NEW COOPERATIVE INC.

NEW CONNECT

# USER GUIDE

**Guided Instructions for the NEW Cooperative, Inc. Mobile Application**

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Take your NEW Cooperative account information on the go! With NEW Connect you can receive and manage information from NEW Cooperative from the field, your home, your tractor, combine, or truck.

From your mobile device with the NEW Connect app, NEW Cooperative customers can view grain bids, make cash offers, check your account balance, and view and sign current grain contracts. Additionally, you can receive scale tickets and transaction settlement sheets in the palm of your hand.

This guide will take you to the depths of NEW Connect, the grower app for NEW Cooperative customers and members with a Connection Central account.

To get started using NEW Connect, visit the Apple App Store or Google Play Store and search "NEW Cooperative, Inc." (Figure 1). Download the NEW Cooperative, Inc. NEW Connect app to your mobile device (Figure 2). Once downloaded, open app and Login to the app using your Connection Central User Name and Passcode (Figure 3). If you can't remember your user name and password, contact our support staff at 515-955-9045.

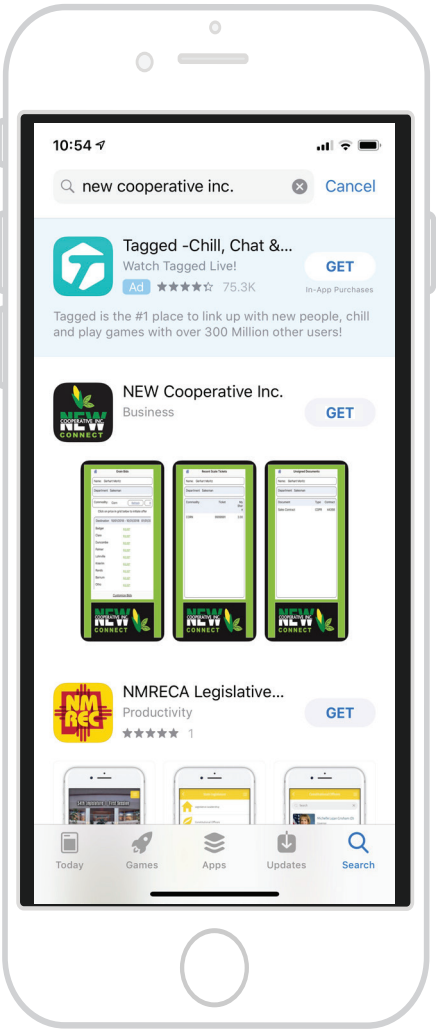



FIGURE 1

FIGURE 2

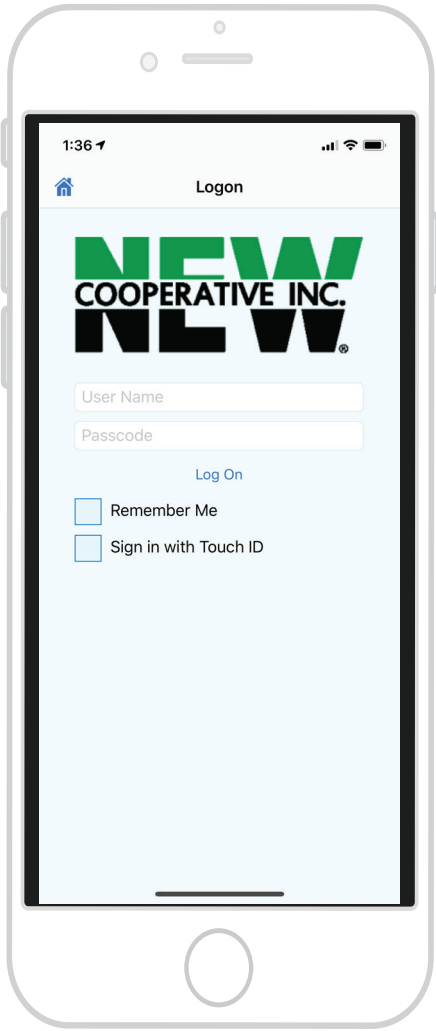



FIGURE 3

Now that you have successfully downloaded and logged into NEW Connect, let's take a minute to learn how to successfully navigate and use this tool.

## HOME SCREEN

After you log in you will be directed to the HOME screen or the Main Menu (Figure 4). From this screen you can select Unsigned Documents, Commodities, Account Balances, Accounts and Log Off your account.

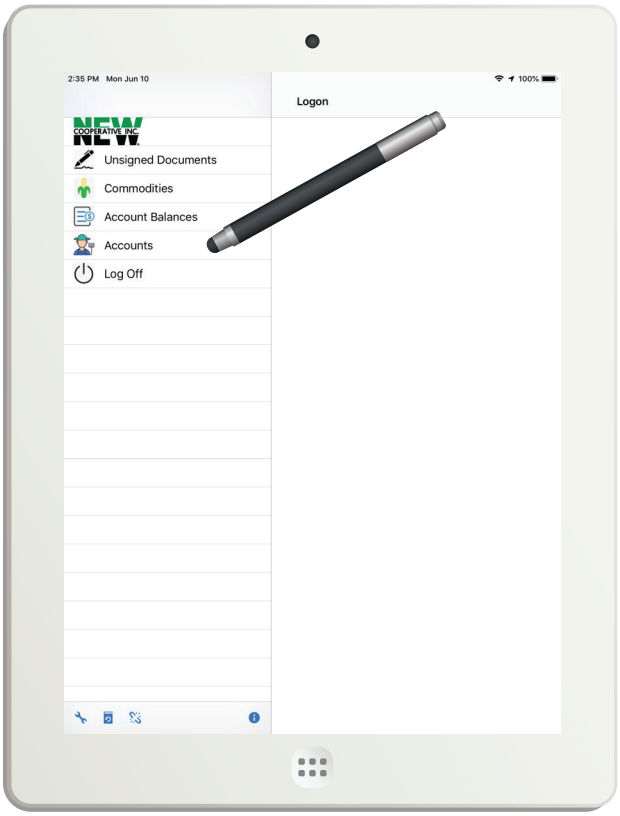



**FIGURE 4**

### RETURN TO MAIN MENU

You may return to the main menu at any time by selecting the "Home" icon.

