

# Creating a new Sample Service Level Agreement (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](mailto:customersupport@cbh.com.au).

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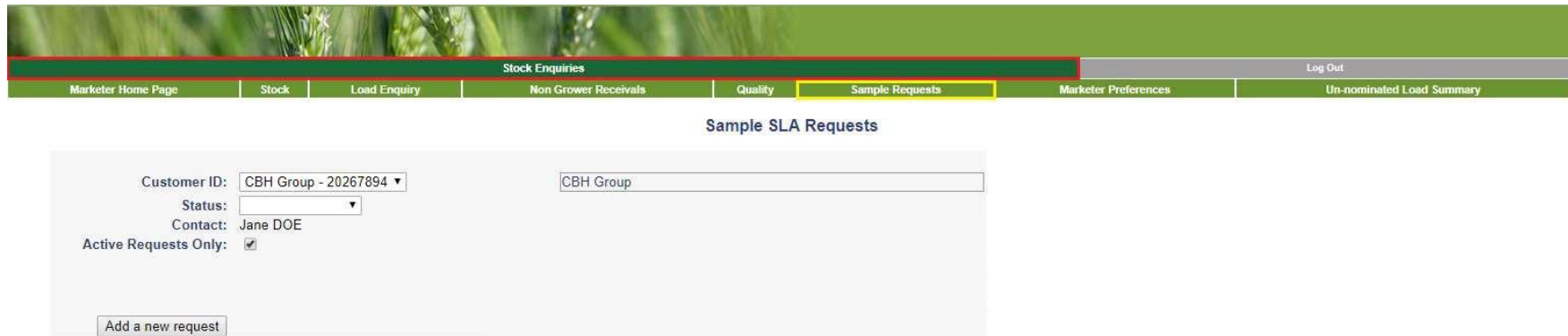
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## Adding a new Sample SLA Request

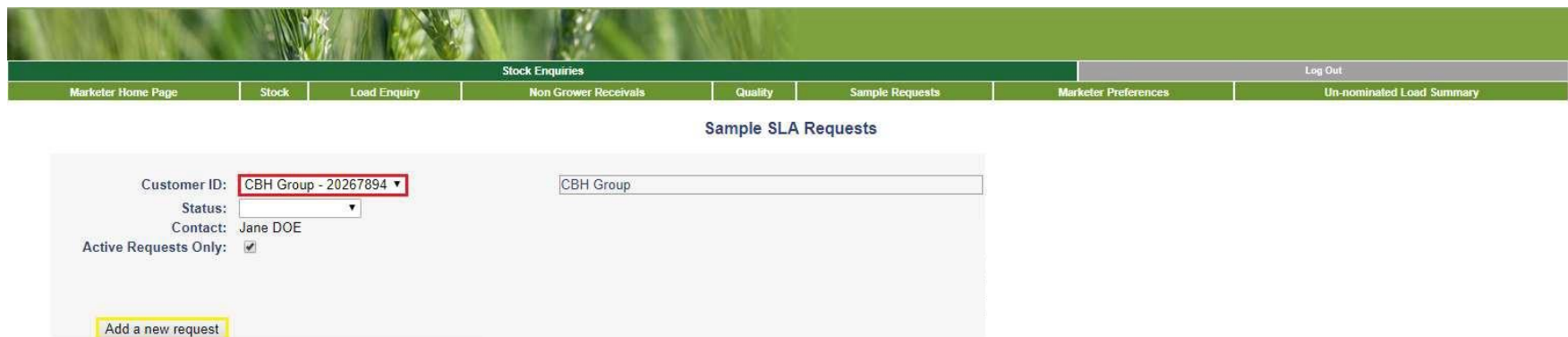
Ensure **Stock Enquiries** is selected and navigate to the **Sample Requests** tab.



The screenshot shows the 'Sample SLA Requests' form. The 'Sample Requests' tab in the navigation bar is highlighted in yellow. The form contains the following fields:

- Customer ID: CBH Group - 20267894 (dropdown menu)
- Status: (dropdown menu)
- Contact: Jane DOE
- Active Requests Only:
- Text input field: CBH Group
- Button: Add a new request

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.



