



# SML Hub

How-to Guide for Tenants



# Logging in for the First Time

Setting up your Account



SYDNEY MARKETS



# 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.

## TIP

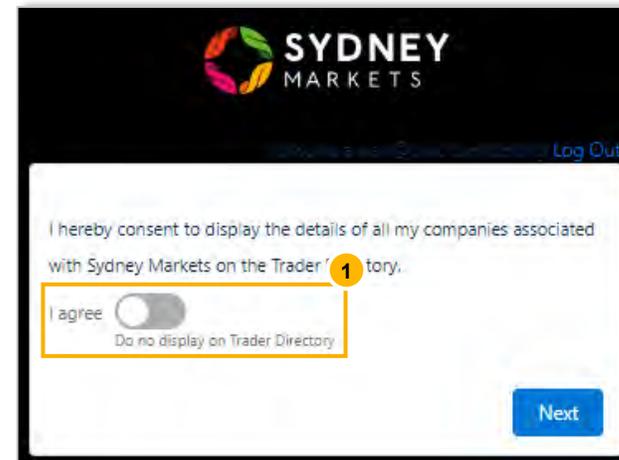
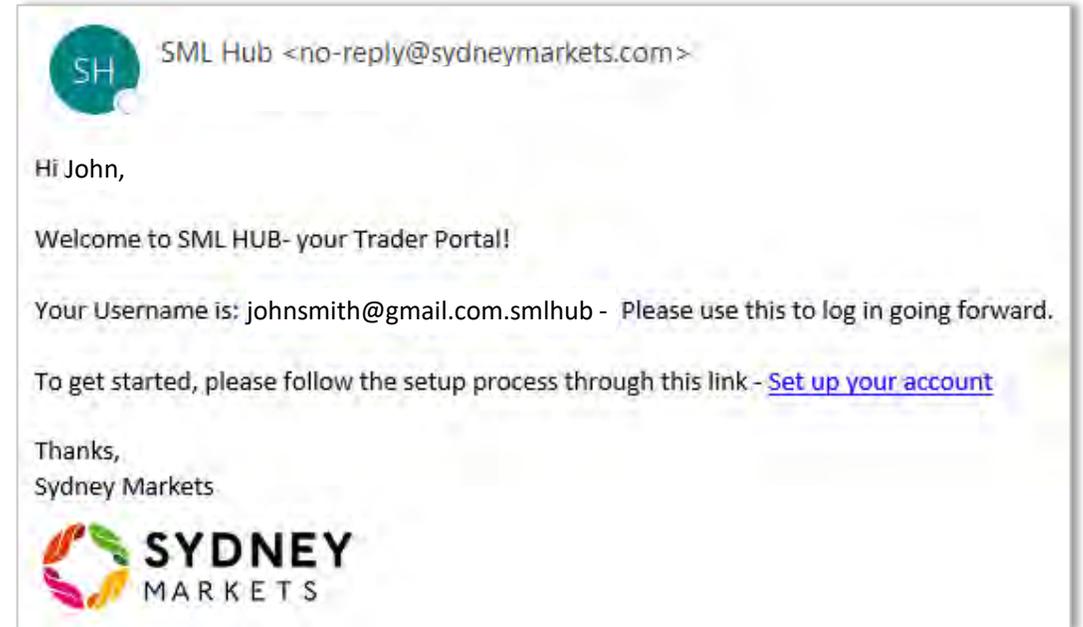
Your username is your email followed by '.smlhub'. Not entering the '.smlhub' will lead to login error.

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**





# 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.

### TIP

- While adding contacts please ensure you enter the right detail in the order of first name/ last name in the given fields.
- Please choose the role appropriately to what your role is in interacting with SML while representing your business

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 and please note down or remember this for your ongoing logs onto SML HUB.

### 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  
[Text Input Field]

\* Confirm New Password  
[Text Input Field]

**Change Password**

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





# 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**

### TIP

An Account represents your individual unique customer account with us and may include more than one MAJIK/ Financial account number. The MAJIK/Financial account is your unique account ID in our finance system that is used to invoice you based on your tenancies across Sydney Markets.

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 MAJIK/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**.

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 is highlighted with a yellow circle and the number '1'. A dropdown menu is open from this icon, showing options: Profile, Settings, View My Accounts (highlighted with a yellow circle and the number '2'), and Log Out. Below the header, the 'All Accounts' section is visible, showing a table with columns: Account Name, Trading Name, Primary Financial Account, and Phone. The first row shows 'Fresh Fruit Co' with a Primary Financial Account of '12345' and a Phone number of '61291234567'. The account name 'Fresh Fruit Co' is circled with a yellow circle and the number '3'.

