






August 10, 2018


As we continue to enhance our information system and business processes, we are pleased to let you know that all accounting activity for Farm2Market is moving to the same system that you have become accustomed to at our facilities. This is your direct shipment activity that would be delivered to end users through The Andersons but not to one of our elevators.


As a reminder, starting August 27, the following business processes will take affect for our Farm2Market business in order to improve the way we deliver account information to you.


-  **SmartTicket® and Load Numbers** - To improve our customer service, we want to remind you that using our mobile ticket upload through the SmartTicket® app will improve settlement accuracy and payment processing speed. Additionally, we will no longer use direct ship or load numbers but will use your account ID number.


-  **GRAINweb®** – You may not be aware, but you can view your grain-related account information online, including open and closed contracts, orders and delivery tickets. You can also print your Settlements from your GRAINweb® account. GRAINweb® is mobile and tablet-friendly so no matter what device you're using, it will be easy to navigate and read your account information. Visit www.andersonsgrain.com to learn more and sign up.

-  **Contract Fees**- Formerly these were an adjustment to the price on the ticket. After August 27, these will be deducted upon first delivery. Positive equity will be paid upon completion of the contract.

-  **Settlements** – Our settlements include quality and ticket details along with expanded disposition and payment information.

-  **Unpaid Ticket Activity** – Ticket deliveries or ticket activity for which no dollars are being paid (e.g. Hold Pay) will be reported to you each Wednesday on an Unpaid Ticket Activity report.

-  **Settlement Cycle** – Our customers have three options for payment: daily, weekly or on-demand (you will need to request proceeds with this option). Contact your Account Representative for more information on electronic Direct Deposit (ACH) payments.

-  **Overages on Inbound Tickets** – Overages on tickets will be cashed if bushel quantity is less than 500 bushels. If the overages are greater than 500 bushels the account representative will contact you.

We encourage you to contact your Account Representative with any questions or feedback concerning these changes to our Farm2Market business. Your feedback is essential in helping us improve our tools and services to help make your business successful. We value your continued business and look forward to serving you and continuing to build our relationship.

The Andersons Grain Team