
KOCH FERTILISER RESERVATIONS:

USER GUIDE



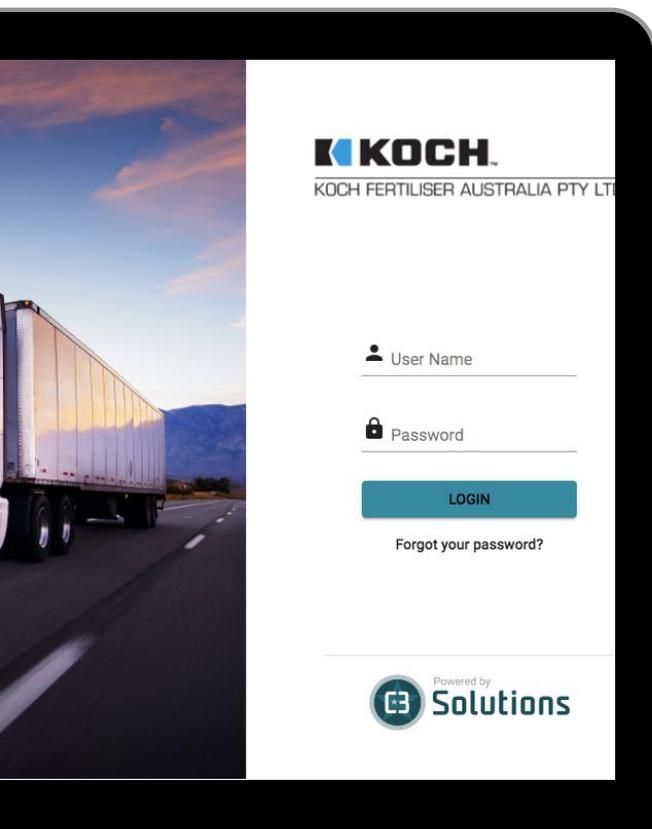
KOCHTM
FERTILISER AUSTRALIA

GETTING STARTED:

To get started, you'll need a Koch Reservations username and password. Your Koch Marketer or Customer Service can help with these. Once you have these details, you're ready to place a booking.

Navigate to the Koch Fertiliser Australia website: kochfertaustralia.com.au. Select the Koch Reservations tab which is situated towards the top right-hand corner of your browser.

Please note: Google Chrome is the preferred browser.



You will then be directed to a log-in screen similar to the the one on the left. Enter your username and password details and click 'LOGIN'.

Once you have successfully logged-in you will be directed to your dashboard.

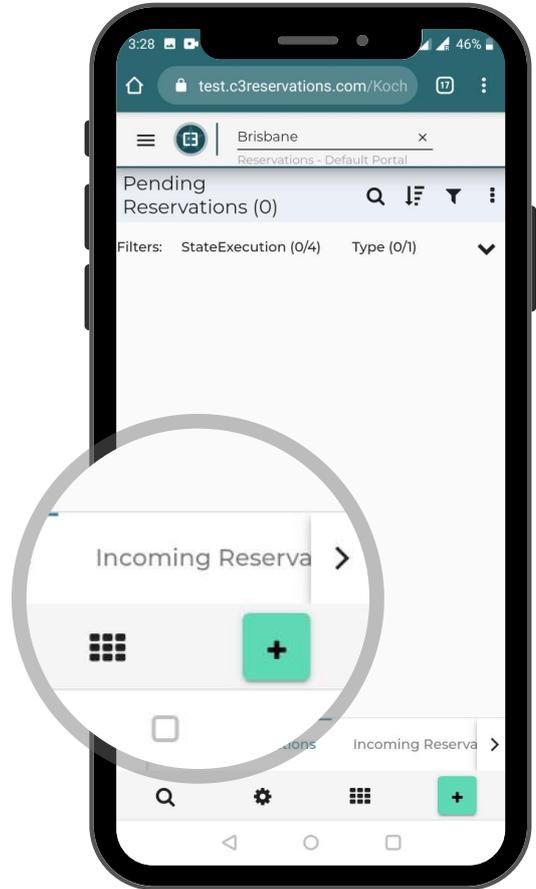
Here you will be provided you with a summary of previous loads and allows you to track the status of your load as it moves through the terminal.

