order of tables in CropConnect?

On certain tabs, such as the 'Orders' > 'New Orders' tab you can change the order of the table by clicking on the column heading to sort the table by that column. Click the heading again to reverse the sort order.

31.2. How do I export data from CropConnect?

On certain screens, such as the Orders screen you can use the **'Export to CSV'** button to export the data. You can then open and edit the files in Excel or a similar program.

31.3. How do I filter in CropConnect?

You can search and filter the data you're seeing from the filters panel on the left-hand side of the screen.

Use the arrow to collapse or expand the filters panel and use the **'Reset filters'** link to reset the filters to their default values.

31.4. How do I find CropConnect?

Find CropConnect in an internet browser by going to cropconnect.com.au

31.5. How do I register or provide access to others?

To gain access to CropConnect, please register providing the company, user and account details you would like access to.

31.6. How do I login to CropConnect?

You can login to CropConnect using your login details. If this is the first time logging in, then please follow the steps in the email you should have received on registering.

31.7. Why do I need to perform additional security steps to login?

CropConnect will ask you to perform Multi-Factor Authentication (MFA) on login. MFA is an additional layer of security, requiring at least two factors to confirm your identity before granting you access.

For further information on how to set up, use and manage MFA for CropConnect, please refer to the MFA User Set Up Guide.

31.8. Why can't I see the 'Carrier Portal' menu in CropConnect?

You may be viewing a different profile. Click on the drop-down indicator where your email is displayed in the top-right corner and select **'Switch to carrier'**.

32. Accounts

32.1. How do I view my other carriers?

You can find the carrier you're currently using in the top-right of CropConnect. This is the carrier you are acting as when you're using CropConnect. From here you can access a drop-down menu and change to any of the other carriers you have linked.

33. Troubleshooting

33.1. What browsers or devices are supported?

Browser | If using a computer, CropConnect is best viewed with the latest versions of Microsoft Edge, Google Chrome, or Safari.

If using an Apple tablet or mobile, CropConnect is best viewed with Safari on the latest iOS.

If using an Android device, CropConnect is best viewed on with Google Chrome on the latest operating system.

If you are having issues and not using one of the above, please upgrade to ensure you get the best experience out of CropConnect.

34. Orders

34.1. How do I accept an order?

On the **'Carrier Portal' > 'Orders'** screen, under the **'New Orders'** tab, you can accept an order by selecting the row and then clicking the **'accept'** button.

34.2. How do I edit an order?

On the **'Carrier Portal' > 'Orders'** screen, under the **'Orders in Progress'** and **'Proof of Delivery'** tabs, you can edit an order by clicking the pencil icon on the right-hand side of the table.

34.3. How do I mark an order as complete?

On the **'Carrier Portal' > 'Orders'** screen, under the **'Proof of Delivery'** tab, you can mark an order as complete using the **'Complete'** button.

Note that an order must have a valid date, time, docket number and tonnage for its inload and outload before it can be marked as complete.

34.4. How do I reject an order?

On the **'Carrier Portal' > 'Orders'** screen, under the **'New Orders'** tab, you can reject an order by selecting the row and then clicking the **'Reject'** button.

34.5. I accepted an order but can't deliver it anymore. What do I do?

To indicate that you can't deliver an order that you have previously accepted go to the **'Carrier Portal' > 'Orders'** screen and the **'Orders in Progress'** tab. Select the relevant order and then click the **'Cannot deliver'** button.

Note, you will need to give a reason why you can no longer deliver the order.

34.6. One of my orders has an alert. What does that mean?

An order will have an alert if there is some required information missing.

Orders that are on the **'Orders in Progress'** tab need to have a truck rego and orders that are on the **'Proof of Delivery'** tab need to have a date, time, docket number and tonnage for both the inload and outload.

34.7. Why can't I see older orders?

In the filters panel, the **'from'** date is defaulted to 30 days in the past, to view orders prior to this date simply click on the **'from'** filter and select an earlier date.

35. Contact

35.1. Who do I contact if I need further help?

You're not on your own! If you require any further assistance please contact the **Road Transport Team** on 02 6926 8428 or email rtw@graincorp.com.au.

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