

TRUCK BOOKING GUIDELINES

PART A – GENERAL TERMS AND CONDITIONS

1. Introduction

1.1. Introduction

Emerald Grain's Truck Booking Portal is a system used by Emerald at all Emerald Grain Facilities to manage road receipt and outturn schedules. Part A of the Truck Booking Guideline sets out the general terms and conditions that apply to Counterparties and Carriers contracted to transport stock to and from Emerald's Facilities.

Part B of the Truck Booking Guideline sets out the steps and procedure for Carriers and Counterparties to be able to book truck timeslots at Emerald Facilities. This includes allocating a time and generating a booking number which is to be quoted by each individual truck upon arrival at the site. Counterparties and Carriers are advised to send their timeslot requests on Wednesday to truckbooking@emeraldgrain.com and to book timeslots as soon as the timeslots are open. This will increase the likelihood of securing timeslots that work best for the Carriers.

1.2. Definitions

In this guideline:

Booking number means the number generated in the Booking Portal for individual truck bookings. This number must be given to the driver to quote upon arrival at the Emerald site.

Emerald means Emerald Logistics Pty Ltd ACN 087 280 260.

External reference number means the reference number or code the Client and Commodity owner uses to differentiate their orders. This might be referred to as a Freight Movement Order.

Order number means the five-digit reference number Emerald provides the Client and Commodity owner to differentiate movement orders. Some stock owners might refer to this as Emerald's reference number.

Outturn means the process of testing, weighing, loading trucks and removing the Commodity from the Facilities on behalf of a Client.

Port Terminal means the Company's seaboard terminal at 18-20 Enterprize Road West Melbourne or such other port terminals as may be operated by the Company.

Receipt means the process of testing, weighing, tipping, inwardly elevating and placing the Commodity into the Facilities on behalf of a Client. "Receive" has a corresponding meaning.

Estimated tonnes means the estimated tonnage the truck will deliver e.g. a Single semi-truck would be 28mt and a B-Double truck would be 45mt.

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Upcountry Facility means an Emerald or external facility for Receiving and storage of Commodities but excluding Port Terminals.

PART B – PROCESS FOR BOOKING TRUCK TIMESLOTS

1. Logging into the Booking Portal

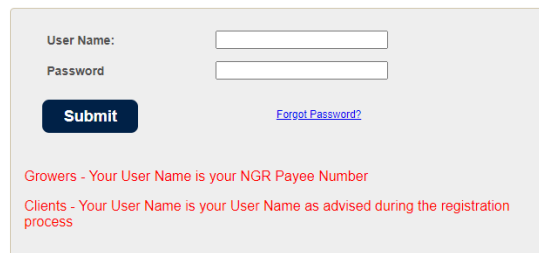
- 1.1. Go to Emerald's website: emeraldgrain.com
- 1.2. Click on the login icon at the top of the page.

Customers & Carriers

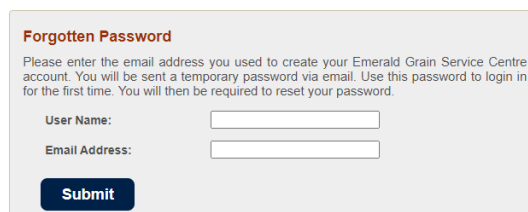
Customers and Carriers who use Emerald's Storage and Handling services located in the south east of Australia can manage their stocks through the Service Centre.



- 1.3. Enter your username that was emailed to you.

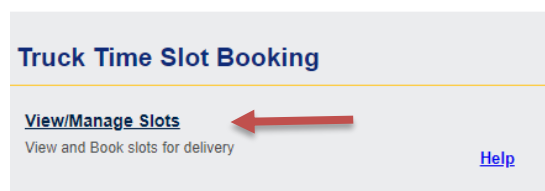


- 1.4. Select "Forgot Password" and follow the prompts to generate a new password.
- 1.5. Now you can log in using your Username and new Password.



