FREIGHT PROVIDER MANUAL

USER GUIDE TO TIME SLOTTING AND CROPCONNECT CARRIER PORTAL

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TIME SLOTTINGTIME SLOTTING

4 August 2023

GrainCorp

1. Contents

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2. Overview of GrainCorp's Systems for Truck Companies

GrainCorp deals with truck companies in different ways depending on the commercial relationship.

Truck companies where GrainCorp pays for the freight to move grain between locations are referred to as GrainCorp sub-contractors in this document.

Customers that warehouse grain with GrainCorp and engage truck subcontractors to move grain into and out of GrainCorp sites are referred to as non-GrainCorp subcontractors throughout this document. For these movements, the commercial relationship is between the customer and the truck subcontractor.

Outside of harvest, all grain truck movements book time slots and are the intended audience for this document.

Harvest movements do not have time slots and all data related to the truck is captured when the truck is processed on site. Harvest trucks will not use the systems outlined in this document.

2.1. GrainCorp Subcontractors

Trucks subcontracting to GrainCorp use the CropConnect Carrier Portal to accept loads, view rates, update truck registrations, upload paperwork and manage compliance documents.

GrainCorp subcontractors also use Time Slotting to enter details for trucks, including the truck code, weight limit type and any associated permit numbers.

Once the details are entered into Time Slotting, they save into the Settings tab, and will automatically populate in Time Slotting when the registration is entered into the CropConnect Carrier Portal for future movements. The details will need to be updated when they change, or when they expire.

When truck registrations are entered into the CropConnect Carrier Portal, notifications display if permits are not set up correctly in Time Slotting.

2.2. Non-GrainCorp Subcontractors

Trucks completing freight movements where GrainCorp does not pay for the freight only need to use Time Slotting.

Once customers assign truck companies (freight providers) against orders to move grain into and out of the GrainCorp network, time slots can be booked against the order.

During the time slot booking process, details for trucks, including the truck code, weight limit type and any associated permits are entered into the system and this information replicates onto site weighbridge and sample stand computers to streamline processing.

Details for truck registrations save to Settings in Time Slotting and will automatically pre-populate for future bookings when the registration is selected.

2.3. How to Access Time Slotting and the CropConnect Carrier Portal

Freight Providers that have previously registered for a Freight Provider Id Number and systems access will be able to access Time Slotting.

GrainCorp subcontractors can access the CropConnect Carrier Portal using the same log in details in Time Slotting

To register as a new freight provider, the 'Road Freight Provider Application' must be completed. It is available on the GrainCorp website under Grains, in the Agreements, Schedules and Forms page. (http://www.graincorp.com.au/grains/agreement-forms).

On receipt of the form, GrainCorp will an respond with a Freight Provider ID number and instructions for accessing Time Slotting (https://Time Slotting.graincorp.com.au) .

Once GrainCorp subcontractors have a freight provider number, a self-registration process link is available in the CropConnect.

To access, go to http://cropconnect.com.au/ and click 'Register'.
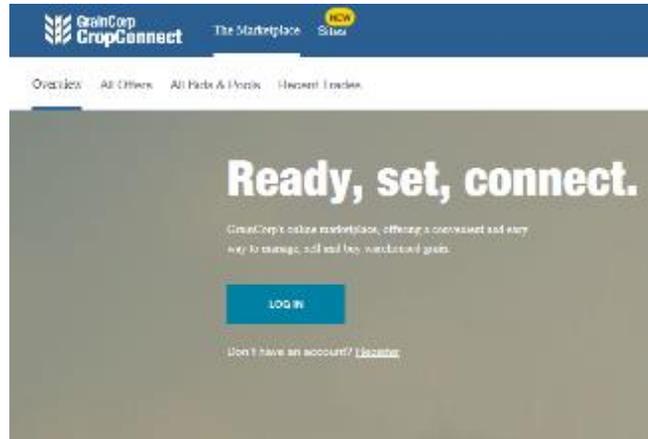
Complete and submit the 'Request a User Account for GrainCorp Systems' web form below, selecting 'Freight Provider' as the User Type. Provide all company information, including the Freight Provider ID number that GrainCorp provides after the Road Freight Provider Application form is processed.

