Welcome to QSL Direct
Grower Training
Disclaimer

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Today’s training

- What is QSL Direct?
- The sign-up process
- Key features and pages
  - The Home Page
  - Your Profile
  - GE1 Tonnage Declaration Page
  - Orders Page
  - Payment Page
- Common tasks
  - Placing/editing/cancelling nominations
  - Making/editing/cancelling/checking orders
What is QSL Direct

A quick overview
QSL Direct: An overview

- QSL Direct is an online grower portal that enables you to deal directly with QSL.
- Once your QSL Direct access is activated, you can:
  - Monitor your QSL GEI Sugar tonnage and allocations.
  - Nominate GEI Sugar tonnes to QSL-Managed Pools and Grower-Managed Pricing Products.
  - Place, cancel, and monitor orders for Grower-Managed Pricing Products.
  - Receive QSL payment statements.
  - Access key GPA information.
  - Access sugar market information and the latest QSL news.
How to get QSL Direct

- Before you can access QSL Direct:
  1. You must nominate QSL as a GEI Sugar Marketer within your Cane Supply Agreement (CSA)
  2. You must have a Grower Pricing Agreement (GPA) with QSL
     - We will send you an activation email once these arrangements are in place and we receive confirmation of your GEI Sugar Marketer nomination
The Activation Process

Gaining access and logging on for the first time
Your Activation Email

- You will receive a confirmation email from the QSL Direct team with instructions on how to access QSL Direct for the first time
- This email will include your QSL Direct username and a link to the QSL Direct Portal to set up your new account
- Clicking on the link will take you to the following page:
• Your Invitation Code will already be sitting the **Invitation Code** field.
• Just click on the **Register** button to redeem your invitation code and enter QSL Direct.
• If you’re encountering trouble at any stage during this process, help is available using the links found on the bottom of every QSL Direct page.
• **Help and Support** provides information on key aspects of QSL Direct, including common tasks and frequently asked questions.
• **Contact Us** allows you to contact the QSL Direct team. If you are viewing the page on your phone, clicking on the phone number listed will automatically dial the QSL Direct Helpline (1800 870 756). Clicking on the email address will open a new email form so you can email your query to the QSL Direct team.
• This page prompts you to set your password
• This password will be used each time you want to log-in to your QSL Direct account
• It must be a minimum of 8 characters and contain at least 1 number, 1 uppercase letter and 1 lowercase letter.
• Once you have entered your username in the Username field, and entered your new password in the Password and Confirm Password fields, click on the Register button.
• You can access QSL Direct in the future by typing the site address into your internet browser: qsldirect.qsl.com.au
• **Note that there is no ‘www’ in this address.**
• To help speed up future access, we recommend you save this page as a ‘favourite’ within your browser.
• Just type in your **Username** (as provided in your activation email) and your **Password** into these fields and then click on the **Sign In** button.
• If you’ve forgotten your password, click on the **Forgot Your Password?** button, which will take you to the **Forgot Your Password Page**
• Type your email address into the Email field.
• Click on the Send button.
• An email will now been sent to your email address. If you have not received it within 30 minutes, check your ‘Spam’ or ‘Junk Email’ folder.
• Click on the **Reset Password** link in your email from QSL Direct.
• Alternatively, you can also copy and paste the full page address (the longer link of blue, underlined text) into your internet browser.
• You will be taken to the **QSL Direct Reset Password Page**.
• Type a new password of your choice into both the **New Password** and **Confirm New Password** fields. Please note that this password must be a minimum of eight characters and contain at least one number, one uppercase letter and one lowercase letter.
• Click on the **Reset** button.
• If your password does not comply with the password requirements or has been used previously, you'll get an error message.
• If this happens, please try again with a different new password.
• If you have successfully reset your password, you will be presented with a **Reset Password** confirmation screen that includes a Sign-In button. Clicking on this button will take you back to the Sign-In Page where you can use your new password.
Key features and pages
Once you’ve successfully logged onto your QSL Direct account, you’ll be taken to the Home Page.

Let’s take a look at the key features of this page, starting with the **top menu bar**: This can be found at the top of every page within the QSL Direct portal and includes links to key pages.

