



Customer Hub

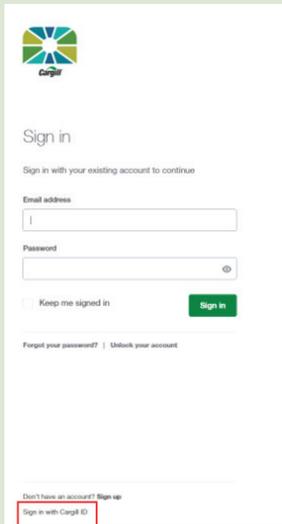
A **Cargill** Service

Create an Account

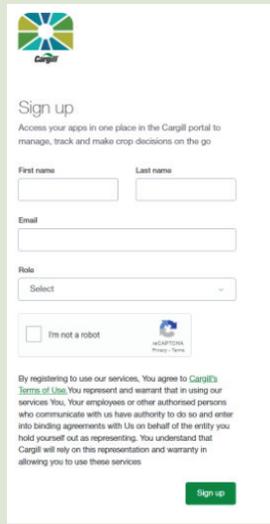
The Customer Hub is a one stop shop to manage your business by bringing together our services into one place. The hub makes it easier to view your tickets, request to contract and sell your grain and stay on top of your paperwork. The Customer Hub combines functionality from our previous portals with a range of new services and is designed to complement the service we provide through our Sales Team and Grower Services Centre.



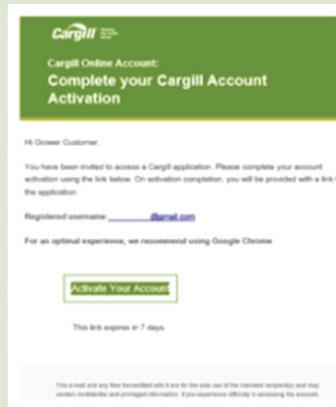
1 Create Account



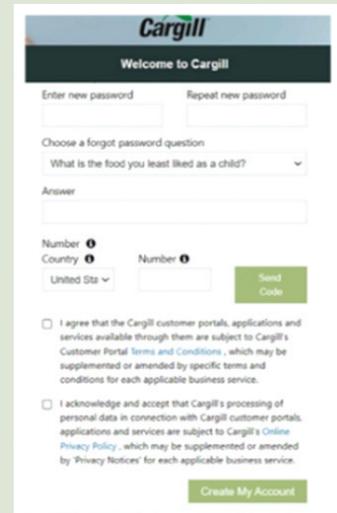
Access the link [here](#) or find it on our website to get your account set up and click the 'Sign Up' link at the bottom of the screen.



Enter your details as required and select your appropriate role for your account type. Tick necessary boxes.



You will receive a verification email from *Cargill Customer Identity* with a link to activate your account. Click on the link to open the welcome page for Customer hub.

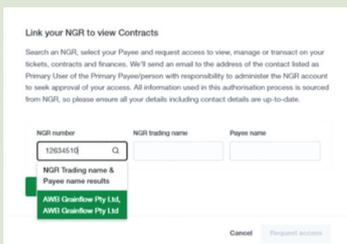


You need to set up your password and then add and verify your contact number. You need not complete this step if you already have an existing GDA account with Cargill.

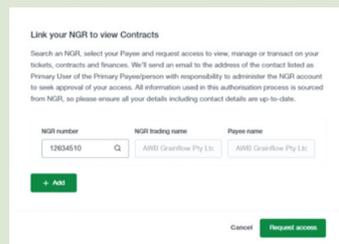
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2 Link your NGRs

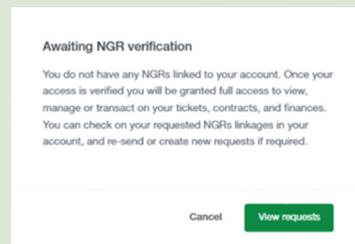
The first time you log in to Customer Hub, you will be prompted to link your NGRs to the account. No Customer Hub features will be available for use until your NGR has been linked.



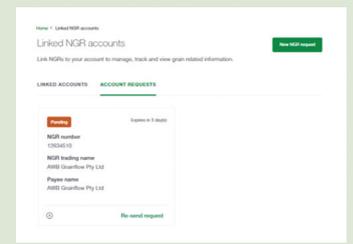
Enter your NGR number in the field and then select your account name from the drop down list. To enter additional NGRs, click the '+Add' button and continue same steps.



The NGR Trading name and the Payee name will be displayed next to the NGR number. Once you have added all the required NGR numbers, click the 'Request Access' button.



