

BUNGE Australia



Document Name	Dates	Version
Bunge Services Login	15-Oct-2018	V 1.1
Bunge Services – Forgot Username and Password	15-Oct-2018	V 1.1

Bunge Services Login

The following procedures have been provided for access to the Bunge Services Web portal for Growers.

For Trade client access, please use the following existing link to access CLIENT stocks from the Bunge website:

<https://csmportal.bunge.com.au/Portal/Login/Index>

Browser Access

The following web browsers are supported:

- Google Chrome
- Safari (Apple)
- Mozilla Firefox
- Opera

The following web browsers are NOT supported at this time:

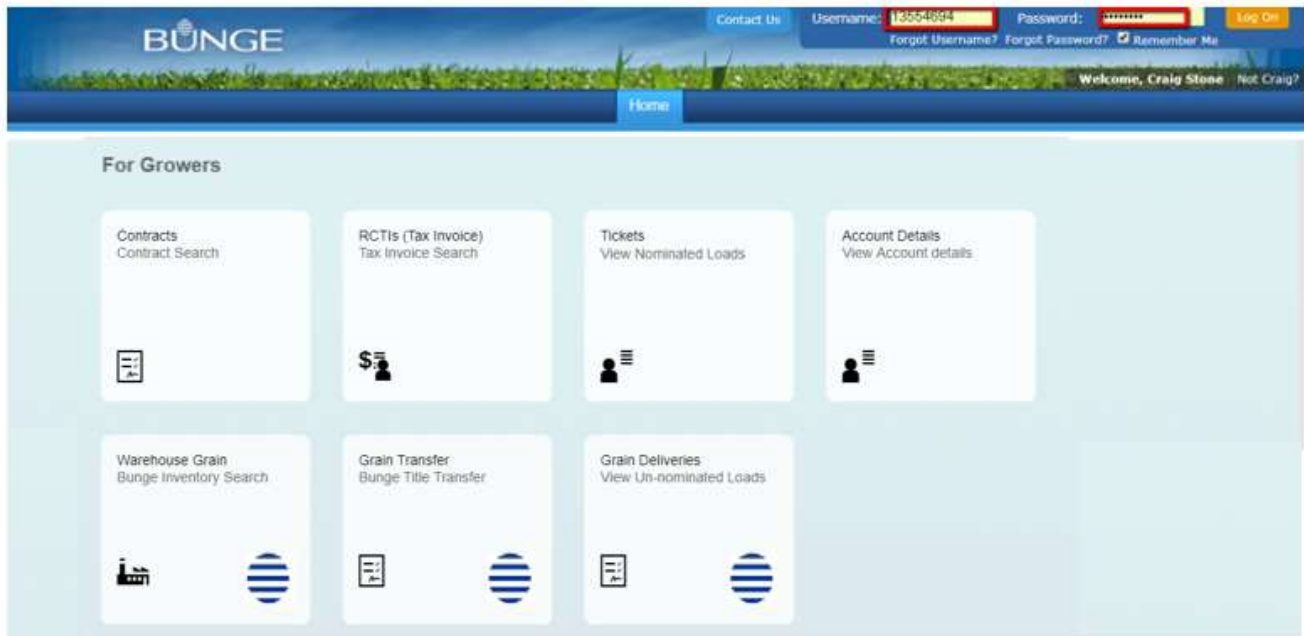
- Internet Explorer

Login

Growers can access the BungeServices Portal using the following link-

<https://www.bungeservices.asia/irj/au>

The following menus/tiles will display based on user access:



First Time Login

After you have registered with NGR and have received your Delivery Card and payee details, you should receive a Welcome email from Bunge Services within 24 hours.


This email will contain your Bunge Username (Login ID i.e. your NGR payee). If you are familiar with the old Bunge grain portal, then this number is that same number (i.e. your NGR Payee).

NB. It is NOT the NGR Delivery Card number.

If you do not receive the Welcome to Bunge Email, please contact us on *1300 4 BUNGE*.

Grower Menus

The Bunge Services Grower Portal has two sets of menus for user access. The top menus allow access to user's account details, including contracts, RCTI's and Tickets that either paid or due for payment.

