

Domestic outturns

Information for Viterra commercial clients

The process

1. Contact Viterra and request the tonnage, grade and site requirements for the following week by **12pm Tuesday**
2. Viterra will then confirm site availability on either Wednesday or Thursday and work through any stock swaps needed
3. Complete and return the order form by no later than **12pm Friday**
4. The carrier can then contact the site to arrange pickup, by no later than 1.30pm business day prior to pick up date.

FAQs



What if the site I own grain at is not available?

Where possible, Viterra will find a suitable alternative.



What happens if my order isn't picked up during the week?

Viterra manages outturn bookings on a week by week basis, we're unable to roll orders from week to week.

How much notice does Viterra need for weekly requirements?

By 12pm Tuesday the week prior, to check availability. We welcome forward planning to assist in meeting your outturn requirements.

If weekly requirement exceeds 3,000mt - 2 weeks notice will apply.

What if there is a quality issue?

Please contact us immediately. The process is outlined in schedule H of the Pricing, Procedures and Protocols document.

Please remember

You have to return your order to Viterra, including the owner reference number by 12pm Friday.

Carrier must have a valid Viterra carrier card and up to date safety card.

Need more information?

Refer to schedule A to L of the Pricing, Procedures and Protocols document which is available on our website.

Who do I contact?

Domestic_Outturns@viterra.com

What next?

Get in touch with our domestic planners and we can assist.

This guide is intended for Viterra commercial clients only. Growers should contact Viterra on 1800 018 205.