

# GrainFlow<sup>®</sup>

## Acquirer Information Pack

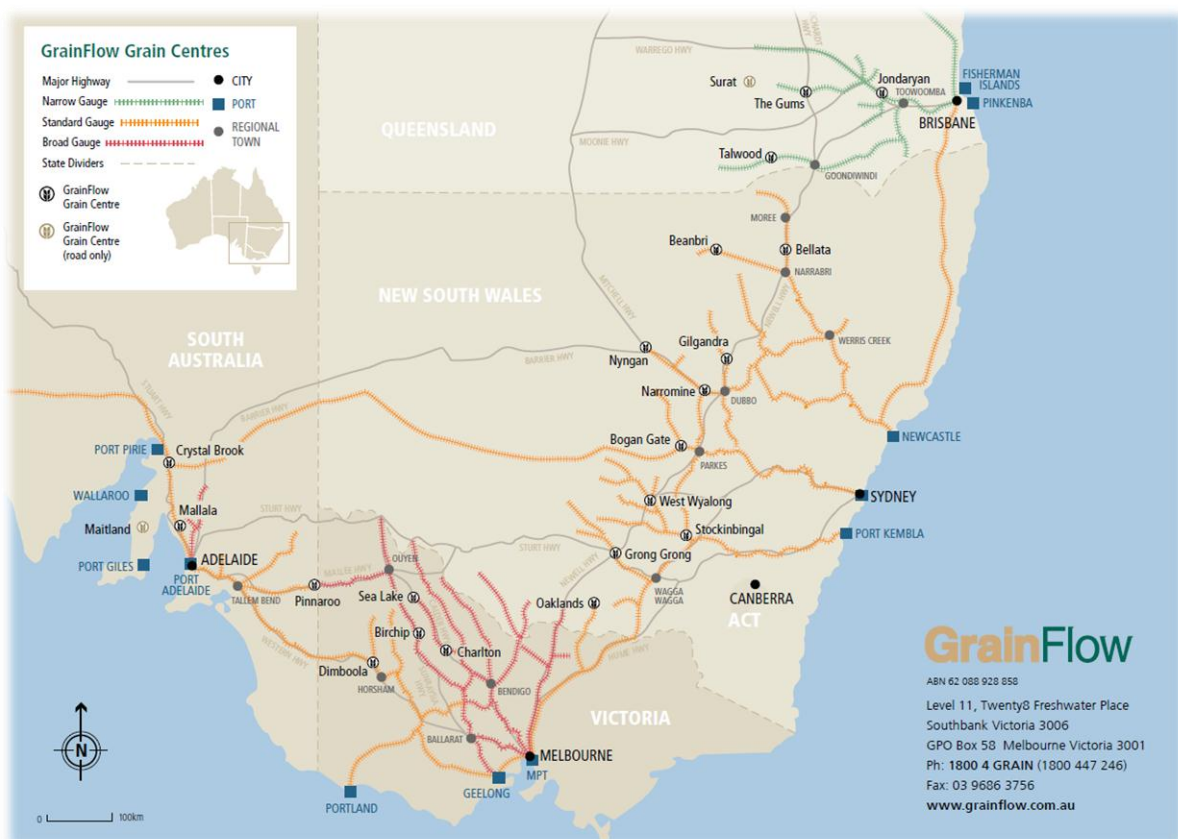
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## About GrainFlow

GrainFlow operates a network of 22 storage centres in Queensland, New South Wales, Victoria and South Australia. The focus of these operations has been the efficient and cost effective receipt, storage and outturn of grain and oilseeds.

In 2011 Cargill Australia acquired the GrainFlow storage and handling business and the AWB trading and origination arm from Agrium. Cargill is a major marketer of Australian grain and oilseeds supplying our crush plants and flour milling JV requirements as well as domestic and international customers in the food processing, animal feed and meat industries.

GrainFlow has sought to introduce a strong customer focus to the grain storage and handling industry. Farmer and grain marketer needs are paramount in GrainFlow's business philosophy. Among our achievements since entering the industry are increased harvest and grain outturn operating hours, improved truck turnaround times, stronger industry EH & S focus and retained pesticide free status through not using contact insecticides.



## GrainFlow's Infrastructure

GrainFlow is able to deliver rapid turnaround of trucks during harvest through our efficient receive infrastructure which consists of 160mt weighbridges, double sided sampling platforms and sample huts, permanent delivery grids linked to 40,000mt bunkers via a main elevator and a ground conveyor belt system with an elevation capacity of 600mt per hour. Additional 25,000mt bunkers are serviced through mobile elevation equipment with a capacity of 500mt per hour.



When out-loading grain, GrainFlow utilise the ground conveyor system and have capacity to fill the two 1,350mt over rail bins at a rate of 300mt per hour from the bunkers. Rapid loading of trains is a key feature of GrainFlow's infrastructure with the benchmark of 2 hours to load a 2,000mt train, allowing loading of multiple trains over several days. The over rail bins are also utilised as effective road outturn points and can out-load to road at 400mt per hour.

## Information Transfer

GrainFlow uses the Grain Centre System that facilitates the efficient receive of grain but also provides acquirers with real-time information on their purchases during harvest along with movements, title transfers and stock positions all year round.

