CBH LOADNET®
A GUIDE FOR USERS

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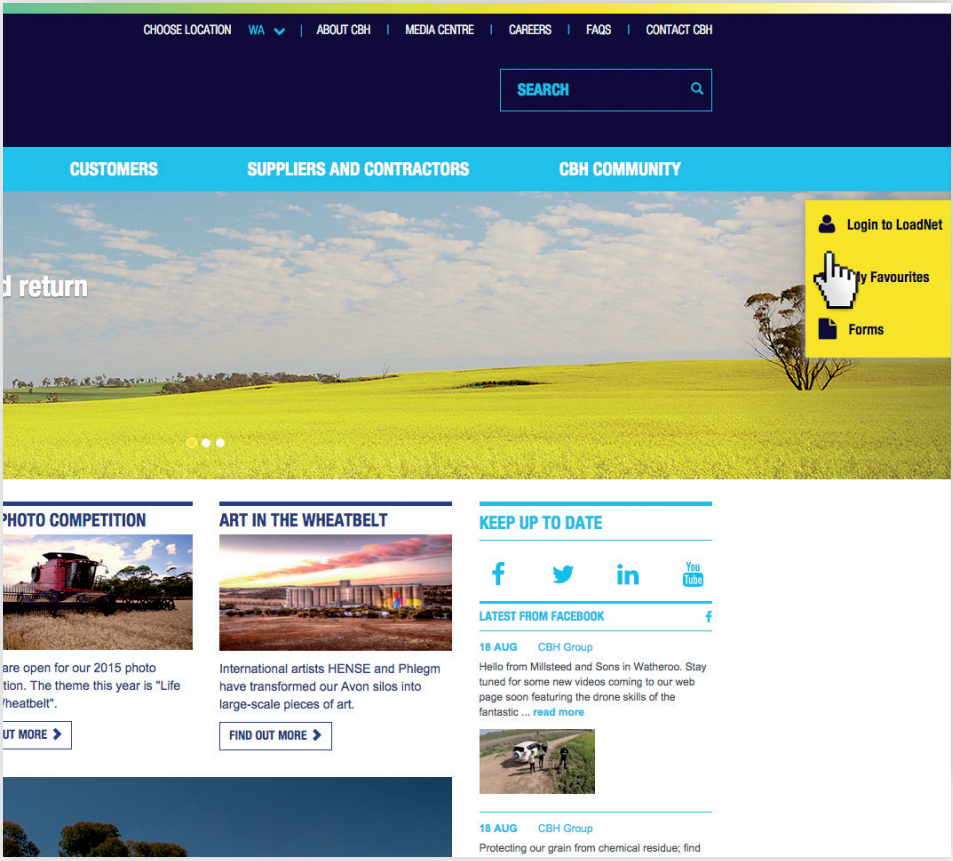
HOW DO I... LOGIN TO LOADNET®?

The LoadNet® login process has changed to incorporate your Grower ID, (GRID).

- All contacts for an account are automatically registered for LoadNet® under their Personal Access Number (PAN).
- Your PAN will need to be validated by completing your GRID before you can use it to access LoadNet®.
- Log into LoadNet® from the CBH website **www.cbh.com.au** using your PAN and password.
- The bright yellow login box is located on the right of the screen.

HOW DO I...
LOGIN TO LOADNET®?

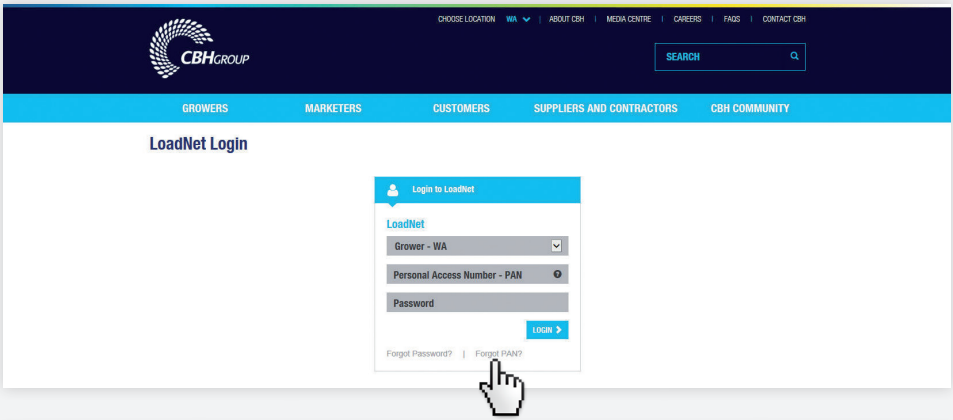


HOW DO I...
RETRIEVE MY PAN?

- Click on the **Forgot PAN?** The link is under the login boxes.
- Enter your email address.
- Complete the code verification.
- Click on Retrieve PAN.
- If the email address entered is registered against a valid PAN then the details will be emailed to that address.

Note: If the email address has changed, or is different to address registered against your PAN, then you will need to contact the Grower Service Centre on 1800 199 083 for assistance.

HOW DO I...
RETRIEVE MY PAN?



HOW DO I...
CHANGE MY PASSWORD?

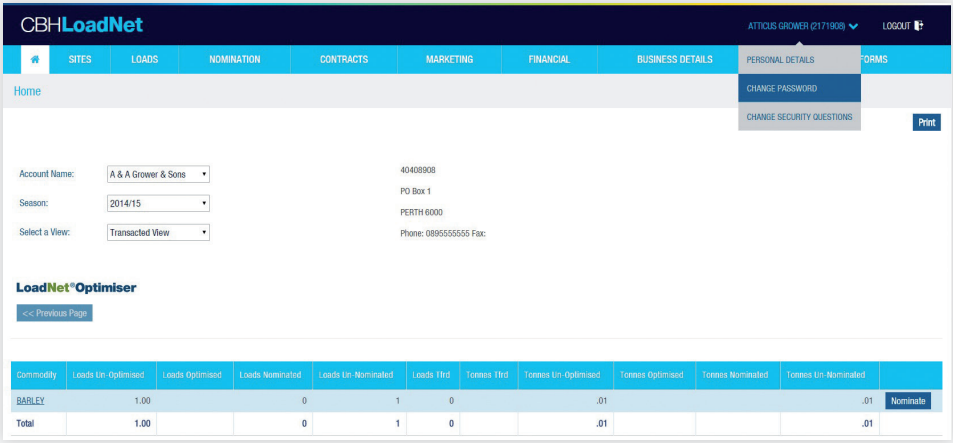
Note: While we do not insist that you regularly change your LoadNet® password, we do encourage to do so to ensure online security best practice.

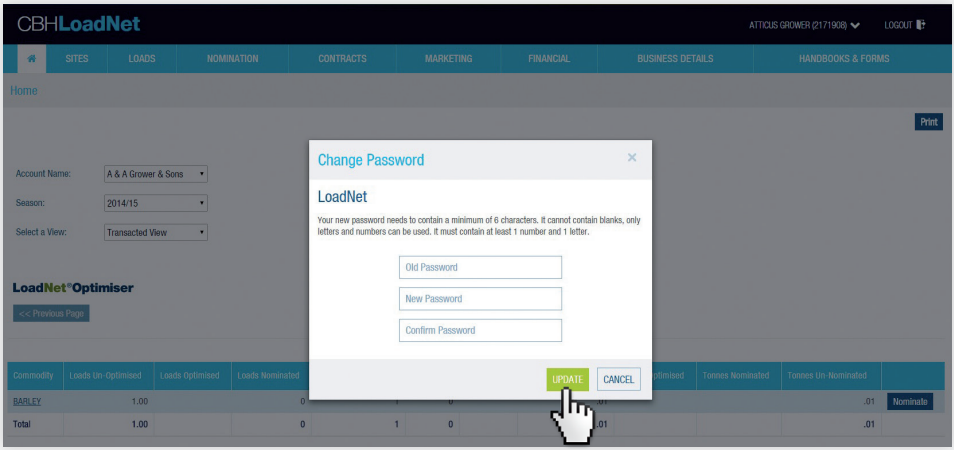
- Hover over your login details in the top right corner of the screen.
- Click on **Change Password** in the drop down.
- A window will open.
- Enter your old password, and your new password twice in the boxes provided.

Note: Your new password must be between 6 and 10 characters long. It cannot contain blanks; only letters and numbers can be used. It must contain at least 1 number and 1 letter.

- Click on Update.

HOW DO I...
CHANGE MY PASSWORD?



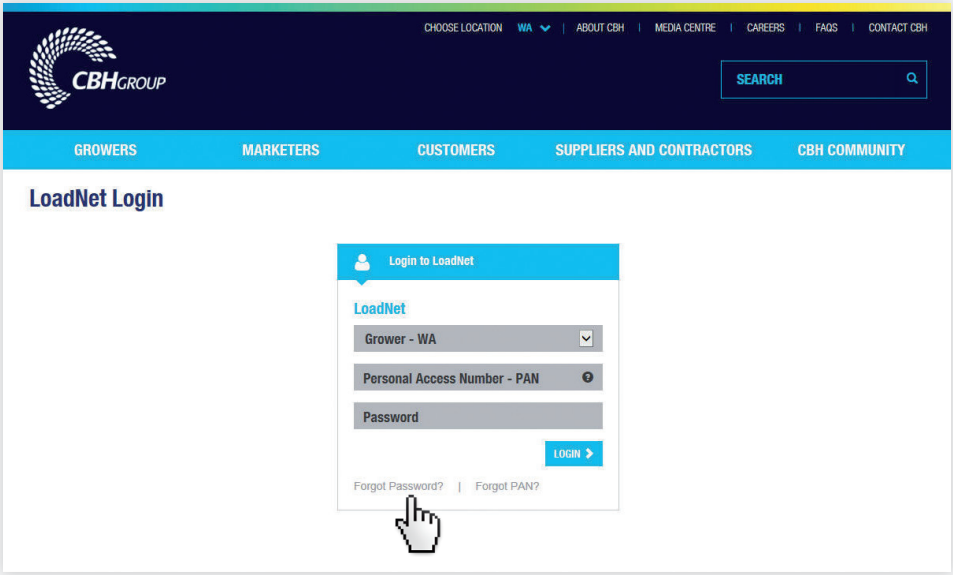


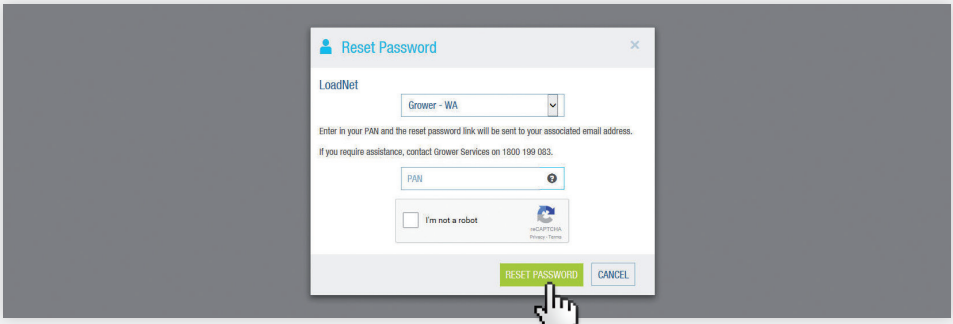
HOW DO I...
RESET MY PASSWORD?

- Click on the Forgot Password? link under the login boxes.
- Enter your PAN.
- Complete the code verification.
- Click on Reset Password.
- A temporary password will be emailed to the address registered against the PAN number entered.
- You can now login to LoadNet® Using the temporary password. You will be prompted to change your password the first time you login.

Note: If the email address has changed, or is different to address registered against your PAN, then you will need to contact the Grower Service Centre on 1800 199 083 for assistance.

HOW DO I...
RESET MY PASSWORD?





HOW DO I... MANAGE CONSULTANT PERMISSIONS?

To View Permissions:

- Hover over **Business Details** on the blue menu bar.
- Click on **Permissions** in the drop down.
- Select the correct account name and number in the drop down box.
- Click on Show Permissions.

