

Manage your orders in the Service Centre

# Service Centre Order Enter Procedures



V1 Sept 13

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## A. Overview

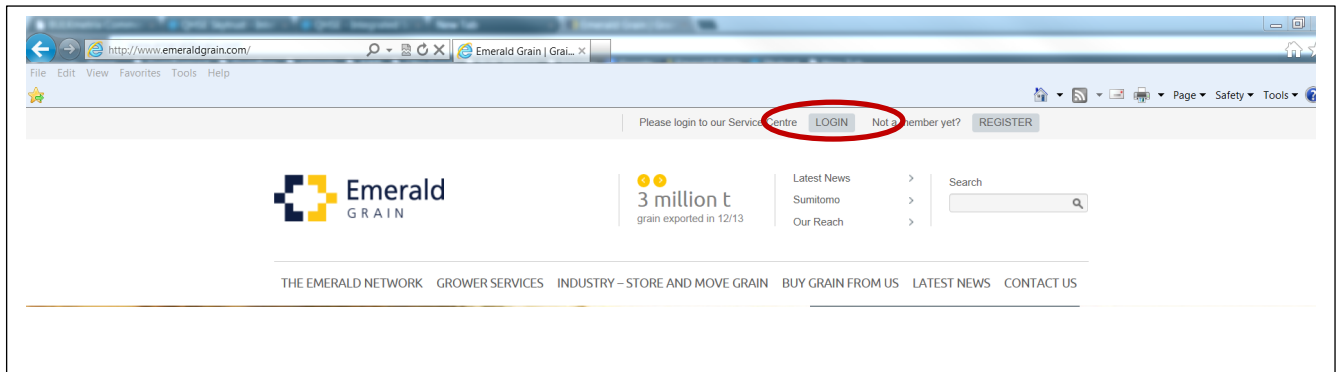
The Customer Service Centre allows you to manage your orders through a convenient on line process. It replaces the paper process. From 14<sup>th</sup> October 2013 client requests will only be accepted via the online Service Centre portal.

## B. Logging On

In the site [www.emeraldgrain.com](http://www.emeraldgrain.com) enter the customer Service Centre

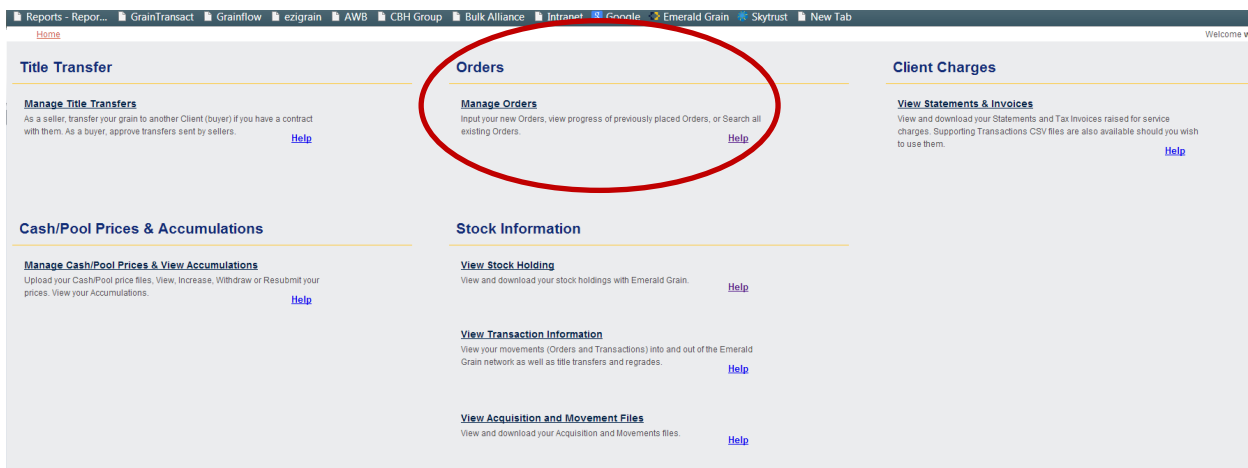
If you don't have a login select [Register] for instructions on how to obtain one

Your user name is your NGR Payee ID Number. Clients are allocated a login user Name by Business Services.