### REFRESH

Document pages can be refreshed by selecting this icon.

### PRINT

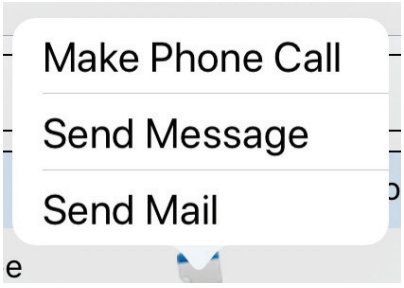
Print your document to your wireless printer by selecting the Print icon.

### FORWARD / BACK

Go back or forward to previous document pages using these arrows.

### SALESMAN

You may contact your salesman through NEW Connect. When you see the calendar symbol next to your salesman's name, click on it and select your call to action:



## UNSIGNED DOCUMENTS

When you select [UNSIGNED DOCUMENTS] (Figure 5) you will be directed to a complete list of your unsigned documents (Figure 6). On this screen, touch any document to open and view the document details (Figure 7).

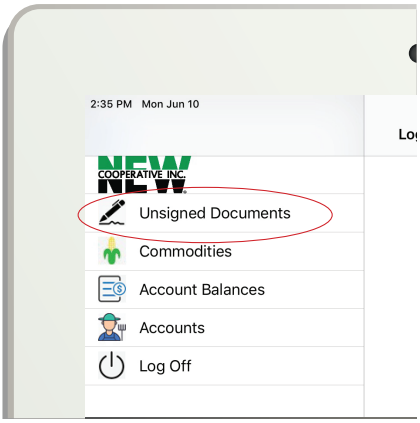



FIGURE 5

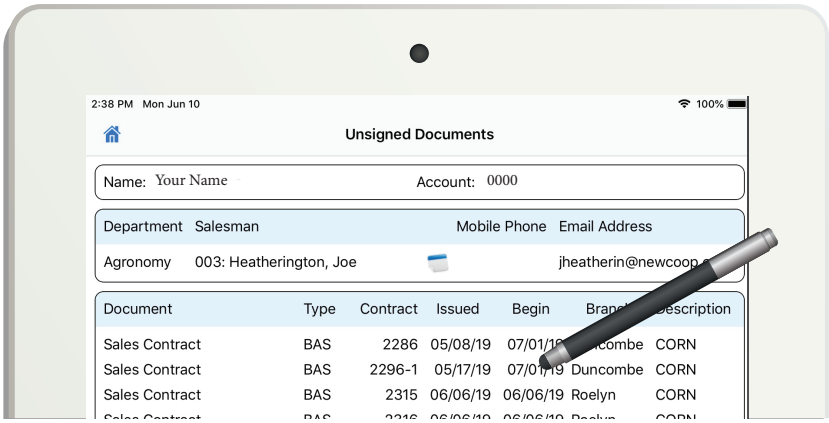



FIGURE 6

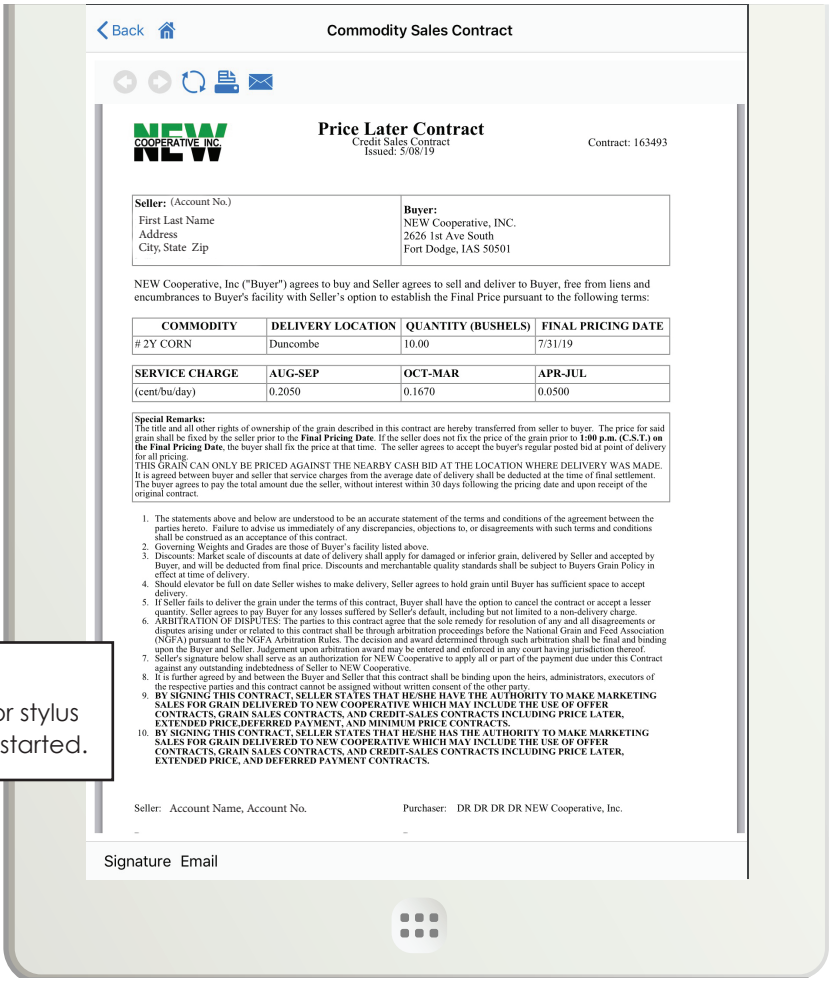



FIGURE 7

### ELECTRONIC SIGNATURE

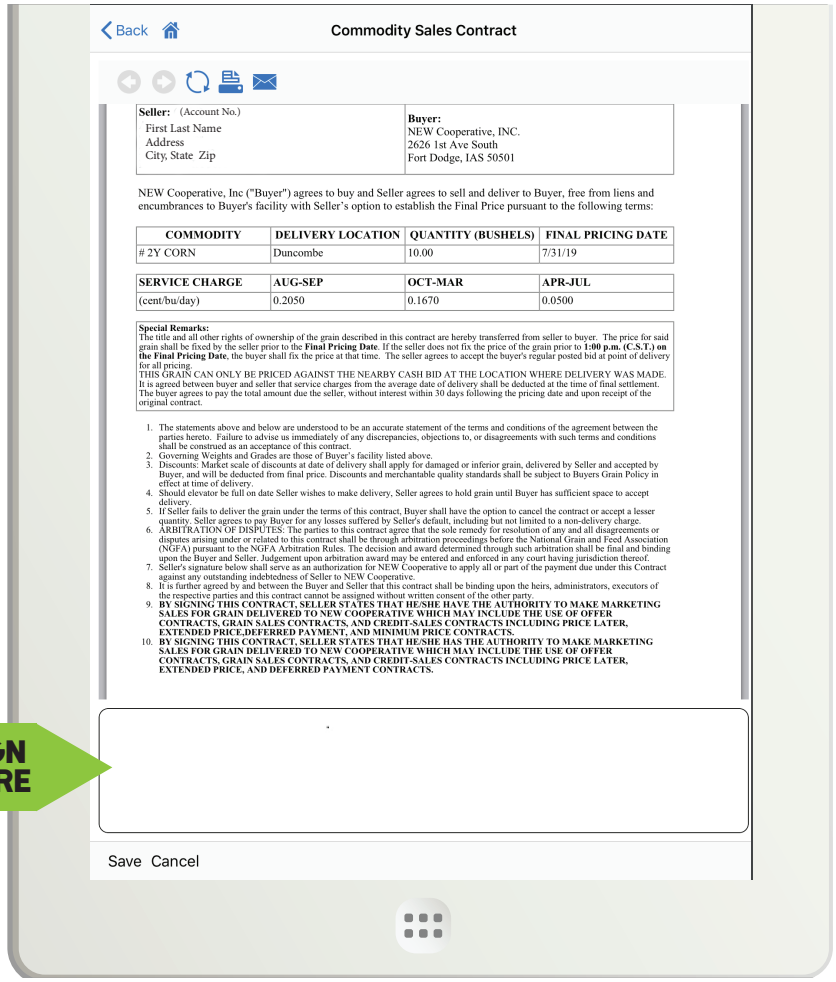
You may sign your documents with a finger or stylus in NEW Connect. Select [SIGNATURE] to get started.