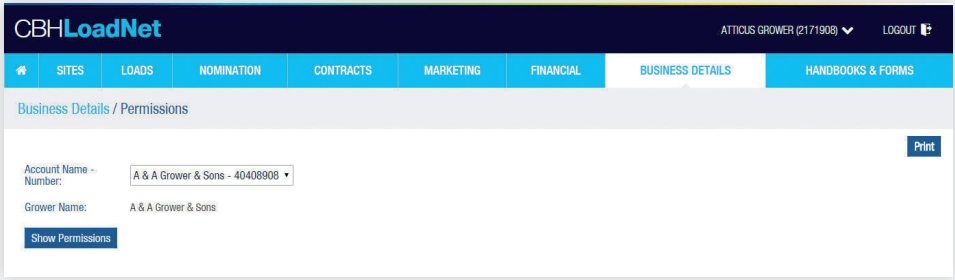
To Cancel a Permission:

- Click on the tick box under **Remove Permissions** next to the permission you wish to remove.
- Click on Update.

Note: Permissions are cancelled immediately.

Note: To add permissions, please contact your consultant or accountant.

HOW DO I... MANAGE CONSULTANT PERMISSIONS?



HOW DO I...
VIEW MY LOADS?

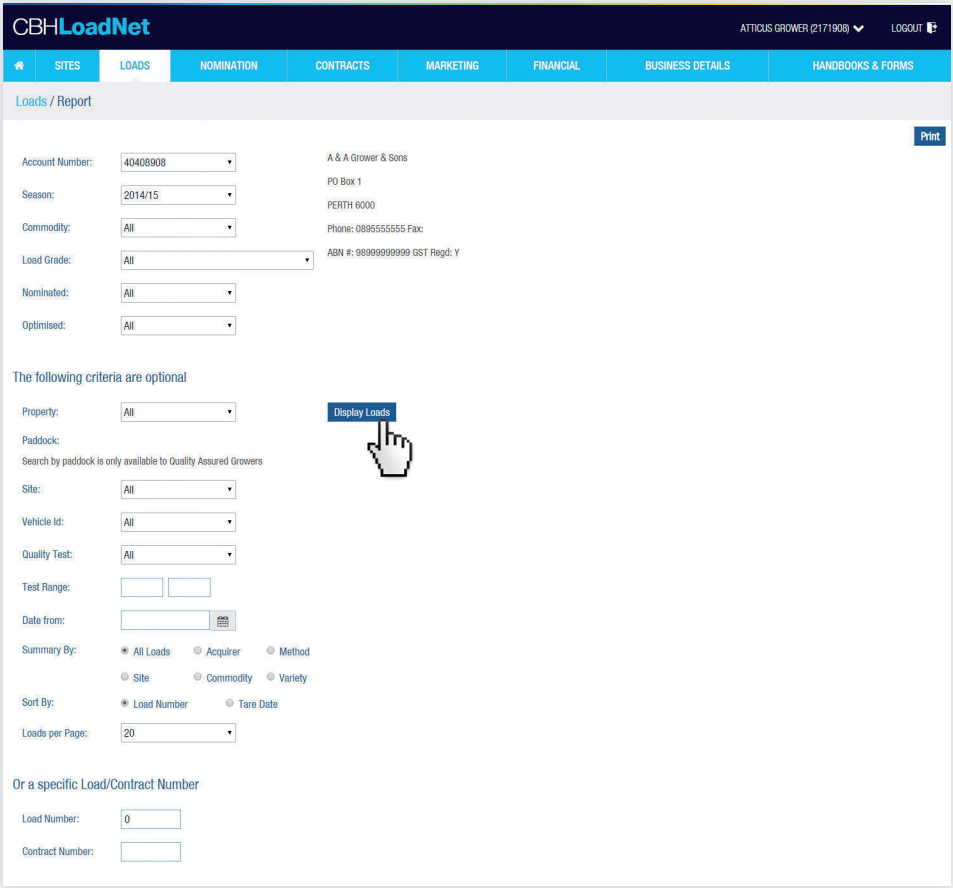
- Hover over **Loads** on the blue menu bar.
- Select **Report** from the drop down.
- Choose your options from the drop down boxes.

> **Tip:** You can apply a number of filters, such as commodity, grade and property using the different drop down boxes on the page.

> **Tip:** You can summarise your deliveries by acquirer, payment method, receival site, commodity or variety.

- Click on **Display Loads**.
- This will show all loads for the current season, with any filters or summary methods you have selected.
- You can drill down into any list by clicking on the blue link.
- When you click on a load number a new window will open showing the full details of that load.
- Click on **History** to see the important changes and dates for that load.

HOW DO I...
VIEW MY LOADS?



HOW DO I... DOWNLOAD MY LOADS?

- Follow the instructions for **How Do I...View my Loads?** until you've clicked on the Display Loads button.

> **Tip:** Filtering your loads by commodity before displaying loads will make the data you download easier to use.

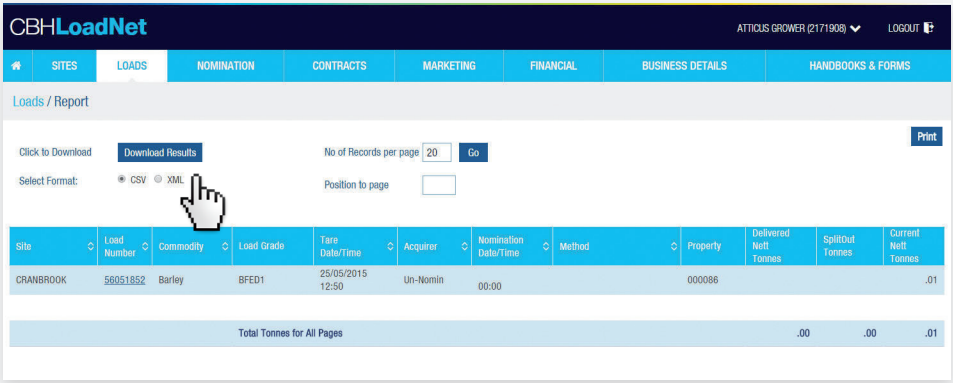
- At the top of the list of loads is a Download Results button.
- Select your required format and click on the button.

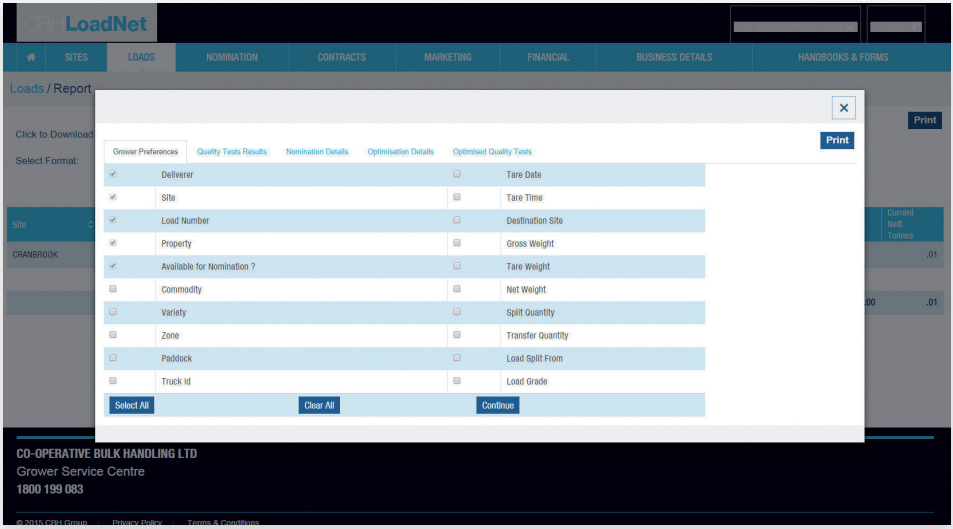
> **Note:** XML will download the load details in an XML file. XML format is used by a number of farm management packages. This is the format to use when importing load data into PAM.

> **Note:** CSV will download the load details in a CSV file. You will need a program that allows you to view CSV files, such as MS Excel, to make use of this file.

- A window will open allowing you to choose what you want to include in the download.
- When the file is ready to download, a link will appear below the Download Results button. Click on the link and save the file to the required directory.

HOW DO I...
DOWNLOAD MY LOADS?

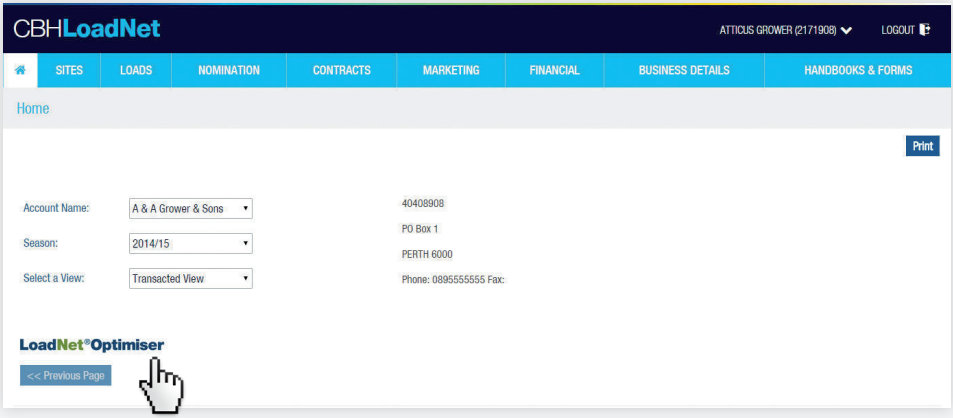




HOW DO I...
OPTIMISE MY GRAIN?

- On the home page, click on **Loadnet® Optimiser.**
- Refer to the LoadNet® Optimiser guide, downloadable from the CBH website **www.cbh.com.au**, for help with using the LoadNet® Optimiser.
- You can also call the Grower Service Centre, on 1800 199 083, for assistance.

HOW DO I...
OPTIMISE MY GRAIN?

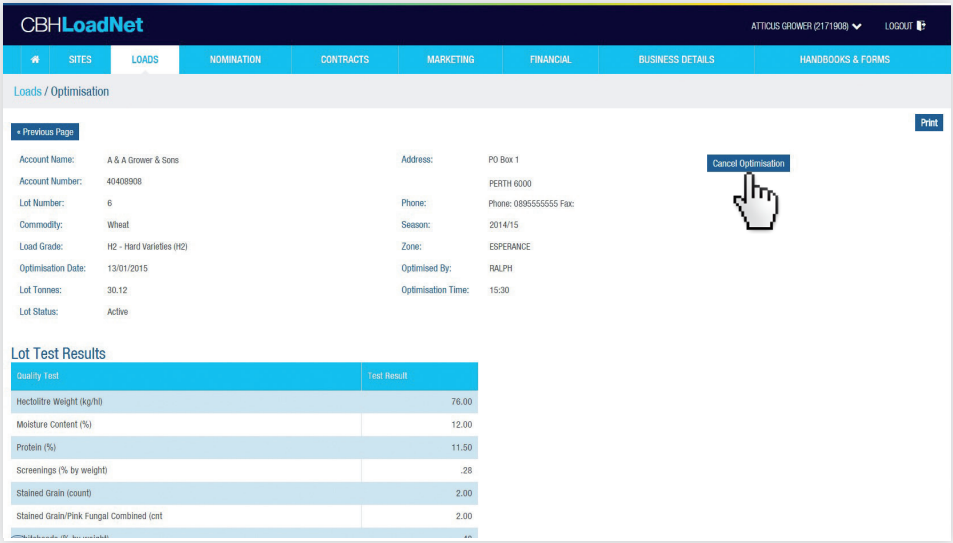


HOW DO I... CANCEL AN OPTIMISATION?

Note: You cannot cancel the optimisation of a lot, once the grain in that lot has been nominated or transferred.

- Hover over **Loads** on the blue menu bar.
- Click on **Optimisation** in the drop down.
- Choose the required account name and season from the drop down box.
- All lots created for the selected season will be displayed.
- Click on the lot number to open the lot details in a new window.
- Click on Cancel Optimisation.

HOW DO I... CANCEL AN OPTIMISATION?



HOW DO I... NOMINATE MY GRAIN?

- Either click on **Nominate** on the home page or hover over **Nomination** on the blue menu bar and click on **Nominate** in the drop down.

! If you make an error nominating your grain, please contact the Grower Service Centre on 1800 199 083 as soon as possible!

