**CBH**GROUP

# GETTING STARTED GUIDE

The new CBH Domestics mobile application has been developed to support site outturns from sites for domestic use.

Once a booking slot has been confirmed, truck drivers and growers can use the app to pick up grain from a CBH site. Trucks can be self-weighed at the weighbridge with all paperwork being sent electronically. Site safety inductions can also be carried out within the app when required.

To use the app you will also need a booking slot reference number from CBH. Refer to our website for further information on making a booking.
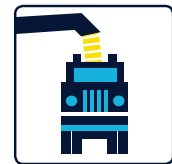
## Step 1 - Log in

To log in and use the app you will need to be registered with CBH either as a transporter, or a grower.

**Truck drivers**

1. Select **Log in with SitePass** and use your **SitePass ID** and four-digit **PIN** and select **SUBMIT**.

2. Review your **User Details**, read and accept the **Terms and Conditions**.

If you don't have a SitePass ID and password, speak to your employer.

**Growers**

1. Select **Log in with PAN** and use your LoadNet Personal Access Number (PAN) and password and select **SUBMIT**.

If you don't have a PAN and password, call the Grower Service Centre on **1800 199 083**.
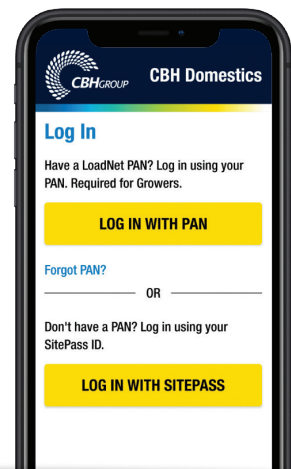
## Step 2 - Set up your favourites

Once you've logged in you can set up your favourites before you submit any journeys. This will make the app quicker to use for all your journeys as it will remember and automatically fill out sections of the form.

1. Select **Favourites** in the bottom of the screen.

2. Select **Add Sites** and filter to the sites you use most and click on the star icon to make a favourite. You can also complete the **site induction** at this time as you will need to complete it before submitting a journey.

3. Select **Add Truck** and enter the registration number and **SUBMIT**. Enter the configuration for your truck/s.

🖥 **cbh.com.au/domestics**
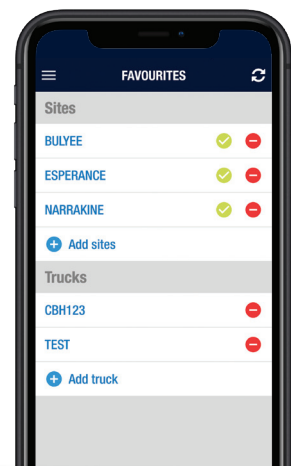
# Frequently Asked Questions

**Will the app use my mobile data allowance?**

Yes, but only limited data usage, similar to most apps.

**Why do I need location services switched on?**

Location services provide the app with accurate and up to date information so you can get the most out of it in real time.

**Is using the app a breach of CBH's site safety guidelines?**

No. All interaction with the app has been designed to use when the vehicle is stationary with the brake on. There is no reason to use the app whilst driving or operating the vehicle and this would be a breach of CBH's site safety guidelines.

**What information do I need before I submit my journey?**

You will need to know what truck you are driving (including its current consist details and any permits), your loading site and your booking reference number.

**When do I submit my next journey?**

We recommend submitting your next journey as soon as the last one has completed so you won't have to do it when you arrive at site.

**Can I use the app offline?**

No. A network connection is required to check the booking information is valid before a journey can be submitted.

**What do I do when I arrive at my loading site?**

It's important NOT to drive straight onto the weighbridge when you arrive at site – stop before you get to it and once you're stationary, with the brake applied, follow the in-app instructions to weigh in.

**Do I get a printed copy of the ODF? How do I get a copy?**

No, as we are switching to electronic forms you will receive an email for the Outturn Domestic Form (ODF) manifest. Email addresses can be viewed in the **User Details** screen and if any updates are required, check with your employer or update them in your LoadNet for Transporters account.

**What if I lose connection on site during a journey?**

CBH has put in place technology to improve connectivity and enabled WIFI at weighbridges and sample stands. If you do lose connection, contact site staff and they will be able to help. The app will catch up again once the connection is back.
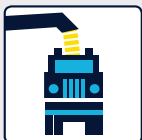
**DOWNLOAD**

The app is available for Android and Apple devices (Samsung, LG, etc) and Apple (iOS, minimum operating system iOS 9.0). The earliest version of Android supported is 5.0 (Lollipop).

## Need help?

For any app support please call our Operations Support team on **(08) 9416 6300** or email **operations@cbh.com.au**.

For support at site, please speak to one of our site staff.

Further information and resources available on our website **www.cbh.com.au/domestics**