



SML Hub

How-to Guide for Tenants



Logging in for the First Time

Setting up your Account





First Time Login Process

Upon the set up of your account, you will receive an email from Sydney Markets.

The email will include:

- Your **username** which you will need to use this to login going forward.
- A **link** that will take you to set up your password and other account details

You will then be taken to the first time login process where you will have to undertake a few steps to set up your account.

Trader Directory Consent

Provide Consent to display your details and all companies associated with Sydney Markets on the Trader Directory.

1. You can toggle to either **I Agree** or **Do not display on Trader Directory**
2. Click **Next**

SYDNEY MARKETS

priscilla.a.wan@pwc.com.testing [Log Out](#)

I hereby consent to display the details of all my companies associated with Sydney Markets on the Trader Directory.

I agree ☒ [Do not display on Trader Directory](#)

[Next](#)





First Time Login Process

Verify Contact and Add New Contacts

1. You will be asked to verify details for all the contacts currently related to your account. The details include:
 - a. First and Last Name
 - b. Email
 - c. Mobile
 - d. Role in the company
 - e. Consent to 'Display these details on Sydney Markets Trader Directory'
2. You will then be asked to add another other contacts so they can also receive communications from Sydney Markets. Toggle to do so.

Please confirm or update the contact details below for account name Anthony, Robert Paul Mr

* First Name

* Last Name

* Email

* Mobile

* Role in the company

CEO / Principal

Finance / Accounts

Marketing

Operations

Maintenance / Site Services

Display these details on Sydney Markets Trader Directory?

☒ Yes, display this information

If this person does not work at this company now, you can check the box below and we will ensure that no communication is sent to the details provided here on.

☐ Do not contact this person

Next

Thank you!

Are there any other people who work at Anthony, Robert Paul Mr you want to share with us so that we can ensure any important message is not missed?

Do you want to add another contact?

☐

Click here to add more contacts

Next





First Time Login Process

Select Preferred Contacts

You will then be asked to nominate which contact should be contacted for different communications sent by Sydney Markets.

1. Select a contact for each question
2. Provide acknowledgement by selecting Yes checkbox
3. Click **Next**

SML sends important notifications related to shareholder engagement or tenancy updates or even general updates to you.

Please let us know from the existing contacts in your company who should be the primary contact person for each of these scenarios.

* Who should be contact for shareholder engagement?
--None--

* Who should be contact for tenancy related communication?
--None--

* Who should be contacted for all other communications?
--None--

* I hereby confirm that I am the authorised person to decide the preferred contacts in the company.
☐ Yes

Next

Set Up Your Password

1. Enter a password matching the criteria required – This will be the password you will use going forward

Change Your Password

Enter a new password for priscilla.a.wan@pwc.com.
Make sure to include at least:

- ☐ 8 characters
- ☐ 1 letter
- ☐ 1 number
- ☐ 1 special character

* New Password

* Confirm New Password

Change Password

Password was last changed on 25/7/2023, 11:05 am.



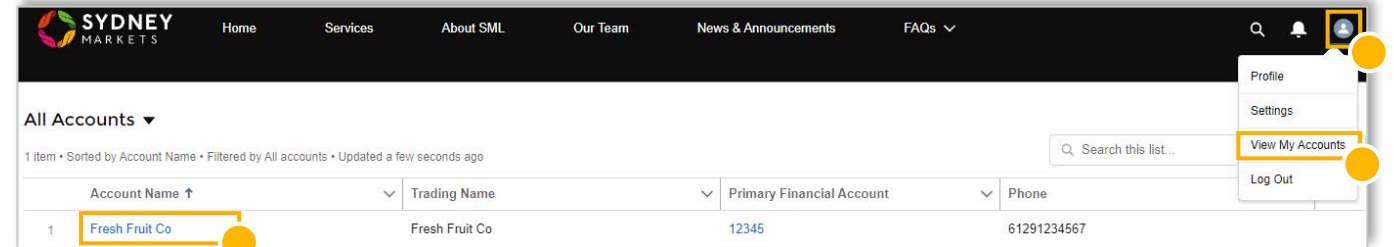
A close-up photograph of a garden bed filled with Protea flowers. The flowers are in various stages of bloom, showing shades of deep red, pink, and white, surrounded by lush green foliage. The text "Profile Management" is overlaid in a bold, white, sans-serif font in the center-left of the image.

Profile Management

View and Update your Account Details

View and Update your Account Details

1. Go to the **Profile** icon
2. Select **View My Accounts**
3. Select the Account you want to view
4. In the **Account Details** tab (Default view), you will see your account details. You will see a quick view of your properties and financial accounts.
5. You can edit the following fields on this account:
 - Company Email
 - Phone
 - Mobile
 - Website
 - Billing Address
 - Shipping Address
6. Click on the pencil icon next to the field, edit the field and click **Save**.

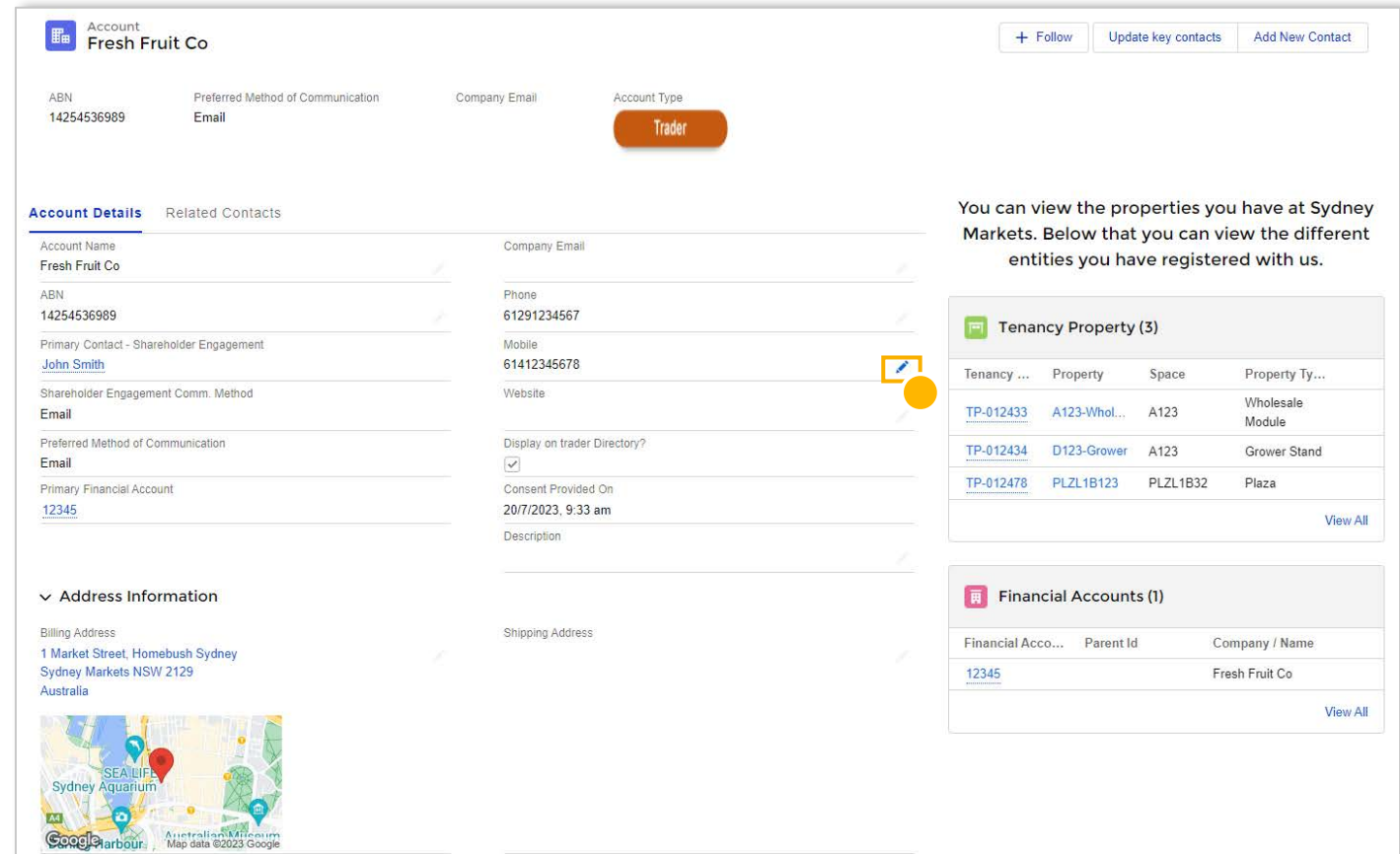


SYDNEY MARKETS Home Services About SML Our Team News & Announcements FAQs

All Accounts ▾
1 item • Sorted by Account Name • Filtered by All accounts • Updated a few seconds ago

Search this list...

	Account Name ▴	Trading Name	Primary Financial Account	Phone
1	Fresh Fruit Co	Fresh Fruit Co	12345	61291234567



Account
Fresh Fruit Co

+ Follow Update key contacts Add New Contact

ABN: 14254536989 Preferred Method of Communication: Email Company Email: Account Type: **Trader**

Account Details Related Contacts

Account Name	Fresh Fruit Co
ABN	14254536989
Primary Contact - Shareholder Engagement	John Smith
Shareholder Engagement Comm. Method	Email
Preferred Method of Communication	Email
Primary Financial Account	12345

Address Information

Billing Address: 1 Market Street, Homebush Sydney, Sydney Markets NSW 2129, Australia

Shipping Address:

Map: Sydney Aquarium, SEA LIFE Sydney Aquarium, Australian Museum

Tenancy Property (3)

Tenancy ...	Property	Space	Property Ty...
TP-012433	A123-Whol...	A123	Wholesale Module
TP-012434	D123-Grower	A123	Grower Stand
TP-012478	PLZL1B123	PLZL1B32	Plaza

[View All](#)

Financial Accounts (1)

Financial Acco...	Parent Id	Company / Name
12345		Fresh Fruit Co

[View All](#)



Add Contacts and Manage Communication Preferences

View and Add New Contacts

1. Go to the **Profile** icon
2. Select **View My Accounts**
3. Select the Account you want to view
4. View contacts in the **Related Contacts** tab
5. If you want to add a new contact, click **Add New Contacts**
6. Fill out contact details
7. Click **Save**
8. Repeat for each new contact

The screenshot shows the Sydney Markets website header with navigation links: Home, Services, About SML, Our Team, News & Announcements, and FAQs. A user profile icon in the top right corner has a dropdown menu with options: Profile, Settings, View My Accounts (highlighted), and Log Out. Below the header, the 'All Accounts' section shows a table with one item: 'Fresh Fruit Co'.