- **The Home Page link**: Clicking on the Home symbol in the top menu bar from anywhere within QSL Direct will return you to the Home Page.
- **Your ABN/s**: This is the link to the ABNs associated with your QSL Direct account. If you have a single ABN registered with QSL, it will be displayed here. If you have multiple ABNs registered, if you click here you will open a drop-down list of all your ABNs registered for QSL Marketing Choice.
- **Select Season**: By clicking on Select Season, you will open a drop-down list where you can choose any of the seasons where you have nominated QSL as your GEI Sugar Marketer for the chosen ABN. If you have only nominated for a single Season, it will be displayed in the menu bar.
- **Your Name**: Clicking on your name in the top menu bar opens a drop-down list with links to the Your Profile, GPA Details and Sign Out pages (note – you can only access the GPA Details Page if you are a Pricing Manager).
- **Profile Overview**: This section shows the ABN you are currently viewing, as well as the access you have for this ABN (i.e. Pricing Manager or Authorised Viewer).
- **Quick Create Order buttons**: Clicking on any of these Quick Create Order buttons starts the nomination or pricing order process for the Season selected. For example, clicking on the Order for 2017 button will display an order form for
the 2017 Season for the ABN displayed in your Profile Overview and the menu bar at the top of the screen.

- **Select Season** buttons: Clicking on any of these buttons will take you to an overview for the associated Season. For example, clicking on the Season – 2017 button will take you to the Tonnage Declaration Page for the 2017 Season associated with the current ABN you have selected in the bar. Remember, you can change the ABN selected at any time by choosing a new ABN from the drop-down list in the top menu bar.

- **Daily Indicative Pricing** tab: Click on this tab to display QSL's most recent indicative pricing table for the ICE 11 raw sugar market.

- **Orders Filled - Last 30 Days** tab: Click on this tab to display the orders that have been filled for the selected ABN within the last 30 days. To view the orders associated with any of your ABNs, just choose the required ABN from the drop-down list in the top menu bar.

- **News** tab: Click on this tab to read the latest market news from QSL.
• The Your Profile Page displays your account information, including Mobile and Business Phone numbers and your email address.
• You can update the First Name, Last Name and Business Phone fields by deleting the existing information in any of these fields and typing in the required new information.
• This page also has a section where you can choose how you prefer to be contacted by the QSL Direct team. These preferences can be set by clicking on the box beside the choices of Email, Fax, Phone and Mail to select or deselect the listed options. Please note that you can choose more than 1 option.
• Click on the Update button to submit any changes made to the fields outlined above.
• To change your password, email and/or mobile phone details you must click on the relevant button on the left side of the page.
• When on the Change Password Page, you will find the Username field will contain your username without you having to enter it.
• Type your existing password into the Old Password field.
• Type your new password into the New Password field. Please note that your new password must be a minimum of 8 characters long and contain at least one number, one uppercase letter and one lowercase letter. Your new password cannot be the same as a previous password.
• Confirm your new password by typing your new password into the Confirm Password field.
• Click on the Change Password button to submit your changes.
• A confirmation screen is then displayed to advise your password has been changed successfully.
To change your email address, please open the Change Email Page and type your new email address into the Email field.

Click on the Change and Confirm Email button.

If you have been successful, two messages will be displayed on the screen, one saying that your email has been changed successfully and another asking you to check your email for confirmation instructions.