- Choose the required account name and season from the drop down box.
- Choose the relevant commodity and zone from the drop down box.

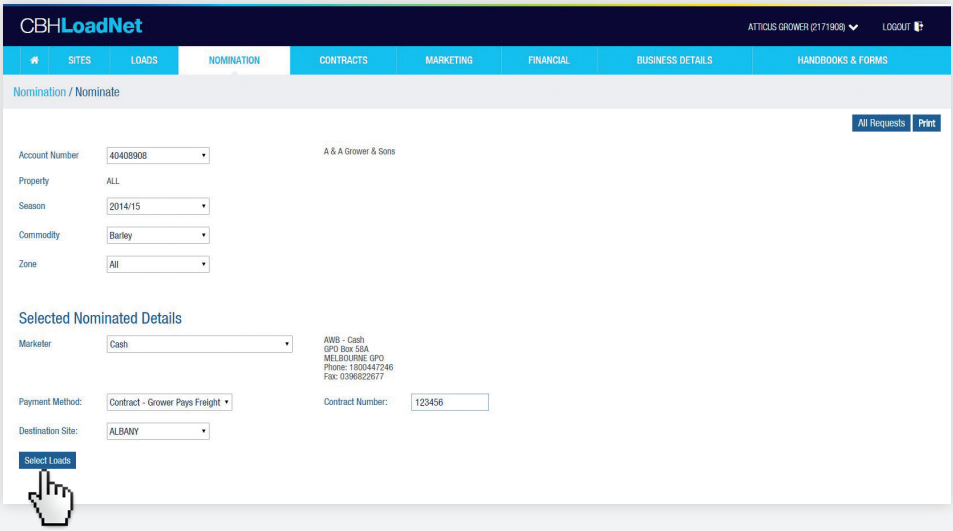
Note: If you wish to nominate to MGC from outside the Kwinana zone, you will need to leave zone as All.

- Choose your acquirer, payment method and destination site from the drop down box.

Note: If you select contract and your chosen acquirer has provided CBH Group with contract details then you will be able to select your contract number from a list. Otherwise you will need to enter your contract number in the box provided.

- Click on Select Loads.
- A list of loads that meet your selected criteria will be displayed.

HOW DO I...
NOMINATE MY GRAIN?



HOW DO I... NOMINATE MY GRAIN?

CONTINUED

Note: Any grades of your selected commodity that are not accepted by your selected acquirer will be listed as 'Service Not Available'.

If you make an error nominating your grain, please contact the Grower Service Centre on 1800 199 083 as soon as possible!

- Select the loads you wish to nominate to your selected acquirer.

Tip: You can filter the list by grade if you wish.

Tip: You can select all available loads by clicking
Select all Loads on Current Page
or
Select all Loads on All Pages.

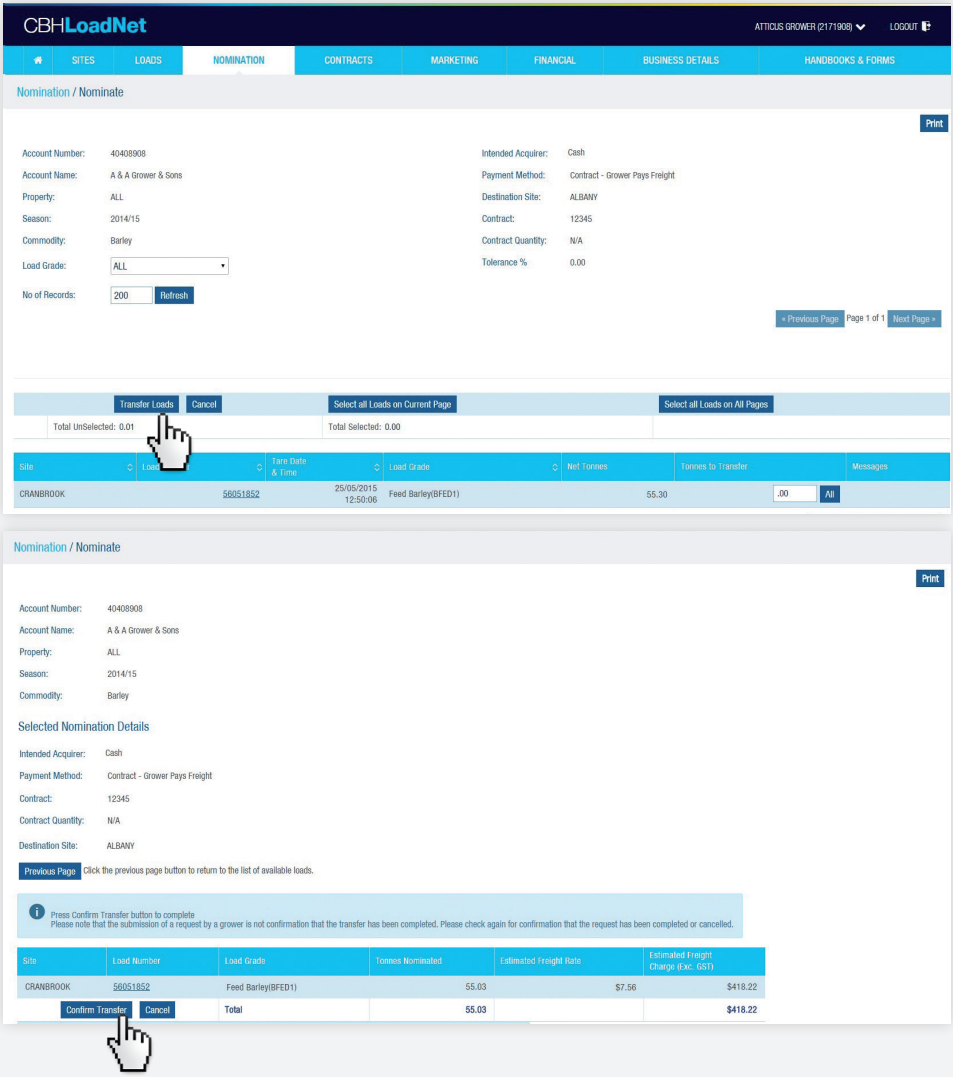
Tip: You can select whole individual loads by clicking **All** or split loads by entering the required tonnes in the space provided.

Note: A total of the tonnes you've selected is kept at the top of the list.

- Click on **Transfer Loads**.
- **Make sure all the details are correct.**
  Confirm by clicking **Confirm Transfer**.
- A printable receipt will open in a new window.

HOW DO I... NOMINATE MY GRAIN?

CONTINUED



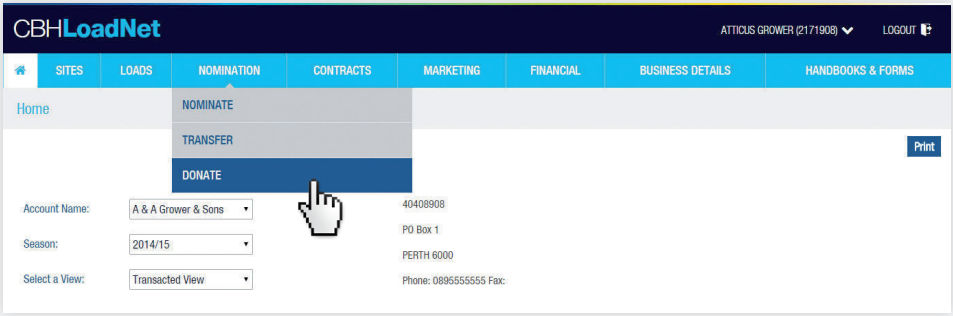
HOW DO I... DONATE GRAIN TO A CHARITY?

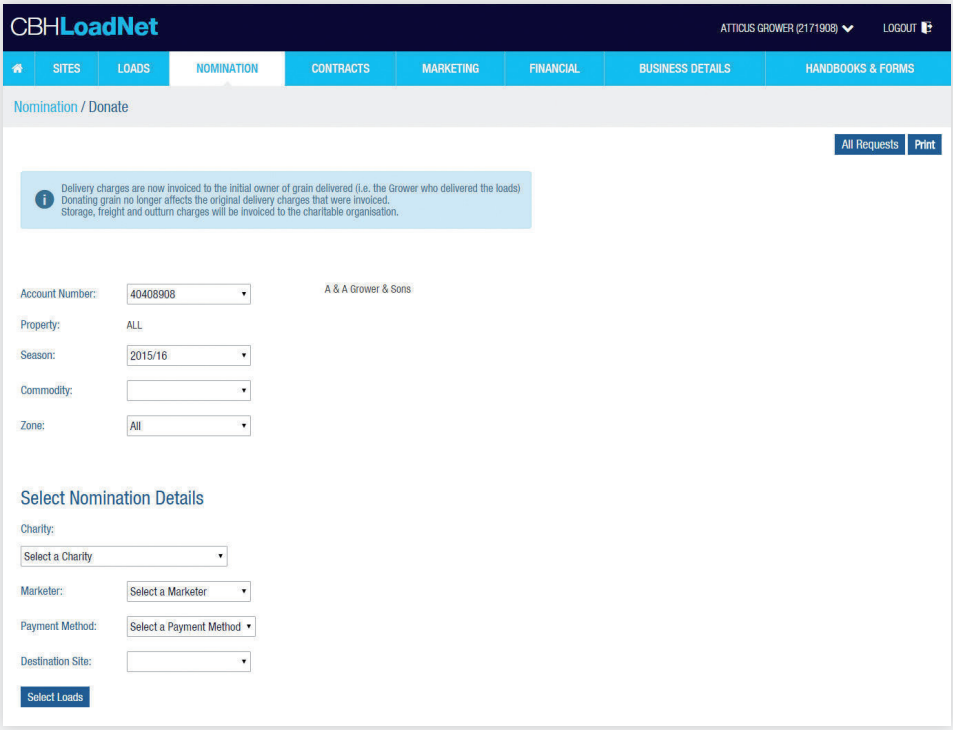
- Hover over **Nomination** on the blue menu bar.
- Click on **Donate** in the drop down.
- Choose the required account number and season from the drop down box.
- Choose the relevant commodity and zone from the drop down box.
- Select the charity to which you'd like to donate from the drop down box.
- Choose your acquirer, payment method and destination site from the drop down box.

> **Note:** Contact your selected charity if you are unsure of their preferred acquirer and payment method.

- Click on Select Loads.
- The process from this point is identical to **How Do I... Nominate My Grain?**

HOW DO I... DONATE GRAIN TO A CHARITY?





HOW DO I... TRANSFER GRAIN TO ANOTHER GROWER?

- Hover over **Nominate** on the blue menu bar.
- Click on **Transfer** in the drop down.
- Choose the required account number, season and commodity from the drop down boxes.

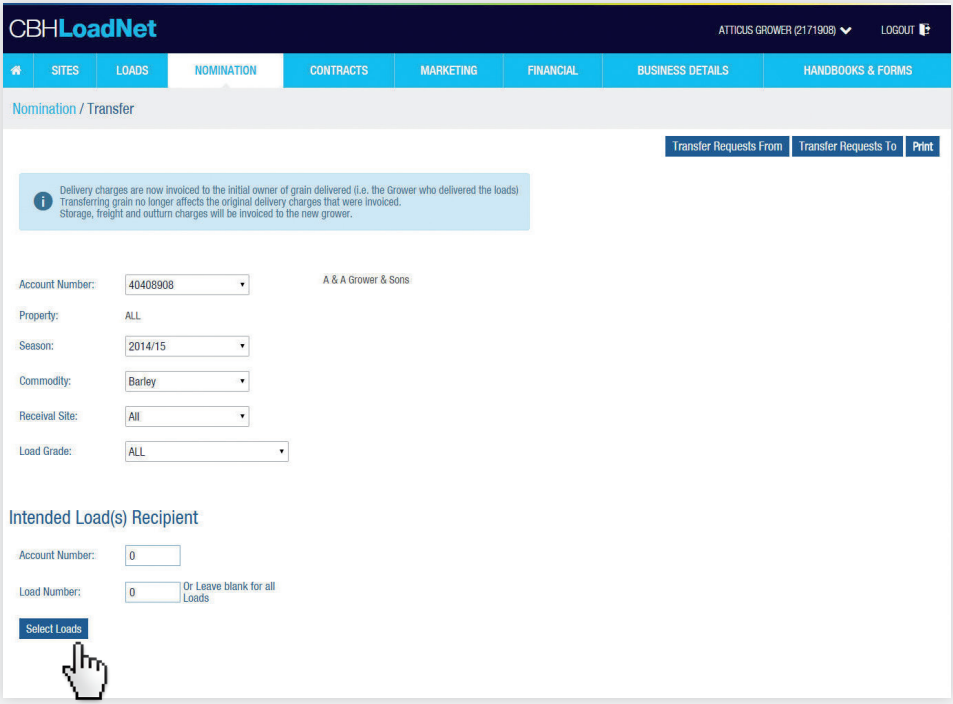
Note: If the selected account number is a sharefarming entity and you wish to transfer grain to another party, you will need to select transfer to another grower. If you are looking to split the loads between the parties to the sharefarming agreement, then refer to **How Do I... Split My Sharefarming Loads?**

- Enter the account number of the grower to whom you wish to transfer the grain.
- Click on Select Loads.