Account Name	Trading Name	Primary Financial Account	Phone
Fresh Fruit Co	Fresh Fruit Co	12345	61291234567

The screenshot shows the 'Account Fresh Fruit Co' page. It includes a 'Follow' button, 'Update key contacts', and an 'Add New Contact' button. The 'Account Details' section shows ABN 14254536989, Preferred Method of Communication Email, Company Email, and Account Type Trader. The 'Related Contacts' tab is active, showing a table with two contacts: Andre Fernandes and John Smith, both associated with Fresh Fruit Co and marked as Active. To the right, there are sections for 'Tenancy Property (3)' and 'Financial Accounts (1)'. The 'Tenancy Property' section lists three properties: TP-012433 (Wholesale Module), TP-012434 (Grower Stand), and TP-012478 (Plaza). The 'Financial Accounts' section lists one account: 12345 (Fresh Fruit Co).

Contact Name	Account Name	Active	Job Title
Andre Fernandes	Fresh Fruit Co	✓	
John Smith	Fresh Fruit Co	✓	

Tenancy ...	Property	Space	Property Ty...
TP-012433	A123-Whol...	A123	Wholesale Module
TP-012434	D123-Grower	A123	Grower Stand
TP-012478	PLZL1B123	PLZL1B32	Plaza

Financial Acco...	Parent Id	Company / Name
12345		Fresh Fruit Co





Add Contacts and Manage Communication Preferences

Select Preferred Contact for Communications

1. Go to the **Profile** icon
2. Select **View My Accounts**
3. Select the Account you want to edit
4. Click **Update key contacts**
5. Select a contact for each category
 - Shareholder Engagement
 - Tenancy Related Communications
 - All Other Communications
6. Provide acknowledgement by selecting Yes checkbox
7. Click **Next** – This will be saved.

SYDNEY MARKETS

Home Services About SML Our Team News & Announcements FAQs

All Accounts

1 item • Sorted by Account Name • Filtered by All accounts • Updated a few seconds ago

Search this list...

	Account Name	Trading Name	Primary Financial Account	Phone
1	Fresh Fruit Co	Fresh Fruit Co	12345	61291234567

Account Fresh Fruit Co

+ Follow Update key contacts Add New Contact

ABN 14254536989 Preferred Method of Communication Email Company Email Account Type Trader

Account Details Related Contacts

Account Name Fresh Fruit Co Company Email

ABN 14254536989 Phone 61291234567

You can view the properties you have at Sydney Markets. Below that you can view the different entities you have registered with us.

Tenancy Property (2)

Update key contacts

SML sends important notifications related to shareholder engagement or tenancy updates or even general updates to you.

Please let us know from the existing contacts in your company who should be the primary contact person for each of these scenarios.

* Who should be contact for shareholder engagement?
Andre Fernandes

* Who should be contact for tenancy related communication?
Andre Fernandes

* Who should be contacted for all other communications?
Andre Fernandes

* I hereby confirm that I am the authorised person to decide the preferred contacts in the company.
☐ Yes

Next





How to navigate SML Hub



Quick snapshot of your account and all the open items you have

You can see all your current properties – This will include property information like the start date, rent, property type and more.


You can initiate a new application or see all the applications you have lodged through SML Hub

You can view all your financial account, view your invoices and more!

You can view all warning and comply notices issued to you. From here, you can also dispute any notices that were issued in the last 14 days.

You can access information and documents for Sydney Markets' shareholder events like Annual General Meetings, Nominee and Director Elections.

You can submit enquiries through to the SML team. For any enquiries that were submitted through SML Hub, you will also be able to see the status and responses from SML.


SYDNEY
MARKETS

[Home](#)
[Services](#)
[About SML](#)
[Our Team](#)
[More](#)

John Smith - CEO / Principal
Fresh Fruit Co

Total equity: 220,000
Total properties: 3
Total financial accounts: 1

LEASES TO BE RENEWED IN 60 DAYS
0

TOTAL APPLICATIONS IN PROGRESS
1

TOTAL OPEN ENQUIRIES
3

UPCOMING LEASE REVIEW IS ON
None coming up


PROPERTIES WITH RENT REVIEW IN 60 DAYS
0


UPCOMING RENT REVIEW IS ON
None coming up


WASTE OVERAGE CHARGES THIS WEEK
\$5.53

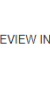
WASTE STANDARD CHARGES THIS WEEK
\$225.42


SML HUB



My Property

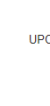

My Applications



My Finance



Warning & Comply Notice



Shareholder Engagement



General Enquiries


Waste Management


Vehicle Management (Coming Soon)


Entry & Parking Passes (Coming Soon)


My Site Services (Coming Soon)


SYDNEY
MARKETS

[Contact Us](#)
[Traders Directory](#)
[Policies and SML Market Rules](#)

- You can access your profile, settings, accounts and ability to log out.

• All your notifications will be displayed here. You will also receive email notifications so you don't miss any! If you have unread notifications, it will appear red with the number of unread notifications

- You can quickly search keywords to access items within SML Hub

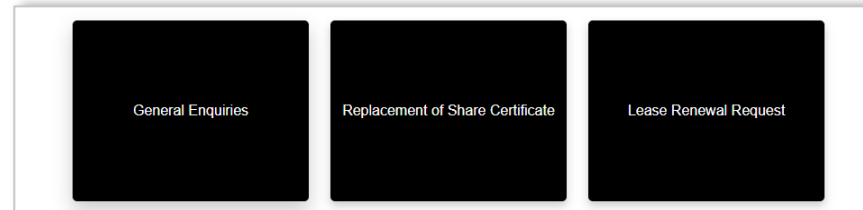


Navigating the Header Links

Services

You will see all services you have requested with Sydney Markets including General Enquiries, Replacement of Share Certificate and Lease Renewal Request.

1. To view, click on one of the links
2. You will see a list of services related to that category that you have raised




[Open General Enquiries](#) [Closed General Enquiries](#)

▼

2 Items • Sorted by Case Number • Filtered by All cases - Closed, Case Record Type

	C... ↑ ▼	Status ▼	Sydne... ▼	What topic be... ▼	Fi... ▼	Cont... ▼	Date/Time ... ▼
1	00001050	In Progr...	Site Services	Building and Con...	12345	John Sm...	2/8/2023, 6:49 pm
2	00001051	New	Property	Paddy's Market T...	12345	John Sm...	2/8/2023, 6:55 pm


New General Enquiry

Explore FAQ articles

[ALL FAQs](#)

[FINANCE](#)

[MARKETING](#)

[OPERATIONS](#)

[PROPERTY](#)

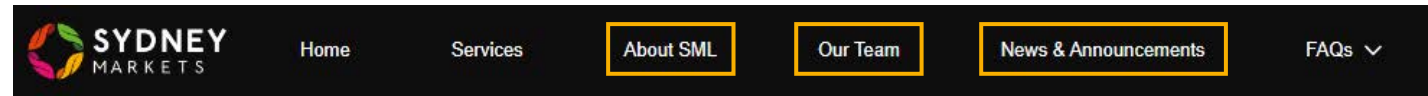
[RETAIL](#)

[SITE SERVICES](#)

[CORPORATE TEAM](#)



Navigating the Header Links

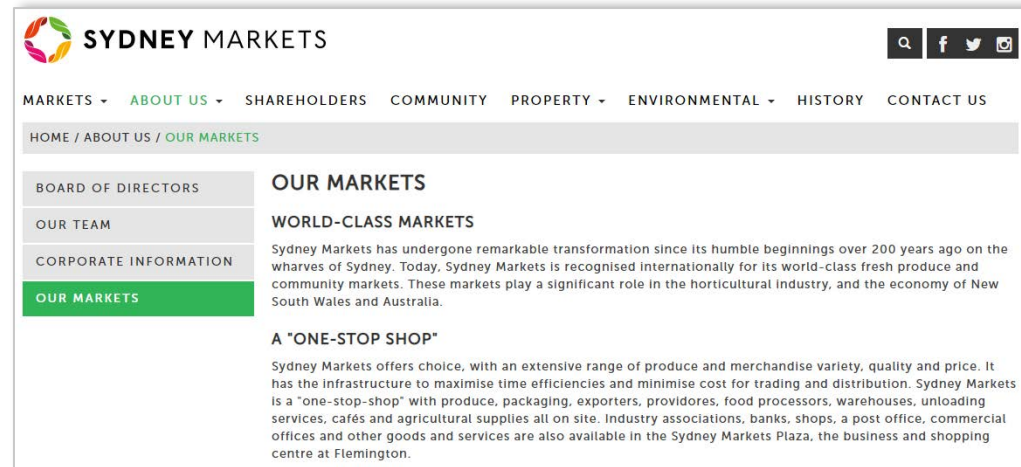


About SML and News & Announcements

This will link to the Sydney Markets Official Website pages relating to information and new about SML

Our Team

This page shows our staff, their role and their contact details





Navigating the Header Links

FAQs

Frequently Asked Questions (FAQs) are a list of questions and answers that may help you before you contact us for further help.

1. Click on the **FAQs** link
2. Select the category you want to view – You will see a list of questions
3. Select the question you want to view – You will see the answer
4. Navigate to other categories on the right-hand side menu

PROPERTY

[Frequently Asked Questions](#)

Total articles in this topic

5 Articles

Explore other topics

[ALL FAQs](#)

[FINANCE](#)

[MARKETING](#)

[OPERATIONS](#)

[PROPERTY](#)

[RETAIL](#)

[SITE SERVICES](#)

[CORPORATE TEAM](#)

What happens if my accounts are in default?
1 View · 15 Jun 2022 · Knowledge

When company ownership changes, do tenants need to inform Sydney Markets Limited?
0 View · 15 Jun 2022 · Knowledge

Do I need a solicitor when completing a Transfer Application?
2 Views · 15 Jun 2022 · Knowledge

What are the costs involved for a Transfer Application?
4 Views · 15 Jun 2022 · Knowledge

How long does a Transfer Application process take?
1 View · 15 Jun 2022 · Knowledge

When company ownership changes, do tenants need to inform Sydney Markets Limited?

🕒 15 Jun 2022 · Knowledge

Title

When company ownership changes, do tenants need to inform Sydney Markets Limited?

Answer

Yes, when your company ownership changes, you must notify Sydney Markets at the earliest time you can. Both the buying and selling parties will need to complete a Transfer of Ownership application.

A Consideration fee will apply based on the percentage of ownership subject to be transferred. This is not a fixed cost and subject to change.