It is also your starting point to book your next load.

START A NEW BOOKING:

1. To start a new booking, click “+ New Pickup” on desktop or on mobile select “+” to start the process.

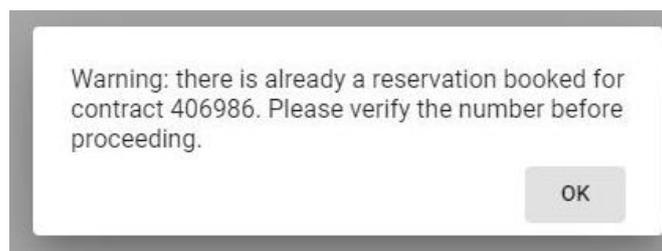
Please note: if you are wanting to collect bagged product, refer to the specific user guide “Koch Reservations - Ordering Bagged Product” as the process differs for this type of reservation.



2. Enter your contract number under the “WHAT” tab and click “ADD”.

Please Note: you can only enter one contract number for each booking i.e. you cannot enter two contract numbers on the same booking.

If you have already placed a booking on the contract the below warning message will appear – click “OK”.



WHAT, WHERE, WHEN

3. The contract details will appear.

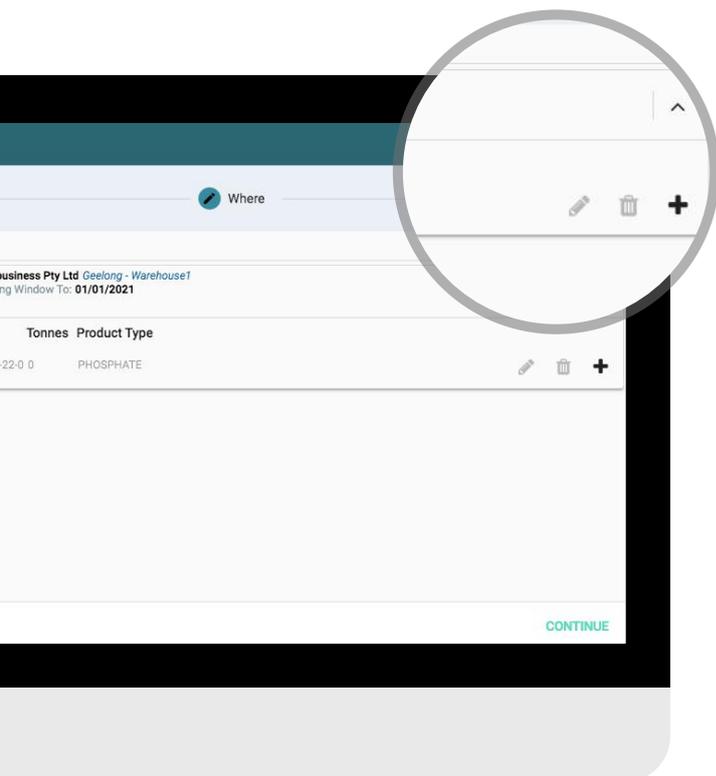
To expand the contract details click the down arrow symbol on the right-hand side of the screen.

Product details including, 'Product Name', 'Tonnes' and 'Product Type' should now be visible.

To enter the quantity you wish to pick-up, click the '+' symbol.

From here an 'EDIT' button should appear. Click on the edit pen and enter the total tonnes you wish to collect.

If the 'Tonnes' box is highlighted red there are insufficient tonnes left on contract/contract is complete.



If there are not enough tonnes remaining you will not be able to proceed with the booking. Please contact your Koch Marketer.

Once tonnes have been added, hit the save button (✓) and then 'CONTINUE'.

4. Accurate and complete information will assist the terminal in completing your order as quickly as possible.

The 'Purchase Order Number' field is mandatory.

It is recommended to include a 'Contact Name' and 'Phone Number' as this will help us contact you should anything change.

When possible please include a carrier details as this provides a useful cross reference for terminal staff.

