WELCOME TO THE
SELF-HELP GUIDE
OF THE SENWES APP

Senwes

WHAT CAN WE HELP YOU WITH?

HOW TO DOWNLOAD THE SENWES APP:

While we want to make our app available to everyone, we do understand that there can be some confusion when it comes to downloading an app from the correct app store. That's why we've included everything you need to download the app.

Google Play Store

Most mobile phones are supported by the Android operating system. This means that if your phone isn't a Huawei or iPhone, the Google Play Store is your option to choose.

DOWNLOAD FROM YOUR PHONE:

Click on the icon: or Scan the QR code:

App Store

The App Store is Apple's app store for iPhones. If you're using an iOS or iPadOS operating system, you can downlod our app from here.

DOWNLOAD FROM YOUR PHONE:

Click on the icon: or Scan the QR code:

Huawei AppGallery

Huawei AppGallery is an app distribution platform that can be used on open-source Android operating systems. The latest Huawei phones will use the Huawei AppGallery as their default app downloading platform.

DOWNLOAD FROM YOUR PHONE:

Click on the icon: or Scan the QR code:

WHAT CAN WE HELP YOU WITH?

HOW TO LOGIN OR REGISTER:

When you register via OneAgri or login with your existing account details, there are several benefits associated with it, such as access to exclusive content and also a more personalised user experience.

I need help using the app

Send an email to web@senwes.co.za and a representative will contact you.

A few easy steps:

Use your mobile number to login to the OneAgri platform. If you cannot remember your password, click on the 'Forget Password' link and reset your password. The system will send an OPT (One Time Pin) to your mobile number which you can use to reset your password.

What is OneAgri?

OneAgri is a registration process whereby each customer/user gets one identity/profile with which they can log in to various platforms within the Senwes Group. Users' cell phone number is their key and various authorisation methods (password, PIN code, OTP) are then used along with this to either authorise transactions, sign contracts, gain access to market information, etc.
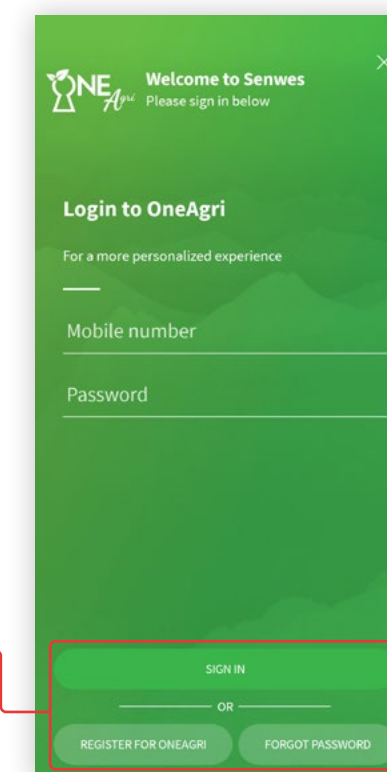
Step 1
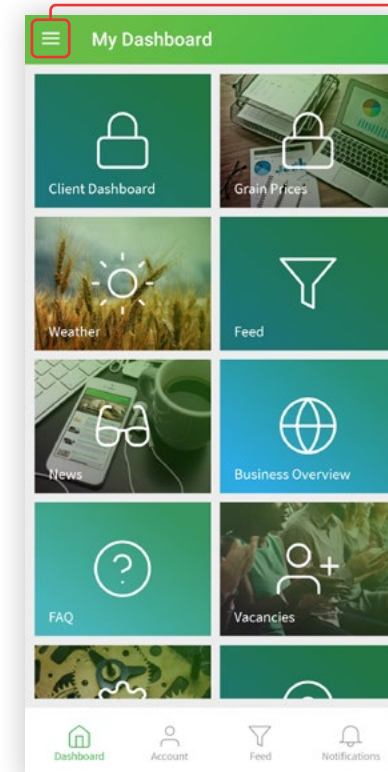
On the dashboard, click on the top left corner to open the side-bar menu.

Step 2
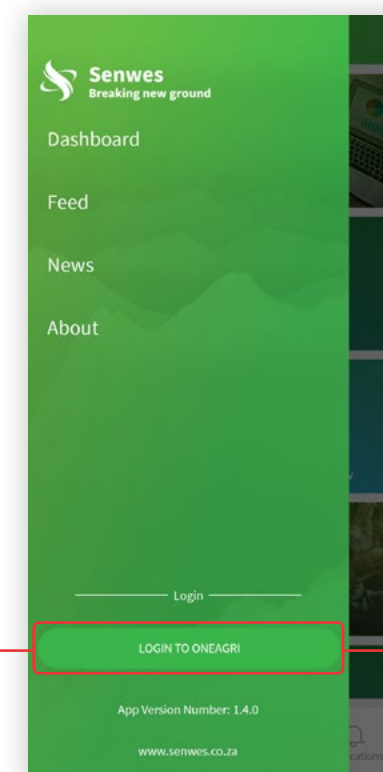
At the bottom of the menu screen, click on the "Login to OneAgri" button.

