

QSL Fact Sheet

3 May 2017

QSL's Grower Pricing Agreement Frequently Asked Questions

The following Frequently Asked Questions cover common queries relating to QSL's Grower Pricing Agreement (GPA). For more information about the GPA, please read the Grower Pricing Agreement Fact Sheet available in the Wilmar Growers section of the QSL website at www.qsl.com.au.

What is the GPA?

The GPA is a contract between QSL and a Wilmar Sugar Grower which details the conditions under which that grower will allocate their Grower's Economic Interest in sugar (GEI Sugar) to QSL in order to access QSL's marketing and pricing services.

Who needs to fill out the GPA?

The authorised representative for the ABN quoted within the GPA is the person that needs to sign off on the GPA. You can check who is eligible to be this person by speaking with your accountant/lawyer.

Is it only available for Wilmar Growers?

Yes. A GPA is not necessary for growers supplying other Millers due to the terms of their existing supply agreements with QSL.

How do I get a GPA?

Wilmar Growers who have submitted their Pre-Registration paperwork will have the GPA emailed to them as soon as it becomes available. They will also be contacted by a member of the QSL Grower Services Team to ensure they have received the document and explain the process moving forward.

I don't have an email address. How will I get the GPA?

A QSL Grower Services Team representative will contact you to make a hardcopy of the GPA available.



What's the Pre-Registration process and what has it got to do with the GPA?

QSL's Pre-Registration process seeks contact and business information from Wilmar Growers so that we can establish their details within the QSL system and prepopulate some fields of their GPA. If you have not yet completed the Pre-Registration process, you will need to do so in order to receive a GPA before your CSA is in place.

Can I still get a GPA if I haven't already submitted the Pre-Registration paperwork?

Yes. We urge all Wilmar Growers to complete the Pre-Registration process so they can receive a GPA and expedite their access to QSL pricing options.

I haven't decided what I want to do yet. Can I sign a GPA after I've made my GEI Sugar Marketer nomination and my CSA is in place?

Yes. Nominating QSL as a GEI Sugar Marketer within the CSA process will prompt a GPA to be sent to you once we receive confirmation of both your GEI Sugar Marketer nomination and activation of your CSA.

I don't want to price with QSL this year. Do I need to sign a GPA?

Signing the GPA does not mean you have to nominate QSL as a GEI Sugar Marketer – it just means you have us as an option. We recommend that all Wilmar Growers sign a GPA with QSL so that they can expedite their access to QSL marketing and pricing options in the current and future seasons.

Does signing the GPA mean I have officially chosen QSL as my marketer?

No. The GEI Marketer nomination is a separate step that must be done as part of your CSA process.

Does the GPA lock me in to supplying GEI Sugar to QSL?

No. Having a GPA with QSL does not require you to choose QSL as a GEI Sugar Marketer. However, should you choose to nominate QSL as your GEI Sugar Marketer, the GPA details the conditions under which you will allocate your GEI Sugar to QSL.

Do I need to change anything in my GPA or resubmit my GPA if I decide to change my GEI Marketer nomination?

No. Your executed GPA is valid for the life of QSL's On-Supply Agreement with Wilmar, and so you do not need to make changes or resubmit your GPA if you change your GEI Sugar Marketer nomination during this period. Just be mindful that restrictions apply to when you must complete the GEI Sugar Marketer nomination process for each Season. Please refer to your local Collective or Miller for details of these conditions and deadlines as they apply to your CSA.

COMPLETING THE PAPERWORK

Can I sign it electronically, or will I need to print it out?

As we don't have your signature on file, you will need to sign a hardcopy of the document, which you can either print yourself or arrange to collect from your local QSL regional office.

Will I have to fill out a GPA every year?

No. The GPA runs for the length of QSL's On-Supply Agreement with Wilmar and does not need to be resubmitted or extended each year.

Why did my GPA come with some sections already prepopulated?

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We have used relevant information supplied in your Pre-Registration paperwork to prepopulate sections of your GPA.

Some of the prepopulated info in my GPA is wrong. How do I change this?

Please contact your local QSL Grower Services Team representative to arrange for the necessary changes to be made and the GPA to be reissued.

I have more than one ABN. Do I have to fill out multiple GPAs?

Yes. You have to fill out a GPA for each ABN that you would like to be able to access QSL marketing and pricing services for. However, once your account is established in the QSL Direct online grower portal, each of your ABNs will be linked to your one QSL Direct account.

What happens if my circumstances change and I want to change some of the details in my GPA?

Once an OSA and CSA is in place and your GPA is activated, the Pricing Manager for your account will be able to make some changes to your GPA details through your QSL Direct account. If you wish to change your GPA details before your CSA is in place, please contact your local QSL Grower Services Team representative to arrange for an amended GPA to be issued.

I am the authorised ABN representative but I don't make the pricing decisions. Who should be filling out the GPA?

The authorised ABN representative must sign off on the GPA. However, this person does not need to be the same person designated as the Pricing Manager in your GPA. You can choose anyone aged 18 or over as your Pricing Manager. You just need to note their details in the appropriate section in the GPA.

What is the Pricing Manager and what do they do?

Only one person can be authorised to make the pricing decisions for each ABN within the QSL Direct grower portal. This person is known as the Pricing Manager and must be nominated by the authorised representative of the ABN concerned.

What is an Authorised Viewer?