## ELECTRONIC SIGNATURE

To sign a document in NEW Connect, select [SIGNATURE] on the unsigned document you are viewing (Figure 8). With your finger or stylus, sign your name in the box (Figure 9). Select [SAVE] to capture signature or [CANCEL] to clear signature window and return back to the unsigned document. If you select [SAVE} a message window pops up confirming signature is captured. You may reload the signed document and email it by selecting [EMAIL] in the lower left corner (Figure 10).

FIGURE 8

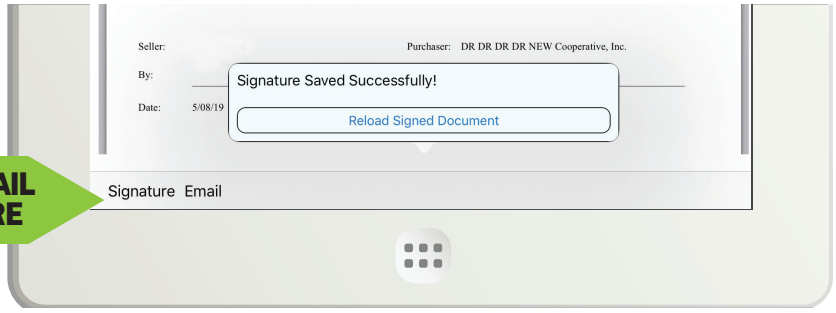
**SIGNATURE**
Select to sign document.




SIGN HERE

FIGURE 9

**EMAIL**
Select to send electronic copy of document to your email.




EMAIL HERE

FIGURE 10

## COMMODITIES

On the home screen select [COMMODITIES] to open the commodities menu (Figure 11). Here you can select Grain, Recent Scale Tickets, Bids or Recent Settlements (Figure 12).

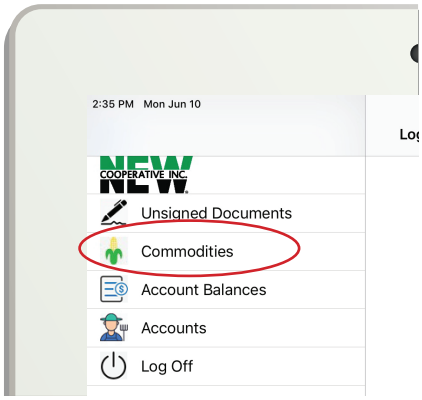



FIGURE 11

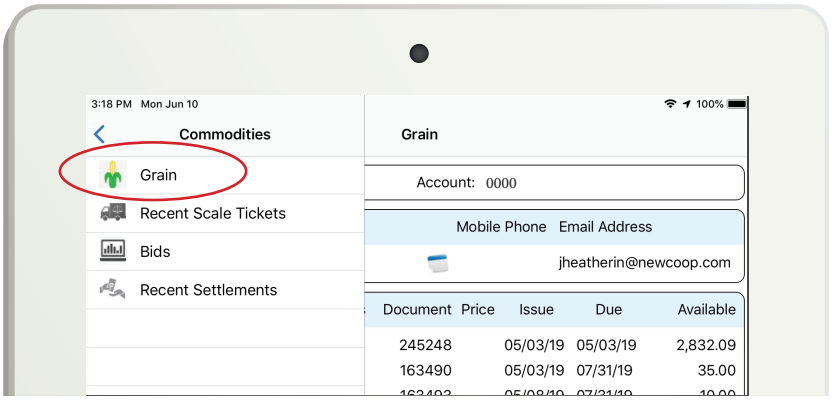



FIGURE 12

## COMMODITIES - GRAIN

View current grain position including all current contracts and incoming delivered grain. Touch position line to open underlying details (Figure 13).