Step 3

On the login screen, type in your registered mobile number and password. Alternatively, select the relevant option, at the bottom of the page.
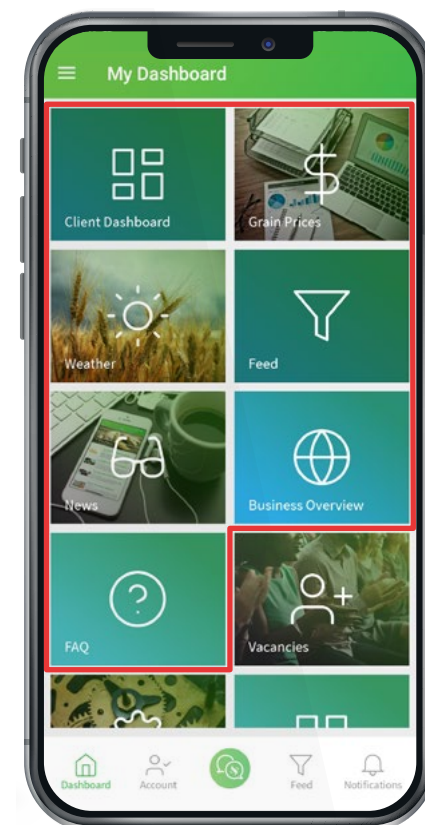
WHAT CAN WE **HELP** YOU WITH?

KNOW YOUR WAY AROUND THE DASHBOARD

After you registered/loggend in, the dashboard will look like the screenshots below. Here, you can easily navigate to your preferred selection by clicking on the various tiles.

I need help using the app

Send an email to web@senwes.co.za and a representative will contact you.

1. CLIENT DASHBOARD
For in-depth information, please go to the Client Dashboard page.

2. GRAIN PRICES
For in-depth information, please go to the Grain Prices Overview page.

3. WEATHER
Select your preferred city to see the current weather, wind, humidity, sunrise/sunset and the forecast for the week.

4. FEED (INFORMATION FILTER)
Keep up to date with all your news, videos, ads and events in one information stream.

5. NEWS
Enjoy the convenience of various news sources such as Senwes, Hinterland, Senwes Scenario and the Senwes Intranet for staff, all in one place.

6. BUSINESS OVERVIEW
An overview of the Senwes Group with a breakdown of the different companies.

7. FAQ's
Are you struggling with a problem? Read through the questions and their answers, your solution might already be listed here. If you want to contribute to the list, send an email to web@senwes.co.za
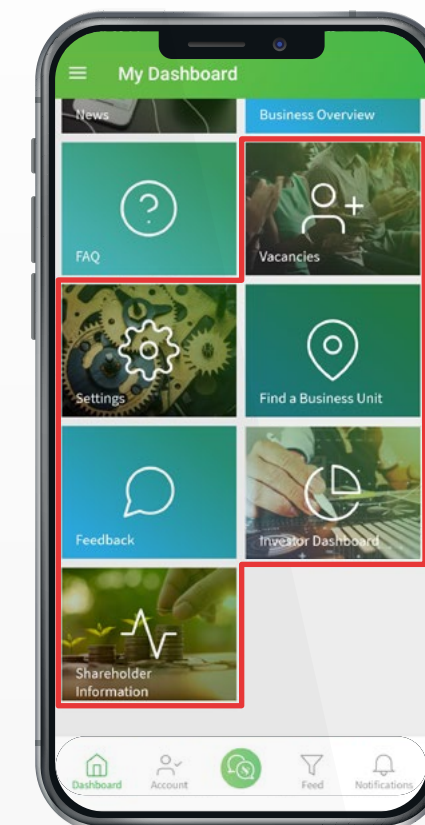
8. VACANCIES
Gain access to the latest vacancies within the Senwes Group of companies.

9. SETTINGS
Here you can clear your local data entered on the app to start anew.

10. FIND A BUSINESS UNIT
Our business unit locator will serve as a guide on where to find any of our business units close to you, and provide you with their contact details.

11. FEEDBACK
Share your experience on the app with us by completing a short form and providing a rating. This can help us improve the app for your convenience.