## C. Managing Orders

1. Once you have accessed the Service Centre, select [Manage Orders] from the main menu



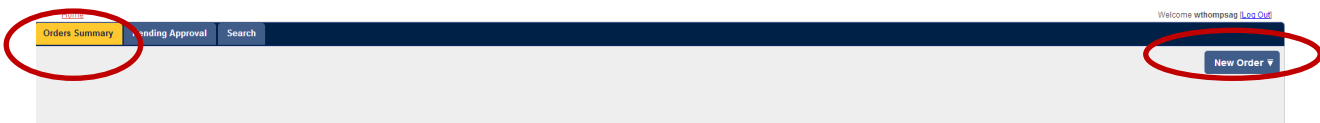
- 2. You are given a number of options
  - a. [Order Summary] – Orders submitted for approval
  - b. [Pending Approval] – A list of the orders you have submitted
  - c. [Search] filter to find your orders

This procedure looks at adding and submitting a new order.

### D. Creating a Draft Order

An order is initially created with a status of “draft” so you have the opportunity to review, and change if required, before submitting.

- 1. Select [Orders Summary]
- 2. Select [New Order]



This gives you three order options:-

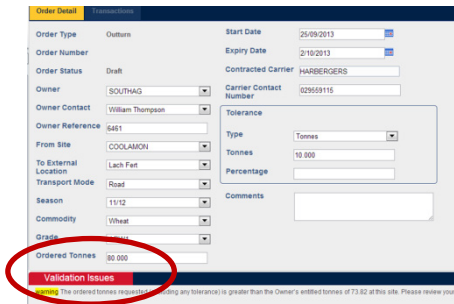
- a. [Outturn] – move grain out of the Emerald Network
  - b. [Site to Site] – move grain out of one site into another, eg Elmore to Port Melbourne
  - c. [Client Receival] move grain from another storage provider to an Emerald Grain site eg Grainflow Birchup to Port Melbourne
- 3. Select [Outturn]

[Home](#) > [Manage Orders](#)

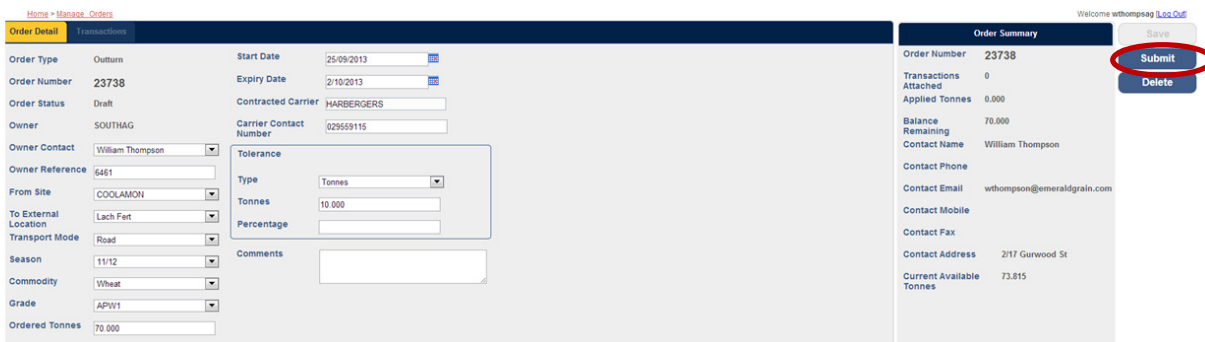
| Order Detail         |                                      | Transactions           |   |
|----------------------|--------------------------------------|------------------------|---|
| Order Type           | Outturn                              | Start Date             | <input type="text" value="24/09/2013"/> |
| Order Number         |                                      | Expiry Date            | <input type="text" value="24/09/2013"/> |
| Order Status         | Draft                                | Contracted Carrier     | <input type="text"/>                    |
| Owner                | <input type="text" value="SOUTHAG"/> | Carrier Contact Number | <input type="text"/>                    |
| Owner Contact        | <input type="text"/>                 | <b>Tolerance</b>       |   |
| Owner Reference      | <input type="text"/>                 | Type                   | <input type="text" value="Tonnes"/>     |
| From Site            | <input type="text"/>                 | Tonnes                 | <input type="text"/>                    |
| To External Location | <input type="text"/>                 | Percentage             | <input type="text"/>                    |
| Transport Mode       | <input type="text"/>                 | Comments               |   |
| Season               | <input type="text" value="12/13"/>   | <input type="text"/>   |   |
| Commodity            | <input type="text"/>                 |                        |   |
| Grade                | <input type="text"/>                 |                        |   |
| Ordered Tonnes       | <input type="text" value="0.000"/>   |                        |   |