Tip: If you enter a load number before clicking Select Loads then only that load will appear for selection in the next screen. If you do not, then all unnominated loads that meet the selection criteria will appear.

! If you make an error transferring your grain, please contact the Grower Service Centre on 1800 199 083 as soon as possible!

HOW DO I... TRANSFER GRAIN TO ANOTHER GROWER?



HOW DO I... TRANSFER GRAIN TO ANOTHER GROWER?

CONTINUED

- Select the loads you wish to transfer to the chosen grower.

Tip: You can filter by grade if you wish.

Tip: You can select all available loads by clicking
Select all Loads on Current Page
or
Select all Loads on All Pages

Tip: You can select whole individual loads by clicking **All** or split loads by entering the required tonnes in the space provided.

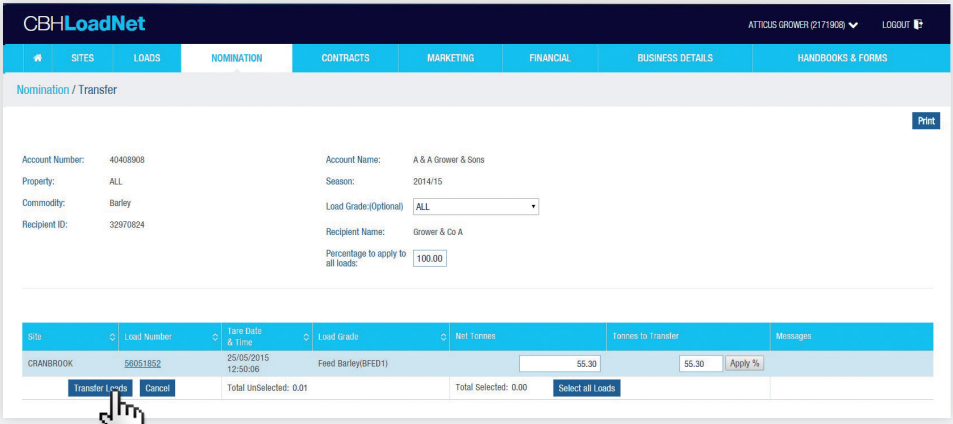
Note: A total of the tonnes you've selected is kept at the top of the list.

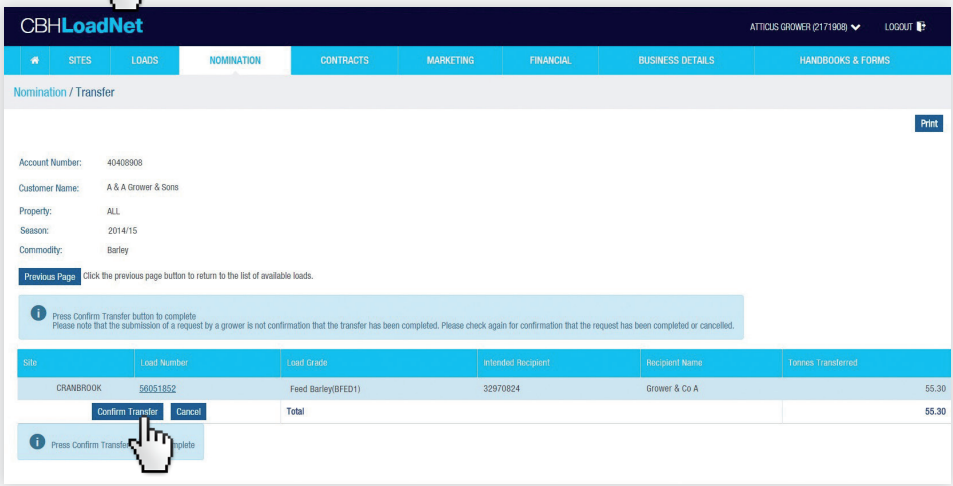
- Click on **Transfer Loads**.
- **Make sure all the details are correct.**
  Confirm by clicking **Confirm Transfer**.
- A printable receipt will open in a new window.

If you make an error transferring your grain, please contact the Grower Service Centre on 1800 199 083 as soon as possible!

HOW DO I... TRANSFER GRAIN TO ANOTHER GROWER?

CONTINUED





HOW DO I... SPLIT MY SHAREFARMING LOADS?

- Hover over **Nominate** on the blue menu bar.
- Click on **Transfer** in the drop down.
- Choose the required account number, season and commodity from the drop down boxes.

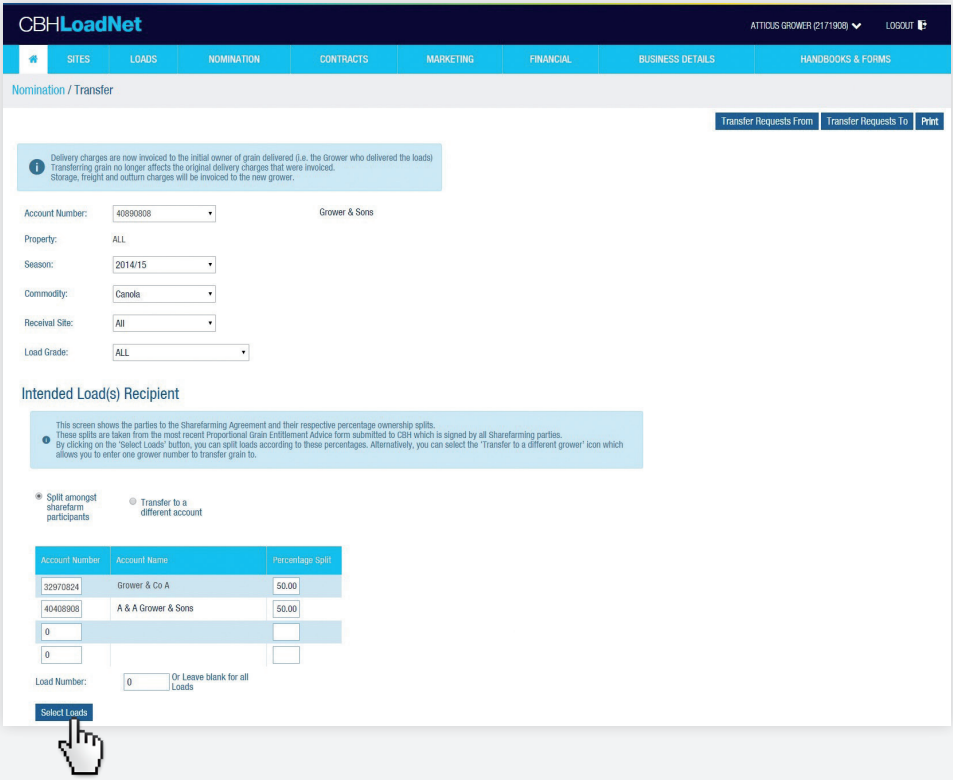
! If you make an error splitting your grain, please contact the Grower Service Centre on 1800 199 083 as soon as possible!

Note: As a sharefarming entity you will see the parties to the agreement listed, and the registered percentage splits displayed. If you click on **Select Loads** you will be applying these splits to the loads that you select in the next screen. If you want to transfer loads to a grower not party to the sharefarm agreement, you will need to select transfer to a different grower, and follow the steps in **How Do I... Transfer Grain to Another Grower?**

- Enter the account number of the grower to whom you wish to transfer the grain.
- Click on **Select Loads**.

Tip: If you enter a load number before clicking **Select Loads** then only that load will appear for selection in the next screen. If you do not, then all unnominated loads that meet the selection criteria will appear.

HOW DO I... SPLIT MY SHAREFARMING LOADS?



HOW DO I... SPLIT MY SHAREFARMING LOADS?

CONTINUED

- Select the loads you wish to split.

Tip: You can filter by grade if you wish.

Tip: You can select all available loads by clicking
Select all Loads on Current Page
or
Select all Loads on All Pages.

Tip: You can select whole individual loads by clicking **All** or split loads by entering the required tonnes in the space provided.

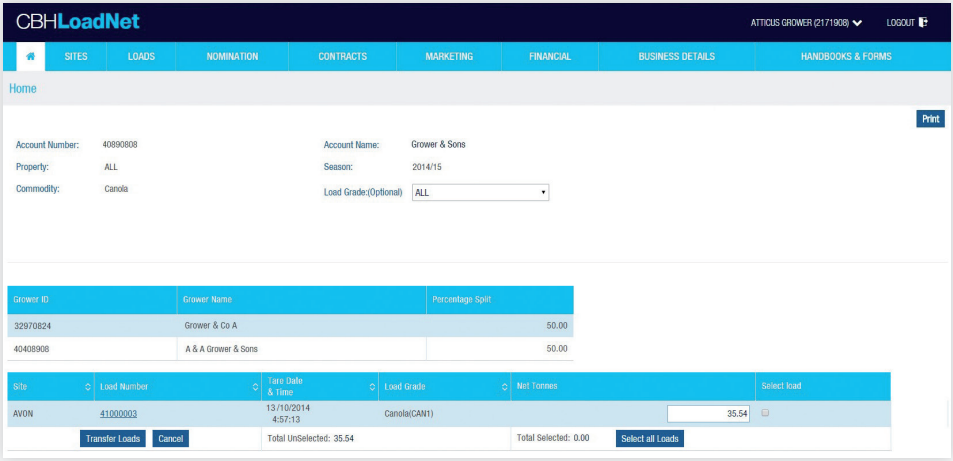
Note: A total of the tonnes you've selected is kept at the top of the list.

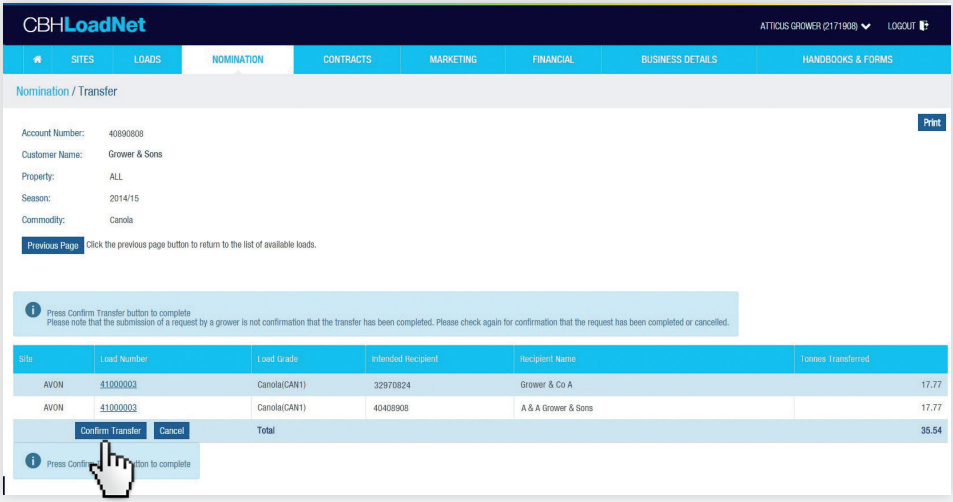
- Click on **Transfer Loads**.
- **Make sure all the details are correct.**
  Confirm by clicking **Transfer Loads**.
- A printable receipt will open in a new window.

If you make an error splitting your grain, please contact the Grower Service Centre on 1800 199 083 as soon as possible!

HOW DO I... SPLIT MY SHAREFARMING LOADS?