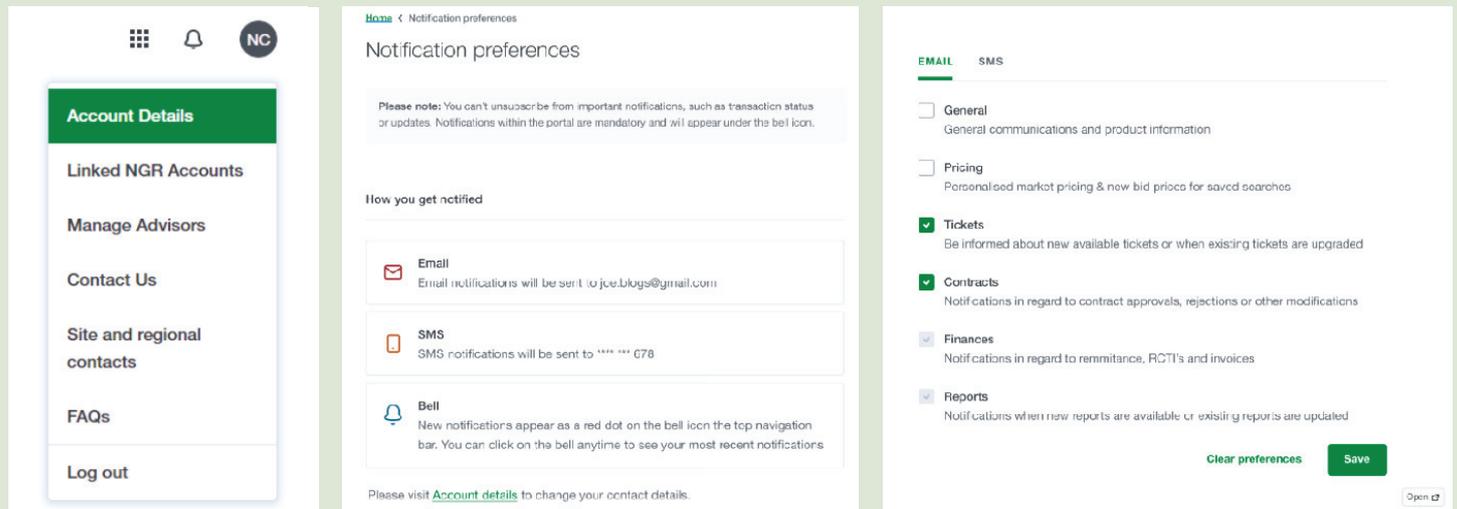
The system will send an authorisation request email to the account associated with the NGR. The account owner will verify the request and the pop up box will appear if any NGR is awaiting verification.



This screen allows you to review all linked and pending accounts. You can also resend the NGR link request if required or can click (X) at the bottom left corner to remove the NGR from your account.

3 Set up your communication notification preferences (optional)

Set up your notification preferences to ensure you are receiving notifications for the updates you want and in the format you prefer. You can change your preferences at any time.



From the Customer Hub home screen, navigate to the notification preferences by clicking your initials in the top right hand corner and selecting 'Notification preferences' from the dropdown list.

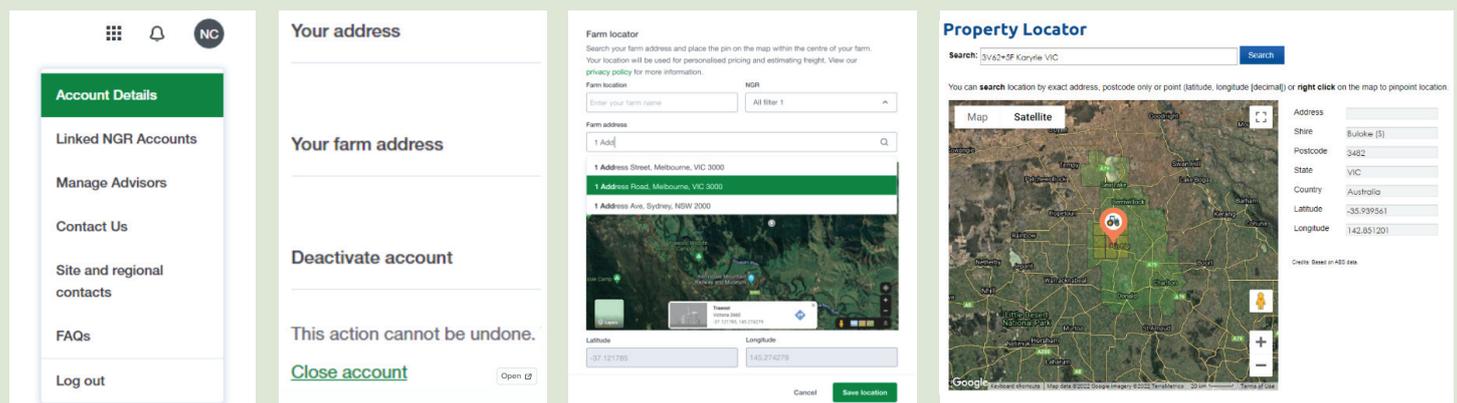
The top section of the pop up box allows you to choose different ways you wish to be notified.

Choose all the things you wish to be notified of via the method selected above. And then repeat the steps for the next method (Email, SMS or Bell).

- Initially you will receive email notifications for all categories. You can set the preferences as per your requirement.
- No matter what preferences you choose, you will continue to receive email notifications for all important legal transaction or contract.
- Bell notifications are turned on for all categories.

4 Set up your location (optional)

Enter your farm location to receive personalised prices for grain storage sites accepting Cargill grains located near your farm. (*Available in future release)



From the Customer Hub home screen, navigate to the Account details by clicking your initials in the top right hand corner.

At the bottom of the page, enter your address or your farm address.

Enter the NGR number of your respective account. Then enter the address of your farm or feed in the latitude and longitude of your farm location.

You can choose the exact location of your farm on the map. Once satisfied, save your location.