The bottom menus denoted with the Bunge Logo  are specific purpose for grain available in in the Bunge-Owned network including the Bunbury Terminal. These will show the full history of all delivery loads once completed in the Bunge system, in real time with the current status of ownership.

Forgot Username

Alternatively, if you click on the **Forgot Username ID** you can request your Bunge username (Login ID) if you need to get your login credentials.

Enter the email address you have provided NGR (National Grower Register). If your email has changed and you have not advised NGR, then please call NGR direct on *1800 556 630*. (NB, Bunge receives this data electronically from NGR and does not update our systems manually).

Forgot Username

Please enter the email associated with your BungeServices Australia account in the field below.

Email Address *

Submit

The following message will be received where there is only ONE email address associated with the NGR account:

An email with your Username will be sent to the email address we have on file for you.

Logon

Where the email address is used against multiple accounts, for additional security you will be required to contact the Bunge Grower Services Centre on *1300 4 BUNGE (28643)* to confirm your identity and have the password changed.

Forgot Username

Please enter the email associated with your BungeServices Australia account in the field below.

Unable to process your request because there are multiple accounts tied to this email address. Please contact your local Bunge Australia facility.

Email Address *

Submit

An email will be sent with a link to the email address on file. If there is an issue with the email account such as message above, please contact Bunge on 1300 4 BUNGE.

Forgot Password

For FIRST time access to the system, click on the **Forgot Password ID** and request a Login ID.

Forgot Username

Dear Craig Stone,

The Username for your BungeServices Australia account is listed below.

Username: 12345678

To logon please visit <https://www.bungeservices-au.ap.dir.bunge.com/irj/au/secure> and use the Username above.

Sincerely,
Your BungeServices Australia Team

1300 4 BUNGE (28643)

Password Reset

To set a new password, click the **Forgot Password** link and request a Login ID.

Create New Password

Please enter your BungeServices Australia Username in the field below.

Username *

Submit

[Forgot Username](#)

An email will be received to the user with a Reset link to reset the password.

Bunge Australia

Bunbury Grain Terminal WA
1300 4 BUNGE (28643)

New Password Verification

Dear Jane Doe

Welcome! You have been registered for the BungeServices Australia website and the BungeServices Australia app. Use the below web link to start the process of creating your new password.

Bunge Services Grower Portal is visible on mobile devices, however for optimal user experience we suggest viewing on your Desktop or Laptop device. The website is compatible with internet browsers: Google Chrome, Mozilla Firefox, Safari (Apple) and Opera; Internet Explorer is not currently supported.

<https://www.test-bungeservices.asia/lrj/au/resetPassword?userId=99999999>

Once you have created your password, use it and your username below to logon to the BungeServices Australia website or the BungeServices Australia app.

Username: 99999999

Notice that for increased security your password is case-sensitive (make sure the CAPS LOCK is off).

If you experience any difficulty using BungeServices Australia, please contact your local Bunge Australia office.

Sincerely,
Your BungeServices Australia Team
Bunge Australia

Contact Us / Issues resolution

Growers are able to contact Bunge directly from the website via the Contact Us button on the top of the Bunge Services main screen



The following screen will appear with defaulted information (if logged in). Otherwise please complete the mandatory information marked with * provide the required issue in the Message section and click **Submit**.

Contact Us

Bunge Australia is dedicated to providing you with the highest level of quality and service. We'd like to hear from you, if you have any feedback related to our products and/or services, including comments about this site.

Please take a moment to complete the fields below. Click on the submit button when you are finished.

Required fields *

Your Information

First Name: *	<input type="text" value="Craig"/>
Last Name: *	<input type="text" value="Stone"/>
Zip/Postal Code: *	<input type="text" value="6352"/>
Email Address: *	<input type="text" value="david.b.taylor@bunge.com"/>
Phone No:	<input type="text" value="+61402216705"/>
Account No/Name:	<input type="text"/>
Location to Contact: *	<input type="text" value="Bunbury Grain Terminal WA"/>

Help Topic

Message: *

Please provide as much information as you can. Bunge will endeavour to respond to the issue as soon as possible via phone or email.