CONTINUED





HOW DO I... FIND A CBH GROUP PRICE?

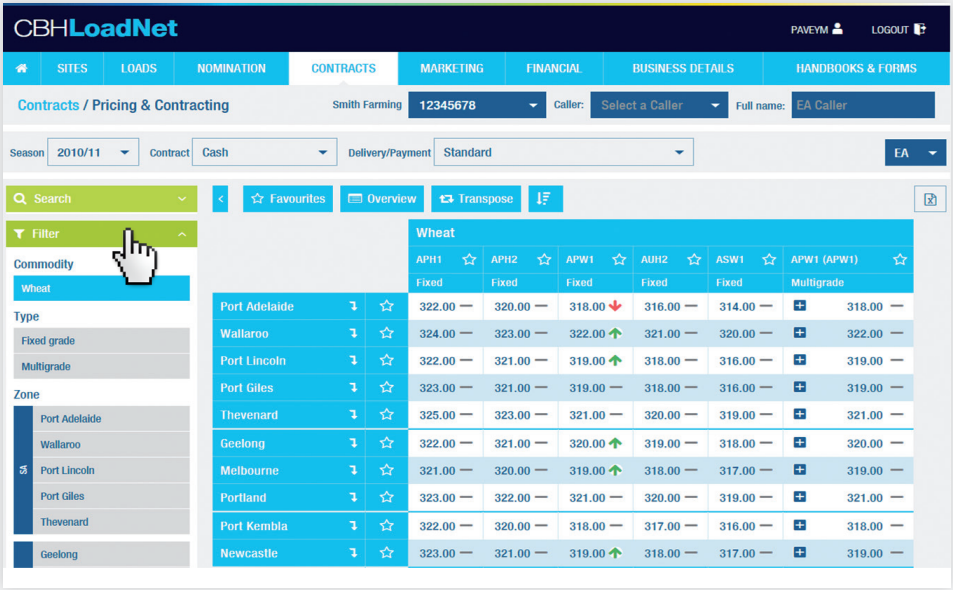
- Hover over **Contracts** on the blue menu bar.
- Click on **Pricing & Contracting** in the drop down.
- You will need to set your search parameters in the drop down fields at the top of the screen to begin.
- There are three ways to find a live price:
  1. Use the filter bar where you can select a zone, commodity or contract type
  2. Use the search drop down to easily select a group of prices
  3. Click the relevant zone or grade to view live prices
- Click on a price to begin the contracting process.

Note: Prices tend to be posted around 10:30am, and are usually withdrawn for contracting around 4:30pm. Prices that are not currently available for contracting will shown in grey.

Tip: If site pricing is available you will be able to see it on this screen.

Tip: Clicking on a port zone will display any available site prices for that zone. Click on the zone again to hide them.

HOW DO I... FIND A CBH GROUP PRICE?



HOW DO I... MANAGE MY FAVOURITES?

- Hover over **Contracts** on the blue menu bar.
- Click on **Pricing & Contracting** in the drop down.

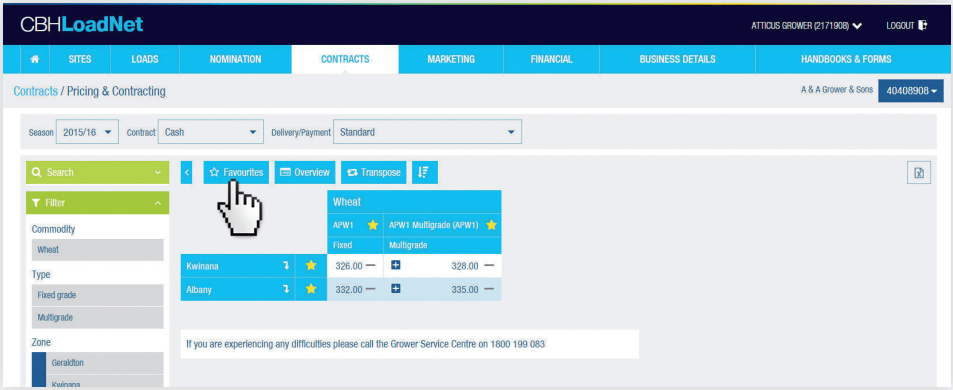
> **Note:** If you have no prices favourited, this will open in overview view. Once you have favourited prices it will open in favourites view.

- Favourite a price and/or zone by clicking the star next to it. Un-favourite it by clicking the star again.
- Swap between **favourites** and **overview** by clicking the ☆ Favourites and Overview buttons.

> **Note:** The overview does not show all prices by default. To display all prices for a commodity, click on that commodity on the left. You may need to scroll across (or down) to view all prices.

> **Tip:** You can swap the column and row headings by clicking the Transpose button. Click it again to swap them back.

HOW DO I... MANAGE MY FAVOURITES?



HOW DO I... CONTRACT ONLINE WITH CBH GROUP?

- Click on a price to begin the contracting process. The Contract Details screen will appear.

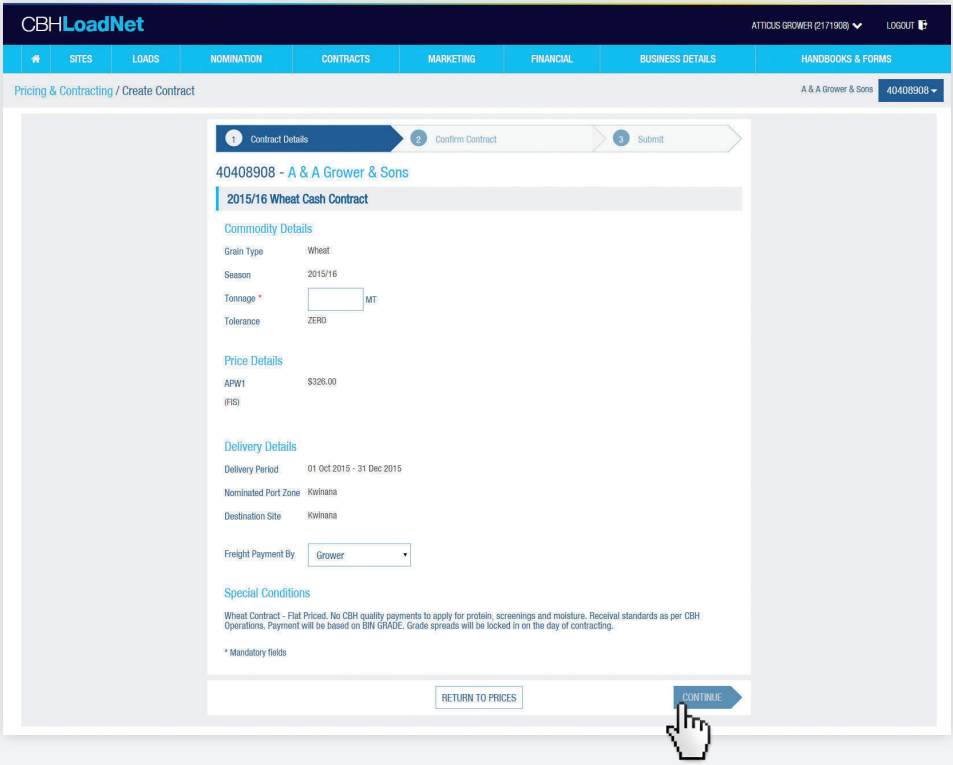
Note: All of your Grower Entities linked to LoadNet® are accessible from this screen, ensure you have selected the correct entity from the drop down in the top right hand corner of the screen.

- Complete the fields in the Contract Details screen and click continue.
- Cross check and confirm the details you have entered.
- Accept the Terms and Conditions and click submit to finalise your contract.

Note: Please ensure you select the correct delivery/payment option for your contract:

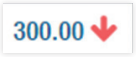
1. **Standard:** Standard payment terms, 7 business days from nomination.
2. **Standard Delivery:** The contract is set with a standard delivery period and standard payment terms. i.e. 1st Oct – 31st Dec WA, 1st Nov – 31st Dec EA or 10 days from day of contracting if after 31st Dec.
3. **Deferred Payment:** Payment will be made 7 business days from nomination in July i.e. payment will be made in the new financial year.
4. **Deferred Delivery:** The contract is set with delivery period of 1st July – 5th July for new financial year.

HOW DO I... CONTRACT ONLINE WITH CBH GROUP?

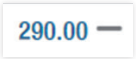


TIPS AND TRICKS FOR USING PRICING AND CONTRACTING

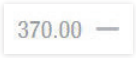
Price increase: A green arrow means the price has increased since the last publish.



Price decrease: A red arrow means the price has decreased since the last publish.



No change: A grey dash means the price has not changed since the last publish.



Inactive price: A grey price will not allow you to click any further is not currently active for contracting.

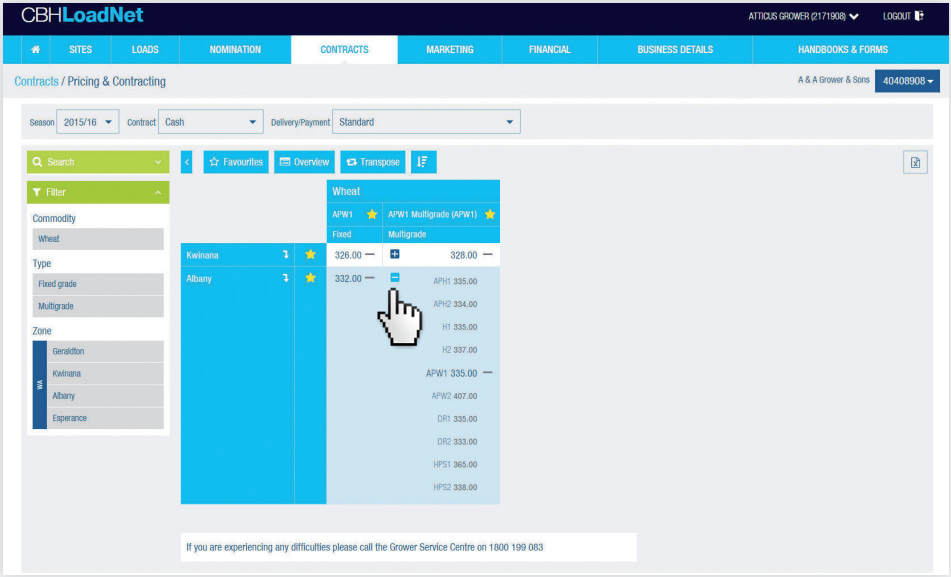
Overview: At any time during the price discovery process you can press the Overview button to return to a snapshot of prices, covering the most popular grades of each commodity.

Transpose: When viewing prices, to allow for easy comparison by zone or to compare the spreads between Multigrade contracts; press the Transpose button to swap the contracting screen axes (location and grade).

Multigrade View Change: You now have the option to view the spreads in a multigrade two ways – the price itself, or the spread from the base grade. Pressing this button will allow you to toggle between the two.

Press to expand view from base grade to all the grades offered on contract.

TIPS AND TRICKS FOR USING PRICING AND CONTRACTING



HOW DO I... FIND ANOTHER MARKETER'S PRICE?

- Hover over **Marketing** on the blue menu bar.
- Click on **Marketing Options** in the drop down.
- Contact details for all of the acquirers registered in the CBH system are listed.
- Use these details to contact the acquirer direct to discuss their prices and products.

Note: The contact details listed are those provided by the acquirer. If details are not listed, it is because the acquirer has not registered them.

Note: All CBH grower members have FREE basic access to DailyGrain. Go to **www.dailygrain.com.au** to find out more.

DailyGrain
Sell with Confidence

HOW DO I... FIND ANOTHER MARKETER'S PRICE?