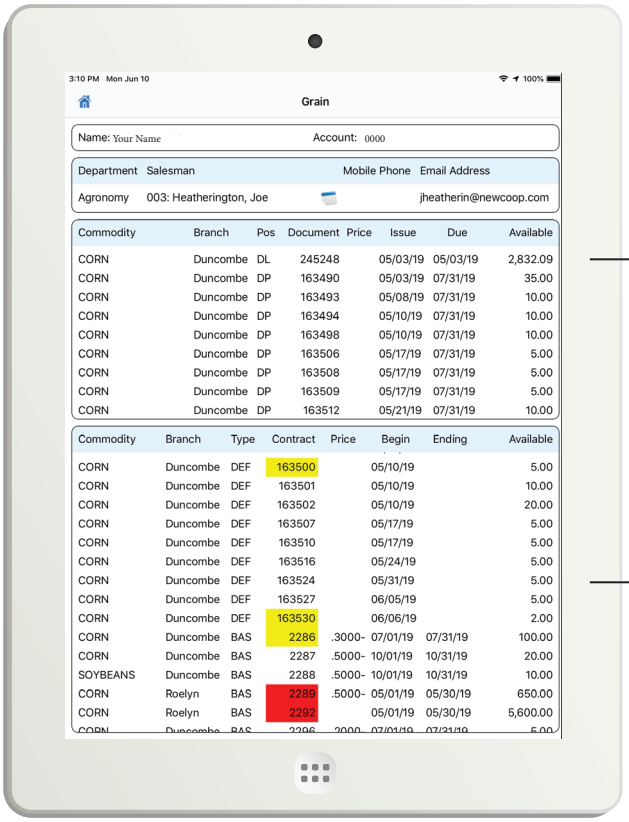



FIGURE 13

**SPLIT SCREEN**

Upper half of screen provides underlying details such as delivered tickets, moisture, test weight, gross bushels, etc. Select position line to drill down into the summary details.

Lower part of screen lists the corresponding signed contract. Select the position line to open and view the signed contract.

**WARNING**

Document has not been signed yet.
Go to Unsigned Documents to sign.

**CONTRACT EXPIRING**

Expiring contracts are automatically purged each day after the market closes.

## COMMODITIES - GRAIN

The top box contains detailed information for your grain position. When selected, you can view the Position, Commodity of the Position, Branch (NEW Location), Availability, Gross, Shrink, Dry and Settled Bushels and Corresponding Scale Tickets (Figure 14).