Authorised Viewers are individuals who can access information regarding an ABN in the QSL Direct online grower portal, including GEI Sugar tonnes nominated, pool allocations, pricing order information and payment details. Authorised Viewers must be nominated by the authorised representative for the ABN concerned, but can subsequently be changed via your QSL Direct account once it has been activated.

I've made a mistake. How can I get another copy?

You can either print the electronic version we originally issued you via email, or you can visit your local QSL regional office for a hardcopy of this document.

THE PAYMENT PROCESS

How will I be paid for my GEI Sugar tonnes marketed and priced with QSL?

Growers who choose QSL as a GEI Sugar Marketer will be paid directly by QSL on a weekly basis (if they delivered GEI Sugar tonnes in the period concerned or are due payment associated with an Advances increase).

Where do I specify my bank account details and other arrangements for these payments?

This information is sought in the payments section of the GPA for each ABN.

I have different arrangements across multiple ABNs. Can I split my payments?

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Yes you can. You can nominate a different primary bank account for each ABN, or you can split payments from a single ABN on a farm basis.

I want to separate payments by farm. Can I do that?

Yes. Just complete Parts A and B in the Payments section of the GPA.

I have a crop lien in place. How do I pay that?

You can specify payments to third parties (such as that required for a crop lien) in Part B of the payments section of the GPA.

I want a portion of my payments to go to a different account. Can I do that?

Yes. Just note the allocation you require to each account in Part B of the payments section of the GPA.

How do I change my bank account details?

The Pricing Manager for your account will be able to amend your ABN's payment arrangements, including bank account details, in the QSL Direct portal.

NEXT STEPS

I'm not sure if I'm the right person to sign this. How do I check?

The GPA needs to be signed by an authorised representative of the ABN concerned. This is generally the person who signed the CSA for this ABN. If you do not know who is an authorised representative of the ABN you should speak with your accountant or lawyer.

What do I do with the completed GPA?

You can scan and email a copy your completed GPA to gsldirect@qsl.com.au or post your hardcopy GPA to GPO Box 891, Brisbane, Qld, 4001. You can also return your hardcopy GPA to your local QSL regional office.

What's the deadline for returning the GPA?

Your GPA must be activated before you can access pricing and marketing services through QSL, so we urge you to return the document as soon as possible.

Do QSL and the Grower both need to sign off on the GPA at the same time?

No. The Grower needs to complete and sign the GPA before submitting the document to QSL to be executed.

Does signing the GPA mean that I can start pricing with QSL?

No. In addition to a GPA, an On-Supply Agreement must be in place between QSL and Wilmar, and you must nominate QSL as a GEI Sugar Marketer as part of the CSA process and then have a valid CSA in place before you can access QSL marketing and pricing services for the 2017 Season and beyond.

Does signing the GPA mean that I have officially chosen QSL as my GEI Sugar Marketer?

No. In order to access QSL marketing and pricing services for the 2017 Season or beyond, you must choose QSL as a GEI Sugar Marketer within the CSA process in the Wilmar GrowerWeb.

I'm on holidays and can't come in to the QSL office. Can I return this while I'm away?

Yes. If you have Pre-Registered with QSL, you will receive an electronic version of the GPA in an email from QSL as soon as it becomes available. You can then print, fill out and sign your GPA and email the scanned document back to

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QSL at qslirect@qsl.com.au. You can also complete your GEI Sugar Marketer nomination online as part of the CSA process in the Wilmar GrowerWeb system. Once the OSA is in place and QSL receives notification of your GEI Sugar Marketer nomination and the completion of your CSA, QSL will issue you with the necessary log-in information for QSL Direct, which you can access online from anywhere in the world.

Where can I access a copy of the signed GPA?

Copies of your executed GPA are available on request by contacting your local QSL Grower Services Team representative. Key details within this document will also be available to the Pricing Manager within your account on the QSL Direct online grower portal.

How do I start pricing?

Pricing and pool nominations will be done through the QSL Direct online grower portal. Instructions on how you can access QSL Direct will be issued once the following are in place:

1. An **On-Supply Agreement (OSA)** is in place between QSL and Wilmar
2. You have nominated QSL as a GEI Sugar Marketer as part of your **Cane Supply Agreement (CSA)** process and your CSA is in place
3. You have returned your **Grower Pricing Agreement (GPA)**

Where can I find more information about QSL Direct?

The Wilmar Growers section of the QSL website (www.qsl.com.au) features more information about QSL Direct. Training in how to use QSL Direct is also available from your local QSL regional office.

YOUR LOCAL QSL OFFICE AND GROWER SERVICES TEAM

MILLING REGION	OFFICE LOCATION	REPRESENTATIVE
Herbert River	11 Lannercost Street Ingham Qld 4850	Grower Relationship Officer Jonathan Pavetto P: 0428 664 057 E: jonathan.pavetto@qsl.com.au
Burdekin	Young Street Ayr, Qld 4807	Grower Relationship Officer Rebecca Love P: 0429 054 330 E: rebecca.love@qsl.com.au Grower Relationship Manager Carla Keith P: 0409 372 305 E: carla.keith@qsl.com.au
Proserpine	88 Main Street Proserpine Qld 4800	Grower Relationship Manager Cathy Kelly P: 0409 285 074 E: cathy.kelly@qsl.com.au
Plane Creek	36 Broad Street Sarina Qld 4737	Grower Relationship Officer Kathy Zanco P: 0437 645 342 E: kathy.zanco@qsl.com.au Grower Relationship Officer Emma Sammon P: 0418 978 120 E: emma.sammon@qsl.com.au