URL Name

When-company-ownership-changes-do-tenants-need-to-inform-Sydney-Markets-Limited



Contact Us

This will take you to Sydney Markets Head Quarters Contact Information

Trader Directory

This will take you to a Sydney Markets Official Webpage that shows the Trader Directory

Policies and SML Market Rules

This page will show you a list of Sydney Markets' policy and market rules documents which you can access and download.

Click on the links below to download the **policy documents**

SML Global Traders Guide	Sydney Markets Rules	Waste Collection & Disposal Policy - Schedule of Fees	Waste Collection & Disposal Policy	Work Health Safety (WHS) Management Plan	SML Occupier WHS Information
SML Shopfit WHS Information					





My Property



View your Properties and their Details

View your Properties (1/2)

1. On the home page, click on the **My Property** tile
2. You will see a summarised list of the properties you have
3. To see more details of any individual properties, click on the TP number

My Properties My Sub-leases											
My Properties ▼											
3 items • Sorted by Tenancy Property Name • Filtered by All tenancy property - Record Type • Updated 2 minutes ago											
<input type="text" value="Search this list..."/>											
	Tena... ↑ ↓	Property ▼	Property Type ▼	Trading Na... ▼	Company /... ▼	Buil... ▼	Rent ▼	Start ... ▼	Acti... ▼	Trad... ▼	Module Type ▼
1	TP-012433	A123-Wholesale	Wholesale Module	Fresh Fruit Co	Fresh Fruit Co	A	\$3,768.00	14/6/2023	✓	0.00	Wholesale Half Module
2	TP-012434	D123-Grower	Grower Stand	Fresh Fruit Co	Fresh Fruit Co	D		14/6/2023	✓	0.00	
3	TP-012478	PLZL1B123	Plaza	Fresh Fruit Co	Fresh Fruit Co	PLZ	\$2,000.00	31/7/2024	✓	28.35	





View your Properties and their Details

View your Properties (2/2)

- Upon clicking on the TP number, you will see all the details related to your property including:
 - Start Date and End Date for your agreement
 - Rent
 - Billing Cycle
 - Assessed Value
 - Property Type
 - Related Financial Account
 - And more...
- On the right hand side, you will see any documents relating to this property, requests and quality assurance reports

Tenancy Property

TP-012433

+ Follow

Request Replacement Share Certificate

Property Name

A123-Wholesale

Active Tenancy?

☒

Start Date

14/6/2023

Retail Type

Tenancy Type

Occupancy Agreement

Tenancy Property Details

Tenancy Property Name

TP-012433

Active Tenancy?

☒

Good Sold 1

Food - Fruit & Vegetables

▼ Rent & Value

Rent

\$3,768.00

New Rent Effective Date

1/7/2022

Assessed Value

0

Billing Cycle

Monthly

▼ Property Details

Site

Flemington

Space

A123

Building Name

A

Module Type

Wholesale Half Module

▼ Other Details

Company / Name

Fresh Fruit Co

Application

Trading Name

Fresh Fruit Co

Start Date

14/6/2023

End Date

Share Class

Share Certificate Number

Non-voting tenants

☐

Total Equity

CPI/Rate

3.0%

Property Type

Wholesale Module

Trade Sq Mtr

0.00

Account

[Fresh Fruit Co](#)

Financial Account

[12345](#)

Tenancy Documents

Files (0)

Add Files

Title	Last Modified	Size
-------	---------------	------

Requests

Requests (1)

Case Number	Status	Date/Time Opened	Case Record Type
00001046	New	26/7/2023, 6:26 pm	Replacement of Share...

View All

Quality Assurance Reports

Quality Assurances (0)





View your Properties and their Details

Request Replacement Share Certificate

1. On the home page, click on the **My Property** tile
2. You will see a summarised list of the properties you have
3. To see more details of any individual properties, click on the TP number
4. Click **Request Replacement Share Certificate**
5. Read the details to understand the terms - The consent is legally equated to a signature, and assumes you have the appropriate reasons to make this request.
6. Click **Accept** – The request will be sent to the Finance Team for review and approval

TIP

You can view all your replacement share certificate requests from the Services link in the header navigation bar.

Tenancy Property
TP-012433

[+ Follow](#) [Request Replacement Share Certificate](#)

Property Name	Active Tenancy?	Start Date	Retail Type	Tenancy Type
A123-Wholesale	<input checked="" type="checkbox"/>	14/6/2023		Occupancy Agreement

Tenancy Property Details

Tenancy Property Name

TP-012433

Start Date

14/6/2023

Active Tenancy?

☒

End Date

Tenancy Documents

Files (0)

Add Files

Title	Last Modified	Size
-------	---------------	------

Request Replacement Share Certificate

Do solemnly and sincerely declare that:

The certificate(s) listed have been:
(a) lost, and all proper searches have been made for it/them without success; or
(b) destroyed.

The certificate(s) have not been pledged, sold or otherwise disposed of.
I/We undertake that if the certificate(s) is/are found or received by me/us such certificate(s) will immediately be returned to the Company for cancellation.

In consideration of the Company replacing the said lost certificate(s) I/we hereby covenant to indemnify and forever keep indemnified Sydney Markets Limited from and against all losses in respect thereof and all claims, actions, proceedings, demands, costs and expenses whatsoever which may be made or brought against it by reason of compliance with this request.

Accept





Request Lease Renewal

Before you begin

You can only request lease renewals for Plaza and Warehouse properties

Send Lease Renewal Request to Sydney Markets

You will receive a notification when you are 3 months away and on the day of your Lease End Date

1. On the home page, click My Property
2. Select the property you would like the lease renewed for
3. On the property details page, click **Request Lease Renewal**
4. Fill in the details
 - a. **New Lease Term (In Years)** – Specify the number of years you want to extend
 - b. **Option for Extension (In Years)** – Enter the number of years that you want to extend after the initial lease term ends
 - c. **Additional Comments** – Enter any comments for the Property Team
 - d. **Usage** – Describe the use of the space
5. Click **Save**

TIP

- Warehouse properties have a default lease and extension term of 5 years
- If you have one lease for two adjoining warehouses or plaza properties, please raise two separate lease renewal requests. Please let us know if you would like to renew these related properties on one lease or separate leases in the Additional Comments field.

Tenancy Property
TP-012478

+ Follow Request Lease Renewal

Property Name	Active Tenancy?	Start Date	Retail Type	Tenancy Type
PLZL1B123	<input checked="" type="checkbox"/>	1/8/2022		Lease Agreement

Tenancy Property Details

Tenancy Property Name	Start Date
TP-012478	1/8/2022
Active Tenancy?	End Date
<input checked="" type="checkbox"/>	31/7/2023

Tenancy Documents

Files (0) Add Files

Title	Last Modified	Size
-------	---------------	------

Request Lease Renewal

New lease term (in years)
1

Option for extension (in years)
1

Additional Comments
I would like to renew my lease for another year

Usage
Office


Cancel Save





View & Respond to Quality Assurance Reports

1. To open the Quality Assurance Report, you can either:
 - a. Click on the notification when a QA report has been submitted
 - b. Go to the property and open the QA report from the Quality Assurances section
2. You will see the details about the Quality Assurance Report including:
 - a. **Inspection Details** – Property, Inspection date and time
 - b. **Quality Assurance Survey** – This will include questions and answers
 - c. **Result** – Whether the QA Report was Satisfactory or Non-Satisfactory. It will also include any feedback from Sydney Markets

 Quality Assurance
QA-018

[+ Follow](#)[Complete Pending Action](#)

Tenant/Trader Fresh Fruit Co	Stand Number HWE181	Status Action Required by Trader
---	------------------------	-------------------------------------

Quality Assurance Report Details

▼ Your feedback will appear here

Tenant Feedback

▼ Inspection Details

Quality Assurance Name QA-018	RecordType Name Fruits, Vegetable and Food
Tenant/Trader Fresh Fruit Co	Stand Number HWE181
Conducted On 1/8/2023, 5:18 pm	Tenancy Property TP-012479
Inspection Start Date 1/8/2023, 5:18 pm	Site Haymarket
Status Action Required by Trader	Inspection End Date 1/8/2023, 5:30 pm
Financial Account 12345	
Trading Name Fresh Fruit Co	

▼ 1. Unsafe/unsuitable food

Safe fresh food standards meet
No

▼ 2. Dry & cold holding of potentially hazardous food

Cold potentially hazardous food <=7C
No

Dry potentially hazardous food <=20C
No

▼ Result

Result 1
Non-Satisfactory

SML Feedback 1
Please package food in clean packaging

2
c





View & Respond to Quality Assurance Reports

3. If the Result of your Quality Assurance Report is Non-Satisfactory, the Sydney Markets Retail Team may require to do some actions to ensure your stand passes the Quality Assurance Survey. To do this, click **Complete Pending Action**
4. Let Sydney Markets Retail Team know what actions you have taken to fix the Quality Assurance issues in the **Tenant Feedback** field
5. Select the checkbox on the **I have completed the actions requested** field
6. Click **Save**
7. The Sydney Markets Retail Team may re-inspect your property to ensure the actions have been taken

Quality Assurance
QA-018

+ Follow Complete Pending Action 3

Tenant/Trader	Stand Number	Status
Fresh Fruit Co	HWE181	Action Required by Trader

Complete Pending Action

Tenant Feedback

I have put the good in clean packaging 4

I have completed the actions requested 5

Cancel Save 6





My Applications



View Submitted Applications

1. On the home page, click the **My Applications** tile
2. On the left hand side, you will see a list of all the applications you have submitted through SML Hub. You can see:
 - a. Application Number
 - b. Type of Application
 - c. Status
 - d. Properties related to the application
 - e. Proposed ChangeOver Date – If the application is approved, what date will the changes take place
 - f. Created Date – When the application was created
3. To view more details about an application, click on the APP number link. The application will open and you will see all details of the application in read-only mode.

My Applications ▼

38 items • Sorted by Application Name • Filtered by All applications - Status, Record Type

Search this list...

⚙

	Appl... ▼	Record Type ▼	Status ▼	Property ▼	Prop... ▼	Created Date ▼
1	APP-000343	Retail Transfer Application	Buyer application submitted	FFO001	27/7/2023	26/7/2023, 5:08 pm
2	APP-000341	Retail Transfer Application	Buyer application submitted	FFR023	27/7/2023	26/7/2023, 4:55 pm
3	APP-000338	Building and Construction	New	SRI329		25/7/2023, 5:18 pm
4	APP-000337	Change of Goods	Approval pending	SRI329		21/7/2023, 10:14 ...

