

# QSL Fact Sheet

Current as of 13 February 2019

## The QSL Direct Portal

**QSL Direct** is an online grower portal that has been designed to enable eligible Growers marketing with QSL to:

- Monitor their 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 Advice Statements
- Access GPA details
- Access sugar market information and the latest QSL news

### GETTING STARTED

Growers cannot access QSL Direct until:

1. They have **nominated QSL as a GEI Sugar Marketer** and allocated a percentage of their GEI Sugar tonnage to be managed through the QSL system
2. Their **Grower Pricing Agreement (GPA)** with QSL has been processed and activated

Once the steps above are complete, the eligible Grower will receive an email from QSL with directions on how to log-on to QSL Direct for the first time.

Please note that a valid email address, mobile phone and internet access is necessary to access QSL Direct. If these resources are not available for your business, please contact your local QSL Grower Services Team representative or call 1800 870 756 for assistance.



## INFORMATION AND ASSISTANCE

The QSL Direct online portal can be found at <http://qsldirect.qsl.com.au>

Remember, you will not be able to gain access to QSL Direct until you have met the criteria outlined on the previous page and have received your QSL Direct activation email from QSL.

The **QSL Direct User Guide** provides comprehensive information on how to navigate through QSL Direct and perform common tasks. You can find this guide on the QSL website ([www.qsl.com.au](http://www.qsl.com.au)). Hard copies of the guide will also be available from your local QSL office.

Growers who need assistance accessing or navigating through QSL Direct can:

- Call the **QSL Direct Helpline** on **1800 870 756**
- Email questions to [qsldirect@qsl.com.au](mailto:qsldirect@qsl.com.au)
- Click on the **Help Section** within QSL Direct for the answer to common questions
- Attend a QSL Direct **group training session** in your local area (contact your local QSL Grower Services Team representative for details)
- Meet with a local **QSL Grower Services Team** representative for one-on-one help.