

# TRUCK BOOKING GUIDELINES

## PART A – GENERAL TERMS AND CONDITIONS

### 1. Introduction

#### 1.1. Introduction

Louis Dreyfus' Truck Booking Portal is a system used by Louis Dreyfus at all Louis Dreyfus 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 Louis Dreyfus' 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 Louis Dreyfus 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 [AU-GO-Trucks@ldc.com](mailto:AU-GO-Trucks@ldc.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 Louis Dreyfus site.

**Louis Dreyfus** means Louis Dreyfus Company Grains Logistics Australia 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 Louis Dreyfus provides the Client and Commodity owner to differentiate movement orders. Some stock owners might refer to this as Louis Dreyfus' 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 Louis Dreyfus or external facility for Receival 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 Louis Dreyfus website
- 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.

User Name:

Password:

**Submit** [Forgot Password?](#)

Growers - Your User Name is your NGR Payee Number

Clients - Your User Name is your User Name as advised during the registration process

- 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.

**Forgotten Password**

Please enter the email address you used to create your Emerald Grain Service Centre account. You will be sent a temporary password via email. Use this password to login in for the first time. You will then be required to reset your password.

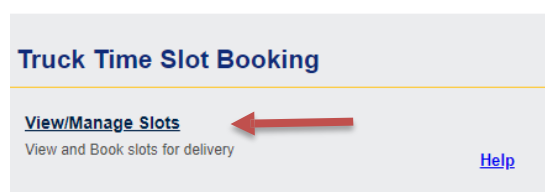
User Name:

Email Address:

**Submit**

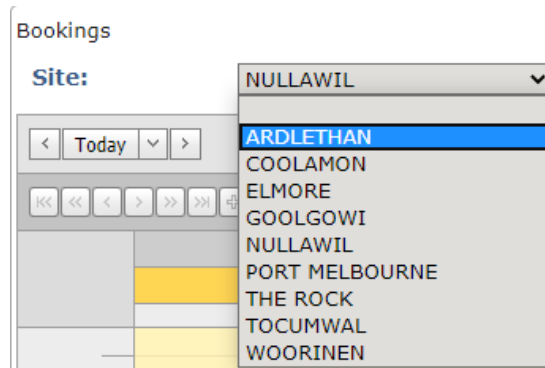
### 2. Booking a timeslot

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

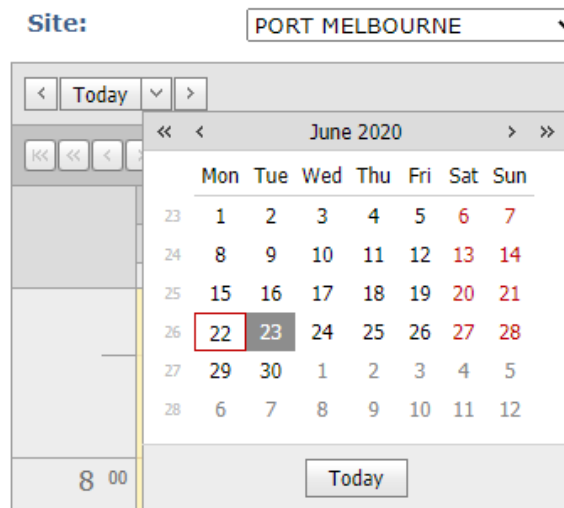


- 2.2. Select from the site dropdown the Facility you will be booking the trucks in and click search.

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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. Louis Dreyfus 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**

# TRUCK BOOKING GUIDELINES

Bookings  
Site: PORT MELBOURNE Owner: Carrier Name: CARRIER Search

Today 29 June 2020 Day Work Week Week Month Timeline

OUT1, OUT2, RH1, RH2

	OUT1 Monday, June 29		OUT2 Monday, June 29		RH1 Monday, June 29		RH2 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. Louis Dreyfus 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: ARDLETHAN Owner: Carrier Name: CARRIER Search

Today 29 June 2020 Day Work Week Week Month Timeline

OUT1, OUT2

	OUT1 Monday, June 29		OUT2 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.

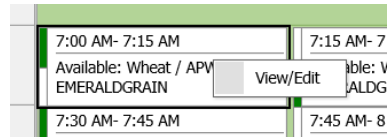
2.8. Available timeslots have a green tag.

2.9. Booked timeslots have a blue tag.

7:00 AM- 7:15 AM Booked: 100547 - Wheat / APW1 - RH1 - EMERALDGRAIN - CARRIER (ABC122)
7:30 AM- 7:45 AM Available: Wheat / APW1 - RH1 - EMERALDGRAIN
8:00 AM- 8:15 AM

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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: 0

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 Louis Dreyfus Grain site.

# TRUCK BOOKING GUIDELINES

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

# TRUCK BOOKING GUIDELINES

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. 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 [AU-GO-Trucks@ldc.com](mailto:AU-GO-Trucks@ldc.com) or calling (03) 9680 6222.