Acquirer	Contact No	Prices Link	Prices Information Document
ADM Trading Australia Pty Ltd	08 8425 4944	ADM Home Page	
Agfarm Advantage	1300 243 276	Agfarm Home Page	
Agfarm Bunka	1301 243 276	Agfarm Home Page	
Agfarm Solutions	1300 243 276	Agfarm Home Page	
Agrex Australia Pty Ltd	03 9868 3418		
Allied Mills Pty Ltd	02 9352 4953		
ASX Clear (Futures) Pty Limited	02 9227 0197	ASX Grain Futures & Options	
Australian Grain Accumulation	08 9435 3300	AGA Website	
AWB - Cash	1800 447 246	AWB - Cash	
AWB - Pool	1800 447 246	AWB - Pool	
Barrett Burston Malting Co P/I	0427 282 833		
Allied Mills Pty Ltd	02 9352 4953		
ASX Clear (Futures) Pty Limited	02 9227 0197	ASX Grain Futures & Options	
Australian Grain Accumulation	08 9435 3300	AGA Website	
AWB - Cash	1800 447 246	AWB - Cash	
AWB - Pool	1800 447 246	AWB - Pool	
Barrett Burston Malting Co P/I	0427 282 833		
Bunge Agribusiness Australia Pty Ltd	0417 999 632		
Cash5	1300 411 155	Plum Grove Home Page	
CBH Group	1800 199 083	CBH Group Marketing Options	
CHS Trading Company Australia Pty Ltd	1300 247 287	CHS Trading	
CHS Trading Company Australia Pty Ltd (CBH RESERVE)	1300 247 287	CHS Trading	
Clear Commodities	1800 000 410	Clear Commodities Home Page	How to use CLEAR

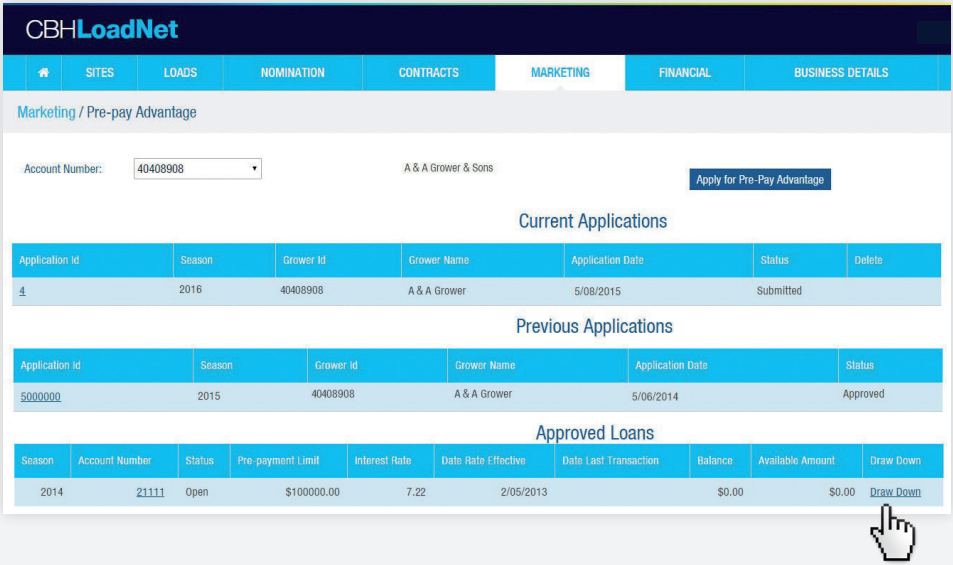
HOW DO I... DRAWDOWN MY HARVEST LOAN OR PPA?

- Hover over **Marketing** on the blue menu bar.
- Click on **Pre-Pay Advantage** or **Loan** in the drop down.
- The details of your current and past loans are shown.
- Look at the available amount. This is how much you can drawdown.

  Note: You can drawdown less than this amount.

- Click on **Drawdown.**
- Fill in the amount to draw down box, and click on **Submit Request**.
- The funds you have requested should be in your account within five business days.

HOW DO I... DRAWDOWN MY HARVEST LOAN OR PPA?



HOW DO I... VIEW MY RCTI?

Note: LoadNet® only shows payments for CBH Group and the Plum Grove pool.

- Hover over **Financial** on the blue menu bar.
- Click on **Load Payments** in the drop down.
- Select the correct account number and season in the drop down box.

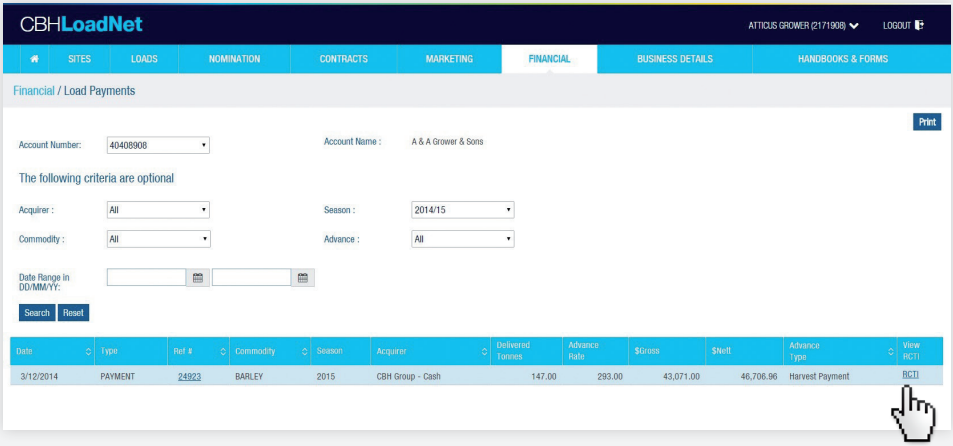
Tip: You can, if you choose, filter by acquirer, commodity, advance and date.

- Click on the Search button to refresh the results as per your selections.
- You can view the details of your payment by clicking on the payment's reference number.
- You can view the Recipient Created Tax Invoice by clicking on RCTI to the right of the payment.

Note: You will need a program that allows you to view PDF files, such as Adobe Acrobat Reader, to be able to view the RCTI.

Note: Details of each payment will be stored on LoadNet® for at least the five years the tax office requires you to keep your paperwork.

HOW DO I...
VIEW MY RCTI?



HOW DO I... VIEW MY OPERATIONS INVOICE?

- Hover over **Financial** on the blue menu bar.
- Click on **Paperwork** in the drop down.
- Select **CBH Operations Invoices** in the type drop down box.

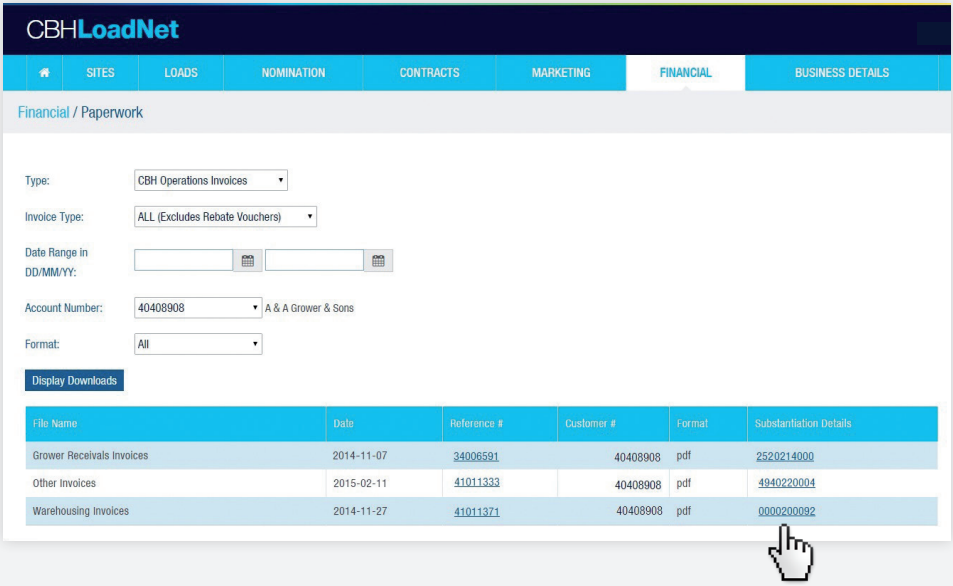
> **Tip:** You can choose to display a specific invoice type or all invoices.

- Click on **Display Downloads**.
- You can view the invoice by clicking on the reference number.
- You can view the substantiation details by clicking on the link.

> **Note:** You will need a program that allows you to view PDF files, such as Adobe Acrobat Reader, to be able to view the invoice.

> **Note:** You will need a program that allows you to view CSV files, such as MS Excel, to be able to view the substantiation details.

HOW DO I... VIEW MY OPERATIONS INVOICE?



HOW DO I... ORDER NEW DELIVERY CARDS?

- Hover over **Business Details** on the blue menu bar.
- Click on **Delivery Cards** in the drop down.

> **Note:** Any cards that have been ordered, but not yet posted, will be shown. You can cancel these orders at any time prior to issue.

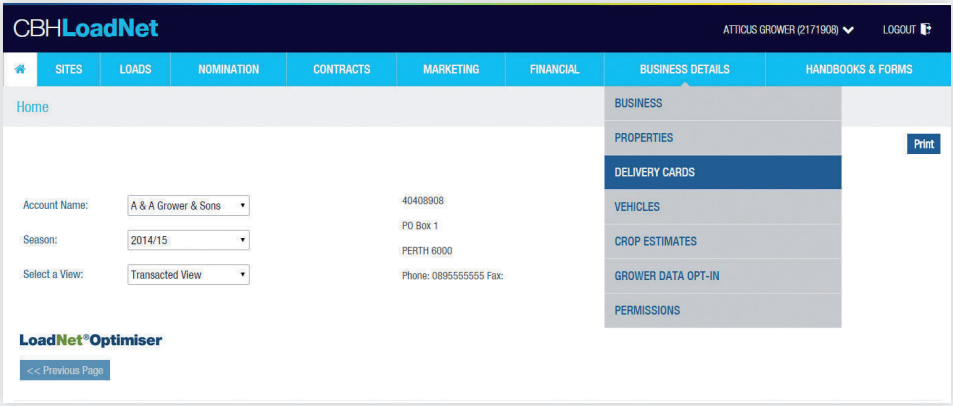
- Select the relevant property number.

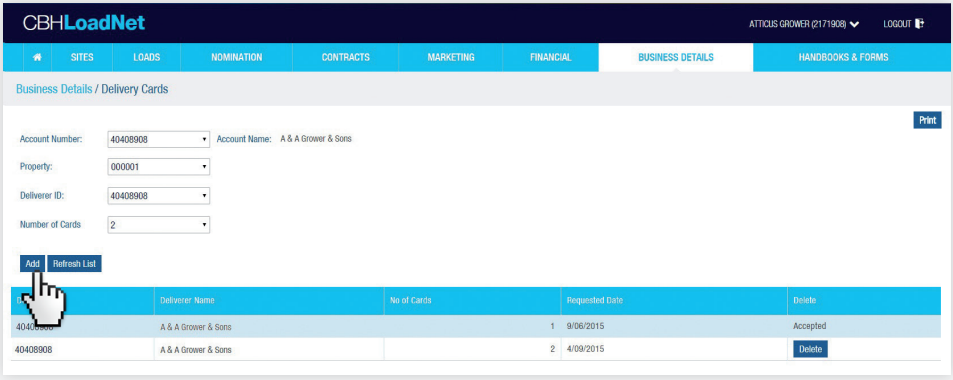
> **Note:** If the property number for which you're trying to order cards doesn't appear, then you're not currently authorised to order cards against that property number. Please contact the property holder and have them order cards on your behalf.

- Select the relevant deliverer number.
- Choose the number of cards you'd like to order.
- Click on **Add**.

> **Note:** The ordered cards will be mailed to the postal address CBH Group has on file for the deliverer. Please allow two weeks for the cards to arrive.

HOW DO I... ORDER NEW DELIVERY CARDS?





HOW DO I...
REGISTER MY TRUCK?

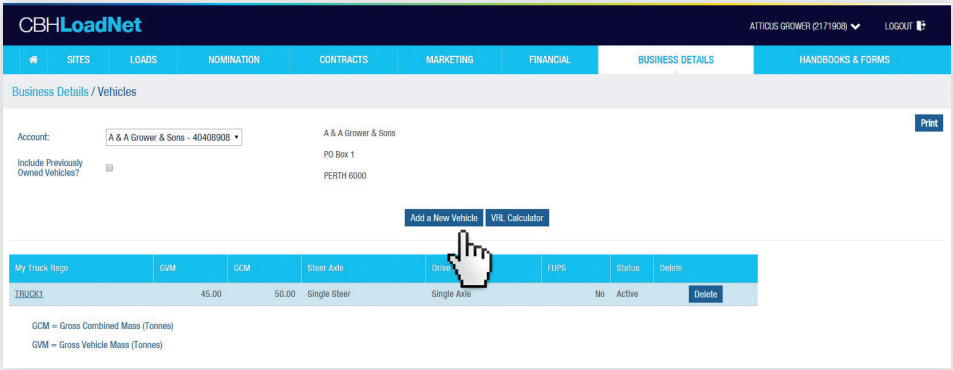
- Hover over **Business Details** on the blue menu bar.
- Click on **Vehicles** in the drop down.
- Choose the relevant account from the drop down box.