You should then check the inbox of your updated email address for an email from QSL Direct with instructions on how to confirm the email address change you have just made. This email will ask you to click on a link and confirm your changed address. Once you've done that you'll get a confirmation screen within QSL Direct.
• To change the mobile number associated with your QSL account, open the Change Mobile Phone Page and type your new mobile phone number into the Mobile Phone field.
• Click on the Change and Confirm Number button. This will prompt a text message with a security code to be sent to your new mobile phone number and open a new screen in QSL Direct.
• Check you mobile for the security code and type this into the **Code** field.
• Click on the **Verify** button to confirm.
• When your new mobile phone number has been processed, you’ll get a success message on your QSL Direct screen.
• If you have Pricing Manager access you can review and edit some Grower Pricing Agreement (GPA) details associated with your QSL Direct account.
• Authorised Viewers do not have access to this information.
• Key fields on this page are:
  • **Contact Details:** This section lists the Email address, Business Phone number and Mobile Phone number associated with your GPA. Pricing Managers can edit any of this information by deleting the information to be changed and typing the new details into the relevant fields.
  • **Address Details:** This section lists the primary address associated with this GPA. This information cannot be amended in QSL Direct. To change the address associated with your GPA, please contact QSL on 1800 870 756.
  • **Advances Program:** This section allows Pricing Managers to select an accelerated Advances Program if they have nominated tonnage to the Fixed Price Forward Contract or Target Price Contract. To enter your selection for these products, click on the magnifying glass symbol to open the drop-down menu and then click on **STD** to select the Standard Advances schedule or **ACC** to select the Accelerated Advances schedule. Details of both Advances schedules are available at www.qsl.com.au. It’s important to note that if you choose the Accelerated Advances schedule this will apply to all pools which are eligible for Accelerated Advances to which you have nominated tonnage.
  • **Authorised Viewers:** This section lists the Authorised Viewers who can access this QSL Direct account. These individuals have read-only access to this ABN.
  • **Removing Authorised Viewers:** Pricing Managers can remove an Authorised
Viewer from their QSL Direct account by clicking on the down arrow beside the Authorised Viewer’s details and selecting **Remove Authorised User** in the drop-down menu that appears. To add an Authorised Viewer please contact QSL Direct on 1800 870 756.

- To submit any changes made to the information on this page, click on the **Update** button.
To view the GEI Tonnage Declaration Page for each Season and ABN, you must first select the **ABN** and **Season** you wish to see.

From the Home Page, if you have access to multiple ABNs registered with QSL Direct, select the **ABN** you wish to view from the top menu bar.

You can then choose the Season you wish to view from the top menu bar.

Alternatively, you can quickly access the Tonnage Declaration Page for a Season by clicking on the relevant **Season Overview** button on the left of the Home Page. Only the Seasons where you have nominated QSL as a GEI Sugar Marketer for the current ABN chosen will be displayed.
• The Tonnage Declaration Page is a read-only page that provides you with up-to-date information about your available tonnage, pool nominations and orders for the selected ABN and Season.
• Key elements of the Tonnage Declaration Page are:
  • **More Information Symbol**: Clicking on this ‘i’ symbol when it’s found beside a term used anywhere within QSL Direct will open a small pop-up window with additional information about that term.
  • **Estimated Tonnes**: This is the Sugar Tonnes Actual nominated to QSL via your GEI Marketing Nomination within your CSA. The Tonnes IPS generated by your Nominated Cane Tonnes and Average CCS are converted to Tonnes Actual by dividing by an IPS conversion factor of 1.03675.
  • **Mandatory Harvest Pool**: At least 35% of your Estimated Tonnes are automatically allocated to the QSL Harvest Pool. For future seasons this Mandatory Harvest Pool amount is also used to reflect the applicable Commitment Limits, restricting how much you can use towards Grower-Managed pricing in future seasons. For further information regarding Commitments Limits, please refer to the QSL Common Pool Terms available on our website.
  • **Mandatory US Quota**: QSL automatically allocates up to 5% of your Estimated Tonnes to the US Quota Pool, traditionally the highest-paying pool due to the quota system in place for access to the US market.
  • **Available Tonnes**: This is the Total Sugar Tonnes Actual available to be allocated to QSL-Managed Pools or Grower-Managed Pricing Products at your discretion.
• **QSL-Managed Pools:** This lists the QSL-Managed Pools you have nominated to participate in for the Season, as well as any Committed Tonnage you have assigned to these pools.

• **Grower-Managed Pools:** This lists the Grower-Managed Pricing Products you have nominated to use for the Season, and the Committed Tonnage you have assigned to each product.

• **Filled Orders:** This is the sum total of all pricing orders that have been achieved and filled for this Grower-Managed Pricing Product for the selected Season.

• **Open Orders:** This is a sum total of all the open pricing orders in place for this Grower-Managed Pricing Product for the selected Season.

• **Tonnes Unpriced:** This is the sum total of tonnage nominations made to this Grower-Managed Product for the selected Season which are yet to be priced via a Pricing Order.

• **Undeclared Tonnes (Optional Harvest Pool):** This is the Remaining Available Tonnes which have not been nominated to either a QSL-Managed Pool or Grower-Managed Pricing Product for the Season illustrated. Any Undeclared Tonnage at the Pricing Declaration Date will be added to your Harvest Pool tonnage for the Season.