The GrainFlow Grain Centre System (GCS) provides an acquiring customer accurate and up to date information via both the Acquirer Online Portal as well as automated email transactions

- Live access to Grain Purchases (access via Portal)
- Bin grade quality report (via Portal where Acquirer has ownership)
- Full visibility to grain movements report (access via Portal)
- Entitlement stock reporting (access via Portal)
- Online title transfers (access via Portal)
- Ability to post prices hourly (access via Portal)
- Daily and hourly site pricing report (access via Portal)
- Daily Grain Acquisition file for previous 24 hours at 12.00am daily (via email)
- Daily movement/outturn file (via email)
- Title Transfer transactions (via email)

## Outturn Order Process

When an acquirer draws on their physical stock entitlements at GrainFlow sites, the following process should be followed;

### **Rail Outturn**

- 1) Acquirer checks the Fumigation and Maintenance Planner available on the GrainFlow website under the buyers section. This is a schedule outlining when the site is unavailable for outturn
- 2) Assuming the site is available, the acquirer contacts GrainFlow logistics coordinator to determine required grain availability at required site **at least 10 days** prior to the proposed movement date
- 3) Logistics coordinator confirms availability
- 4) Acquirer emails through order form detailing following information:
  - Acquirer Name
  - Movement Date
  - Site
  - Destination
  - Acquirer Order number
  - Grade & vintage of required grain
  - Rail company detailsOrder form must be provided to logistics coordinator at least 3 business days prior to train loading
- 5) Rail Company provides list of wagon numbers and rail consist to site at least 12 hours prior to movement
- 6) Movement order is physically transacted through train loading at site
- 7) GrainFlow will notify via e-mail that movement has been completed. The e-mail also contains a link to this order in the acquirer portal where you can print off a copy of the train manifest.
- 8) Rail Outturn invoice is sent to acquirer at the end of the month as per price book

## **Road Outturn**

- 1) The GrainFlow site outturn schedule is locked in every **Thursday (COB)** for the following week.
- 2) Acquirer must check the Fumigation and Maintenance Planner available on the GrainFlow website under the buyers section. This is a schedule outlining when the site is unavailable for outturn.
- 3) After checking site availability, acquirer contacts GrainFlow logistics coordinator to determine grain availability at required site the week of intended outturn.
- 4) Logistics coordinator confirms availability.
- 5) Acquirer emails through order form detailing the below information **by COB Thursday** prior to week of intended outturn
  - Acquirer Name
  - Outturn Destination
  - Week Commencing
  - Site
  - Acquirer Order number
  - Grade & vintage of required grain
  - Carrier/Registration details
  - Agreed Outturn days
- 6) Movement order is physically transacted through truck loading at site
- 7) Acquirers can access movement details through the acquirer portal to view progress at any time. Acquirer will also receive an email when the movement is completed
- 8) Road Outturn invoice is sent to acquirer at the end of the month as per price book.

## **Outturn Defect**

If outturned commodity fails to meet the applicable receival standards, an acquirer needs to notify GrainFlow of any failure to comply by filling out GrainFlow's standard **Product Failure Report** found on the GrainFlow website and returning to the relevant Logistics Coordinator.

## Title Transfer Process

The GrainFlow Acquirer Portal facilitates the processing of Title Transfer between buyers

- 1) Intending grain seller logs into Acquirer Portal and completes a Title Transfer Notification with sellers reference number, sellers details, stock that is required to be transferred
- 2) Once submitted, an email is sent to buying acquirer telling them the seller has initiated a transfer. The buyer then follows a link and logs into the Acquirer Portal
- 3) Intending buyer then accepts the transfer
- 4) Stocks are debited and credited as per the date and time the selling acquirer initiated the transfer.

For more information on processing Title Transfers see the GrainFlow **Acquirer Portal User Guide**

## Grower Warehouse Reversion Procedure

Growers may warehouse grain on delivery and then revert grain to their chosen acquirer and marketing option via either the grower portal ([www.grainflow.com.au/growers](http://www.grainflow.com.au/growers)) or the Grower Service Centre (1800 447 246).

GrainFlow will only accept warehouse transfers on behalf of the acquirer to marketing options that the acquirer has detailed in the GrainFlow System Set-up form.

## Intraday Cash Pricing

Acquirers have the ability to post prices which can increase and decrease on an hourly basis via the Acquirer Portal. The ability to withdraw prices at any time is also available.

Functionality for posting acquirer prices at GrainFlow sites over harvest is available via the Acquirer Portal. See the [www.grainflow.com.au/buyers/Cash+Pricing+Documents](http://www.grainflow.com.au/buyers/Cash+Pricing+Documents) for more information.

## Ticket Errors

If an acquirer identifies an error on a GrainFlow ticket that will require a change in the GrainFlow system, acquirers should email [tickets@grainflow.com.au](mailto:tickets@grainflow.com.au) with details of the changes required. Once the ticket has been corrected, amending transactions will be sent in the next acquisition file.

## Accreditations

GTA

ISO9001 – Quality

AS4801 – Environmental Health and Safety

## GrainFlow Contact List

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