Once completed, an email from GrainCorp with your login details and temporary password will be provided. Time Slotting system is available at https://Time Slotting@graincorp.com.au

Google Chrome is the recommended browser.

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Time Slotting

For GrainCorp and non-GrainCorp Subcontractors

3. Time Slotting – for GrainCorp and non-GrainCorp Subcontractors

This section is for use by GrainCorp subcontractors to maintain permits in Time Slotting if prompted to do so from the Carrier Portal, and for non-GrainCorp subcontractors to book time slots and update permits.

To access Time Slotting, go to https://Time Slotting.graincorp.com.au.

3.1. Navigating Time Slotting

Tabs are used to navigate between the different functions.
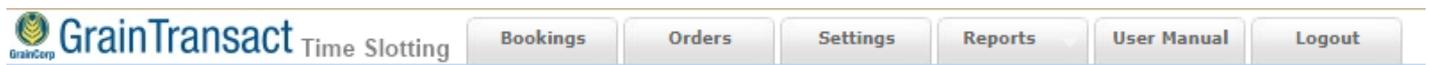
Bookings – displays a list of orders to create, change and cancel time slots.

Orders – similar to Bookings, displaying a list of orders to create, change and cancel time slots.

Settings - allows you to manage contact details for schedulers, and manage drivers, fleets and permits.

Reports - provides access to the Site Capacity and Weekly Plan reports.

User Manual – provides instructions on how to use the system.

Logout – logs out of Time Slotting

3.2. Bookings

The Bookings screen is the main screen in Time Slotting and i is used to perform the following:

- Create time slot bookings

- View existing bookings

- Change bookings

- Cancel bookings (Note: GNC-Subcontractors will need to cancel/reject loads in CropConnect)

- Delegate bookings to other freight providers (option not available for GrainCorp subcontractors)

- View truck arrival and turn-around times

GrainCorp Roadfreight sub-contractors can only enter truck details and permits in Time Slotting. Changing time slots must be done in conjunction with the GrainCorp Road Planner.

3.3. Creating, Viewing and Changing slots

Hyperlinks (eg 'View Booking' and Create Booking' – highlighted blue in the Bookings column) are used to create new bookings and view or change existing bookings.

3.4. Cancelling slots

Time Slots must be cancelled with as much notice as possible to allow other trucks to book the slots, and to allow GrainCorp to replan allocated resources.

The Bookings tab has a 'Cancel Time Slot' function by checking the box for a booking, and then pressing the 'Cancel Selected' button.

Note that it is important GrainCorp subcontractors **do not** cancel time slots in Time Slotting. Loads that cannot be completed must be rejected via the CropConnect Carrier Portal.

Bookings can also be cancelled by viewing the booking and pressing the Cancel Booking button at the bottom of the screen.

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Figure 1: Create/View/Change Booking Functions

1. Contact details for site are provided, including the site radio channel. These details are included in the confirmation SMS.

2. Fleet time slots are possible up until midday the day before booking. Trucks are called forward at site using the truck registration, and this must be provided the afternoon before arriving.

3. Copy details to inbound if same truck details for origin and destination.

4. Truck details entered during booking copy to weighbridge computers to improve truck processing at site.

5. Preferred site remembers configuration for that site for future (i.e. CML upcountry load and PBS A Double tip)

6. Lower Gross Combination Mass Limit can be specified for trucks that split in transit or are delivering to destinations with lower mass limits. The weighbridge system will not allow the truck to leave site until the actual weight is lower than this weight.

7. Booked tonnes calculate based on tare history and the maximum mass limit.

8. Partial load allows for different booked tonnes to be specified if the calculated booked tonnes is wrong, or if the tare history is wrong. It can also be used at the end of orders. Use is closely monitored for trucks attempting to bypass capacity controls.

9. Care must be taken when the system prompts for site access permits because there could be a last mile issue at the site. Other permits (i.e. NHVAS Mass) are entered here.

10. Weekly plan is used to help customers not overbook slots on a specific day.

11. Site capacity is described with trucks, grades, commodities and tonnes.

12. Truck arrival details update when the truck is processed.

13. Buttons allow split inbound, cancel, change or return to list and confirmation SMS.

3.5. Texts and emails generated by Time Slotting

To communicate operational delays for truck efficiency and driver fatigue planning, Time Slotting generates SMS texts and emails to schedulers.

