

# GETTING STARTED GUIDE

The CBH Domestics mobile application has been upgraded to support fertiliser movements to and from CBH's Kwinana Fertiliser Terminal.

If you are inloading or outturning fertiliser from the facility, you will need to download the CBH Domestics app for site access.



## DOWNLOAD AND SET UP YOUR APP

The Domestics app is available for Android (Samsung, LG, etc) and Apple devices. For Apple devices, you will need a minimum operating system iOS 12.3. For Android, the earliest version supported is 5.0 (Lollipop).

## Step 1 – Log in

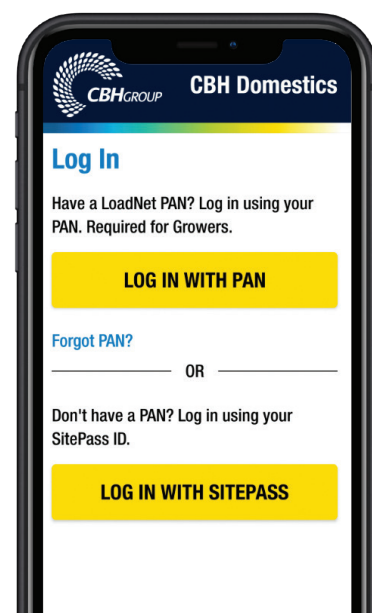
To use the app, you will need to be registered with CBH as a transporter, or a grower.

### 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**.

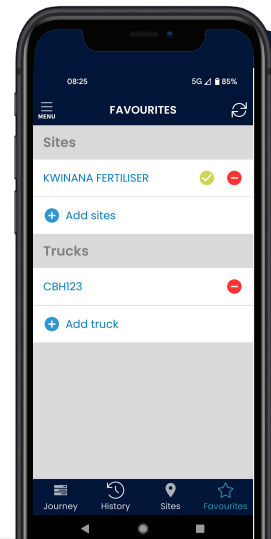


## Step 2 – Set up your favourites

Once you've logged in, we encourage you to set up your Favourites before you submit a journey. This will allow the Domestics app to repopulate much of the information required when you submit future journeys, saving you time and effort.

1. Select **Favourites** in the bottom of the screen.
2. Select **Add Sites** and select **Kwinana Fertiliser**.
3. **Complete your site safety induction.**
4. Select **Add Truck**, enter your registration number and **SUBMIT**. Enter the configuration for your truck/s.

You are now ready to use the app!



## Picking up fertiliser

Now that your CBH Domestics app is set-up, you're ready to pick-up your first order from the Kwinana Fertiliser Terminal.

### Before you arrive

1. Make sure you've completed your **site safety induction**.
2. Select **Enter Booking Reference** and type in the number emailed to you from the CBH Grower Service Centre when you made your order.

### When you arrive

1. Contact the site administration office on the call point. They will provide you with an access card for all future bookings.
2. Follow on-site instructions to collect your order.

## Dropping off fertiliser

If you're inloading granular fertiliser to the Kwinana Fertiliser Terminal, you can use the CBH Domestics app to streamline the drop-off process.

### Before you arrive

1. Make sure you've completed your **site safety induction**.
2. Create a new journey by selecting **Inbound Fertiliser Journey** from the main screen.
3. Enter the **Inloading Operation Number** given to you by the CBH team.
4. Select your truck, how you'd like to split your load, and **Submit Journey**.

### When you arrive

1. Contact site administration at the call point. They will provide you with an access card for all future bookings.
2. Follow on-site instructions to drop-off your order.
3. Once you've finished, press **Complete Journey**.

## Frequently Asked Questions

### **Is the CBH Domestics app essential for liquid and granular fertiliser collection from the Kwinana Fertiliser Terminal?**

Yes, you will need the Domestics app and a swipe card to access the Kwinana Fertiliser Terminal.

### **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 while driving or operating the vehicle, which would be a breach of CBH's site safety guidelines.

### **I already use the CBH Domestics app to transport grain between CBH sites. Do I need to update the app to access fertiliser bookings at the Kwinana Fertiliser Terminal?**

Yes, you will need to update the CBH Domestics app to access fertiliser bookings.

### **When should I submit my journey?**

We recommend that you submit your journey before you start driving to the Kwinana Fertiliser Terminal to ensure entry will be a simple, quick process.

### **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.

### **How do I get my Booking Reference number?**

Growers and transporters (if nominated) will be emailed a Booking Reference number after making a fertiliser order through the Grower Service Centre.

### **What do I do when I arrive at the terminal?**

When you arrive at the terminal, stop in front of the gate and swipe your access card.

If the gate does not open or you do not have a card, contact the site administration office on the call point.

### **Do I get a printed copy of the BoL (Bill of Lading)? How do I get a copy?**

No, the BoL will be sent electronically to the grower on completion of the load. You can view the BoL in the CBH Domestics app.

### **Should I use the CBH Domestics app at all other CBH Fertiliser sites?**

No, the app will only be required for pick-ups from the Kwinana Fertiliser Terminal.

If you are picking up fertiliser from any other CBH site, including the Kwinana Qube site, refer to the existing processes.

### **How do I make a fertiliser collection booking from the Kwinana Fertiliser Terminal?**

Growers and transporters can book fertiliser collection slots at all CBH Fertiliser sites through our LoadNet Fertiliser Booking calendar.

Alternatively, you can contact our Grower Service Centre on 1800 199 083.

### **Need help?**



For any app support or fertiliser bookings, please call our Grower Service Centre on 1800 199 083



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



Further information and resources available on our website [www.cbhgroup.co/domesticsapp](http://www.cbhgroup.co/domesticsapp)