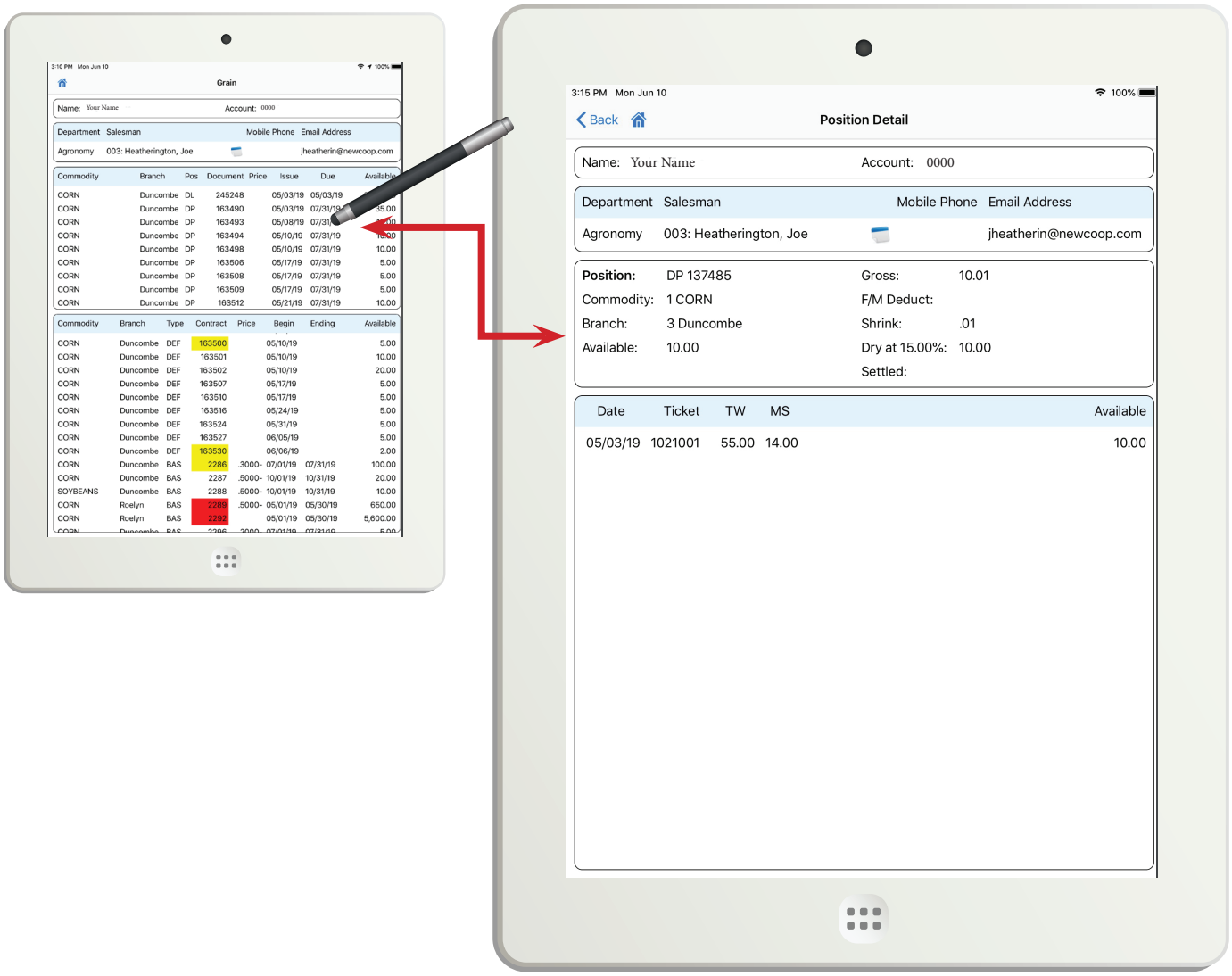



**FIGURE 14**

## COMMODITIES - RECENT SCALE TICKET

View up to one hundred of the most recent incoming delivered scale tickets (Figure 16). Select a ticket line to open and view the scale ticket image (Figure 17). Ticket images are available within approximately 30 minutes after delivery.

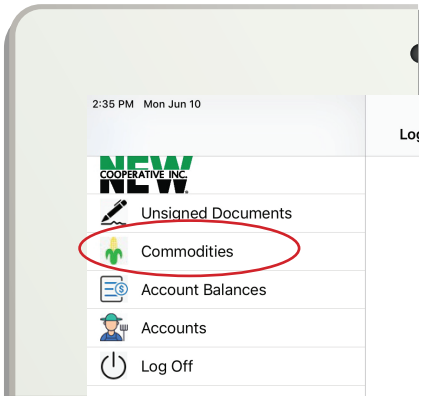



FIGURE 15

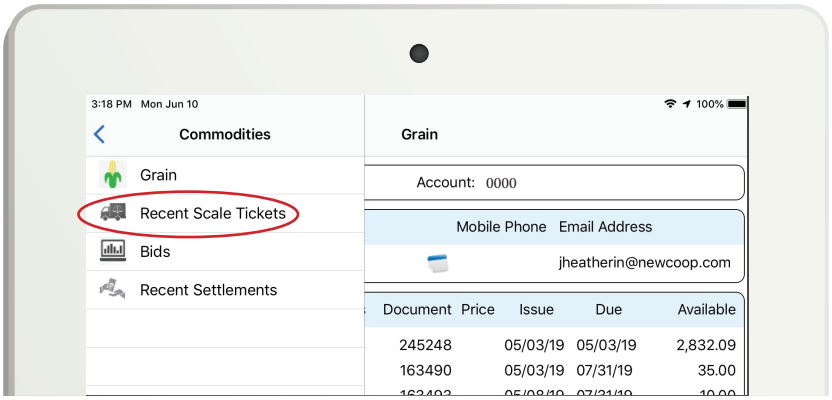



FIGURE 16

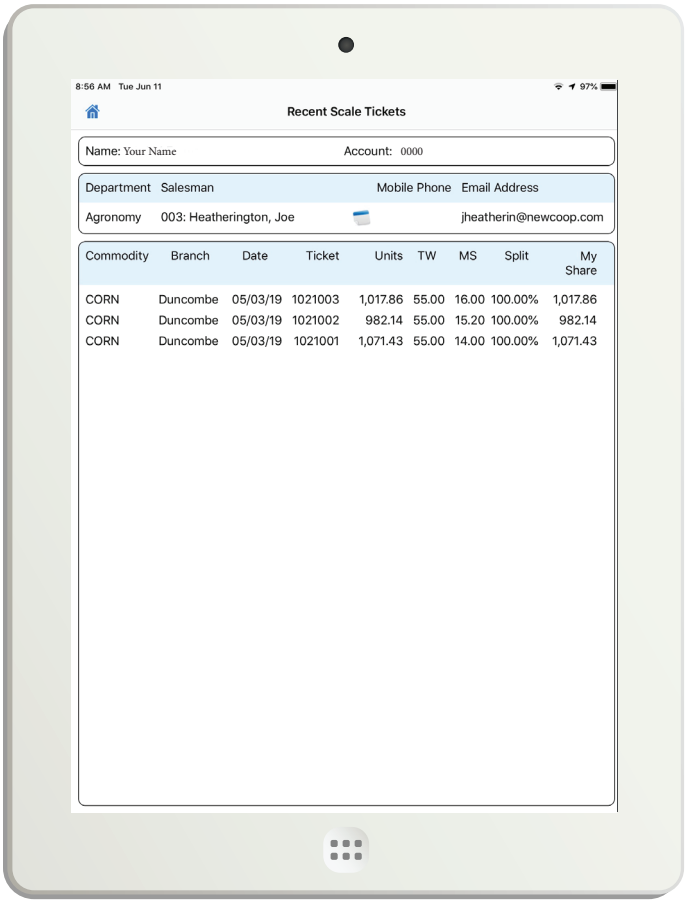



FIGURE 17

## COMMODITIES - Bids

**NOTE: On-line offers will only be approved between 7:30 a.m. and 4:30 p.m., Monday through Friday.**

**This service is intended to be a tool for entering offers at target prices above the current market. It should be not be used to make sales at current market levels. Online offers submitted at the spot price will not be approved. If you want to establish a sale "at the market", please call your local NEW Cooperative location or the Fort Dodge Grain Department at 515-955-2044 for current live bids.**

View current bids and make cash or futures offers by selecting [BIDS] under the Commodities menu (Figure 19). Click on [DESTINATION] to select elevator location, then hit refresh to display bids. Please note that bids are delayed 10-15 minutes. You may make an offer by selecting the commodity bid price listed next to the delivery period (Figure 20).