To configure, go to Settings > Schedulers.

The default is to send notifications to the driver, and this can be configured as per the dropdown. This screen also allows configuration of the default SMS when creating or changing bookings.

GrainCorp uses the Scheduler details to communicate with truck companies and it is important to keep these up to date. Time Slotting generates SMS and emails with the following information.

SMS Type	SMS Example
Create Booking	8007740557 SAFE1 - Biloela - 5 Aug@07-08 (ch14,ph:18-0080-9482 ENQ Laura 0498554213) to - St James - 5 Aug@13-14 (ch--,ph:18-0080-9482 Enq brett 0437217792)
Change Booking	8007740553 SAFE1 - Biloela - New Time 5 Aug@08-09 (ch14,ph:18-0080-9482 ENQ Laura 0498554213) to - St James - New Time 5 Aug@15-16 (ch--,ph:18-0080-9482 Enq brett 0437217792)
Site Delay	SITE DELAY: 8007740555 SAFE1 - Biloela - New Time 5 Aug@09-10 (ch14,ph:18-0080-9482 ENQ Laura 0498554213) - Reason: Weather Delays
Site Cancel	SITE CANCELLATION: 8007740555 SAFE1 - Biloela - 5 Aug@09-10 (ch14,ph:18-0080-9482 ENQ Laura 0498554213) - Reason: Weather Delays

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3.6. Delegating Time Slots – (only applies to Non-GrainCorp Subcontractors)

Subcontracting is common in the grain industry and Time Slotting allows truck companies to share their time slot with another truck company.

Select the time slot and press the **Delegate Selected** button.

Specify the type of delegation.

A new 'Delegated Freight Provider column displays.

The **Un-Delegate Selected** button removes the delegation when the box is checked for that booking. Un-delegating means the other truck company is unable to view any details associated with that booking.

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3.7. Split inbound time slots

When moving grain between locations, trucks can split in transit.

Common locations where this occurs are truck movements from Qld country locations to Qld ports, particularly in central Qld where Type 1 Road Trains and Type 1 AB triples cannot access the ports.

Care must be taken with split inbound truck movements because replacing the dolly with the prime mover creates a risk of overloading. To manage this risk when splitting a truck, book the load truck in the Outbound column and specify the first truck combination that will split deliver, then press **Split Inbound** .

It is important to use the lower gross combination mass limit function to specify how much the truck should underload by at the outbound site. Truck drivers should understand how to distribute the load within the trailers that will be split delivering, to minimise the risk of the truck being overloaded either overall, or on any axle groups at the point of delivery.

Book the second slot with the other truck details, noting a blue line will display for the other split inbound booking.

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3.8. Settings > Fleet Settings

Use this section to add, edit and delete truck details independently of bookings.

Fleet Settings

Name:	SAFE GRAIN FREIGHTERS
Address:	SAFE GRAIN, Sydney, NSW, AU, 2000
Phone:	

If incorrect contact details are recorded, delay and confirmation notifications will not be received.

[Add New]

Filters

Truck Rego:	safe	State of Rego:	
Truck Type:			
Weight Limit Type:			

[Filter]

Truck Rego ▲	State Rego	Truck Type	Weight Limit Type	Notice	Steer Allowance (t)	Lower GCML (t)	Modify Date			
	SAFE1	68 - 9 AX B-DOUBLE	Concessional Mass Limit		0.5		04/08/2023	Edit	Copy	☐
	SAFE1	68 - 9 AX B-DOUBLE	Higher Mass Limit		0.5		04/08/2023	Edit	Copy	☐
	SAFE1	96 - 15 AX AB-TRIPLE ROAD TRAIN & 3 AX DOLLY	Concessional Mass Limit		0.5	98.00	04/08/2023	Edit	Copy	☐
	SAFE2	68 - 9 AX B-DOUBLE	Concessional Mass Limit		0.5		04/08/2023	Edit	Copy	☐

[Delete]

3.9. Settings > Drivers

Drivers are maintained independently of truck registrations. When the truck rego is entered into a booking, the driver associated with that rego will be populated automatically.

GrainTransact Time Slotting | Bookings | Orders | Settings | Reports | User Manual | Logout |

Driver Settings

Name:	SAFE GRAIN FREIGHTERS
Address:	SAFE GRAIN, Sydney, NSW, AU, 2000
Phone:	

If incorrect contact details are recorded, delay and confirmation notifications will not be received.