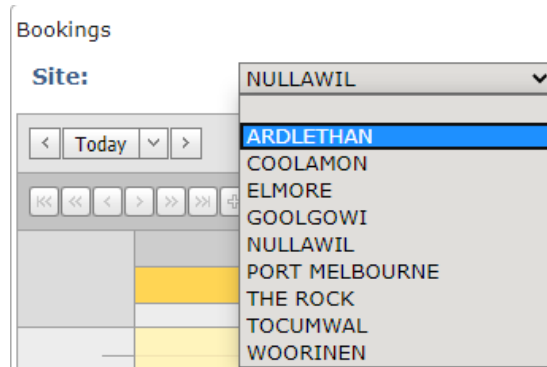
2. Booking a timeslot

- 2.1. From the Truck Time Slot Booking page. Click "View/Manage Slots"

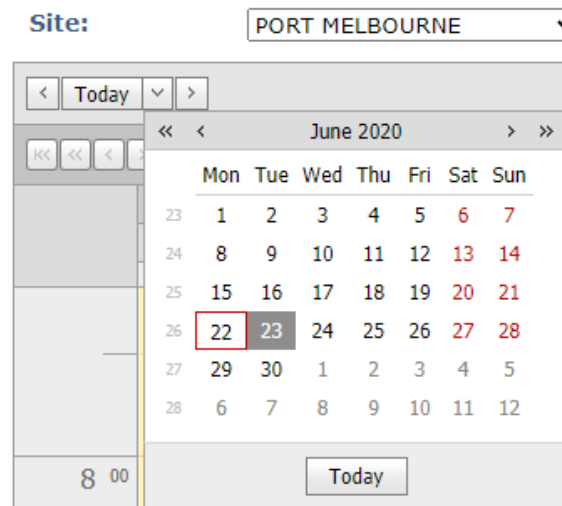


- 2.2. Select from the site dropdown the Facility you will be booking the trucks in and click search.

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- 2.3. Underneath the site dropdown you can navigate the days via the left and right arrows. Alternatively, the down arrow will bring up a calendar which can be used to select the day of what slot you will be looking to book.



- 2.4. Booking outturn timeslots and receival timeslots are the same process.
 2.5. Emerald Grain's Melbourne Port Terminal has two road outs (OUT1 & OUT2) for outturning and two receiving road hoppers (RH1 & RH2) for unloading trucks. In the imagine below you can see the two road out timeslots are in the left two columns and the timeslots for the two road hoppers in are in the two right columns.

Booking page view Melbourne Port Terminal

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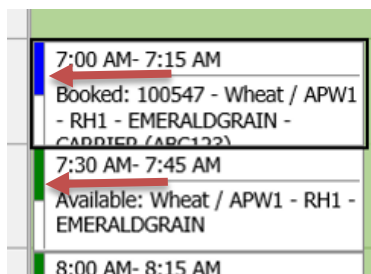
Bookings		Site:	Owner:	Carrier Name:	CARRIER	Search		
Today		PORT MELBOURNE						
29 June 2020								
OUT1, OUT2, RH1, RH2								
	OUT1	OUT2	RH1	RH2				
	Monday, June 29	Monday, June 29	Monday, June 29	Monday, June 29				
7:00	7:00 AM- 7:15 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	7:15 AM- 7:30 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	7:00 AM- 7:15 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	7:15 AM- 7:30 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	7:00 AM- 7:15 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	7:15 AM- 7:30 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	7:00 AM- 7:15 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	7:15 AM- 7:30 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN
7:30	7:30 AM- 7:45 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	7:30 AM- 7:45 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	7:30 AM- 7:45 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	7:30 AM- 7:45 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN
8:00	8:00 AM- 8:15 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	8:00 AM- 8:15 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	8:00 AM- 8:15 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	8:00 AM- 8:15 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN
8:30	8:30 AM- 8:45 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	8:30 AM- 8:45 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	8:30 AM- 8:45 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	8:30 AM- 8:45 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN
9:00	9:00 AM- 9:15 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	9:15 AM- 9:30 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	9:00 AM- 9:15 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	9:15 AM- 9:30 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	9:00 AM- 9:15 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	9:15 AM- 9:30 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	9:00 AM- 9:15 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	9:15 AM- 9:30 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN
9:30	9:30 AM- 9:45 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	9:45 AM- 10:00 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	9:30 AM- 9:45 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	9:45 AM- 10:00 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	9:30 AM- 9:45 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	9:45 AM- 10:00 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	9:30 AM- 9:45 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	9:45 AM- 10:00 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN
10:00	10:00 AM- 10:15 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	10:15 AM- 10:30 AM Available: Canola / CAN1 - OUT1 - EMERALDGRAIN	10:00 AM- 10:15 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	10:15 AM- 10:30 AM Available: Canola / CAN1 - OUT2 - EMERALDGRAIN	10:00 AM- 10:15 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	10:15 AM- 10:30 AM Available: Barley / BAR1 - RH1 - EMERALDGRAIN	10:00 AM- 10:15 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN	10:15 AM- 10:30 AM Available: Barley / BAR1 - RH2 - EMERALDGRAIN