• **The Pie Chart View:** This is a diagrammatic representation of the information detailed above. By moving the cursor over the pie chart, you can view the percentage break-up and tonnage details of the different chart elements.

• Under the top menu bar you’ll notice some tabs. Click on the **Orders** tab to open the Orders Page.
• The Orders Page lists your nominations and pricing orders for each ABN and Season you have chosen to market with QSL.
• The ABN and Season chosen are displayed in the top menu bar and can be changed by clicking on ABN or Season to open the relevant drop-down list and select the required ABN or Season.
• Create New Order button: If you are the Pricing Manager for the account, you can click on the Create New Order button to open the New Order page. We’ll cover this process shortly.
• Open Orders – Nomination: This section reflects your current tonnage nominations made to the available QSL-Managed Pools and Grower-Managed Pricing Products.
• Open Orders – Pricing: This section details any Grower-Managed pricing orders you have submitted that are yet to be achieved (filled).
• Filled Orders: This section details the Grower-Managed Pricing orders which have been successfully achieved (filled).
• Cancelled Orders: This section details any Grower-Managed Pricing orders that you have previously cancelled.
• Expander Arrow: This button gives you the ability to view the details of a nomination or order and, where these can be changed, the ability to edit or cancel a nomination or order.
• The Payments Page will be available via the Payments tab on the Tonnage Declaration Page. This page will not be available until harvesting commences in your milling district.

• Key aspects of QSL’s payment system are:
  – You will be paid directly by QSL on a weekly basis during the crush if you have delivered cane during that week or if there has been an Advances/CCS increase.
  – Your QSL payments will be detailed in your QSL payment advice, available through QSL Direct. Hardcopy statements will not be issued.
  – Payment for any GEI tonnage you nominate to Wilmar will not be included in your QSL payment advice.
  – You will be able to nominate payments to be made to a separate account on a farm-by-farm basis and can also arrange for payments to be made directly to third parties (i.e. lien arrangements).
  – Please refer to the QSL Payments for Wilmar Growers Fact Sheet available on our website (www.qsl.com.au).
Common Tasks
• While you must make a mandatory allocation to the QSL Harvest Pool and US Quota pool for each participating Season, you can choose to allocate the remainder of your QSL GEI Sugar tonnage across the range of QSL-Managed Pools and Grower-Managed Pricing Products in any combination you choose.
• These tonnage allocations are known as **nominations** and can only be made by the Pricing Manager.
• Pricing Managers can make nominations prior to the Pricing Declaration Date for each Season by using the **Orders Page** within QSL Direct.
• **It is very important that before making a nomination to any QSL product, you read the Common Terms and Pricing Pool Terms available at www.qsl.com.au.**

• To make a nomination, open the Orders Page for the ABN and Season you wish to make the nomination for and click on the **Create New Order** button. This will take you to the **New Order Page.**
• The New Order Page states the ABN and Season your Nomination is to be placed for, both in the top menu bar and within the Order Details section. Check that these are correct before proceeding.

• Start the pool nomination process by choosing the product you wish to nominate tonnes to.

• To access the list of your available pricing options, click on the magnifying glass symbol beside the Pool field. This will open a list of the QSL-Managed Pool and Grower-Managed Pricing products available for nominations for the Season you have chosen.
• This window displays the pools and pricing products available for nominations and details:
  • **Name (Pool):** The name of the pricing product
  • **Pool:** The pool code used to identify this product within the QSL Direct system.
  • **Pool Type (Pool):**
    • QSL Managed Current = An in-season pool where QSL is responsible for the pricing decisions for the nominated tonnage.
    • QSL Managed Forward = A forward-season pool where QSL is responsible for the pricing decisions for the nominated tonnage.
    • Grower Managed Current = An in-season Grower-Managed Pricing Product where the grower makes the pricing decisions for the nominated tonnage.
    • Grower Managed Forward = A forward-season Grower-Managed Pricing Product where the grower makes the pricing decisions for the nominated tonnage.
  • **Season:** The season the tonnage will be delivered in.
• Click on the desired pool to select it from this list. This will highlight the pool you have chosen.
• Click on the **Select** button to confirm your choice. This will take you back to the updated Orders Page.
• Your pool choice is now reflected in the **Pool** field.
• The **Pool Requirements** section at the top of the page will now reflect the requirements associated with the product you have chosen. Before nominating tonnage, please review this information, which lists:
  • **Undeclared tonnes**: The GEI Sugar tonnes you have available to price using this product
  • **Order increments**: The number of lots or tonnes your orders must be made in.
  • **Pricing increments**: The number of lots or tonnes your pricing must be completed in.
• **Tonnage (Tonnes Actual)** and **Lots**: Type the **Tonnage (Tonnes Actual)** or **Lots** you wish to price for this nomination into one of these two fields. Please note: The QSL Direct system will automatically select the relevant field required for your order, as detailed in the **Pool Requirements** at the top of the page. You will not be able to select the field that is not applicable to your order.
• Click on the **Submit** button to finalise the order.
It's important to remember that tonnage nominations to QSL-Managed Pools and Grower-Managed Pricing Products can be changed at any time up until 5pm Brisbane time on the day of the Pricing Declaration Date.