Driver Name:		Mobile:		Truck Rego:		State of Rego:	

[Add New]

Filters

Driver Name:	john	Mobile:		Truck Rego:		State of Rego:	

[Filter]

Driver Name	Mobile	Truck Rego	State of Rego		☐
		SAFE1			
John	0411804532	SAFE1		Edit	☐
		SAFE1			

[Delete]

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3.10. Settings > Permits

All bookings will be evaluated for required permits based on site locations, truck configuration and truck weight limit type. Permits that can be entered:

- NHVAS mass numbers

- TMA, IAP and NSW HML Certificate of Enrolment numbers

- NHVR Access Permit

- NHVR PBS Access Permit

- PBS Vehicle Approval

Permit Settings

Name:	SAFE GRAIN FREIGHTERS
Address:	SAFE GRAIN, Sydney, NSW, AU, 2000
Phone:	

If incorrect permit details are recorded, delays may occur on site.

Permit Type: [⌄] [Add New]

Filters

Permit Type:	[⌄]	Permit #:	[ ]
Truck Rego:	[ ]	State of Rego:	[⌄]
Truck Type:	[⌄]		
Weight Limit Type:	[⌄]		
Site:	[ ]		

[Filter]

Permit Type ▲	Sub-type	Permit #	Valid From	Expiry Date	Weight Limit Type	Details		
GHMS Permit #	Grain Harvest Mgt Scheme	216765	01/01/2000	12/12/9999	Grain Harvest Management Scheme	1 Truck	Edit	Delete
GHMS Permit #	Grain Harvest Mgt Scheme	225678		30/06/2024	Performance Based Standard - HML	1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	IAP9999999	01/01/2000	12/12/9999		1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	IAP5586945	25/02/2022	01/06/2026	Performance Based Standard - HML	1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	TT080980987	07/06/2023	01/07/2023	Higher Mass Limit	1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	0918724987	05/07/2023	29/07/2024		1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	IAP11223344				1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	V123456789				1 Truck	Edit	Delete
IAP Certificate #	Intelligent Access Program	IAP1234567				1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	BCR0001	25/02/2022		Higher Mass Limit	1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	DJA0001	23/01/2023		Performance Based Standard - HML	1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	HBK0001	15/06/2023		Higher Mass Limit	1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	000000023	21/06/2023		Higher Mass Limit	1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	TMA0980980	02/08/2023	02/09/2025		1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	08098098				1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	098098098				1 Truck	Edit	Delete
IAP Certificate #	TMA Certificate	700440V8				1 Truck	Edit	Delete
IAP NSW Certificate #	NSW HML Certificate of Enrolment	IAP9999999	01/01/2000	01/01/2025		1 Truck	Edit	Delete
IAP NSW Certificate #	NSW HML Certificate of Enrolment	IAP0707200	01/01/2000	01/01/2025		1 Truck	Edit	Delete
IAP NSW Certificate #	NSW HML Certificate of Enrolment	IAP112233	27/09/2017	22/09/2025		1 Truck	Edit	Delete
IAP NSW Certificate #	NSW HML Certificate of Enrolment	IAP108573	01/07/2023	01/12/2025		1 Truck	Edit	Delete
IAP NSW Certificate #	NSW HML Certificate of Enrolment	IAPNSW20	19/07/2023	22/07/2023		1 Truck	Edit	Delete
IAP NSW Certificate #	TMA Certificate	123456789				1 Truck	Edit	Delete
IAP NSW Certificate #	TMA Certificate	08098098				1 Truck	Edit	Delete
IAP NSW Certificate #	TMA Certificate	098098098				1 Truck	Edit	Delete
IAP NSW Certificate #	TMA Certificate	VA3931				1 Truck	Edit	Delete

