



## The Andersons - FAQs

1. **Why is this change being made?** – The Andersons was founded on the premise of providing extraordinary customer service, which is our commitment to our customers. The company is migrating all business to a single enterprise software platform, and the Grain business is consolidating all our elevators to that platform. This change should allow us to improve the way we process tickets, contracts, etc.
2. **Why does my settlement statement look different?** – As part of this transition, your settlements will look slightly different. Our new settlement includes a ticket summary with an expanded detail layout and a payment summary.
3. **How do I get my settlement?** - Weekly settlements will now be issued / mailed on Wednesdays for those customers already doing weekly settlements. The daily schedule for On-demand settlements can vary, but would normally be prepared and printed by 3:00pm EST.
4. **How are current, unpaid contracts affected by this system change? What should I expect to see?** Current, unpaid contracts will be converted into the new system and will have a new number associated with them but will still provide the original number as a reference on the contract.
5. **What is this Unpaid Ticket Activity form?** This is a statement reflecting ticket activity for which no payment or settlement has occurred (*including Hold Pay*). We generate and send this form weekly for all customers who have deliveries or other ticket activity which have not been settled. Deliveries that HAVE been paid are provided a settlement statement instead.
6. **Why has my ability to price Delayed Price and/or Storage bushels changed from even bushels to whole ticket amounts?** This is a business process change that we are implementing for customer clarity and efficiency within the new system. We can walk you through how this would work for you individually.
7. **What happens to my option features?** Your paperwork may look a little different but the ability to use option features, and the option features which are available has not changed. There is no change to paperwork for F2M.
8. **Will I see differences in GRAINweb?** – In conjunction with the change to our software platform, we upgraded the design of GRAINweb to enhance usability on hand-held devices. GRAINweb is mobile and tablet-friendly so no matter what device you're using, it will be easier to navigate and read your account information. You can get to GRAINweb by visiting [www.andersonsgrain.com](http://www.andersonsgrain.com) and clicking on the tools link.
9. **How do I find my contract balance?** Scale tickets from our facilities are available on GRAINweb within 2 hours of delivery. Contract balances are available to view on GRAINweb as well. Tickets that are delivered throughout the day are applied to contract balances the following morning and viewable on



GRAINweb.

**10. What about unpriced tickets (DP and Storage)?** Unpriced tickets can be viewed on GRAINweb. GRAINweb also provides an estimated payment amount for each ticket based on the prior nights closing price. This estimated value is only calculated on tickets processed in the new software platform. F2M activity will be switched to this platform later this year.

**11. What happens if I deliver more grain than I have contracted for?** We are asking your help to get your grain applied and priced correctly and efficiently. Deliveries intended to apply to a contract should be marked "Contract". You should also indicate what disposition you would like for any quantity for which there is no open, current contract to apply. If you do not want these bushels to be priced we expect you to mark your tickets "Contract, balance DP". If there is only one partial ticket which is over contract, say 216.22 bushels, and you have not indicated "Contract balance DP", and we do not hear from you by 9:00am the business day following delivery, we will Cash or Spot the 216.22 bushels at the price marked on the ticket. If there are 216.22 bushels plus two additional loads over contract, and you have not indicated on the ticket what we should do with the balance of contract, we will attempt to contact you for instructions. If we cannot reach you by 9:00am the business day following delivery, we will Cash or Spot those tickets. You can have your grain processed exactly as you like; all you need to do is provide those instructions on the ticket when it is delivered. E.g. "Contract, balance DP". "Contract, balance Storage", or "Contract, balance Cash". The simplest way is for you to tell us on the ticket.

**12. Can I set up Direct Deposit?** – Yes! If you are interested to have your settlement dollars deposited electronically into your financial institution, please ask your account representative for a registration form. You can fill it out and return it and we can begin getting you set up for direct deposit. We regret that we are not able to offer direct deposit to customers who have a lien.

**13. I am having issues logging into GRAINweb or Andersonsgrain.com – what do I do?**

If you have been accessing GRAINweb already, please reset your password. You can do that on the andersonsgrain.com website and selecting the GRAINweb tab on the upper right-hand side of the page. The username is their email. Select the '*forgot your password*' link and follow the prompts. (Note: passwords must be 8 characters and contain: 1 UPPER CASE, 1 lower case, 1 number).

If you are registering for GRAINweb/Andersonsgrain.com for the first time, please select the GRAINweb tab on the upper right hand of the page. Fill in username (their email address). Make sure there is nothing in the box below this. Select '*request new online account*' and follow the prompts. A screen will appear requesting additional information. Please complete all required fields, including creating a password. (Note: passwords must be 8 characters and contain: 1 UPPER CASE, 1 lower case, 1 number).