Creating a new Sample SLA Request



Set Up Information

To create a new Service Level Agreement with AGC Laboratory for the purposes of collecting, dispatching and/or analysing samples, Marketers will need to ensure they have a LoadNet for Marketers login.

Marketers will also need to ensure they are set up as an AGC Customer, requests for work will not be possible from the AGC Laboratory until AGC Customer role type has been added to requesting entity.

For all enquiries regarding set up, please email customersupport@cbh.com.au.

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Adding a new Sample SLA Request

Ensure **Stock Enquiries** is selected and navigate to the **Sample Requests** tab.

11.13 11.15				Mall S					
Stock Enquiries							Log Out		
arketer Home Page	Stock	Load Enquiry	Non Grower Receivals	Quality	Sample Requests	Marketer Preferences	Un-nominated Load Summary		
				Sample SLA R	equests				
Customer ID:	CBH Group	20267894 ▼	CBH Group						
Status:		T	(
Contact:	Jane DOE								
Active Requests Only:	•								
			30 Delhi Street	-					
			WEST PERTH		6005				
			ABN #: 39089394883	3	GST Regd: Y				
Add a new request			A land and the second		Associated the National Control of the Control of t				

The **Customer ID** dropdown will contain the Marketing entity to which the LoadNet account has authority access linked to. If the Marketing entity has multiple selections to choose from, they will be shown in dropdown. Click **Add a new request** if the correct entity has been selected.





Sample Request Definitions

Marketers will be able to request certain samples by using the dropdown boxes provided.

Sample SLA Requests Customer ID: CBH Group - 20267894 CBH Group - 20267894 Contact: JANE DOE 30 Delhi Street WEST PERTH 6005 GST Regd: Y ABN #: 39089394883 Number of samples Select a Select a Select Variety Select a Grade Select One or More Select Prelim **Enter Sample** Calculated Number Add Special Choose a Service Season Commodity or Variety Zones or Harvest Size (Kilos) of Samples Instructions or Grade zone/grade/variety ✓ Albany APW1 Esperance 2018/19 ▼ Wheat ▼ Grade Dispatch Harves 10 Add Instructions click here to add another± Geraldton ✓ Kwinana

Select a season: There will only be two options, new season/current season or current season/previous season.

Select a Commodity: Will show all available Commodities for that season.

Select a Grade: Will show all available Grades for the season.

Click here to add another: Click blue cross underneath **Select Grade**, this will completely replicate the above line and give the Marketer the option to select an additional grade for the same services.

*Please be advised that all information for above line must be entered before adding another.

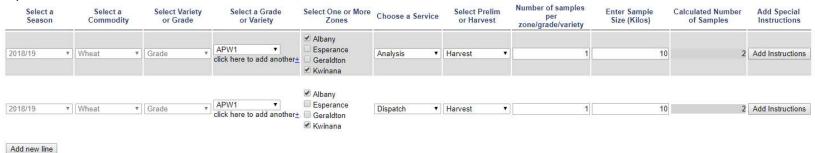


Select Zone: One or more Zones can be selected if the same grade of a commodity is needed for multiple Zones.



Choose a Service:

Analysis: AGC Laboratory will test requested sample/s for nominated quality specifications and send results to email address entered
into instructions. If you require sample to be dispatched as well as an analysis click Add new line, mimic original request and select
dispatch.



2. **Dispatch**: AGC Laboratory will send requested sample to nominated address entered into instructions.

Number of samples per Zone/Grade: Dictates how many samples you want for that one grade selected.

Enter Sample Size (Kilos): Kilogram size of sample/s required.

*Please be advise that sample request minimum is 5kg, with no maximum. If less than 5kg is requested, Marketer will still be charged for 5kg minimum. If a large quantity is required the Marketer will need to get into contact with AGC Laboratory directly to discuss.

*Samples requested outside of the harvest period will be \$390 per sample as outlined in the current Grain Services Agreement Fee Schedule.

Calculated number of samples: How many samples Marketer will be charged for.



Add Instructions - Analysis - Quality requirements

Marketers can instruct AGC Laboratory on any special requirements they may have by clicking on **Add Instructions** after entering information in all required fields as previewed below.



In the **Analysis Requirements** dropdown, Marketers can choose from the offered list of Quality tests by clicking on the ± symbol. If the Quality Test required is not available, please specify in comments box provided.

After requirements have been entered, Marketers will need to advise what email address they would like Analysis results sent to, please be advised that only one can be entered.

Click Continue once all requirements are entered.

Additional Information Analysis Service

Customer ID: C		CBH Group		
Contact: J	ane DOE			
		30 Delhi Street		
		WEST PERTH	6005	
		ABN #: 39089394883	GST Regd: Y	
	Analysis	Requirements		
Please choose one or more tests that	you would like performed on the	samples		
If the test you require is not in the list	select Other and enter the detail	s below		
Quality Test				
Protein (%)	•			
Moisture Content (%)	▼			
Hectolitre Weight (kg/hl)	•			
Screenings (% by weight)	•			
Falling Number (seconds)	•			
Click Here to add another test ±				
ir you would like any other analysis d	one on the samples then please s	pecify below		
		-i- Dit-		
		sis Results		
All analysis reports will be sent to this er	mail address jane.doe@cbh.co	m.au		
Continue Cancel				

For any enquiries contact: customersupport@cbh.com.au



Add Instructions - Dispatch - Sample Packaging



Alternative Quality Requirements: If there are any special quality requirements in regard to blending or characteristics the samples requested should have.