New Application





Submit a New Application

1. On the home page, click the **My Applications** tile
2. Click **New Application**
3. Select the type of application. You can submit these types of applications:

Application Type	Description of Application
Transfer Application	Apply when one party wishes to transfer a property to another party. The application property types are Flower, Grower, Retail, Forklift, Truck Parking, Warehouse or Wholesale.
Take-Up Application	Apply when a Trader would like to trade at a vacant retail stand
Surrender Application	Apply when a tenant wishes to surrender their property to Sydney Markets, typically stands in Retail, Grower and/or Flower markets
Sub-lease Application	Apply when a Warehouse lessee wishes to sub-let part or whole of their tenancy.
Building & Construction Application	Apply when a tenant wishes to build or modify their premises.
Direct Debit Update	Apply to update your direct debit details
Erect Signage Application	Apply to change the signage on Wholesale and Warehouse premises. As part of a Wholesale or Warehouse Transfer Application, the new owner will also get an automatic application for Erect Signage
Business Structure Change Application	Apply to notify Sydney Markets of any business structure changes including percentage transfers and change in company type, etc.
Change of Goods Application	Apply to sell add or change goods sold on your retail stands

My Applications ▼

0 items • Sorted by Application Name • Filtered by All applications - Status, Record Type

Search this list...

⚙

Applic... ↑ ▼

Record T... ▼

Status ▼

Property ▼

Propose... ▼

Created ... ▼

New Application

Transfer Application

Select this category if you are trying to transfer any of your properties to a buyer.

Take-Up Application

Click here if you are planning to take-up a new stall.

Surrender Application

Click here to initiate the process of surrendering a property you have at SML.

Sub-Lease Application

Looking to sub-lease your property? Click here to get started with the process.

Building and Construction Application

Building and Construction Application

Other Applications

Update payment details or initiate the process to erect a signage.

Next

25



Submit a New Application

4. Read the application guidelines to understand the application process, supporting documents and any fees involved. Click **Next**
5. Fill in the application. Each application will be different but most applications will have:
 - a. **Personal Details** – On selection of financial accounts or properties within the application, this will pre-populate with your account details
 - b. **Property Selection** – Select properties related to the application
 - c. **Business Structure Declaration** – Declare your business structure and details of parties within the business
 - d. **Parties Executing Transfer** – List each party that will execute and sign off the application. This can include the Tenant, Shareholders, Directors, Company secretary and Power of Attorney
 - e. **Power of Attorney** – List any parties that will act on your behalf on this application
 - f. **Attachments** – You will be asked to provide attachments to support your application, this may include your Photo ID, photos of goods sold, written agreements, etc
 - g. **Direct Debit** – For Take Up applications or buyers of a transfer, you will be asked to provide Direct Debit details for the properties
 - h. **Consent to Transfer Shares**
6. Upon submitting, the related Sydney Markets team will get notified and start processing your application. You can track the status of your application in the My Applications screen.

A. Seller's Details

Account Number

12345

Company / Name(s)

Fresh Fruit Co

Trading Name

Fresh Fruit Co

Trading / Business Address

AUS

Billing Address

1 Market Street, Homebush Sydney, Sydney Markets, NSW, 2129, AUS

ABN

14254536989

Mobile

61412345678

Phone

61291234567

Email

Website

B. Details of Property/s to be transferred

* Property/s to be transferred ⓘ

Available

Selected

D123-Grower

D. Execution of Transfer

Please enter the names of all parties (in the table titled parties executing transfer), who would be executing this transfer and be responsible for signing the application and other related documents on your behalf. If any of these parties are expected to be represented by a power of attorney- please choose yes for the question - would you be signing under Power of attorney" and proceed to enter the details of the Power of Attorney in the table below the question.

Parties executing the transfer

* First Name	* Last Name	* Email	* Phone Number	* Address	* Role	Actions
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select Role <input type="button" value="v"/>	<input type="button" value="+"/>

* Would you be signing under Power of Attorney?

Yes

* First Name	* Last Name	* Phone	* Email	* Address	* On Behalf Of	Action
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Select On Behalf Of <input type="button" value="v"/>	<input type="button" value="+"/>





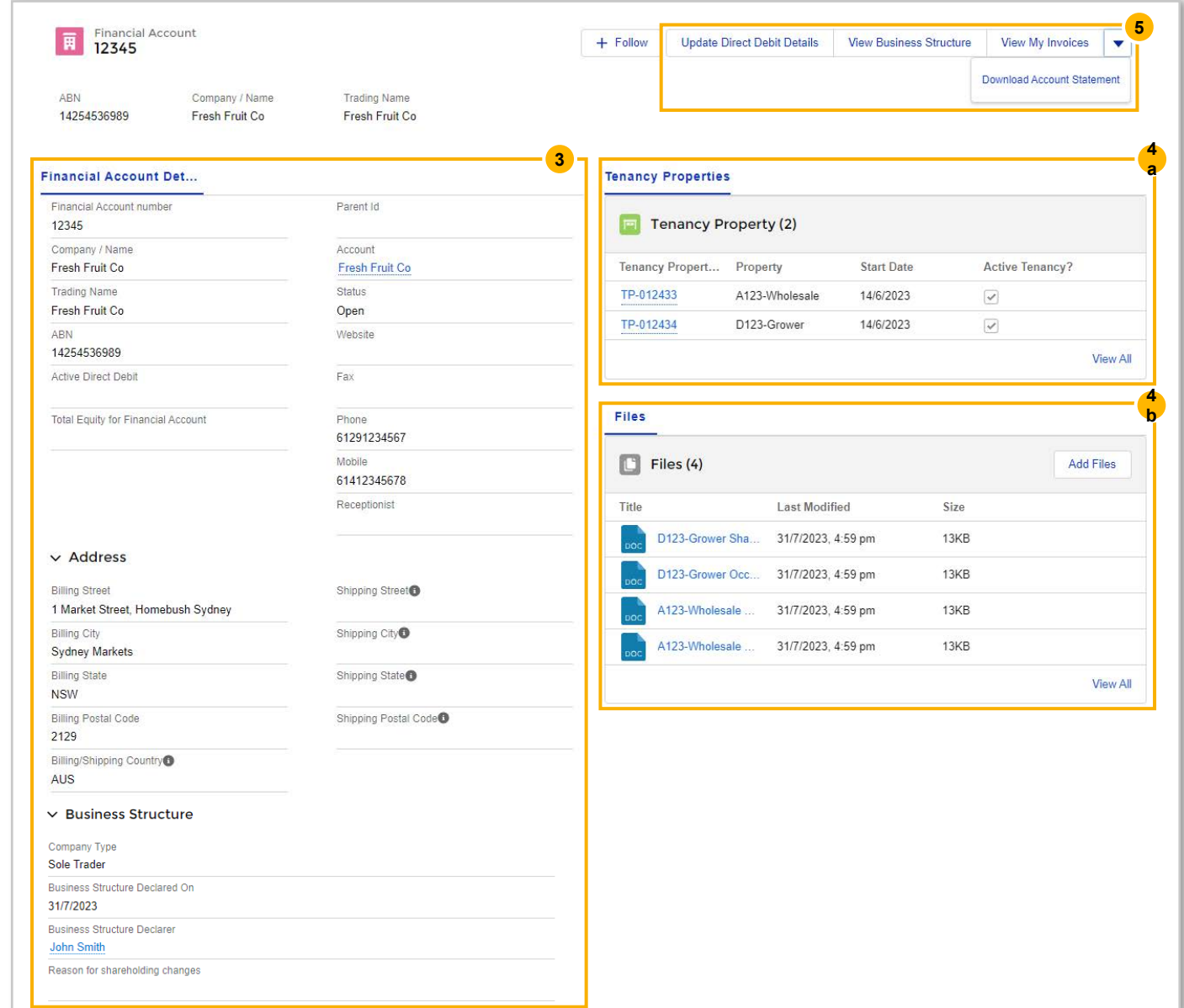
My Finance





View Financial Account Details

- On the home page, click **My Finances**
- Select the Financial Account by clicking on the account number
- You will see all the details related to this financial account including:
 - Company / Name & Trading Name
 - ABN
 - Billing and Shipping Address
 - Business Structure of the account
- On the right-hand side, you will see 2 sections:
 - Tenancy Properties** – A list of properties related to this account
 - Files** – Tenancy related documents
- You will see 4 different actions that can be done from your financial account. This includes:
 - Update Direct Debit Details** – Provide new details to Sydney Markets
 - View Business Structure** – View your current business structure that has been declared to Sydney Markets
 - View My Invoices** – View your invoices and download at any time
 - Download Account Statement** – View and download at any time



Financial Account 12345

ABN: 14254536989 | Company / Name: Fresh Fruit Co | Trading Name: Fresh Fruit Co

+ Follow | Update Direct Debit Details | View Business Structure | View My Invoices | Download Account Statement

Financial Account Det...

Financial Account number 12345	Parent Id
Company / Name Fresh Fruit Co	Account Fresh Fruit Co
Trading Name Fresh Fruit Co	Status Open
ABN 14254536989	Website
Active Direct Debit	Fax
Total Equity for Financial Account	Phone 61291234567
	Mobile 61412345678
	Receptionist

▼ **Address**

Billing Street 1 Market Street, Homebush Sydney	Shipping Street ❶
Billing City Sydney Markets	Shipping City ❶
Billing State NSW	Shipping State ❶
Billing Postal Code 2129	Shipping Postal Code ❶
Billing/Shipping Country ❶ AUS	

▼ **Business Structure**

Company Type
Sole Trader

Business Structure Declared On
31/7/2023

Business Structure Declarer
[John Smith](#)

Reason for shareholding changes

Tenancy Properties

Tenancy Property (2)

Tenancy Propert...	Property	Start Date	Active Tenancy?
TP-012433	A123-Wholesale	14/6/2023	<input checked="" type="checkbox"/>
TP-012434	D123-Grower	14/6/2023	<input checked="" type="checkbox"/>

[View All](#)

Files

Files (4) [Add Files](#)

Title	Last Modified	Size
D123-Grower Sha...	31/7/2023, 4:59 pm	13KB
D123-Grower Occ...	31/7/2023, 4:59 pm	13KB
A123-Wholesale ...	31/7/2023, 4:59 pm	13KB
A123-Wholesale ...	31/7/2023, 4:59 pm	13KB

[View All](#)




Update Direct Debit Details

Before you begin

If you proceed with updating your direct debit details, the change will overwrite the current details Sydney Markets holds against your account. The new details will provide default for all transactions.