The order will automatically start off as a Draft.

4. [Owner] is the code allocated to you for your company upon registration. You will need to log in under that company code to set up the order.
5. Select the [Owner Contact]
6. In [Owner Reference] enter your company order number
7. Select via drop down boxes:
  - a. [From Site]
  - b. [To External Location]
  - c. [Transport Mode]
  - d. Grain [Season]
  - e. [Commodity]
  - f. [Grade]
  - g. [Ordered Tonnes] Note that a system validation will ensure that you can only enter up to your stock entitlement



- h. [Start Date] will be allocated automatically 2 days in advance
  - i. [Expiry Date] is set at 7 days
  - j. [Contracted Carrier] is selected from a drop down list
  - k. [Carrier Contact Number] this information is required by site managers to follow through delivery
8. In [Tolerance] ensure the measurement is tonnes.
  9. [Comments] – please add your contact details here so that the Logistics team can contact you if they have any questions about the order. If you have any notes you want Emerald Grain Logistics to view prior to processing the order, you may also add them to this section.
  10. Select [Submit]



11. This creates your draft order. (see example below of order number 23738) An order number is generated and a summary will appear on the left hand side of the page.

## E. Submitting your Order

This option allows you to check an order and submit it for processing.

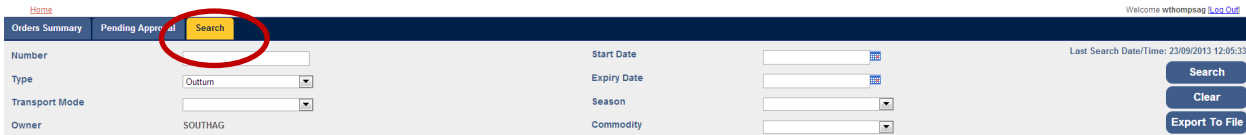
After completing section D and receiving your order number / order summary, you have the option of submitting your order immediately by selecting the [Submit] option ...

...or holding the order and submitting it at a later date.

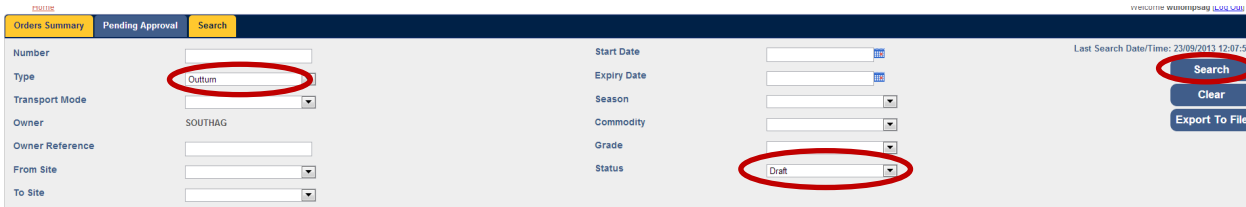
To submit the order at a later date;