The screenshot shows the 'Account Details' page for 'Fresh Fruit Co'. The page has a header with 'Account Fresh Fruit Co' and buttons for '+ Follow', 'Update key contacts', and 'Add New Contact'. Below the header, there are several fields for account information: ABN (14254536989), Preferred Method of Communication (Email), Company Email, and Account Type (Trader). The 'Account Details' tab is selected, showing fields for 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), Company Email, Phone (61291234567), Mobile (61412345678), Website, Display on trader Directory? (checked), Consent Provided On (20/7/2023, 9:33 am), and Description. A pencil icon next to the Mobile field is circled with a yellow circle and the number '6'. Below the account details, there is an 'Address Information' section with fields for Billing Address (1 Market Street, Homebush Sydney, Sydney Markets NSW 2129, Australia) and Shipping Address. A map is shown below the address information. On the right side of the page, there are two sections: 'Tenancy Property (3)' and 'Financial Accounts (1)'. The 'Tenancy Property (3)' section shows a table with columns: Tenancy ID, Property, Space, and Property Type. The 'Financial Accounts (1)' section shows a table with columns: Financial Account ID, Parent ID, and Company / Name.





# 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

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
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**

Related Contacts (2)

Contact Name	Account Name	Active	Job Title
<a href="#">Andre Fernandes</a>	Fresh Fruit Co	<input checked="" type="checkbox"/>	
<a href="#">John Smith</a>	Fresh Fruit Co	<input checked="" type="checkbox"/>	

[View All](#)

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 (3)

Tenancy ...	Property	Space	Property Ty...
<a href="#">TP-012433</a>	A123-Whol...	A123	Wholesale Module
<a href="#">TP-012434</a>	D123-Grower	A123	Grower Stand
<a href="#">TP-012478</a>	PLZL1B123	PLZL1B32	Plaza

[View All](#)

Financial Accounts (1)

Financial Acco...	Parent Id	Company / Name
<a href="#">12345</a>		Fresh Fruit Co

[View All](#)

### TIP

Please identify appropriate roles for each contact you add as SML will use the role to determine how different communications from head office are sent to you as business and who receives it.

Also please review your contact list on a monthly basis to request deletion for contacts who may not be your employees anymore or to add new contacts you would like to include in our database.

At a bare minimum you must have the CEO/Principal of the business and Finance/Accounts identified in our database.





# 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 of communications
  - Shareholder Engagement (Proxy forms, Ballots, notices)
  - Tenancy Related Communications (Rent review, Invoices)
  - All Other Communications (Marketing, general CEO comms)
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	Preferred Method of Communication	Company Email	Account Type
14254536989	Email		Trader

Account Details Related Contacts

Account Name: Fresh Fruit Co Company Email: [redacted]

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**



# Navigating the Home Page

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 <b>0</b>	TOTAL APPLICATIONS IN PROGRESS <b>1</b>	TOTAL OPEN ENQUIRIES <b>3</b>
UPCOMING LEASE REVIEW IS ON <b>None coming up</b>	PROPERTIES WITH RENT REVIEW IN 60 DAYS <b>0</b>	UPCOMING RENT REVIEW IS ON <b>None coming up</b>
WASTE OVERAGE CHARGES THIS WEEK <b>\$5.53</b>	WASTE STANDARD CHARGES THIS WEEK <b>\$225.42</b>	

### 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 So...)
 My Site Services (Coming Soon)		

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

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

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

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

**Warning and Comply Notices**  
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.

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

**General Enquiries**  
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.

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

**Notification Bell**  
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

**Search**  
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, Site Services request 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](#)

Op (View your Properties and their ...)

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

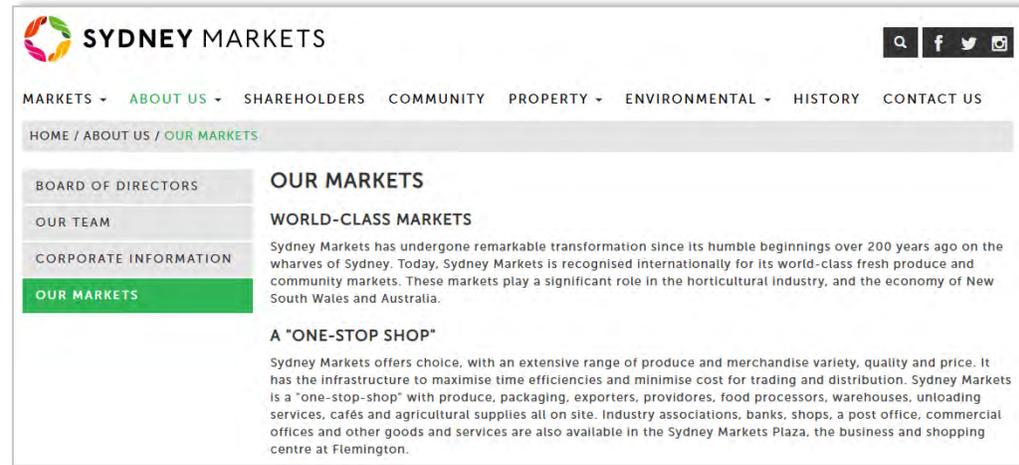


## About SML and News & Announcements

This will link to the Sydney Markets Official Website pages relating to information and news/notices about SML. These are typically the same notices you receive through SML Trader App.