2.6. Emerald Grain’s **Country Sites** have two out roads (OUT1 & OUT2) for outturning. In the image below you can see there are only two columns for the road out timeslots.

Booking page view Country Sites

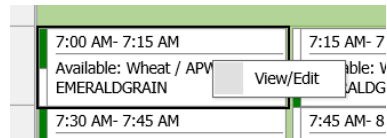
Bookings		Site:	Owner:	Carrier Name:	CARRIER	Search
Today		ARDLETHAN				
29 June 2020						
OUT1, OUT2						
	OUT1	OUT2				
	Monday, June 29	Monday, June 29				
9:00	9:00 AM- 9:15 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	9:15 AM- 9:30 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	9:00 AM- 9:15 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN	9:15 AM- 9:30 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN		
9:30	9:30 AM- 9:45 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	9:45 AM- 10:00 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	9:30 AM- 9:45 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN	9:45 AM- 10:00 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN		
10:00	10:00 AM- 10:15 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	10:15 AM- 10:30 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	10:00 AM- 10:15 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN	10:15 AM- 10:30 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN		
10:30	10:30 AM- 10:45 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	10:45 AM- 11:00 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	10:30 AM- 10:45 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN	10:45 AM- 11:00 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN		
11:00	11:00 AM- 11:15 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	11:15 AM- 11:30 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	11:00 AM- 11:15 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN	11:15 AM- 11:30 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN		
11:30	11:30 AM- 11:45 AM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	11:45 AM- 12:00 PM Available: Barley / BAR1 - OUT1 - EMERALDGRAIN	11:30 AM- 11:45 AM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN	11:45 AM- 12:00 PM Available: Barley / BAR1 - OUT2 - EMERALDGRAIN		
12:00						

- 2.7. The timeslots are colour coded to determine what slots are available and what slots are booked already.
- 2.8. Available timeslots have a green tag.
- 2.9. Booked timeslots have a blue tag.

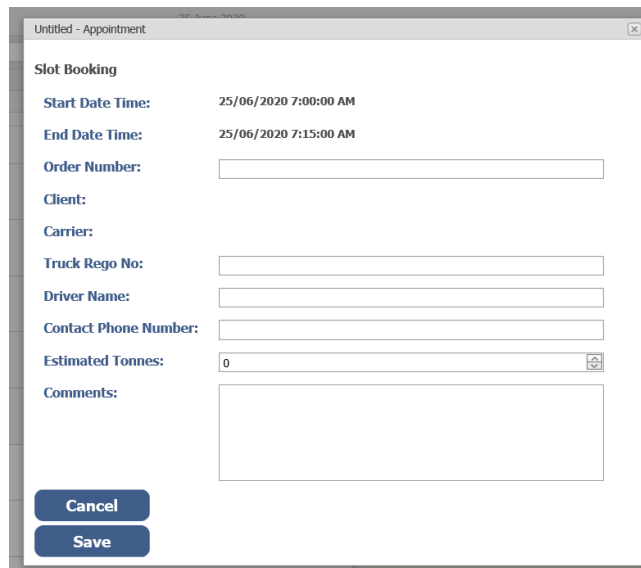


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- 2.10. Right click on the available timeslot you want to book.
 2.11. Click View/Edit.



- 2.12. The Slot Booking pop will appear.
 2.13. Required fields are:
 - Order Number
 - Truck Rego No
 - Estimated Tonnes
 2.14. Click Save.