1. In the [Home Screen] select [Manage Orders]

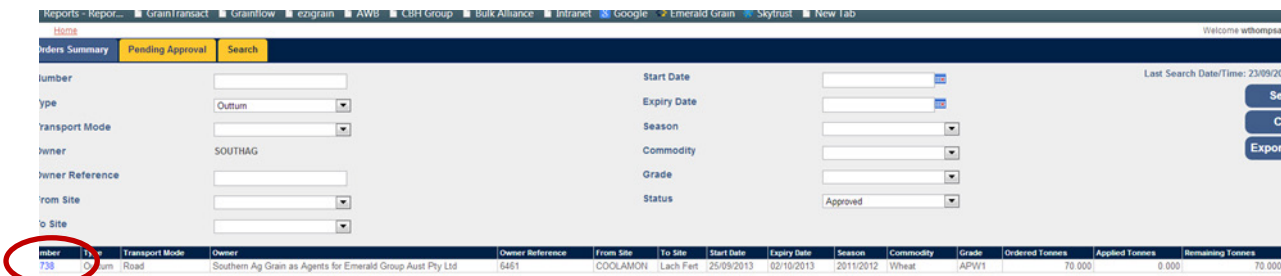
2. Select [Search]



3. From the dropdown box select [Type] as [Outturn]
4. From the dropdown box select [Status] as [Draft]
5. Select [Search]



3. The screen will display all draft orders. Select the hyperlink for the order you wish to submit



4. Select [Submit]

This will change the status to pending approval.

## F. View Pending Approval Orders

Orders pending approval are viewed and edited via the [Manage Orders] function on the Home Page.

Select [Pending Approval]



## G. Approved Orders

Approved orders can be viewed by selecting:

1. [Manage Orders]
2. [Search]

In the search fields select

3. [Type] as [Outturn]
4. Select [Status] as [Approved]

The screenshot shows a search form with the following fields and values: Number (empty), Type (Outturn), Transport Mode (empty), Owner (SOUTHAG), Owner Reference (empty), From Site (empty), To Site (empty), Start Date (empty), Expiry Date (empty), Season (empty), Commodity (empty), Grade (empty), and Status (Approved). The 'Search' button is highlighted in red. The 'Type' dropdown is set to 'Outturn' and the 'Status' dropdown is set to 'Approved', both also highlighted in red.

5. Select [Search]

The screenshot shows the search results table with the following data:

| Number | Type    | Transport Mode | Owner  | Owner Reference | From Site | To Site   | Start Date | Expiry Date | Season    | Commodity | Grade | Ordered Tonnes | Applied Tonnes | Remaining Tonnes | Status   |
|--------|---------|----------------|--|-----------------|-----------|-----------|------------|-------------|-----------|-----------|-------|----------------|----------------|------------------|----------|
| 23738  | Outturn | Road           | Southern Ag Grain as Agents for Emerald Group Aust Pty Ltd | 6461            | COOLAMON  | Lach Fert | 25/09/2013 | 02/10/2013  | 2011/2012 | Wheat     | APW1  | 70.000         | 0.000          | 70.000           | Approved |

The 'Search' button is highlighted in red.

6. To view an order select its hyperlink

The screenshot shows the search results table with the following data:

| Number | Type    | Transport Mode | Owner  | Owner Reference | From Site | To Site   | Start Date | Expiry Date | Season    | Commodity | Grade | Ordered Tonnes | Applied Tonnes | Remaining Tonnes | Status   |
|--------|---------|----------------|--|-----------------|-----------|-----------|------------|-------------|-----------|-----------|-------|----------------|----------------|------------------|----------|
| 23738  | Outturn | Road           | Southern Ag Grain as Agents for Emerald Group Aust Pty Ltd | 6461            | COOLAMON  | Lach Fert | 25/09/2013 | 02/10/2013  | 2011/2012 | Wheat     | APW1  | 70.000         | 0.000          | 70.000           | Approved |

The first row of the table is highlighted in red.

## H. Changing your Order after Processing

If you wish to change your order after submitting, please contact customer service.

Customer Service: 03 9680 6247

Email: Customer Service [customerservice@emeraldgrain.com](mailto:customerservice@emeraldgrain.com)

Monique Samuel [msamuel@emeraldgrain.com](mailto:msamuel@emeraldgrain.com)