Sample Packaging: If you require other arrangements than what AGC Laboratory offer on how to pack requested sample/s

Sample Labelling: What Marketers sample/s will be labelled with upon packing.

Additional Information Dispatch





Add Instructions - Dispatch - Sample Dispatch Details



Dispatch Details: Marketers can either choose an existing address to dispatch sample/s to or add a new one by adding new Client Name and Details and selecting **Add Client**.

Courier Details: Marketers can enter own Courier Details or can select CBH to arrange.

*Please be advised that if CBH is to arrange, courier charges will be charged to Marketers in their Sample SLA Request quote.

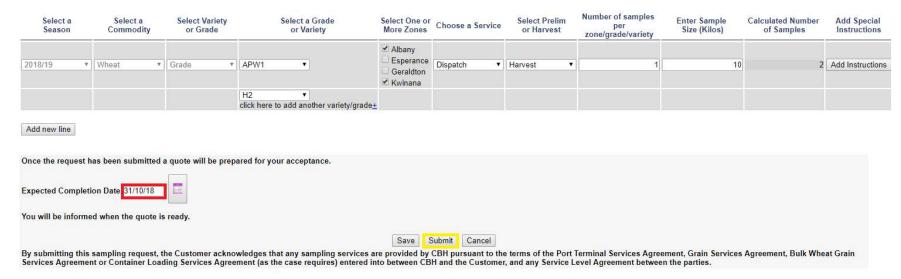


Submitting a Request

Once all requirements have been entered and Marketers are ready to submit, please enter an Expected Completion Date.

*Please note Expected Completion Date depends on season and availability of grain.

Click Submit.

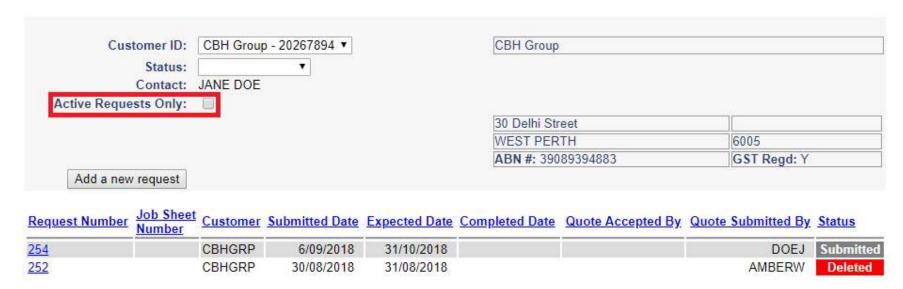


^{*}Please note that Marketers can save their requests at any time and complete at a later date.



Status of Requests

Marketers will be able to see requests that have been made by any member of that Company and their current status. Be sure to untick **Active Requests Only** to see all requests that have been entered and their status.



Quoted requests will be highlighted in Purple for approval.

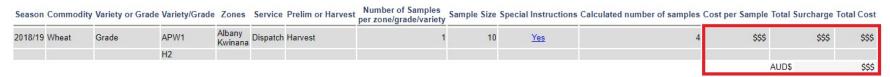
Request Number	Job Sheet Number	Customer	Submitted Date	Expected Date	Completed Date	Quote Accepted By.	Quote Submitted By.	Status	Delete
<u>254</u>		CBHGRP	6/09/2018	31/10/2018			DOEJ	Quoted	Delete



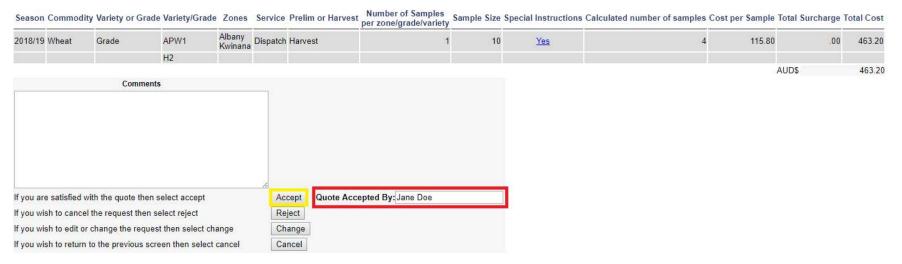
SLA Sample Request Quote

To accept quote, click on Request Number.

Total cost of samples will be shown after the breakdown of sample request requirements.



If AGC Laboratory have any comments on the work that Marketers have requested it will be written in the **Comments** box. If the Marketer accepts the quote given, they must put the name of the acceptor and click **Accept**.



Marketers can also reject their quote if they're unhappy or need to change a request made.

*Please note that AGC Laboratory can revise your sample if required, which then Marketers can amend and send back. The status of the request will be seen as REVISE, which it can then be updated.

After quote has been accepted, AGC Laboratory will send out samples when they become available. For any updates on the progress please email customersupport@cbh.com.au.