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Carrier Portal

For GrainCorp Subcontractors

4. Carrier Portal for GrainCorp Subcontractors

Once the access process is complete as outlined in section 2.3 How to Access Time Slotting and the CropConnect Carrier Portal, log into CropConnect via https://cropconnect.com.au/cc/account.
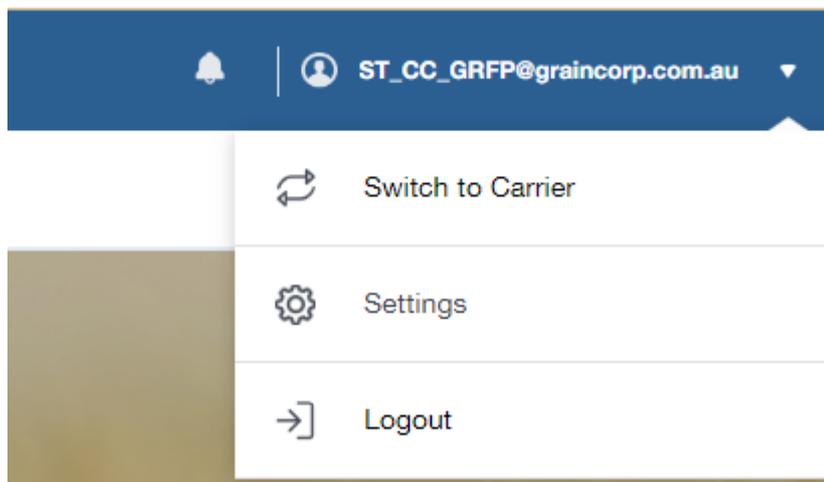
4.1. Navigating between Customer, Grower and Carrier profiles

CropConnect is designed to work for:

- Buyers

- Growers

- Carriers (Freight Providers)

Navigation between the different configurations is possible in the top right-hand corner.

It might be necessary to switch to the Carrier view on first log on.

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4.2. Accepting Orders

Orders are managed in 4 steps through the carrier portal.

A GrainCorp Road Freight Planner allocates loads to a Freight Provider in the Carrier Portal and they appear in the 'New Orders' tab.

Select the load/s and click 'Accept' or 'Reject'. When rejecting loads, it is important to also inform the Planner.

Accepting orders might generate a prompt that valid permits are required advising that a road planner has entered a rego and it requires details that need to be updated in Time Slotting.

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4.3. Orders in Progress

Once orders are accepted in the New Orders tab, they appear in the Orders in Progress tab.

Function	Description
1. Filters	Change date range and filter by different columns in the table. The default filter is for one month behind and one month ahead of the current date.
2. Send Message	Sends a SMS to the phone number setup during account creation process. You can change the phone number and forward the SMS.
3. Cannot Deliver	Advises GrainCorp Road Planner that a load cannot be completed. This must be done ASAP to allow allocation of a different truck to the order. If rejecting a load, please advise the Planner separately.
4. Edit Button	Allows Truck Registration to be added or changed.
5. Alert Prompts	Advises when it is necessary to log into Time Slotting to update truck permit details for a movement.

If prompted to update truck details in Time Slotting

1. Log into https://Time Slotting.graincorp.com.au with the username and password (same details as CropConnect Carrier Portal)

2. Search for the registration in the Bookings tab

3. View the booking

4. Change the booking

5. Update the truck details

6. For further guidance refer to Section 3.2 Bookings above, specifically Figure 2: Create/View/Change Booking Functions

Once the registration is updated in Time Slotting, the permit details save to the settings and will populate for all future bookings.

A good tip is to update the registration as soon as an alert displays in the Carrier Portal because once the permits are setup, it automatically applies every time the registration is entered. If it is not done at this step, truck details must be updated separately in Time Slotting for each booking.

4.4. Proof of Delivery

Movements where both origin and destination are GrainCorp sites require no further action in the portal.

For non-GrainCorp legs, Proof of Delivery documents must be uploaded in the 'Proof of Delivery' tab. Press the edit