To edit or cancel a nomination, open the Orders Page for the ABN and Season of the nomination you wish to edit.

Nominations available to edit have an arrow beside their Status column.

You will not be able edit or cancel nominations after the Declaration Date.

Where you can change or cancel a nomination you will find an arrow beside the nomination.

To edit or cancel the Nomination, click on the arrow beside the nomination you wish to edit.

Click Edit/Cancel Order from the drop-down menu that appears. This will open the Pool Order Details form.

To edit the order, make the changes directly in the Tonnage (Tonnes Actual) field. This is the only change you can make to a nomination. Then click Edit Order.

To cancel the order, click Cancel Order.
Orders are used by Growers to provide pricing instructions to QSL for GEI Sugar tonnage they have nominated to a Grower-Managed Pricing Product.

Orders are not required for nominations made to QSL-Managed Pools – a nomination suffices.

Only the Pricing Manager can place, edit or cancel an order within QSL Direct.

Start by opening the Orders Page for the ABN and Season required and clicking on the Create New Order button.
• The **New Order** Page states the ABN and Season the order is to be placed for, both in the top menu bar and within the **Order Details** section. Check that this information is correct before proceeding.

• Start the new order process by choosing the QSL-Managed Pricing Product you wish you use to place the order. You can set this by clicking on the magnifying glass icon beside the **Pool** field. This will provide a list of available pricing products.

• Click on the Grower-Managed Pricing Product you wish to use to select it. This will highlight the chosen product.

• Click on the **Select** button to confirm your selection. This will return you to the New Order Page and update its information to reflect your product choice.
• The information displayed and required for each new order will vary depending on the Grower-Managed Pricing Product selected, with in-season products requiring an additional level of pricing activity throughout the course of the Season due to the additional pricing required against the four ICE 11 futures contracts.

• This example shows the key fields and processes for placing an order using forward-season pricing products. These fields are:

• **Pool Requirements**:
  - **Undeclared Tonnes**: This is the amount that is available to price.
  - **Order Increments**: Order must be placed in a minimum or multiple of this tonnage/lot amount.
  - **Pricing Increments**: Pricing must done in a minimum or multiple of this tonnage/lot amount.

• **Order Details**: This is the ABN and Season you have previously selected to place the order for.

• **Tonnage (Tonnes Actual)/Lots**: The tonnage you wish to allocate to this order. QSL Direct will only make available the field relevant to your chosen product. In this instance, the Grower has typed 6 into the **Lots** field. As a result, QSL Direct has automatically updated the **Tonnage (Tonnes Actual)** field to reflect the equivalent tonnes (i.e. 6 Lots = 304.815 tonnes actual).

• **Price (AUD/MT)**: The price you wish to target for this order. Because this is a forward-season pool, the target is a whole-of-season weighted average in Australian Dollars per metric tonne (AUD/MT).
• Click on the **Submit** button to proceed with the order. The system will process your order and return you to the Tonnage Declaration Page for your selected ABN and Season.
• Your **Tonnage Declaration** for this ABN and Season will now be updated to reflect the order in the **Open Orders** against the relevant pricing product. When QSL fills this order, the tonnage will move from the **Open Orders** column to the **Filled Orders** column for this same pricing product.

• The **Undeclared Tonnes (Optional Harvest Pool)** amount has also reduced by your order amount.

• The **Pie Chart** is also updated to reflect this latest order information.