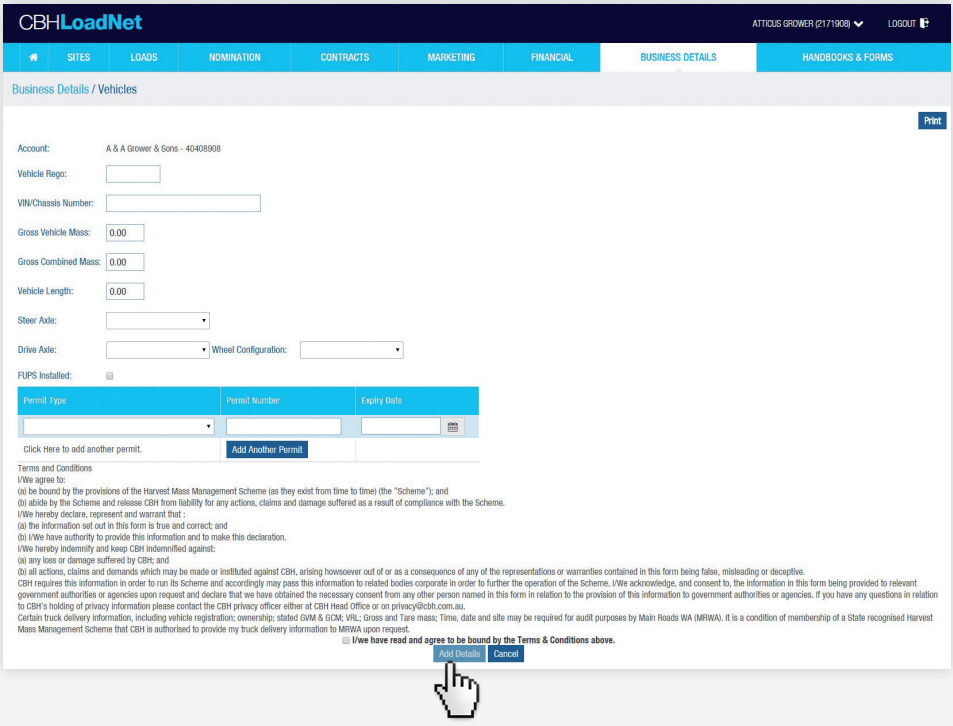
> **Tip:** Any truck registered in your name should be listed here.

> **Tip:** If the GVM or GCM shown differ from the figures you have on your papers you can modify the details by clicking on the truck ID.

- Click on **Add a New Vehicle**.
- Fill in the details from the truck's papers.
- Tick the box to accept the Terms and Conditions.
- Click on **Add Details**.

HOW DO I...
REGISTER MY TRUCK?





HOW DO I...
VIEW MY TRUCK DETAILS?

To view truck registration details:

- Hover over **Business Details** on the blue menu bar.
- Click on **Vehicles** in the drop down.
- Choose the relevant account from the drop down box.

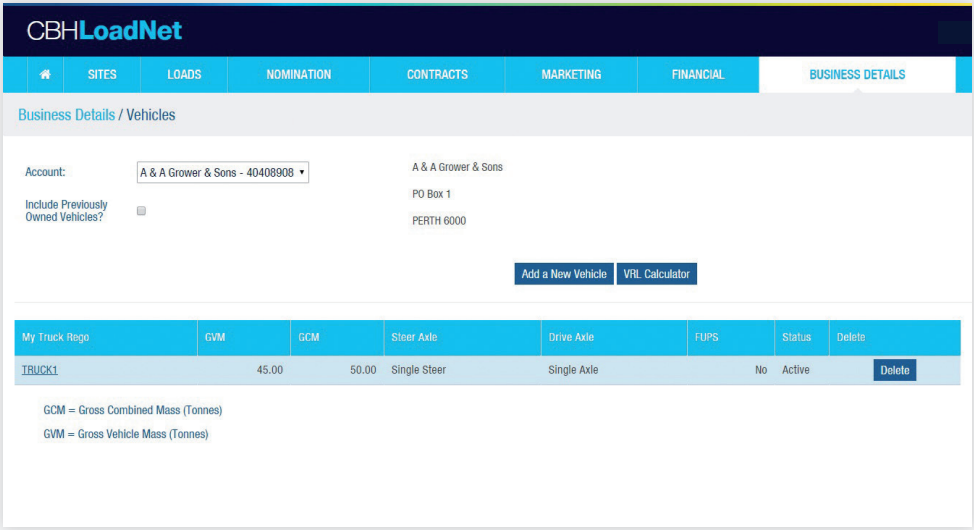
> **Note:** Any truck registered in your name should be listed here.

> **Note:** If the GVM or GCM shown differ from the figures you have on your papers you can modify the details by clicking on the truck ID.

To view truck overload details:

- Hover over **Loads** on the blue menu bar.
- Click on **Truck Overloads** in the drop down.
- Choose the relevant account number and season from the drop down boxes.

HOW DO I...
VIEW MY TRUCK DETAILS?



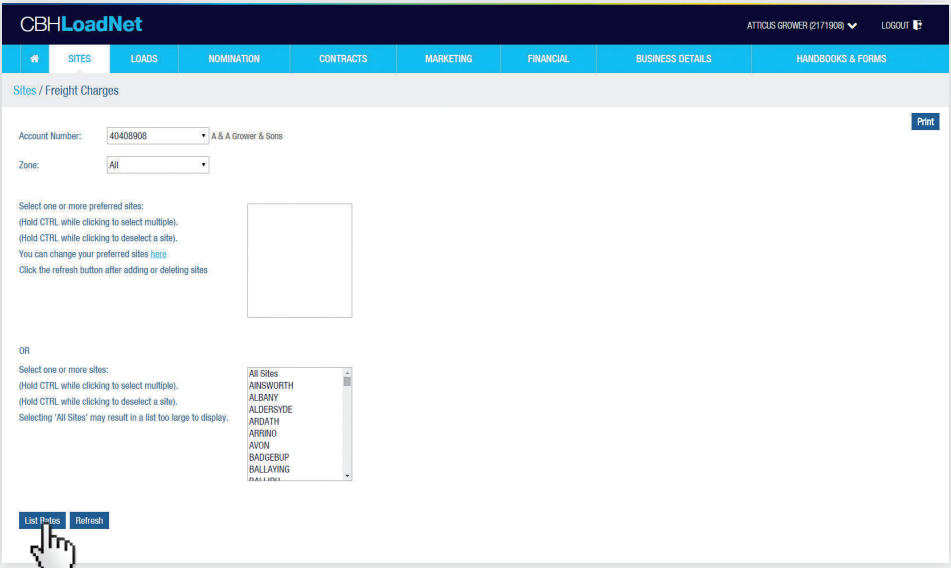
HOW DO I...
VIEW FREIGHT RATES?

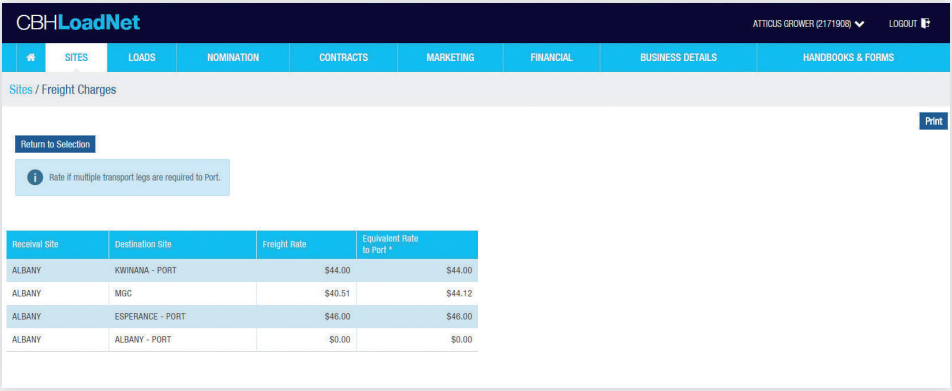
- Hover over **Sites** on the blue menu bar.
- Click on **Freight Charges** in the drop down.
- Choose your season and zone from the drop down boxes.
- Select one or more receival sites from either your preferred site list or the all sites list.

> **Tip:** You can edit your preferred site list by following the steps in **How Do I... Set my Preferred Site** list?

- Click on List Rates.
- You'll see a list of the rates from the receival sites you've selected to the applicable destination sites, including MGC.

HOW DO I...
VIEW FREIGHT RATES?



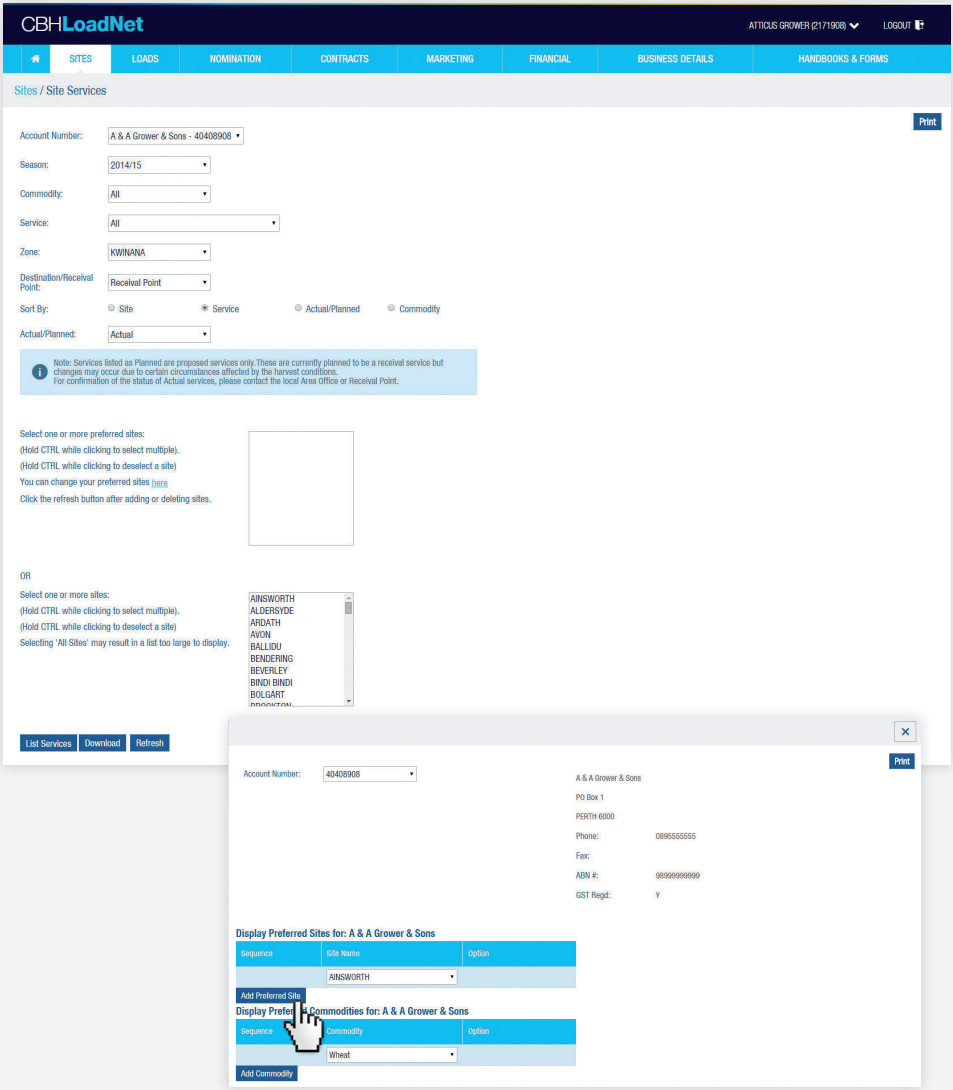


HOW DO I... SET MY PREFERRED SITES LIST?