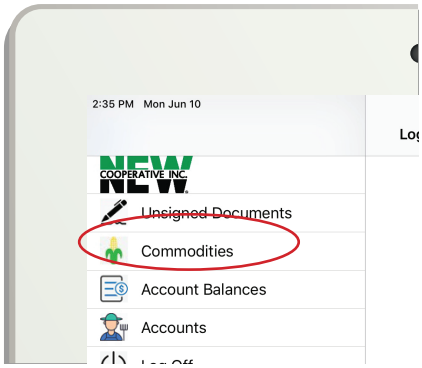



FIGURE 18

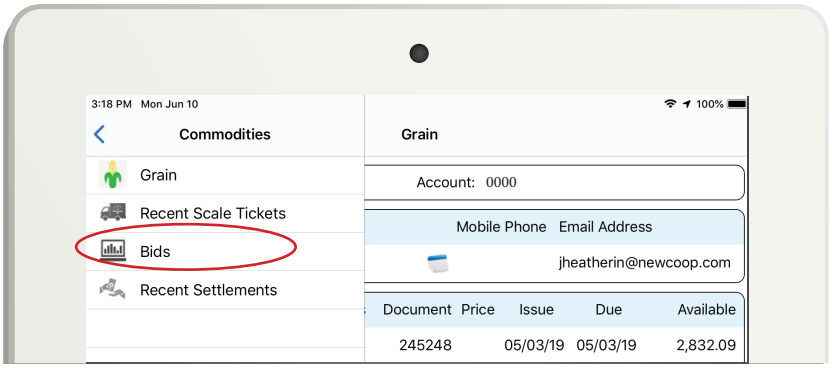



FIGURE 19

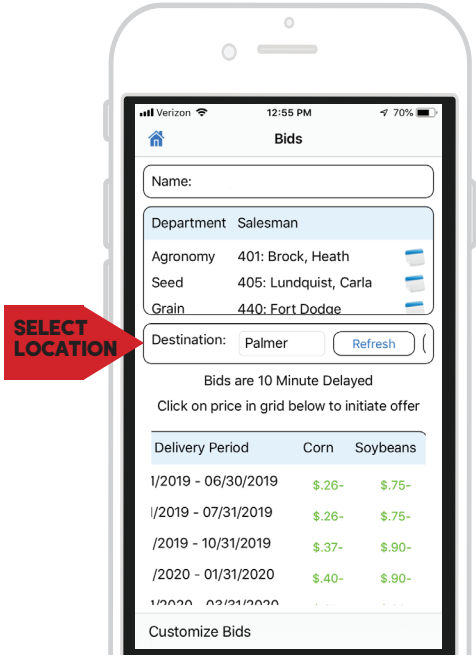



FIGURE 20

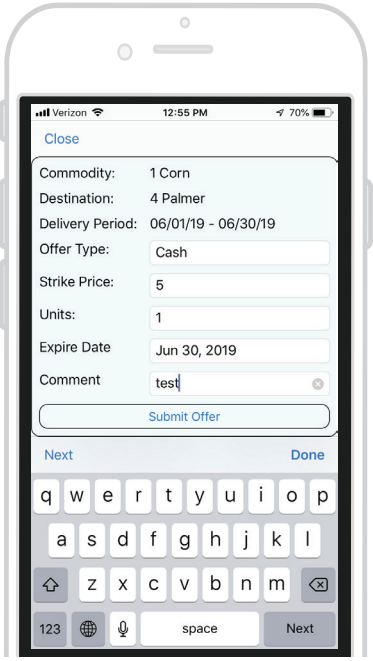



FIGURE 21

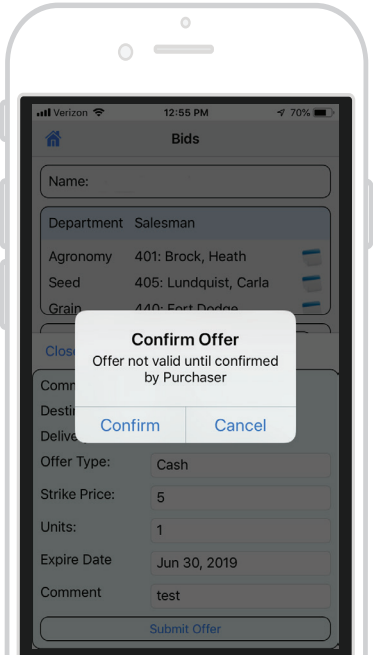



FIGURE 22

To make an offer, enter your desired target price in the [STRIKE PRICE] field. Enter the number of bushels you want to offer in the [UNITS] field. Then enter an [EXPIRE DATE] and any [COMMENTS] in the corresponding fields. To complete the process, select [SUBMIT OFFER] (Figure 21). You will then be asked to [CONFIRM OFFER] (Figure 22). Once you have confirmed offer, your offer will be sent for approval to the Fort Dodge Grain Department. You will receive an email notification if the offer has been approved or denied.

## COMMODITIES - RECENT SETTLEMENTS

Select [RECENT SETTLEMENTS] under Commodities (Figure 24). A list of recent settlements will come up (Figure 25). To view settlement, select the one you want to view and the details will be displayed (Figure 26).