1. On the home page, click **My Finances**
2. Select the Financial Account by clicking on the account number
3. Click **Update Direct Debit Details**
4. Select **Bank Account** or **Credit Card**
5. Fill in details including:
 - a. Account held in the name of
 - b. Financial Institution's Name
 - c. Financial Institution's Address
 - d. For Bank Account – BSB and Account Number
 - e. For Credit Card – Card Number, CVV and Expiry Date
6. Tick the Consent checkboxes after you have read and understood
7. Submit the details – Upon approval, this will be routed to Sydney Markets' Finance Team to verify and approve

 Financial Account
12345

[+ Follow](#)

[Update Direct Debit Details](#)

[View Business Structure](#)

[View My Invoices](#)

[Download Account Statement](#)

ABN
14254536989

Company / Name
Fresh Fruit Co

Trading Name
Fresh Fruit Co

Update Direct Debit Details

Direct Debit Details

Account 12345

Details of Bank Account to be debited:

* Account held in the name of

Complete this field

* Financial Institution's Name

* Financial Institution's Address

* Financial Institution's BSB

* Account Number

* Re-enter Account Number

Comments

☐

I/We authorise Sydney Markets Limited (APCA ID#019116), until further notice in writing, to arrange for funds to be debited from my/our account at the financial institution identified and as described above, any amounts that Sydney Markets may debit or charge my/our credit card account through the Direct Debit System

☐

I/We have read the [Customer Service Agreement](#) that accompanies this form and acknowledge and agree with its terms and conditions. I/We request this arrangement to remain in force in accordance with details set out in the Schedule described above and in compliance with the [Customer Service Agreement](#).

[Previous](#)

[Save & Next](#)





View My Invoices

1. On the home page, click **My Finances**
2. Select the Financial Account by clicking on the account number
3. Click **View My Invoices**
4. Select the parameters of your search with the date and invoices status field
5. Click **Search Invoices** – A list of invoices matching the search parameters will appear
6. To download a list view of the invoices, click **Download Invoices** – A PDF version will be downloaded onto your device

Financial Account
12345

[+ Follow](#) [Update Direct Debit Details](#) [View Business Structure](#) [View My Invoices](#) [Download Account Statement](#)

ABN
14254536989

Company / Name
Fresh Fruit Co

Trading Name
Fresh Fruit Co

*From Date
1 Mar 2023

*To Date
31 Jul 2023

Status
All

[Search Invoices](#)

Filter By Financial Accounts
All

Financial Ac...	Company Na...	Trading Name	Date	Invoice Refer...	Net Amount	Net Tax	Total Amount	Status
12345	Fresh Fruit Co	Fresh Fruit Co	14/03/2023	0000112233	35.85	358.40	394.25	outstanding
12345	Fresh Fruit Co	Fresh Fruit Co	21/03/2023	0000112234	35.00	350.00	385.00	onhold
12345	Fresh Fruit Co	Fresh Fruit Co	13/03/2023	998877	873.60	8736.00	9609.60	outstanding

[Download Invoices](#)

TAX INVOICE

SYDNEY MARKETS
P. O. Box 2, SYDNEY MARKETS NSW 2129
PH: 9325 6200 FAX: 9325 6288
ABN: 51 077 119 290

Financial Account	Company Name	Trading Name	Date	Invoice Reference	Net Amount	Net Tax	Total Amount	Status
12345	Fresh Fruit Co	Fresh Fruit Co	14/03/2023	0000112233	35.85	358.40	394.25	outstanding
12345	Fresh Fruit Co	Fresh Fruit Co	21/03/2023	0000112234	35.00	350.00	385.00	onhold
12345	Fresh Fruit Co	Fresh Fruit Co	13/03/2023	998877	873.60	8736.00	9609.60	outstanding





View My Invoices

7. To open an individual invoice, in the **Invoice Reference Number** column, click the link – This will show invoice line items for that specific invoice
8. To download this invoice, click **Download Invoice Line** – A PDF version of the invoice will be downloaded onto your device

View My Invoices

*From Date
1 Mar 2023

*To Date
31 Jul 2023

Status
All

Search Invoices

Filter By Financial Accounts
All

Download Invoices

Financial Ac...	Company Na...	Trading Name	Date	Invoice Refer...	Net Amount	Net Tax	Total Amount	Status
12345	Fresh Fruit Co	Fresh Fruit Co	14/03/2023	0000112233	35.85	358.40	394.25	outstanding
12345	Fresh Fruit Co	Fresh Fruit Co	21/03/2023	0000112234	35.00	350.00	385.00	onhold
12345	Fresh Fruit Co	Fresh Fruit Co	13/03/2023	998877	873.60	8736.00	9609.60	outstanding

Invoice Line Items

Invoice Number : 0000112233

Download Invoice Line

Building	Space	Description	Amount
		Landfill - General Waste	81.46
		EarthPower Facility	32.56
		Landfill - Organic Waste	244.38

TAX INVOICE

SYDNEY MARKETS

P. O. Box 2, SYDNEY MARKETS NSW 2129
PHE: 9325 6200 FAX: 9325 6288
ABN: 51 077 119 290

Name: Fresh Fruit Co
Trading As: Fresh Fruit Co

Account: 12345

Invoice Number: 0000112233
Invoice Date: 07/03/2023
Due Date: 14/03/2023

Building	Space	Description	Amount
		Landfill - General Waste	81.46
		EarthPower Facility	32.56
		Landfill - Organic Waste	244.38

bPAY
Telephone & Internet Banking - bPAY®
Contact your bank or financial institution to make this payment from your cheque, debit, credit card or transaction account.
More info: www.bpay.com.au

Net Amount: 358.40
GST: 35.85
Total: 394.25

NOTES
Waste Collection WC-0025

EFT Payment: CBA BSB: 062734 A/C: 2800 1411





Download Account Statement

1. On the home page, click **My Finances**
2. Select the Financial Account by clicking on the account number
3. Click **Download Account Statement**
4. Enter the period in which you want the statement for
5. Click **Download Statement** - A PDF version of the statement will be downloaded onto your device

Download Account Statement

Month

August


Year

2023

Download Statement

STATEMENT

Name:
Trading As: **Fresh Fruit Co**
1 Market Street
Homebush
NSW
AUS 2029



SYDNEY MARKETS

P. O. Box 2, SYDNEY MARKETS NSW 2129
PH: 9325 6200 FAX: 9325 6288
ABN: 51 077 119 290

Account: **12345**

Page: **1**
As At: **3/8/23**

Inv. Date Due Date	Reference	Debit	Credit	Running Balance
1/8/23	DRINV 12345678	1,175.84	0.00	1,175.84
15/8/23	Dues and Fees - AUG 23			





Warning and Comply Notices



View Issued Comply & Warning Notices

1. On the home page, click **Warning and Comply Notices**
2. You will see your notices divided into 5 categories:
 - a. **Open Comply Notices** – All Comply Notices have that are yet to be paid
 - b. **Open Warning Notices** – All Warning Notices that have feedback pending
 - c. **Disputes Raised** – All Comply Notices where you have raised a dispute and pending review from Sydney Markets
 - d. **Pending Feedback** – All Comply and Warning Notices that are pending your feedback on how you rectified the breach
 - e. **All Notices** – All Comply and Warning Notices issued to you
3. To open and view the details of a notice, click on the N number link

Open Comply Notices									
Open Comply Notices									
1 item • Sorted by Notice Name • Filtered by All notices - Status, Type • Updated an hour ago									
	Not... ↑ ▾	Breachi... ▾	Breach Date/Time ▾	Type ▾	Total ... ▾	Responsibl... ▾	Pape... ▾	Status ▾	Invoi... ▾
1	N-0192	John Smith	19/7/2023, 2:12 pm	Comply Notice	\$190.87	Fresh Fruit Co	N-0192	Approved	Unpaid





View Issued Comply & Warning Notices

1. To open and view the details of a notice, click on the N number link
2. You will see the details of the notice including:
 - a. Breach Rule and Breach Particulars
 - b. Vehicle Details (If applicable)
 - c. Breaching Person's Details – This may be one of your staff members
 - d. Total Damage Fee
 - e. Due Date of the Invoice
3. In the **Feedback** tab, you will see any feedback provided by you to Sydney Markets
4. In the **Dispute Raised** tab, you will see any disputes you have raised for this comply notice
5. In the **Notice Breakdown** tab, you will see a breakdown of the fee related to the notice

Details Feedback Dispute raised **Notice breakdown**

5

Notice Line Items (1)

Breach Rule	Damage Charges	GST Amount	Total Damage Charge
10.1 WHSM Law	172.73	18.14	190.87

Notice N-0192 + Follow Create Dispute

SYDNEY MARKETS
COMPLY NOTICE

This Comply Notice is issued pursuant to the Sydney Markets Rules

1. The Responsible Occupier acknowledges he/she/it must comply with the Sydney Markets Rules

2. The Responsible Occupier must remedy the Non-compliance of the Sydney Markets Rules within a reasonable period.

Payment must be made within 21 days of issue of Comply Notice

Payment May be made by cheque, cash, cash or credit card (Bankcard, Visa or Mastercard only) to Sydney Markets Limited, PO Box 2, Sydney Markets 2129

Disputes can be created within 14 days from the date of issue of this Comply Notice.

Please specify the steps you have taken against the notice served.

* Steps Taken

Next

Details Feedback Dispute raised Notice breakdown

Paper Notice Number
N-0192

Responsible Occupier
[Fresh Fruit Co](#)

Responsible Occupier Type
Tenant/Trader

Breaching Person
John Smith

Email

Type of Notice Recipient
Tenant

Location
South Road

Pass Number

Street Details

Suburb/City Details

State

Post Code

Country

Invoice Reference Number

Notice Name
N-0192

Type
Comply Notice

Status
Approved

Breach Date/Time
19/7/2023, 2:12 pm

Breach Rule
10.1 WHSM Law

Breach Particulars
Operating forklift while using mobile phone.

Invoice Status
Unpaid

HRW Forklift Driver's License Number

RMS Driver's License Number
77889900

RMS Vehicle Registration Number
ABC123

SML Registration Number
555666

Total Damage Schedule / Fee
\$190.87

Due Date
15/8/2023

Financial Account
[12345](#)



Action a Comply / Warning Notice


Provide Feedback to Sydney Markets

To manage safety and compliance at the market, Sydney Markets would like to know how you have rectified the breach by providing details of the steps you have taken since receiving the comply or warning notice.

1. In the **Steps Taken** field, enter the details the steps you have taken to rectify the breach
2. Click **Next** – This will be sent to the Sydney Markets Operations team.