The screenshot shows the 'Sample SLA Requests' form. The 'Customer ID' dropdown menu is highlighted with a red border. The 'Add a new request' button is highlighted with a yellow border. The form contains the following fields:

- Customer ID: CBH Group - 20267894 (dropdown menu, highlighted)
- Status: (dropdown menu)
- Contact: Jane DOE
- Active Requests Only:
- Text input field: CBH Group
- Button: Add a new request (highlighted)

For any enquiries contact: [customersupport@cbh.com.au](mailto:customersupport@cbh.com.au)



## Sample Request Definitions

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

**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.

Select a Season	Select a Commodity	Select Variety or Grade	Select a Grade or Variety	Select One or More Zones	Choose a Service	Select Prelim or Harvest	Number of samples per zone/grade/variety	Enter Sample Size (Kilos)	Calculated Number of Samples	Add Special Instructions
XXXX/XX	Wheat	Grade	APW1 click here to add another+	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Dispatch	Harvest	1	10	2	Add Instructions

**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 a Season	Select a Commodity	Select Variety or Grade	Select a Grade or Variety	Select One or More Zones	Choose a Service	Select Prelim or Harvest	Number of samples per zone/grade/variety	Enter Sample Size (Kilos)	Calculated Number of Samples	Add Special Instructions
XXXX/XX	Wheat	Grade	APW1	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Dispatch	Harvest	1	10	2	Add Instructions
			H2 click here to add another variety/grade+							

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

**Choose a Service:**

1. **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.

Select a Season	Select a Commodity	Select Variety or Grade	Select a Grade or Variety	Select One or More Zones	Choose a Service	Select Prelim or Harvest	Number of samples per zone/grade/variety	Enter Sample Size (Kilos)	Calculated Number of Samples	Add Special Instructions
XXXXXX	Wheat	Grade	APW1 click here to add another+	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Analysis	Harvest	1	10	2	Add Instructions
XXXXXX	Wheat	Grade	APW1 click here to add another+	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Dispatch	Harvest	1	10	2	Add Instructions

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.

Select a Season	Select a Commodity	Select Variety or Grade	Select a Grade or Variety	Select One or More Zones	Choose a Service	Select Prelim or Harvest	Number of samples per zone/grade/variety	Enter Sample Size (Kilos)	Calculated Number of Samples	Add Special Instructions
XXXX/XX	Wheat	Grade	APW1 <a href="#">click here to add another</a>	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Analysis	Harvest	1	10	2	<a href="#">Add Instructions</a>

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: CBH Group	<input type="text" value="CBH Group"/>
Contact: Jane DOE	

### 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 details below

#### Quality Test

Protein (%)	▼
Moisture Content (%)	▼
Hectolitre Weight (kg/hl)	▼
Screenings (% by weight)	▼
Falling Number (seconds)	▼

[Click Here to add another test](#) ±

If you would like any other analysis done on the samples then please specify below

### Analysis Results

All analysis reports will be sent to this email address

For any enquiries contact: [customersupport@cbh.com.au](mailto:customersupport@cbh.com.au)



## Add Instructions – Dispatch – Sample Packaging

Select a Season	Select a Commodity	Select Variety or Grade	Select a Grade or Variety	Select One or More Zones	Choose a Service	Select Prelim or Harvest	Number of samples per zone/grade/variety	Enter Sample Size (Kilos)	Calculated Number of Samples	Add Special Instructions
XXXXXX	Wheat	Grade	APW1 <a href="#">click here to add another+</a>	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Dispatch	Harvest	1	10	2	Add Instructions

**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

Customer ID: CBH Group     

Contact: Jane DOE

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**Alternative Quality Requirements**  
Please write below any other quality requirements

N/A

**Sample packaging**  
All samples will be packaged in separate sealed 25 kg(maximum) bags.  
Multiple bags may be loaded onto pallets for dispatch. if you require any other arrangement (including any special labelling instructions) then please specify here.