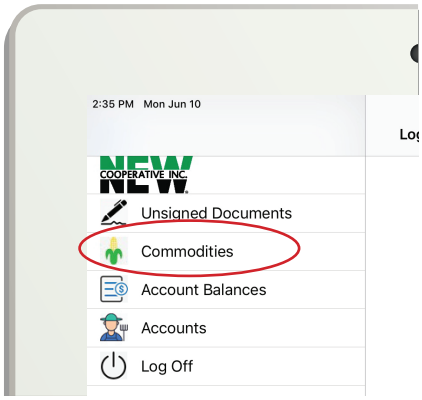



FIGURE 23

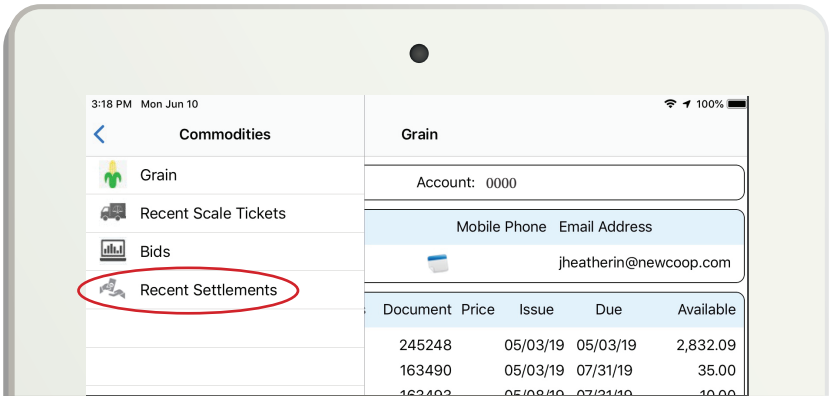



FIGURE 24

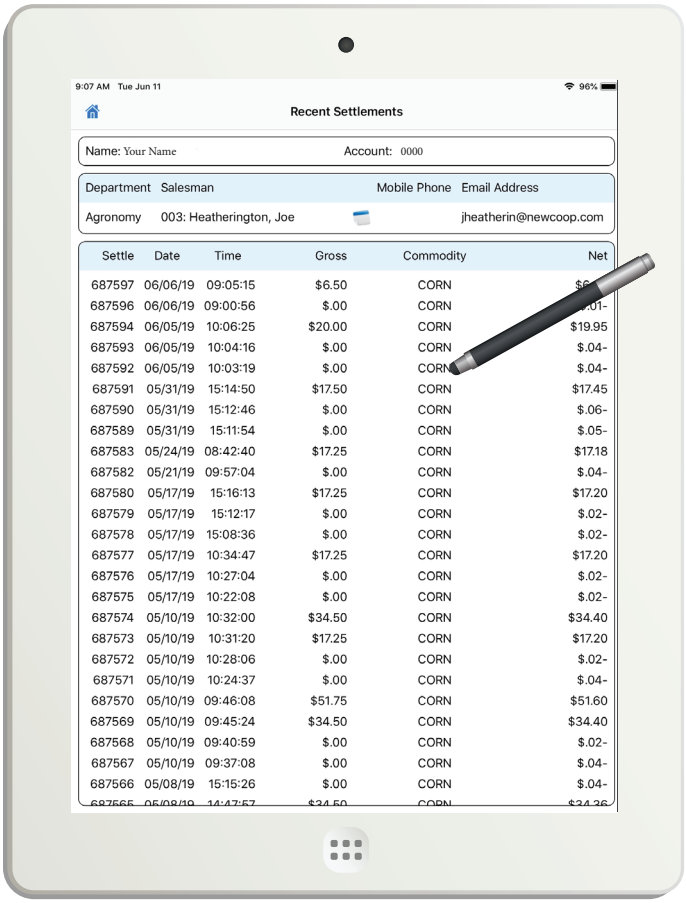



FIGURE 25

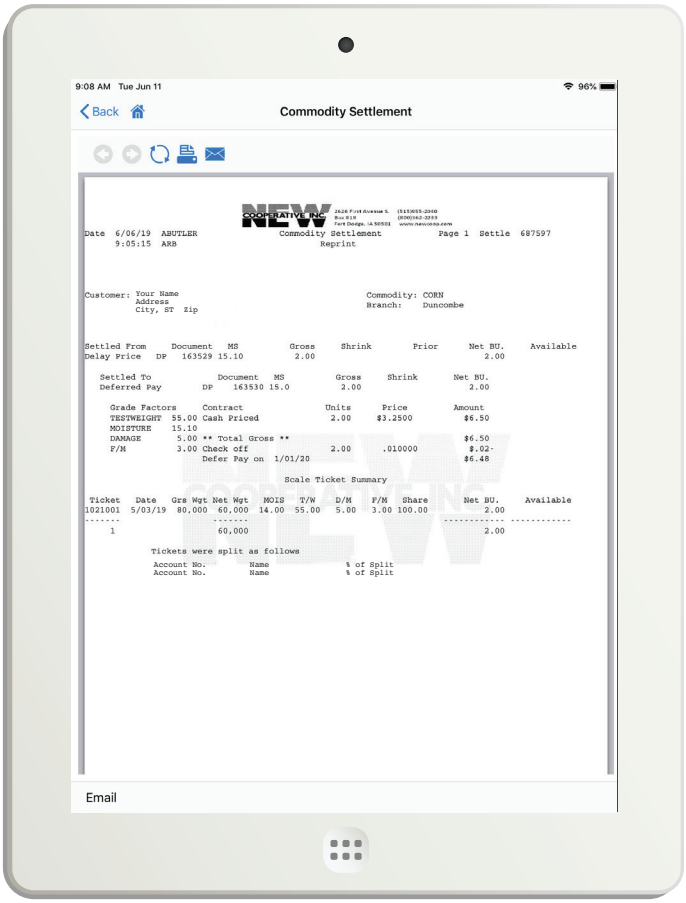



FIGURE 26

## ACCOUNT BALANCES

Select [ACCOUNT BALANCES] from the home screen (Figure 27). Your current  balance will be displayed (Figure 28).