Notice
N-0192

+ Follow Create Dispute

 **SYDNEY MARKETS**

COMPLY NOTICE

This Comply Notice is issued pursuant to the Sydney Markets Rules

1. The Responsible Occupier acknowledges he/she/it must comply with the Sydney Markets Rules.
2. The Responsible Occupier must remedy the Non-compliance of the Sydney Markets Rules within a reasonable period.

Payment must be made within 21 days of issue of Comply Notice

Payment May be made by cheque, cash, cash or credit card (Bankcard, Visa or Mastercard only) to Sydney Markets Limited, PO Box 2, Sydney Markets 2129

Disputes can be created within 14 days from the date of issue of this Comply Notice.

Please specify the steps you have taken against the notice served.

* Steps Taken

Next

Details Feedback Dispute raised Notice breakdown

Paper Notice Number
N-0192

Responsible Occupier
Fresh Fruit Co

Responsible Occupier Type
Tenant/Trader

Breaching Person
John Smith

Email

Type of Notice Recipient
Tenant

Location
South Road

Type
Comply Notice

Status
Approved

Breach Date/Time
19/7/2023, 2:12 pm

Breach Rule
10.1 WHSM Law

Breach Particulars
Operating forklift while using mobile phone.

Invoice Status
Unpaid

HRW Forklift Driver's License Number





Action a Comply Notice

Dispute a Comply Notice (1/2)


You have 14 days from the issue date of the comply notice where you can dispute the notice.

1. On the Comply Notice, click **Create Dispute** – After 14 days, this button will not be visible
2. Upon clicking, you will see the terms about raising a dispute and some details of the Comply Notice
3. Provide reason for you dispute in the **Dispute Details** text box – Provide as much detail as possible to help Sydney Markets review your request
4. Click **Save**
 - Upon saving, the request will be sent to the Sydney Markets Operations team
 - The invoice will be put on hold until reviewed by Sydney Markets

Notice
N-0192

+ Follow

Create Dispute

 **SYDNEY MARKETS**

COMPLY NOTICE

Create Dispute

This Dispute Notice is given pursuant to the Sydney Market Rules

1. You have 14 days from the date of Non-compliance to lodge this Dispute Notice with SML.

2. This Dispute Notice must set out the basis on which you dispute the Comply Notice with sufficient detail to enable SML to determine whether it will withdraw the Comply Notice.

3. SML will decide to either withdraw or not withdraw the Comply Notice within 14 days of receiving this Dispute Notice.

4. If your dispute is unsuccessful then you are required to pay the Damages set out in the Comply Notice within 14 days of receiving notice from SML that the Comply Notice is not withdrawn. Furthermore, you may be liable to compensate SML for additional Damages it incurs in the investigation of your dispute.

PLEASE NOTE

1. If your dispute of the Comply Notice is unsuccessful, you will be liable to compensate SML for its time and resources dedicated to considering your dispute.

2. The Legal Officer has no authority to advise you in relation to this matter. You will be notified by letter of the decision made in respect of it.

Responsible Occupier

Fresh Fruit Co

Breaching Person Type

Tenant

Notice Type

Compliance

Location

South Road

Total Damage Fee

190.87

Comply Notice

N-0192

Breaching Person

John Smith

Status

New

Date Of Breach

Date

19 Jul 2023

Time

2:12 pm

Breach Details

10.1 WHSM Law

*Dispute Details

Cancel

Save






Action a Comply Notice

Dispute a Comply Notice (2/2)

5. Once Sydney Markets has completed the review, you will receive a notification with the outcome
6. Click on the dispute record
7. View the **Comments** and **Status** field to view outcome
 - If Status is **Approved**, this means the dispute has been approved and the invoice status will be updated to 'Withdrawn'
 - If Status is **Declined**, this means the comply notice is upheld and the invoice status will be reverted to Unpaid.

 Dispute
D-0005

DETAILS

RELATED

Dispute Name D-0005	Notice Type Compliance
Comply Notice N-0192	Status Declined
Responsible Occupier Fresh Fruit Co	Date of Breach 19/7/2023, 2:12 pm
Comply Notice Withdrawn <input type="checkbox"/>	Breaching Person John Smith
Comply Notice Upheld <input checked="" type="checkbox"/>	Breaching Person Type Tenant
Dispute Details I did not do this	Breach Details 10.1 WHSM Law
Location South Road	Total Damage Fee \$190.87
Comments To help manage safety we will need to uphold this comply notice.	





Shareholder Engagement



Annual General Meeting

View and Submit Proxy Forms (1/2)

Proxy Forms will be sent to you via Post or Email, but you can also access your Proxy Forms through SML Hub

1. On the home page, click **Shareholder Engagement**
2. Click on **Annual General Meeting**
3. You will see a list of Proxy Forms

The Shareholder Engagement page is where you can access information and documents for Sydney Markets' shareholder events. For Annual General Meetings, you will be able to access event details and your proxy forms. For Nominee and Expertise Director Elections, you will be able to access event details and documents. This will be upcoming and historical views of these events.



These are all the Annual General Meetings that you have been or are a part of. You can click through from here to view the proxy form and the documents related to the election that were sent to you.

Proxy Forms for AGM

Proxy forms for AGM ▼

50+ items • Sorted by Shareholder-ID • Filtered by All event shareholder list - Record Type, Non-voting tenants

Search this list...



	Shareh... ↓	Trading Name	Acco... ↓	Share... ↓	Share Cl... ↓	Trade... ↓	Equit... ↓	Prox... ↓	Sub... ↓	
1	S-ID-87346	Fresh Fruit Co	12345	11111	Wholesale	A123	200,000		Open	
2	S-ID-86526	Fresh Fruit Co	12345	22222	Grower	D123	20,000		Open	



View and Submit Proxy Forms (2/2)

1. Click on the Shareholder ID number to view the Proxy Form
2. You will see the details of the Proxy Form including:
 - a. Details about the Property
 - b. Date and Time of the AGM
 - c. Details of the Resolution
3. Fill out and submit the Proxy Form
 - a. **Proxy Name** – Enter your name
 - b. **Proxy Address** – Enter your address
 - c. **Resolution Vote for** – Select your vote
 - d. **Executed by authorized officer** – Select the checkbox
4. Click **Submit**

The Proxy Form will be submitted to Sydney Markets and not editable anymore.

PROXY FORM

1 Market Street
Homebush, NSW, 2129

Account No: 12345

I/We: **Fresh Fruit Co**
being a member / Members of Sydney Markets Limited, hereby appoint:

* Proxy Name (Nominee)

* Proxy Address

OR Failing such appointment or in the absence of that person, the Chairman of the meeting, as my/our proxy to act generally and to vote for me/us on my/our behalf in accordance with the directions on this form or, if no directions have been given, as they see fit, at the Annual General Meeting to be held at 10:30 am on Wednesday, 1 November 2023 or at any adjournment thereof.

I/We direct that my/our proxy vote in the following manner:

RESOLUTION 1

- That the TOTAL remuneration pool for Directors be increased from \$500,00 p.a. to \$515,000 p.a. from 1st December 2024.

Checking the checkbox indicates you are the authorised person to execute the proxy form and once submitted no further edits can be made to your votes

* ☐ Executed by authorized officer

TO BE EFFECTIVE THIS COMPLETED PROXY FORM MUST BE RECEIVED BY THE COMPANY NO LATER THAN 05:00 PM, 1 OCTOBER 2023
INFORMATION ON MEMBERS RIGHT TO VOTE AND MORE INSTRUCTIONS ON HOW TO COME

Account No.	12345
Share Cert. No.	11111
Share Class	Wholesale
Tradeable Space	A123-Wholesale
Equity Entitlement	200,000

Resolution Vote for

Proxy to vote at the meeting

For

Against

Abstain

✓ Proxy to vote at the meeting

No Response

Submit





Director Elections

View Director Election Events (1/2)

1. On the home page, click **Shareholder Engagement**
2. Click on **Nominee Director Election** or **Expertise Director Election**
3. You will see a list of election events

The Shareholder Engagement page is where you can access information and documents for Sydney Markets' shareholder events. For Annual General Meetings, you will be able to access event details and your proxy forms. For Nominee and Expertise Director Elections, you will be able to access event details and documents. This will be upcoming and historical views of these events.



These are all the Nominee Director Elections that you have been or are a part of. You can click through from here to view ballot paper and any other election related document that was sent to you.

Nominee Director Elections ▼

9 items • Sorted by Shareholder-ID • Filtered by All event shareholder list - Record Type • Updated a minute ago



	Shareh... ↑ ▼	Company / N... ▼	Accou... ▼	Trading Name ▼	Share ... ▼	Tradea... ▼	Equity... ▼	Share ... ▼	
1	S-ID-37699	Belflora Pty Ltd	16908	Belflora Pty Ltd	24217	FL1065	100,000	Flowers	





Director Elections

View Director Election Events (2/2)

1. Click on the Shareholder ID number to view the Proxy Form
2. You will see the details around your property
3. Click **View Documents** to view any nomination documents

Election Details	
Shareholder-ID S-ID-37710	AGM Shareholders AGMSH-6631
Account Number 12345	Industry Category Grower
Share Certificate Number 22222	Tradeable Space D123-Grower
Share Class Grower	
Preferred Contact Email <input type="text"/>	
▼ Director Nomination Documents	
Other Election Documents	
View Documents	





General Enquiries





General Enquiries

View General Enquiries

1. On the home page, click **General Enquiries**
2. You will a list of your General Enquiries divided into 2 tabs
 - a. **Open General Enquiries** – Any enquiries that are New or In Progress
 - b. **Closed General Enquiries** – All enquiries that have been handeld by Sydney Markets and closed

Open General Enquiries

Closed General Enquiries

Open General Enquiries ▼

2 items • Sorted by Case Number • Filtered by All cases - Closed, Case Record Type

	Cas... ↑ ▼	Sta... ▼	Sydney ... ▼	What topic best describes your enqui... ▼	Fin... ▼	Conta... ▼	Date/Time O... ▼	
1	00001050	New	Site Services	Building and Construction Process	12345	John Smith	2/8/2023, 6:49 pm	
2	00001051	New	Property	Paddy's Market Take up Application Process	12345	John Smith	2/8/2023, 6:55 pm	





General Enquiries

Create a New General Enquiry

1. On the home page, click **General Enquiries**
2. Click **New General Enquiry**
3. Fill in details about your enquiry
 - a. **Financial Account** – Select Account
 - b. **Sydney Markets' Department** – Select department to which your enquiry is related to. The enquiry will be sent to this department
 - c. **What topic best describes your enquiry?** – Select from a list of relevant topics to the department you selected in (b)
 - d. **Description** – Describe the enquiry with as much detail as possible
4. Click **Confirm** – Upon clicking this, the Sydney Markets' department you selected will be notified.