12. INVESTOR DASHBOARD
You can view, buy or sell your Agribel and Senwes shares straight from the investor dashboard.

13. SHAREHOLDER INFORMATION
Visit the Senwes or Agribel shares portal with two easy clicks. Here, you can see the shares trading information.

# WHAT CAN WE **HELP** YOU WITH?

GRAIN PRICES / MARKET HUB OVERVIEW

Our dashboard for all grain–price related information is called the Market Hub. The Market Hub is where you can keep an eye on grain prices, various exchange rates, parity indexes, import/export parities, insights, reports and important dates. It also provides you with an Option Premium and a Watchlist to stay up to date with all things grain.
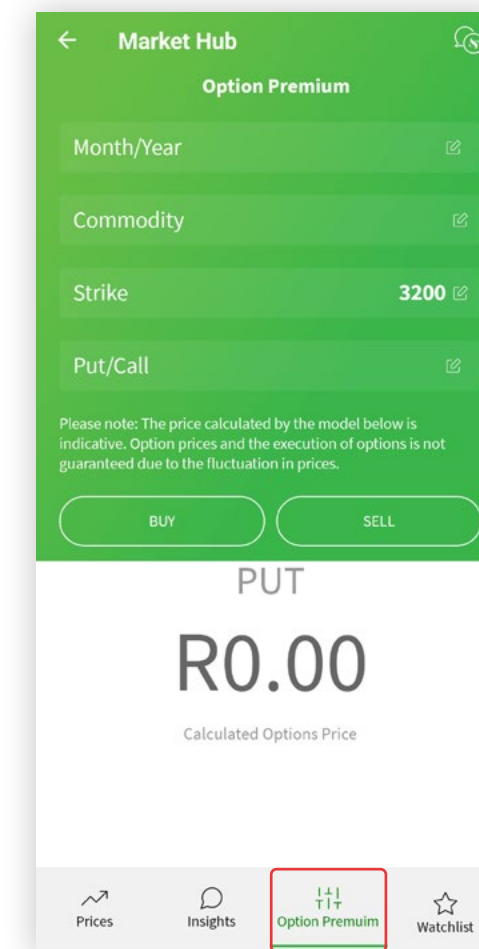
Prices

Bottom menu – Prices Tab: Here you can view the grain prices, parity indexes and the import/export parity tab at the top of your screen.

Insights
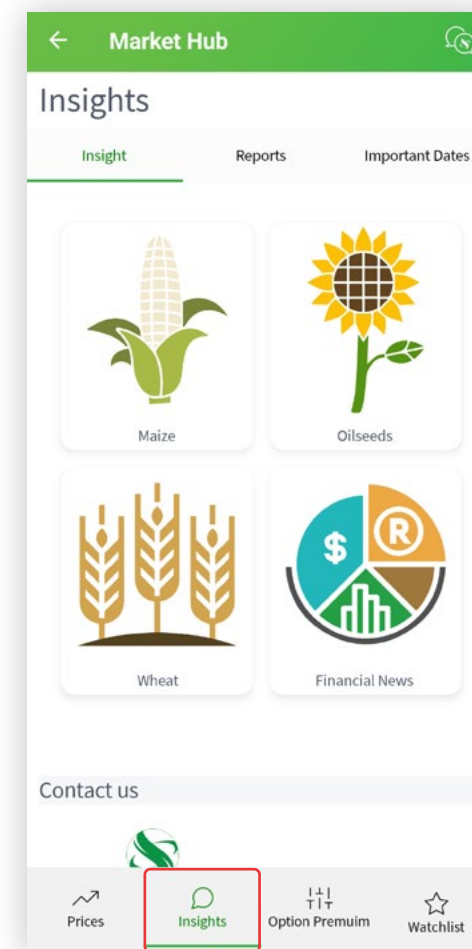
Bottom menu – Insights Tab: Here you will find the grain & financial insights, reports and important dates.

Option Premium

**Bottom menu – Option Premium Tab:** Choose various option premiums for specific dates and per commodity.

Watchlist

Bottom menu – Whatchlist Tab: Customise your whatchlist to view your preferred commodities for the relevant dates. You can also use the tab on top to set Price Alerts.

WHAT CAN WE HELP YOU WITH?