Slot Booking

Start Date Time: 25/06/2020 7:00:00 AM

End Date Time: 25/06/2020 7:15:00 AM

Order Number:

Client:

Carrier:

Truck Rego No:

Driver Name:

Contact Phone Number:

Estimated Tonnes:

Comments:

Cancel

Save

- 2.15. You will be redirected back to the Bookings page and the timeslot will now be colour coded blue.
 2.16. The booking number will appear under the time. Record the number of the booking, 100547 in the example opposite.
 2.17. The booking number must be given to the driver to quote upon arrival at the Emerald Grain site.

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7:00 AM- 7:15 AM Booked: 100547 - Wheat / APW1 - RH1 - EMERALDGRAIN - CARRIER (ABC123)	7:15 AM- 7:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
7:30 AM- 7:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:00 AM- 8:15 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:30 AM- 8:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN

3. Editing a timeslot

3.1. Right click on the timeslot you want to edit.

7:00 AM- 7:15 AM Booked: 100547 - Wheat / APW1 - RH1 - EMERALDGRAIN - CARRIER (ABC123) View/Edit	7:15 AM- 7:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
7:30 AM- 7:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:00 AM- 8:15 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:30 AM- 8:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN

3.2. Fill in or amend the editable fields.

3.3. Click Save.

Untitled - Appointment

Slot Booking

Start Date Time: 25/06/2020 7:00:00 AM

End Date Time: 25/06/2020 7:15:00 AM

Order Number:

Client: Emerald Grain Pty Ltd

Receival Point: RH1

Carrier: CARRIER

Truck Rego No:

Driver Name:

Contact Phone Number:

Estimated Tonnes:

Comments:

TRUCK BOOKING GUIDELINES

- 3.4. Fill in or amend the editable fields.
- 3.5. Click Save.

4. Cancelling or rebooking a timeslot

- 4.1. Right click on the timeslot you want to delete.

7:00 AM- 7:15 AM Booked: 100547 - Wheat / APW1 - RH1 - EMERALDGRAIN CARRIER (ABC123)	7:15 AM- 7:30 AM Booked: 100547 - Wheat / APW1 - RH1 - EMERALDGRAIN
7:30 AM- 7:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:00 AM- 8:15 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:30 AM- 8:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN

- 4.2. Double check the timeslot is the correct timeslot you want to delete.
- 4.3. Click the delete button.

Untitled - Appointment

Slot Booking

Start Date Time: 25/06/2020 7:00:00 AM

End Date Time: 25/06/2020 7:15:00 AM

Order Number:

Client: Emerald Grain Pty Ltd

Receival Point: RH1

Carrier: CARRIER

Truck Rego No:

Driver Name:

Contact Phone Number:

Estimated Tonnes:

Comments:

- 4.4. The timeslot will now be colour coded green and available for other carriers to book.

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RH1	
Thursday, June 25	
7:00 AM- 7:15 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	7:15 AM- 7:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
7:30 AM- 7:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	7:45 AM- 8:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:00 AM- 8:15 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:15 AM- 8:30 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:30 AM- 8:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN	8:45 AM- 9:00 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN

5. Double book button

- 5.1. When editing or deleting a timeslot you will notice there is a Double Book button. The timeslot schedule is designed for one truck to load or unload every 15 minutes. Unfortunately, that means double booking a timeslot will cause delays for everyone loading or unloading. If you double book a timeslot the double-booked timeslot will be deleted. The only time you can use this button is if you have permission from the Truck Booking Coordinator.

Untitled - Appointment

Slot Booking

Start Date Time: 25/06/2020 7:00:00 AM

End Date Time: 25/06/2020 7:15:00 AM

Order Number:

Client: Emerald Grain Pty Ltd

Receival Point: RH1

Carrier: CARRIER


Truck Rego No:

Driver Name:

Contact Phone Number:

Estimated Tonnes:

Comments:

Double Book 

Delete

Cancel

Save

TRUCK BOOKING GUIDELINES

6. Support

The Truck Booking Coordinator can assist with any queries about opening, booking and changing timeslots. The Truck Booking Coordinator can be contacted during business hours by emailing truckbooking@emeraldgrain.com.