General Enquiry

* Financial Account

12345

* Sydney Markets' department

Site Services

* What topic best describes your enquiry?

Maintenance and Repairs

* Description

My AC has not been working property, are you able to send someone to service it?

Confirm





General Enquiries

Communicate with Sydney Markets

To resolve your enquiry, Sydney Markets will communicate with you through the General Enquiry cases.

1. You can access the updated case in 2 ways"
 - a. When Sydney Markets staff has responded, you will receive a notification through SML Hub. Click on this notification
 - b. On the home page, click **General Enquiries**. Click on the case you'd like to open
2. On the right-hand side, you will see the most recent comments from Sydney Markets
3. To respond, click on the text field under the comment and enter your response
4. Click on the blue send button

You can keep doing this as you communicate with Sydney Markets and the case closes.

The screenshot displays the Sydney Markets SML Hub interface. At the top is a navigation bar with links: Home, Services, About SML, Our Team, News & Announcements, and FAQs. A search bar and notification bell are on the right. A notification pop-up in the top right corner, labeled '1', reads: 'New Case Comment Notification. There has been an update on your Case Request 00001050. Please review the update on SML Hub. 8 minutes ago'. The main content area shows a 'Case In Progress' for Case Number 00001050. It has tabs for 'Details' and 'New Comment'. Under 'Details', there are sections for 'Case Information' (Case Number: 00001050, Status: In Progress), 'Case Detail' (Department: Site Services, Enquiry Topic: Building and Construction Process, Description: 'I am thinking of building a coolroom on my property. What is the process?'), and 'Additional Information' (Financial Account: 12345, Contact Name: John Smith). Below this is a 'Related Files' section with a table header: Title, Owner, Last Modified, Size, and an 'Add Files' button. On the right, the 'New Comment' section shows a text input field and a 'Comment' button. Below this is a list of comments. The first comment, labeled '2', is from Marilyn Loch (Employee) replying to the customer, 7m ago, with the text: 'Hi John, These are the high level steps to build a cool room. Step 1 - Contact a Site Services representative and discuss your proposed works. Step 2 - Engage a Drafting Service Provider to prepare detailed drawings. Step 3 - Engage a Private...'. Below this is a comment from the user, labeled '3', saying 'Thanks for your response. I will organise a time to call you tomorrow.' with a rich text editor. At the bottom right, there is a blue 'Send' button labeled '4'.





Waste Management

View your Waste Quota and Consumptions

1. On the home page, click **Waste Management**
2. Your Waste Quota & Consumption Summaries will be separated into 2 tabs, one for the current week and one for previous weeks
3. Click on **Waste Quota/Consumption (This Week)** tab to view details for this week
 - a. **Property Details** - You will see your waste quotas separated into property types
 - b. **Total Waste Quota (KGs)** – This is the total free-of-charge waste limit for the week applicable for Farmer's Stockfeed and Food Collection Charities
 - c. **Consumed Waste Quota (KGs)** – This is the total kgs of waste collected against your waste quota
 - d. **Available Waste Quota (KGs)** – The amount of kgs left on your waste quota of this week.
 - e. **Overage** – This will have a tick next to the property type if you have consumed more than your total waste quota in (b)
4. You can view the same details for your waste quotas in previous weeks by looking at the **Waste Quota/Consumption (Previous Weeks)** tab.

Waste Quota/Consumption (This Week) Waste Quota/Consumption (Previous Weeks)

This Week's Waste Quota & Consumption Summary

John Smith - CEO / Principal
Fresh Fruit Co

Showing 3 of 3 items

Property Type	Site	Building	Total Waste Quota (KGs)	Consumed Waste Quot...	Available Waste Quota ...	Overage
Retail Stand	Haymarket		1,000	0	1,100	
Grower Stand	Flemington		1,000	80	920	
Wholesale Module		A	1,000	1,100	-100	✓

Waste Quota/Consumption (This Week) Waste Quota/Consumption (Previous Weeks)

Previous Week's Waste Quota & Consumption Summary

John Smith - CEO / Principal
Fresh Fruit Co

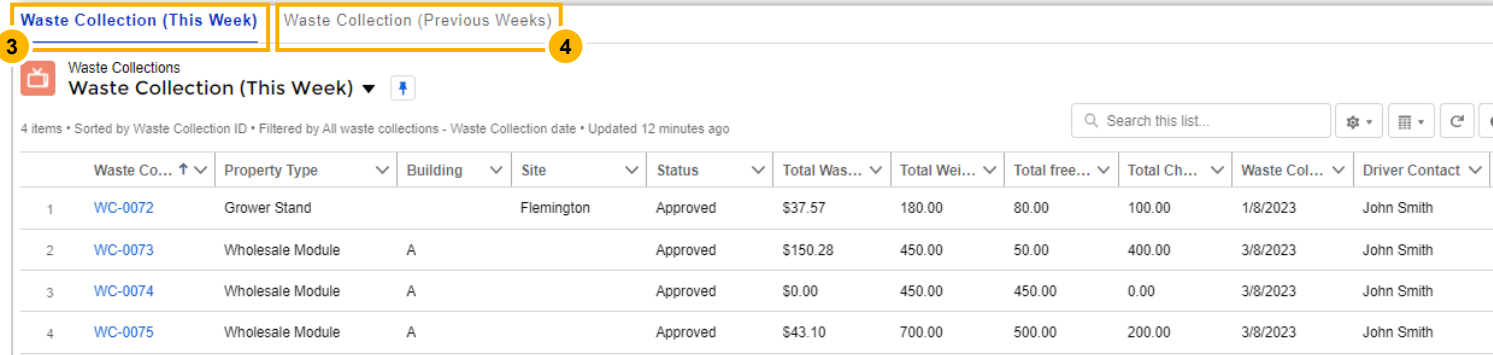
Showing 14 of 14 items Director Elections

Property Type	Week Start Date	Site	Building	Total Waste Quota ...	Consumed Waste ...	Available Waste Q...	Overage
Grower Stand	24 Jul 2023	Flemington		1,000	0	1,000	
Wholesale Module	24 Jul 2023		A	1,000	0	1,000	
Grower Stand	17 Jul 2023	Flemington		1,000	0	1,000	
Wholesale Module	17 Jul 2023		A	1,000	0	1,000	



View Waste Collection Details

1. On the home page, click **Waste Management**
2. You will see your Waste Collection records separated in 2 tabs for waste collected this week and in previous weeks
3. In the summarized list view in the **Waste Collection (This Week)** tab, you will see:
 - a. **Property Details** – The Property Type the collection is related to
 - b. **Total Waste Charge** – Total \$ amount related to the collection
 - c. **Total Weight** – Total Weight including Free and Charged Waste
 - d. **Total Free-of-Charge Weight** – Total Weight relating to free waste limits for Farmers Stockfeed or Food Collection Charities
 - e. **Total Charged Weight** – Total Weight relating to Farmers Stockfeed (KGs above waste limits), EarthPower Facility and Landfill
 - f. **Waste Collection Date** – Date the waste was brought to the Green Point
 - g. **Driver Contact** – Forklift Driver that dropped waste off at the Green Point
4. To view waste collection records from previous weeks, click on **Waste Collection (Previous Weeks)** tab




Waste Collection (This Week)										
Waste Collection (Previous Weeks)										
Waste Collections										
Waste Collection (This Week) ▼										
4 items • Sorted by Waste Collection ID • Filtered by All waste collections - Waste Collection date • Updated 12 minutes ago										
Search this list...										
Waste Co...	Property Type	Building	Site	Status	Total Was...	Total Wei...	Total free...	Total Ch...	Waste Col...	Driver Contact
1 WC-0072	Grower Stand		Flemington	Approved	\$37.57	180.00	80.00	100.00	1/8/2023	John Smith
2 WC-0073	Wholesale Module	A		Approved	\$150.28	450.00	50.00	400.00	3/8/2023	John Smith
3 WC-0074	Wholesale Module	A		Approved	\$0.00	450.00	450.00	0.00	3/8/2023	John Smith
4 WC-0075	Wholesale Module	A		Approved	\$43.10	700.00	500.00	200.00	3/8/2023	John Smith



View Waste Collection Details

1. On the Waste Collection list view, click on the WC number on the record you want to view
2. You will see details about this specific Waste Collection record, including:
 - a. **Waste Collection Date and Day**
 - b. **Total Free-of-Charge Weight** – Total Weight relating to free waste limits for Farmers Stockfeed or Food Collection Charities
 - c. **Total Charged Weight** – Total Weight relating to Farmers Stockfeed (KGs above waste limits), EarthPower Facility and Landfill
 - d. **Total Weight** – Total Weight including Free and Charged Waste
 - e. **Total Waste Charge** – Total \$ amount including Net Charge and GST related to the collection
 - f. **Account Details** – Related Account and Financial Account
 - g. **Property Details** – The Property Type the collection is related to
3. You will also see a section called **Waste Collection Line Items** where you will see the details relating to each waste item brought to the Green Point. You can open these to see even more detail. You will see:
 - a. Waste Destination
 - b. Description of the Goods

 Waste Collection
WC-0072

Waste Collection Details

Waste Collection ID

WC-0072

Day of Week

Tuesday

Waste Collection date

1/8/2023

Total free of charge Weight

80.00

Total Charged Weight

100.00

Total Weight

180.00

Record Type

Organic and General Waste

Status

Approved

Total Net Charge

\$34.00

Total GST Charge

\$3.57

Total Waste Collection Charge

\$37.57

Tenant Details

Account

[Fresh Fruit Co](#)

Driver Contact

John Smith

SML Registration Number

ABC123

Building

Financial Account for Invoicing

[12345](#)

Property Type

Grower Stand

Site

Flemington

Waste Collection Line Items (2)

Waste Collectio...	Waste Description	Weight (KGs)	Total Charge
WCLI-0161	Tomatoes	80.00	\$0.00
WCLI-0162	Apples	100.00	\$37.57

View All

Waste Collection Line Item

WCLI-0161

Waste Collection Line Item Details

Waste Collection Line ID

WCLI-0161

Waste Destination

Farmers' Stockfeed

Total free of charge Weight (KGs)

80.00

Total charged Weight (KGs)

0.00

Weight (KGs)

80.00

Waste Collection

[WC-0072](#)