WELCOME TO THE CLIENT DASHBOARD

One of the many benefits of having a OneAgri account on the Senwes App, is to have access to the client dashboard where we keep all your transactional information in one place. This includes your Senwes Grainlink, Hinterland Fuels, Agri Credit Solutions rewards information, and much more.
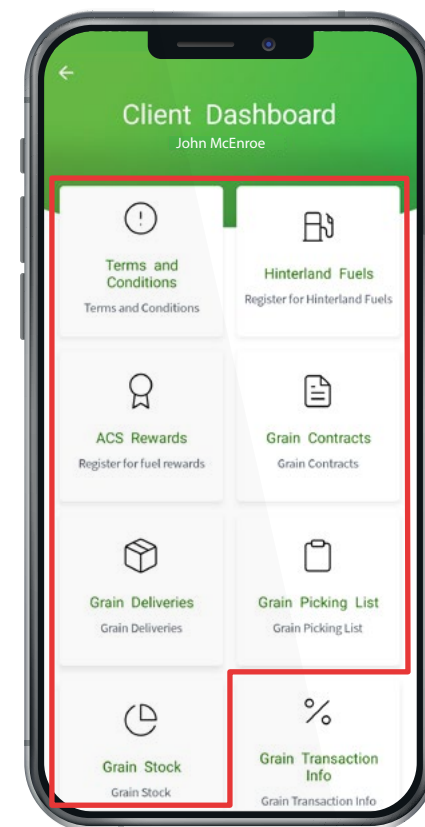
1. TERMS AND CONDITIONS
You can view our terms and conditions for using the app here at any time.

2. HINTERLAND FUELS
Here you can register your Hinterland Fuels account in a few easy steps.

3. ACS REWARDS
Register an account to gain certain Hinterand Fuels discounts and rebates when you fill up again.

4. GRAIN CONTRACTS
View all your grain contract details and insights in a few easy steps.
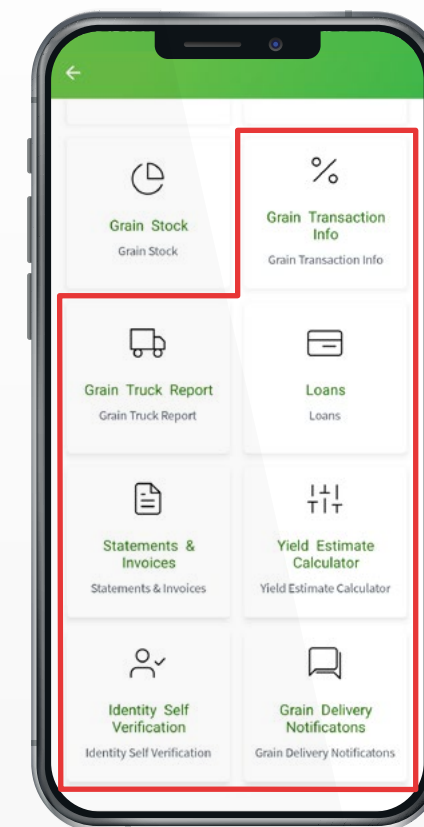
5. GRAIN DELIVERIES
Enjoy an overview of all your latests grain deliveries. Access insights and details by selecting the month and year of the deliveries you want to view.

6. GRAIN PICKING LIST
View all your active instructions for grain dispatches.

7. GRAIN STOCK
View the stock levels of your grain that is currently still available in the silo, broken down per silo.

8. GRAIN TRANSACTION INFO
View all your grain stock transactions on your account in one convenient place.

9. GRAIN TRUCK REPORT
View your dispatch load information such as the to and from destination and gross weight of the truck load.

10. LOANS
Get an overview of all your loans with Senwes and their respective balances and download your loan agreements in various formats.

11. STATEMENTS & INVOICES
Get account insights view and download your monthly statements, see transactions and balances per account and download invoices.

12. YIELD ESTIMATE CALCULATOR
Want to estimate your crop yield? Find the calculator for your commodities here, and fill in your data for an estimation.

13. IDENTIFY SELF VERIFICATION
A quick way to see if you are already a verified member of OneAgri.

### 14. GRAIN DELIVERY NOTIFICATIONS
Add users to be notified when a delivery has been made on a specific account.

# WHAT CAN WE **HELP** YOU WITH?

HOW DO I USE THE CHATBOT?