N/A

**Sample Labelling**  
Samples can be clearly labelled with any of the following information (Please choose)

- State
- Port Zone
- Grade
- Commodity
- Variety
- Season

## Add Instructions – Dispatch – Sample Dispatch Details

Dispatch Details		Courier Details	
Please choose the client and address details to which the dispatch sample should be sent or add a new client name and contact details		CBH can arrange a Courier for you however if you have a preferred courier please provide details of your courier if you require any other arrangement then please specify here.	
CBH GROUP	Client Name CBH GROUP	CBH to arrange	Tick here <input checked="" type="checkbox"/>
	Contact Name JANE DOE	Courier Name	
	Contact Phone 08 9237 9600	Courier Phone	
	Address 1 LEVEL 6, 240 ST GEORGES TERRACE, PERTH, WA, 6000	Your account number	
	Address 2	Your account Name	
	<input type="button" value="Add Client"/>		
<input type="button" value="Continue"/>	<input type="button" value="Cancel"/>		

**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**.

Select a Season	Select a Commodity	Select Variety or Grade	Select a Grade or Variety	Select One or More Zones	Choose a Service	Select Prelim or Harvest	Number of samples per zone/grade/variety	Enter Sample Size (Kilos)	Calculated Number of Samples	Add Special Instructions
XXXXXX	Wheat	Grade	APW1	<input checked="" type="checkbox"/> Albany <input type="checkbox"/> Esperance <input type="checkbox"/> Geraldton <input checked="" type="checkbox"/> Kwinana	Dispatch	Harvest	1	10	2	Add Instructions
			H2 <small>click here to add another variety/grade±</small>							

Add new line

Once the request has been submitted a quote will be prepared for your acceptance.

Expected Completion Date

You will be informed when the quote is ready.

Save Submit Cancel

By submitting this sampling request, the Customer acknowledges that any sampling services are provided by CBH pursuant to the terms of the Port Terminal Services Agreement, Grain Services Agreement, Bulk Wheat Grain Services Agreement or Container Loading Services Agreement (as the case requires) entered into between CBH and the Customer, and any Service Level Agreement between the parties.

**\*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.

Customer ID:

Status:

Contact: JANE DOE

**Active Requests Only:**

<u>Request Number</u>	<u>Job Sheet Number</u>	<u>Customer</u>	<u>Submitted Date</u>	<u>Expected Date</u>	<u>Completed Date</u>	<u>Quote Accepted By</u>	<u>Quote Submitted By</u>	<u>Status</u>
<a href="#">254</a>		CBHGRP	XX/XX/XXXX	XX/XX/XXXX			DOEJ	Submitted
<a href="#">252</a>		CBHGRP	XX/XX/XXXX	XX/XX/XXXX			AMBERW	Deleted

Quoted requests will be highlighted in Purple for approval.

<u>Request Number</u>	<u>Job Sheet Number</u>	<u>Customer</u>	<u>Submitted Date</u>	<u>Expected Date</u>	<u>Completed Date</u>	<u>Quote Accepted By</u>	<u>Quote Submitted By</u>	<u>Status</u>	Delete
<a href="#">254</a>		CBHGRP	XX/XX/XXXX	XX/XX/XXXX			DOEJ	Quoted	Delete

For any enquiries contact: [customersupport@cbh.com.au](mailto:customersupport@cbh.com.au)



## 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.

Season	Commodity	Variety or Grade	Variety/Grade	Zones	Service	Prelim or Harvest	Number of Samples per zone/grade/variety	Sample Size	Special Instructions	Calculated number of samples	Cost per Sample	Total Surcharge	Total Cost
XXXXXX	Wheat	Grade	APW1	Albany Kwinana	Dispatch	Harvest	1	10	<a href="#">Yes</a>	4	\$\$\$	\$\$\$	\$\$\$
			H2										
											AUD\$	\$\$\$	

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**.

Season	Commodity	Variety or Grade	Variety/Grade	Zones	Service	Prelim or Harvest	Number of Samples per zone/grade/variety	Sample Size	Special Instructions	Calculated number of samples	Cost per Sample	Total Surcharge	Total Cost
XXXXXX	Wheat	Grade	APW1	Albany Kwinana	Dispatch	Harvest	1	10	<a href="#">Yes</a>	4	115.80	.00	463.20
			H2										
											AUD\$	463.20	

**Comments**

If you are satisfied with the quote then select accept

If you wish to cancel the request then select reject

If you wish to edit or change the request then select change

If you wish to return to the previous screen then select cancel

Accept

Reject

Change

Cancel

Quote Accepted By:

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](mailto:customersupport@cbh.com.au).

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