Net Charge

\$0.00

GST Charge

\$0.00

Total Charge

\$0.00





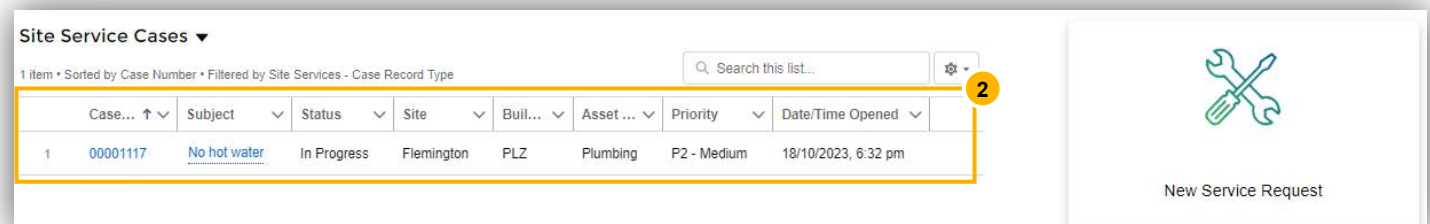
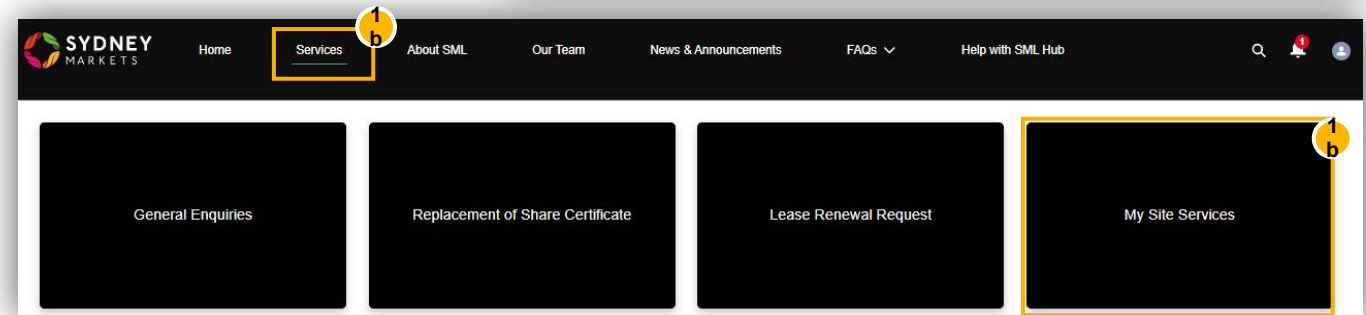
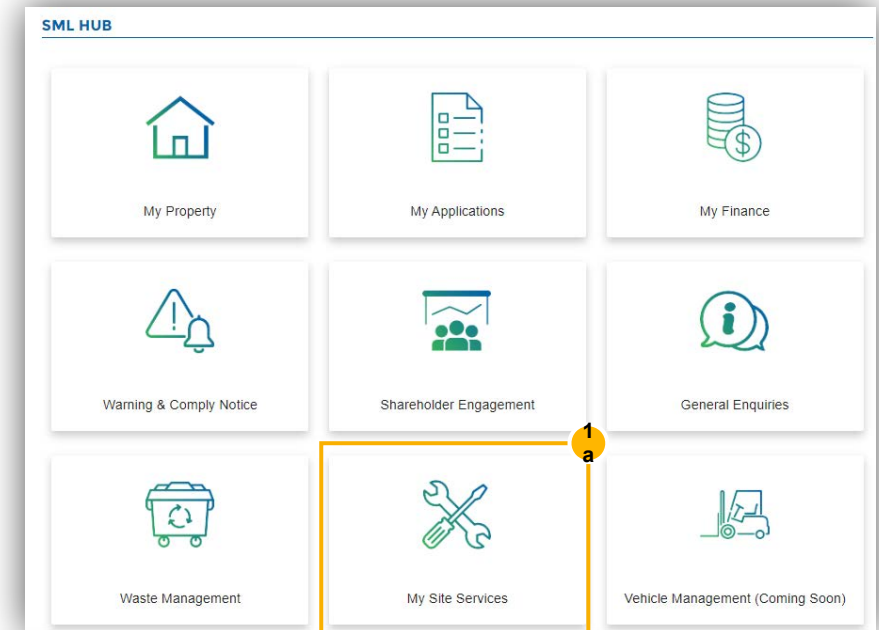
Site Services Repairs Request



Create a Site Services Repair Request

If an asset in your premises or in a SML Common Area needs repairs, you can report the issue to SML's Site Services team. They will then triage the issue and organise visits and repairs by a technician (If required).

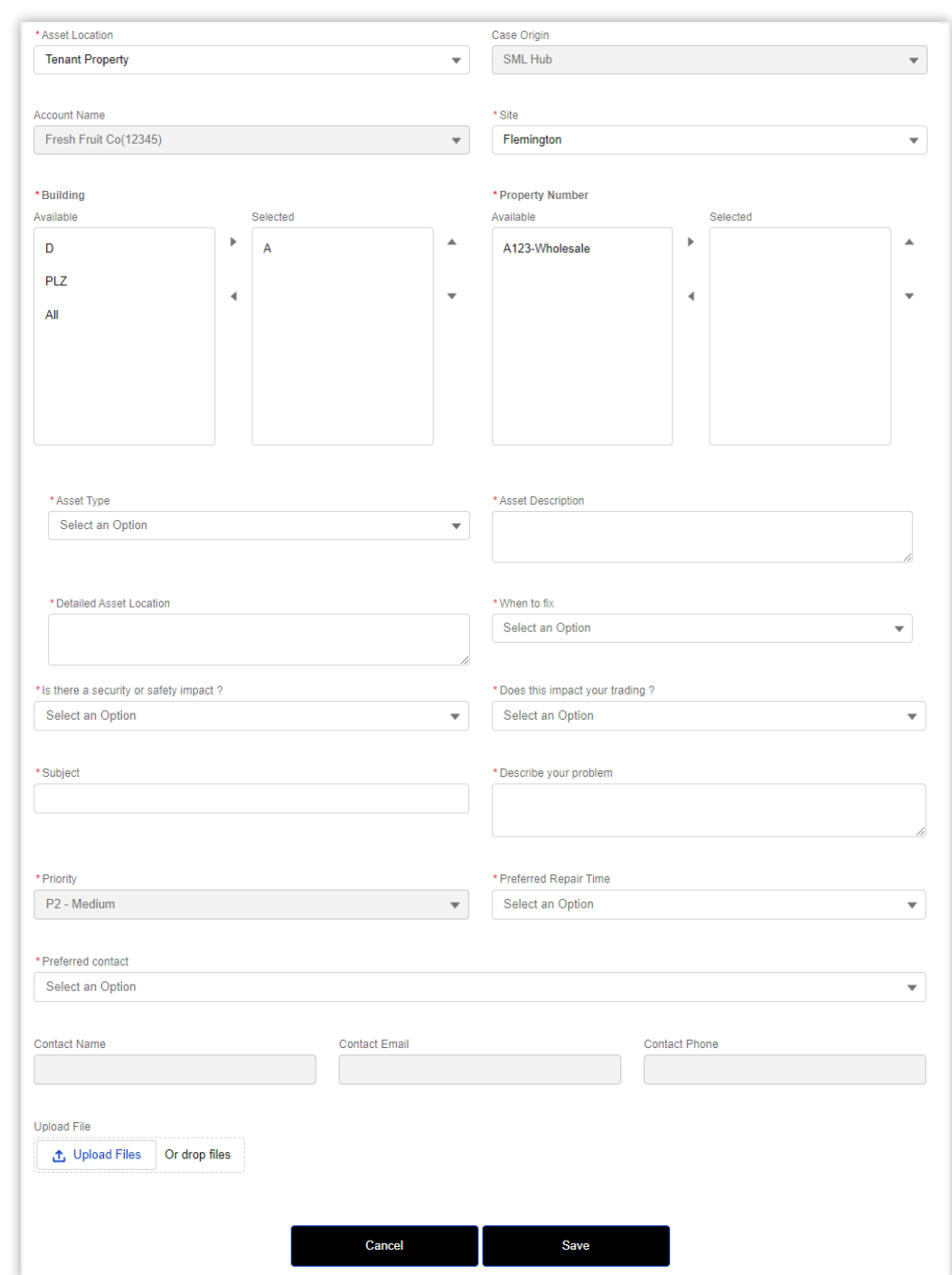
1. To access the request form, you can either:
 - a. Go to the **My Site Services** tile on the homepage
 - b. Go to **Services** tab on the header and select **My Site Services**
2. You will see already raised cases in a list. Click on the Case Number to view more details





Create a Site Services Repair Request

3. Click **New Service Request**
4. Fill in the details. This will include details like:
 - Asset Location – Whether it is in your premises or a SML common area
 - Site, Building and Property Number
 - Asset Details – Type of asset, location of the asset within the premises
 - Issue – What are you experiencing and what repairs are required
 - Contact details
 - Upload photos of the asset
5. Click **Save** – The case will then be submitted to SML's Site Services team. As the case progresses, you will be able to follow the status of the case.
6. After the case has been closed by Site Services, you will be notified. You will then have 5 business days to provide any feedback on the repair.



The form is titled "Create a Site Services Repair Request" and contains the following fields and sections:

- Asset Location:** A dropdown menu with "Tenant Property" selected.
- Case Origin:** A dropdown menu with "SML Hub" selected.
- Account Name:** A dropdown menu with "Fresh Fruit Co(12345)" selected.
- Site:** A dropdown menu with "Flemington" selected.
- Building:** Two side-by-side dropdown menus. The "Available" menu has options "D", "PLZ", and "All". The "Selected" menu has "A" selected.
- Property Number:** Two side-by-side dropdown menus. The "Available" menu has "A123-Wholesale" selected. The "Selected" menu is empty.
- Asset Type:** A dropdown menu with "Select an Option" selected.
- Asset Description:** A text input field.
- Detailed Asset Location:** A text input field.
- When to fix:** A dropdown menu with "Select an Option" selected.
- Is there a security or safety impact?:** A dropdown menu with "Select an Option" selected.
- Does this impact your trading?:** A dropdown menu with "Select an Option" selected.
- Subject:** A text input field.
- Describe your problem:** A text input field.
- Priority:** A dropdown menu with "P2 - Medium" selected.
- Preferred Repair Time:** A dropdown menu with "Select an Option" selected.
- Preferred contact:** A dropdown menu with "Select an Option" selected.
- Contact Name:** A text input field.
- Contact Email:** A text input field.
- Contact Phone:** A text input field.
- Upload File:** A section with a button "Upload Files" and a text "Or drop files".
- Buttons:** "Cancel" and "Save" buttons at the bottom right.