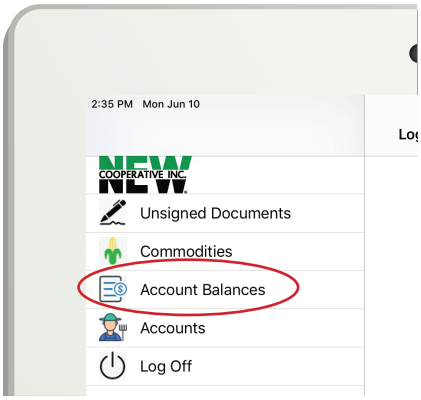



FIGURE 27

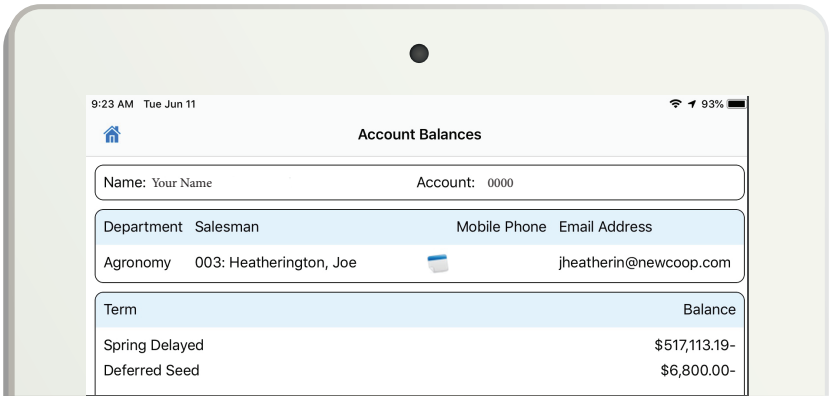



FIGURE 28

## ACCOUNTS

Switch between multiple accounts by selecting [ACCOUNTS] from the home screen (Figure 29). If you have linked accounts, they will be displayed and you may select and switch between accounts (Figure 30).

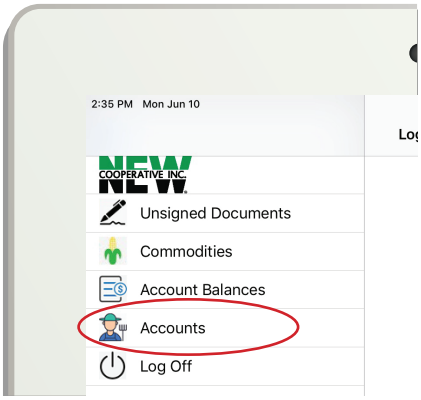



FIGURE 29

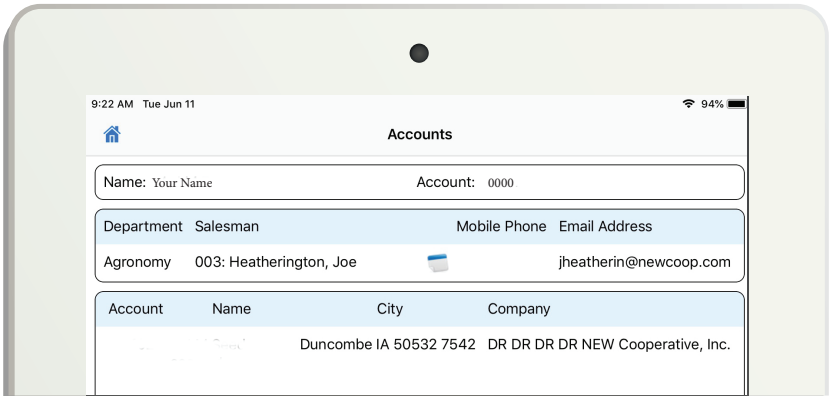



FIGURE 30

## FREQUENTLY ASKED QUESTIONS

**Q. Is there a charge to download the NEW Connect App?**

A. No, the NEW Cooperative is a FREE application. Any payment information requested is not related to the app.

**Q. Do I have to have a Connection Central Account to use NEW Connect?**

A. YES. If you have not set up an account, visit www.newcoop.com and select "Customer Login" from the "Login" in the upper right corner.

**Q. I have a Connection Central account set up but can't remember my log-in info, how do I get it?**

A. Contact customer support at 515-955-9045.

**Q. Can I link accounts in Connection Central?**

A. Yes. Please contact our customer support staff at 515-955-9045 to set up linked accounts.

**Q. Can I view my linked accounts in the NEW Connect app?**

A. Yes. You may view information from your linked Connection Central accounts in the NEW Connect app.

**Q. Can I receive push notifications when my contracts are set to expire?**

A. Currently we are not able to send push notifications from our app.

**Q. What happens to my expired contract?**

A. Expired contracts are automatically purged each day after the markets close.

**Q. When is my scale ticket ready for viewing on the app?**

A. You may view your scale ticket approximately 30 minutes after it has been generated at the scale location.

**Q. If I make an offer via NEW Connect in the evening or on the weekend, when will it be approved?**

A. Offers are approved Monday through Friday, 7:30 am to 4:30 pm.

**Q. Can I make an offer at spot price via the app?**

A. Offers made at spot price via the app will not be approved. To establish a sale "at the market", please contact the Fort Dodge Grain Department at 515-955-2044.

**Q. I received a pop up message "Terms and conditions must be accepted before mobile app can be used" when logging into NEW Connect, what does this mean?**

A. If you have signed up in Connection Central and receive this message, you must go to connection Central and accept the terms. The terms in Connection Central must be accepted before you can use the app.

## TROUBLE SHOOTING / TECH SUPPORT

The NEW Connect App will be unavailable daily from 10:00 pm to 11:00 pm CST for day-end processing.

For assistance, contact Holly Frerk, phone 515-955-9045 or email hfrerk@newcoop.com

Any GRAIN related questions not addressed in this document, contact the Fort Dodge Grain Department at 515-955-2044.

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NEW COOPERATIVE INC.

YOUR PARTNER *in the* FIELD!

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