- **Note:** Preferred sites are used through LoadNet® in functions such as freight charges, site times and estimates. While you'll also have the option of selecting from all sites, preferred sites offer the convenience of selecting from a smaller list of sites, more relevant to you.
- Hover over **Sites** on the blue menu bar.
- Click on **Site Services** or **Site Times** in the drop down.
- Next to the preferred site box is a link that reads 'You can change your preferred sites here'.
- To add a site, choose the relevant site from the drop down box at the bottom of the current preferred site list.

  Note: Generally, preferred sites would be sites in your area to which you are likely to deliver grain. However, you can add any site to your preferred list.
- Click on Add Preferred.
- To remove a site from your preferred site list, click on **Del** to the right of the site name in the list.

HOW DO I... SET MY PREFERRED SITES LIST?



HOW DO I...
VIEW SITE SERVICES?

- Hover over **Sites** on the blue menu bar.
- Click on **Site Services** in the drop down.
- Choose your season and zone from the drop down boxes.
- Select the commodity and service from the drop down boxes if you wish.
- Select one or more receival sites from either your preferred site list or the all sites list.

> **Tip:** You can edit your preferred site list by following the steps in **How Do I... Set my Preferred Site** list?

> **Tip:** Use the <Ctrl> key to select multiple sites.

> **Tip:** If you select a commodity, you'll be able to select All Sites.

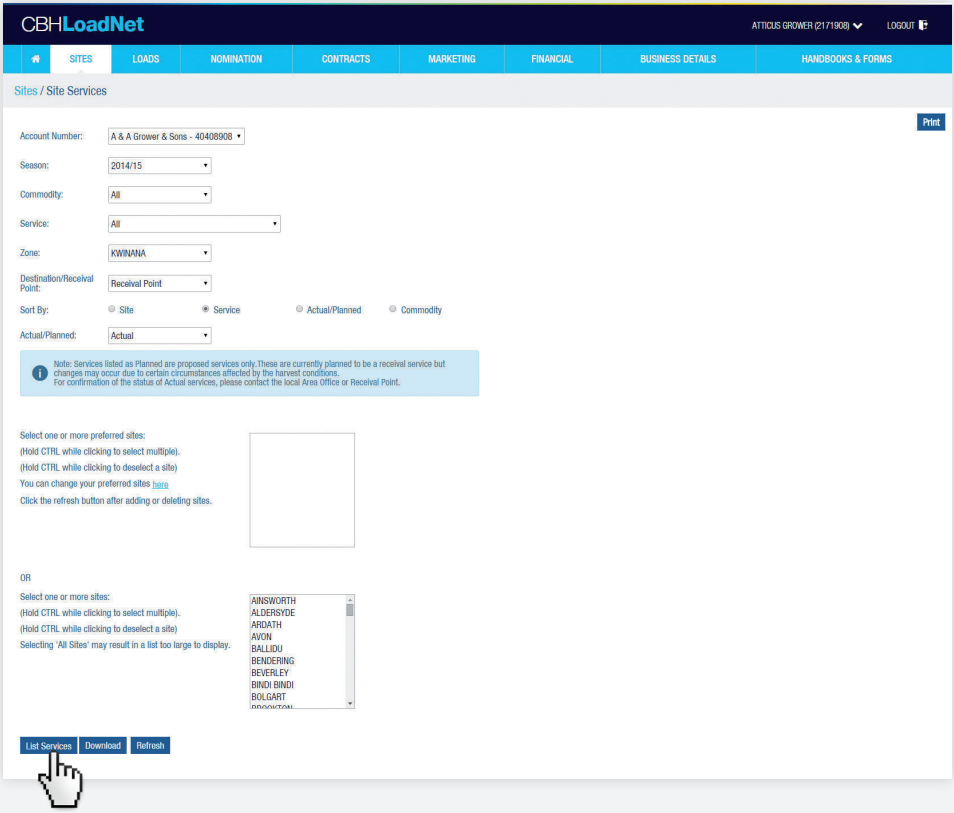
> **Tip:** Planned services are indicative only. They may never get turned on.

- Click on List Services.
- The services that match your selection criteria will be listed.

> **Note:** You can filter the list by service using the drop down box.

> **Note:** The service list can be downloaded as a CSV file.

HOW DO I...
VIEW SITE SERVICES?



HOW DO I...
VIEW SITE TIMES?

- Hover over **Sites** on the blue menu bar.
- Click on **Site Times** in the drop down.
- Choose your season and zone from the drop down boxes.
- Select one or more receival sites from either your preferred site list or the all sites list.

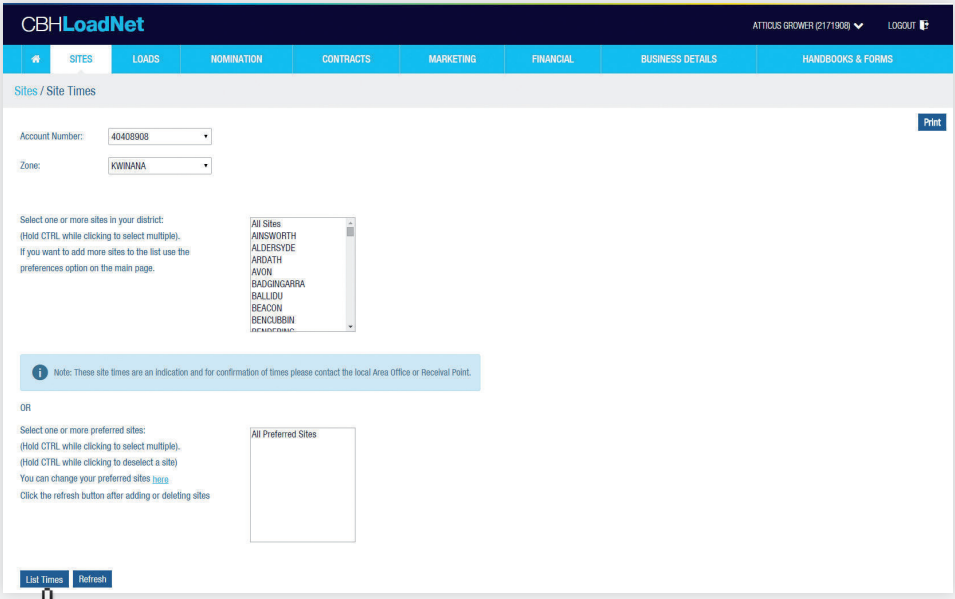
> **Tip:** You can edit your preferred site list by following the steps in **How Do I... Set my Preferred Site** list?

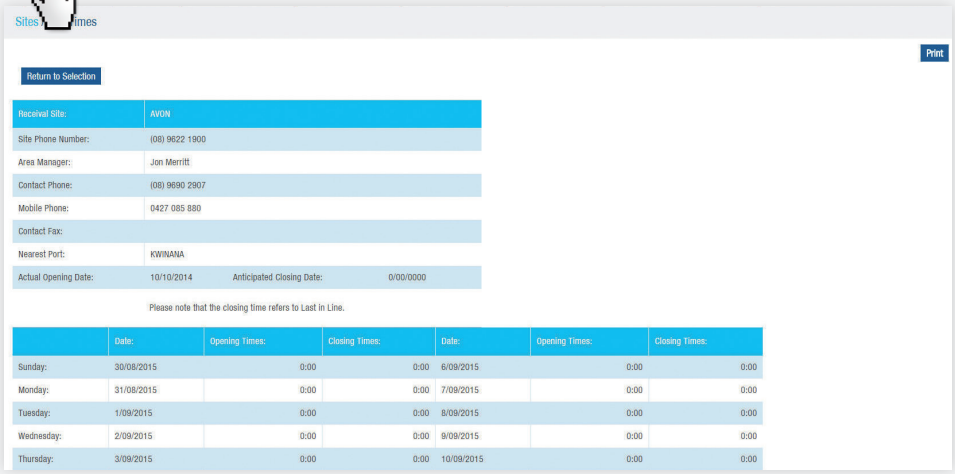
> **Tip:** Use the <Ctrl> key to select multiple sites.

- Click on List Times.
- You will see the site times and basic details for the receival sites you've selected.

> **Note:** If you view a single site, you will see times for 14 days, plus full site contact details. If you choose multiple sites, only today and tomorrow's times plus the site's phone number will be displayed.

HOW DO I...
VIEW SITE TIMES?





HOW DO I... VIEW THE RECEIVAL STANDARDS?

- Click on **Handbooks & Forms** on the blue menu bar.

  Note: Receival standards will be listed under the Harvest Information heading.

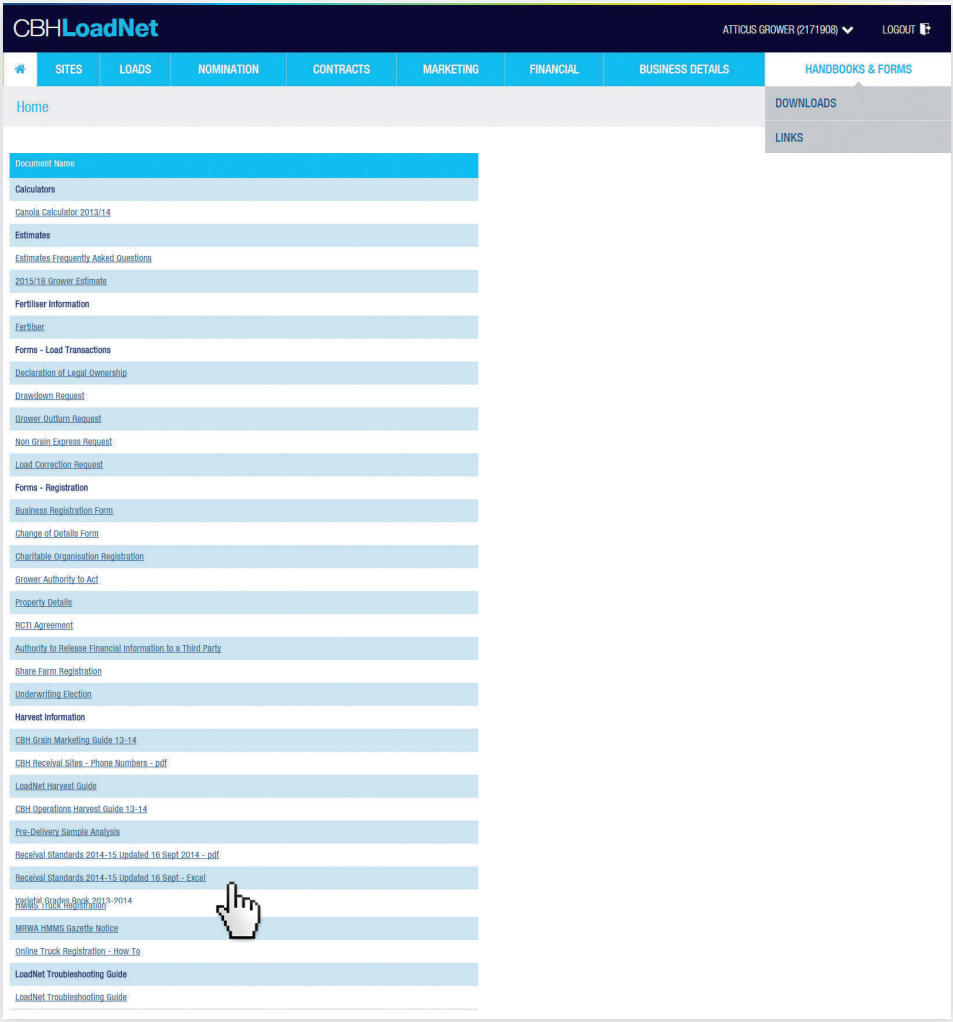
- Click on the **Receival Standards** document for the relevant season.

  Note: The document is available in either Excel or PDF format.

  Note: You'll need a program that can open spreadsheets, such as MS Excel to view the Excel version.

  Note: You will need a program that allows you to view PDF files, such as Adobe Acrobat Reader, to be able to view the PDF version.

HOW DO I... VIEW THE RECEIVAL STANDARDS?



CBH LoadNet® A Guide For Users

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