icon on the far right of the page to commence the update process. The system will prompt for time, date and tonnage of load. Once all details are entered, the blue 'Complete' button will become available. The load will then move to the 'Completed' tab and will be available for payment.
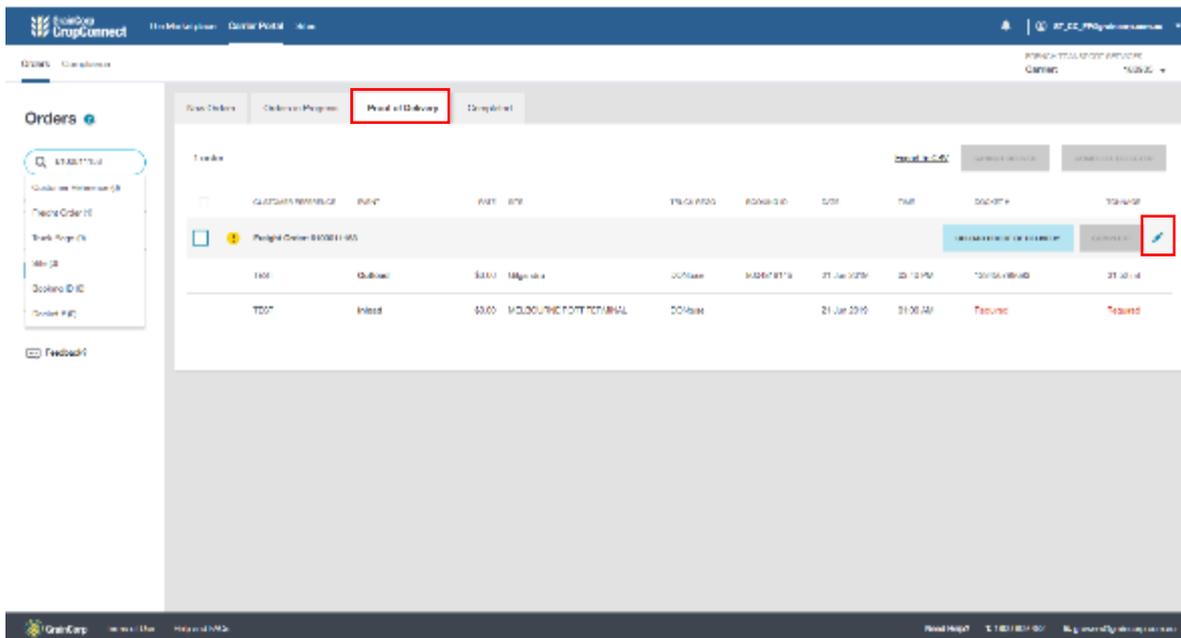
If there is a 2% to 6% difference between outload and inload tonnages, a reason must be entered to explain the difference from a drop-down selection.
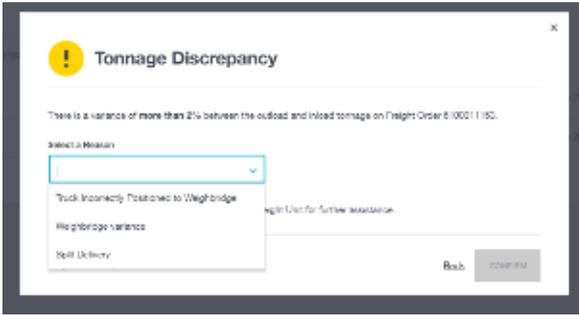
If the difference is above 6% the below error message will appear. The load will not be able to be completed in the portal and the GrainCorp Road Planner should be advised.
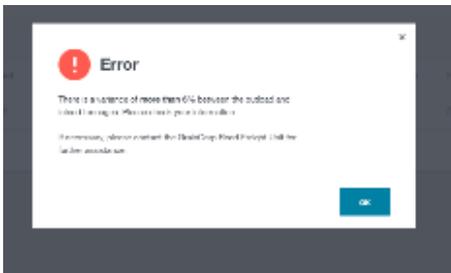
4.5. Completed Bookings

All completed bookings are visible in this tab. Loads not visible in this tab are not available for payment. Please contact your Road Freight Planner so the problem can be resolved.