• The **Orders Page** for this ABN and Season will also be updated to reflect the order. Click on the **Orders** tab to open the updated Orders Page.
• Your new order is displayed in the **Open Orders – Pricing** section on the Orders Page for the Season concerned.
• If you’ve chosen an in-season Grower-Managed Pricing Product, the New Order Page will reflect your choice.
• You’ll notice that some of the fields are the same as those used for the Forward-Season order page.
• The primary difference is the new Futures Months Exposure section, which provides details for each of the futures contracts that you will price your order against. These fields are:
  • Tonnage Declaration: The tonnage you have nominated to price via this grower-managed product.
  • Tonnes Filled: Orders that have been successfully completed against this futures contract.
  • Tonnes Open: Orders that have been placed against this futures contract but are yet to be achieved (filled).
  • Tonnes Available: Tonnes that are available to be priced against this futures contract.
• The Order Details section also has a new field for the Futures Month. This field seeks the Futures Month that you want the order to be priced against. Click on the magnifying glass symbol to the right of this field to bring up your options and select one of these.
• Just like the forward-season order form, you need to allocate tonnes or lots to the order and set the target price.
• Once this is done, click on the Submit button to proceed with the order.
• Just like the forward-season order process, the system will process your order
and return you to the updated Tonnage Declaration Page for your selected ABN and Season.
Head to the Orders page for the ABN and Season of the order you want to edit or cancel.

You’ll notice that existing nominations and orders have one of the following Status:

- **Open – Pending**: This is an order that has been placed with QSL but has not yet been submitted to a bank to be filled.
- **Open – Action**: This is an order where the target price has been reached and so the order has been submitted to a bank to be filled.

At 3pm every business day, the QSL Direct system collects all orders with a status of Open – Pending to submit to the banks to be filled. Once this happens, these orders can no longer be changed.

The following morning, any orders not filled are returned to a status of Opening – Pending.

Orders that are Open – Pending can be changed or cancelled up until 3pm on any business day up until the relevant Pricing Completion Date of the Order. For details of this date, please refer to the Pricing Pool Terms available at www.qsl.com.au.

To editing an Open – Pending Order, open the Orders Page for the ABN and Season of the order you wish to edit.

Orders and nominations available to edit have an arrow beside their Status column.

Click on the arrow beside the Status Reason of the order you wish to edit.

Click **Edit/Cancel Order**. This will open the Pool Order Details form.
To edit the order, make the changes you want directly in the relevant field such as Tonnage (Tonnes Actual), Lots or Target Price.

Then click Edit Order.

To cancel the order, click Cancel Order.

Your Orders Page should reflect your change to the order.
• You can monitor the status of your orders in a couple of different ways.
• On the Home Page, you can access the Orders Filled - Last 30 Days tab, which shows the orders which have been filled for the selected ABN within the last 30 days. Simply click on this tab to expand or reduce this section.
• To view the orders associated with any of your other ABNs, just click on your ABN in the top menu bar and select the ABN required from the drop-down menu.
The Tonnage Declaration Page provides an overview of open and filled pricing orders for each of your Grower-Managed Pricing products for the ABN and Season selected.
• And of course the Orders Page for the ABN and Season selected displays a detailed overview of:
  • Open Orders – Nominations
  • Open Orders – Pricing
  • Filled Orders
  • Cancelled Orders
• The QSL Direct system will automatically close your session and sign you out of the account after 30 minutes of inactivity.
• However, we recommend that you actively sign out of your account whenever you are finished working in the portal.
• To do this, just go to the top menu bar on any page and click on your name.
• A drop-down list will appear. Select Sign Out. This will sign you out of QSL Direct and take you back to the Log-in Page.
Need help?
• If you encounter trouble or need assistance while in the portal, help is available by using the following links found on the bottom of every QSL Direct page:
• The **Help and Support** link provides information on key aspects of QSL Direct, including common tasks and frequently asked questions.
• **Contact Us** allows you to contact the QSL Direct team. If you are viewing the page on your phone, clicking on the phone number listed will automatically dial the QSL Direct Helpline (**1800 870 756**). Clicking on the email address will open a new email form so you can email your query to the QSL Direct team.
QSL Direct User Guide

• You can find all of the information featured in this presentation plus more in the QSL Direct User Guide
• Available online at www.qsl.com.au (Wilmar Growers section)
• Hardcopies available at your local QSL regional office
Questions?