The screenshot shows a mobile application interface for a 'Pickup' reservation. At the top, there is a dark teal header with the word 'Pickup' and a close button (X). Below the header is a progress bar with four steps: 'What', 'Details', 'Where', and 'When'. The 'Details' step is currently active, indicated by a blue circle with the number '2'. The main content area is titled 'Reservation Details' and contains several input fields arranged in two columns. The fields are: PO# (with a red asterisk), Registration#, Carrier, Destination, Contact Name, Phone#, Bag Size, Flutriafol, Chep#, and Last Comment. The PO# field contains the value '12345678', the Carrier field contains 'FERT CARRIER 1', the Contact Name field contains 'JOHN SMITH', and the Phone# field contains '042 123 4567'. At the bottom right of the form, there is a green 'CONTINUE' button.

Reservation Details	
PO# *	Registration#
12345678	
Carrier	Destination
FERT CARRIER 1	
Contact Name	Phone#
JOHN SMITH	042 123 4567
Bag Size	Flutriafol
Chep#	Last Comment

Please note: you may leave a comment in 'Reservation Details' section. However if it is important, please contact Koch Customer Service on +61 3 9452 8200.

Once your details have been entered, hit 'CONTINUE' to proceed to "WHERE" section.

WHERE:

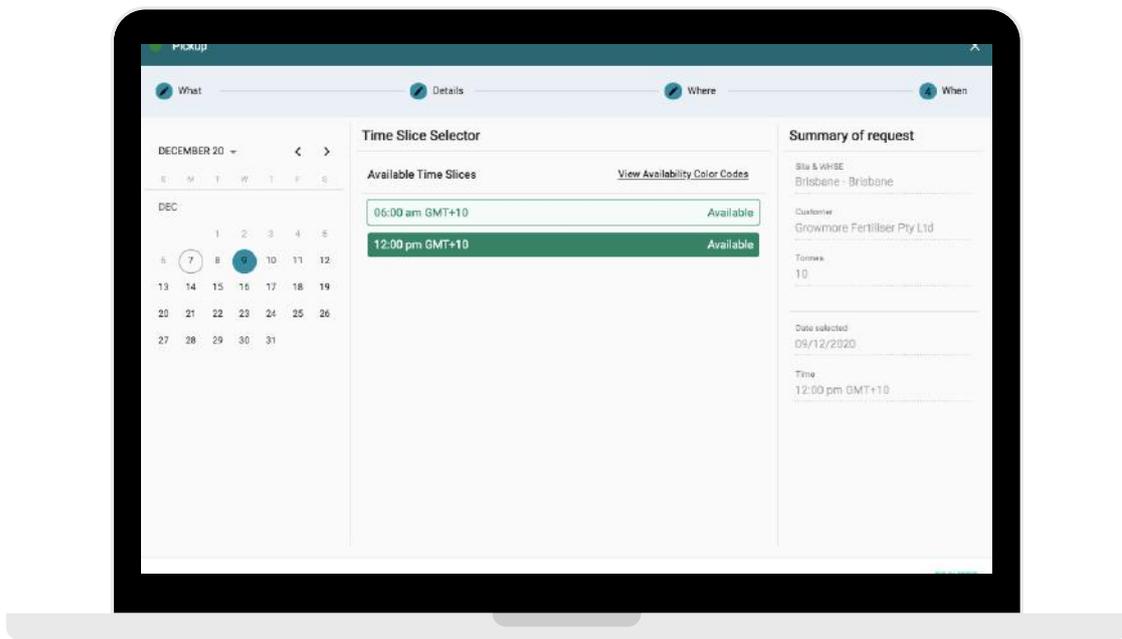
5. This screen will automatically populate based on your contract. Click “CONTINUE”.

WHEN:

6. Select a date from the calendar on the left-hand side of the screen on desktop or from the dropdown menu on mobile.

Available time slots will then show in either green (full availability) or orange (limited availability) on the right-hand side.

Review details under 'SUMMARY OF REQUEST' to ensure all details are correct. Once you are happy that everything has been entered correctly click “REQUEST”



7. Your dashboard will then appear with your new booking followed by your release number. You will also receive an email notification with confirmation of your booking.

Should you require any assistance, please contact
Koch Customer Service on +61 3 9452 8200 or email
customerservicekfaus@kochind.com.