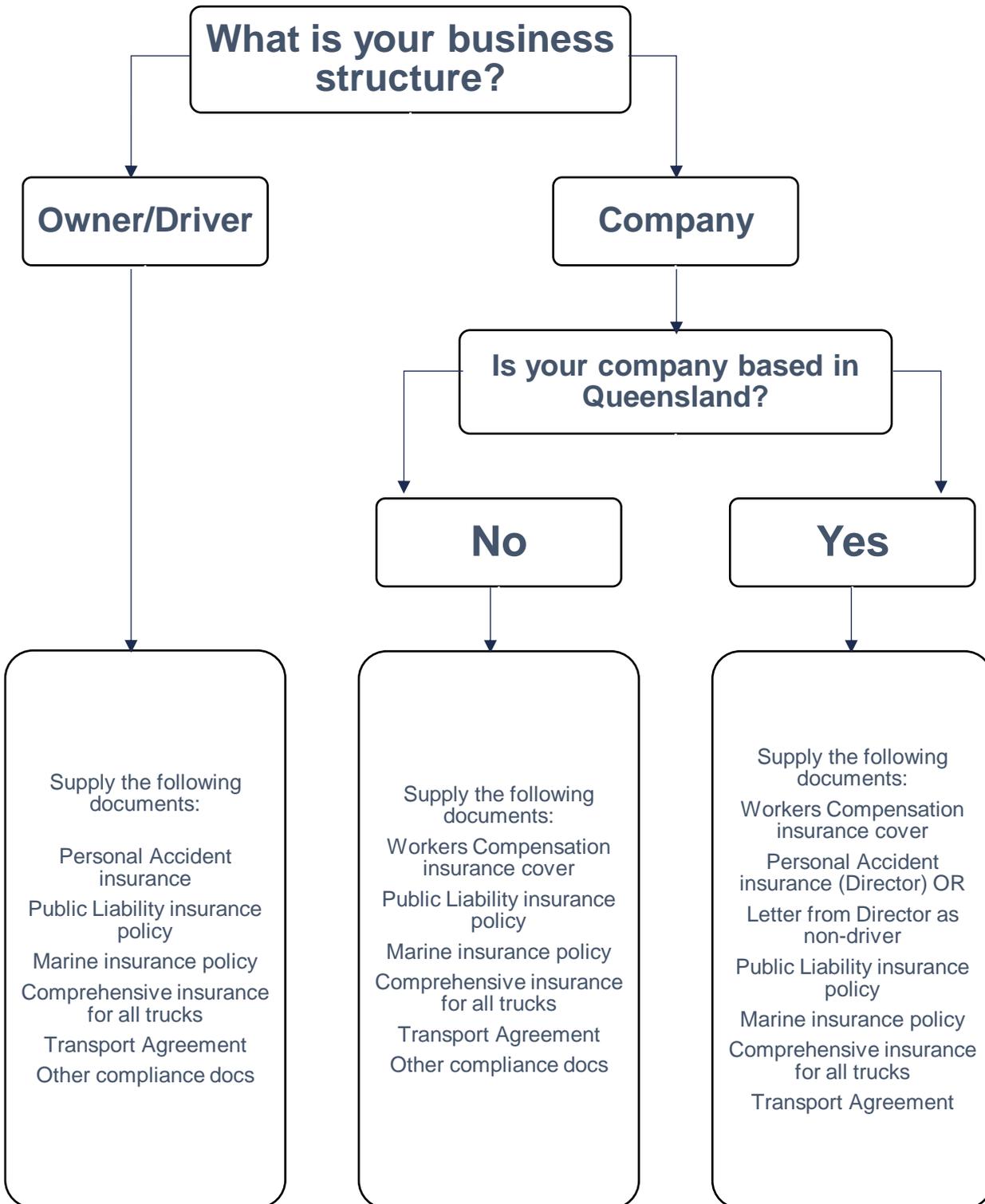GrainCorp

4.6. Compliance Documentation

All GrainCorp subcontractors must supply a signed contract (Transport Agreement) and upload copies of associated insurances before they can work with GrainCorp. These documents can be uploaded via the 'Compliance' tab. GrainCorp requires all subcontractors to ensure these documents are kept current.

To toggle between the Orders screen where loads are confirmed and completed, and the Compliance screen, use the links at the top of the screen.

4.7. Compliance Documentation Flow Chart

What is your business structure?

Owner/Driver

Company

Is your company based in Queensland?

No

Yes

Supply the following documents:

Personal Accident insurance

Public Liability insurance policy

Marine insurance policy

Comprehensive insurance for all trucks

Transport Agreement

Other compliance docs

Supply the following documents:

Workers Compensation insurance cover

Public Liability insurance policy

Marine insurance policy

Comprehensive insurance for all trucks

Transport Agreement

Other compliance docs

Supply the following documents:

Workers Compensation insurance cover

Personal Accident insurance (Director) OR

Letter from Director as non-driver

Public Liability insurance policy

Marine insurance policy

Comprehensive insurance for all trucks

Transport Agreement

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