The Senwes Chatbot Assistant provides quick answers to all your business-related questions. It's easy to use and has standard information ready. Should you require a person to help you, the chatbot can direct your query to the selected business unit for assistance.
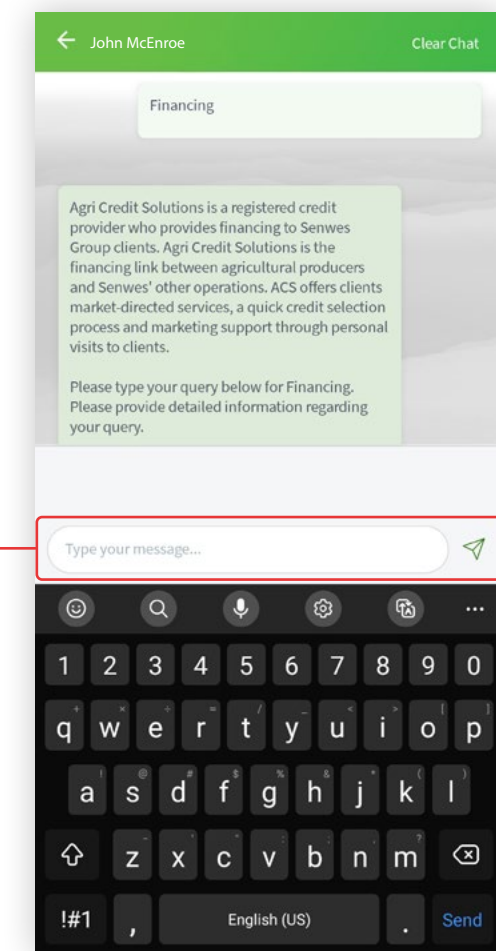
Step 1
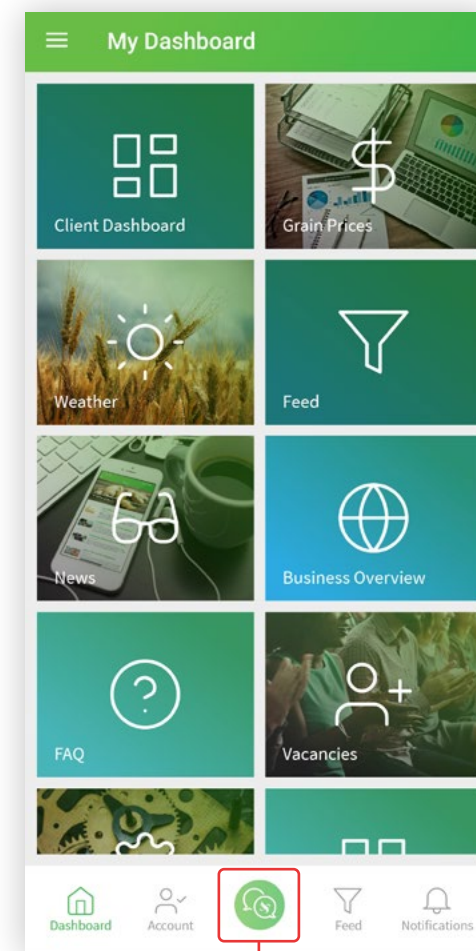
On your dashboard, you can find the chatbot icon in the middle of the bottom menu, should you require specific assistance.

Step 2
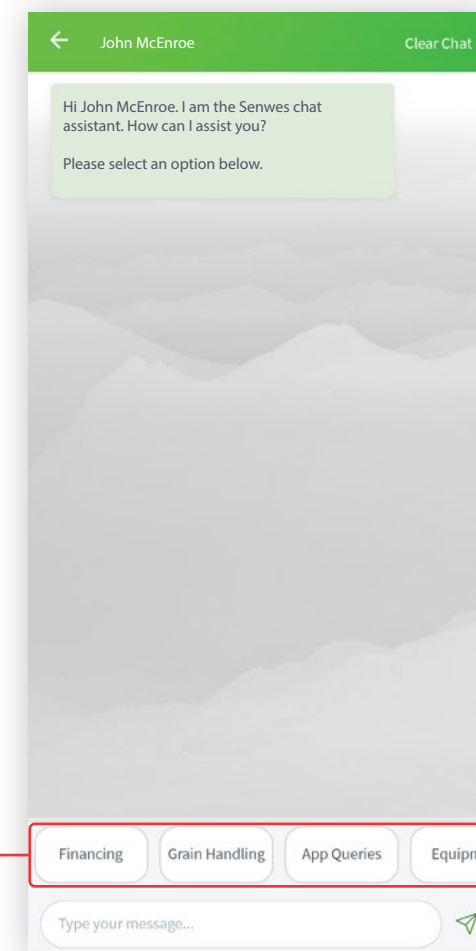
Once opened, you will have a variety of options to scroll through at the bottom of your screen. Choose the option that suits your needs.

Step 3

After choosing, the chatbot will send you an automatic reply with steps for you to follow. In the above example, you can type in your query. It will then be sent to the relevant business unit that will assist you.