## 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

### TIP

Use FAQs as your first line of answers when you have some important questions or inquiries. If the FAQs do not provide the necessary answers, please **use General Inquiries** tab in home page to raise an inquiry directly with SML Head office.

**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 Views · 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





# Navigating the Footer Links



## 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**

<a href="#">SML Global Traders Guide</a>	<a href="#">Sydney Markets Rules</a>	<a href="#">Waste Collection &amp; Disposal Policy - Schedule of Fees</a>	<a href="#">Waste Collection &amp; Disposal Policy</a>	<a href="#">Work Health Safety (WHS) Management Plan</a>	<a href="#">SML Occupier WHS Information</a>
<a href="#">SML Shopfit WHS Information</a>					





# 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 (which is unique system identity of your tenancies with us).

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

Search this list...

	Tena... ↑	Property	Property Type	Trading Na...	Company /...	Buil...	Rent	Start ...	Acti...	Trad...	Module Type
1	<a href="#">TP-012433</a>	A123-Wholesale	Wholesale Module	Fresh Fruit Co	Fresh Fruit Co	A	\$3,768.00	14/6/2023	<input checked="" type="checkbox"/>	0.00	Wholesale Half Module
2	<a href="#">TP-012434</a>	D123-Grower	Grower Stand	Fresh Fruit Co	Fresh Fruit Co	D		14/6/2023	<input checked="" type="checkbox"/>	0.00	
3	<a href="#">TP-012478</a>	PLZL1B123	Plaza	Fresh Fruit Co	Fresh Fruit Co	PLZ	\$2,000.00	31/7/2024	<input checked="" type="checkbox"/>	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, service requests or general inquiries raised with us and quality assurance reports if you have a Retail space.

**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	Start Date
TP-012433	14/6/2023
Active Tenancy?	End Date
<input checked="" type="checkbox"/>	
Good Sold 1	Share Class
Food - Fruit & Vegetables	
<b>▼ Rent &amp; Value</b>	
Rent	Share Certificate Number
\$3,768.00	
New Rent Effective Date	Non-voting tenants
1/7/2022	<input type="checkbox"/>
Assessed Value	Total Equity
0	
Billing Cycle	CPI/Rate
Monthly	3.0%
<b>▼ Property Details</b>	
Site	Property Type
Flemington	Wholesale Module
Space	Trade Sq Mtr
A123	0.00
Building Name	
A	
Module Type	
Wholesale Half Module	
<b>▼ Other Details</b>	
Company / Name	Account
Fresh Fruit Co	<a href="#">Fresh Fruit Co</a>
Application	Financial Account
	<a href="#">.12345</a>
Trading Name	
Fresh Fruit Co	

### Tenancy Documents

**Files (0)** [Add Files](#)

Title	Last Modified	Size

### Requests

**Requests (1)**

Case Number	Status	Date/Time Opened	Case Record Type
<a href="#">00001046</a>	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.

### Request Replacement Share Certificate

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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.





# 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

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

**Tenancy Property Data...**

Tenancy Property Name	Start Date
TP-012478	1/8/2022

**Tenancy Documents**

Files (0) Add Files

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

**Request Lease Renewal**

New Lease Term (In Years):

Option for Extension (In Years):

Additional Comments:

I would like to renew my lease for another year

Usage:

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
3. Review the report

Quality Assurance  
**QA-018**

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

Tenant/Trader <a href="#">Fresh Fruit Co</a>	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 <a href="#">Fresh Fruit Co</a>	Stand Number HWE181
Conducted On 1/8/2023, 5:18 pm	Tenancy Property <a href="#">TP-012479</a>
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

2c

21



# View & Respond to Quality Assurance Reports

4. 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**
5. Let Sydney Markets Retail Team know what actions you have taken to fix the Quality Assurance issues in the **Tenant Feedback** field – If you do not respond, the report will remain open
6. Select the checkbox on the **I have completed the actions requested** field
7. Click **Save**
8. Sydney Markets Retail Team will review you feedback and 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
<a href="#">Fresh Fruit Co</a>	HWE181	Action Required by Trader

Complete Pending Action

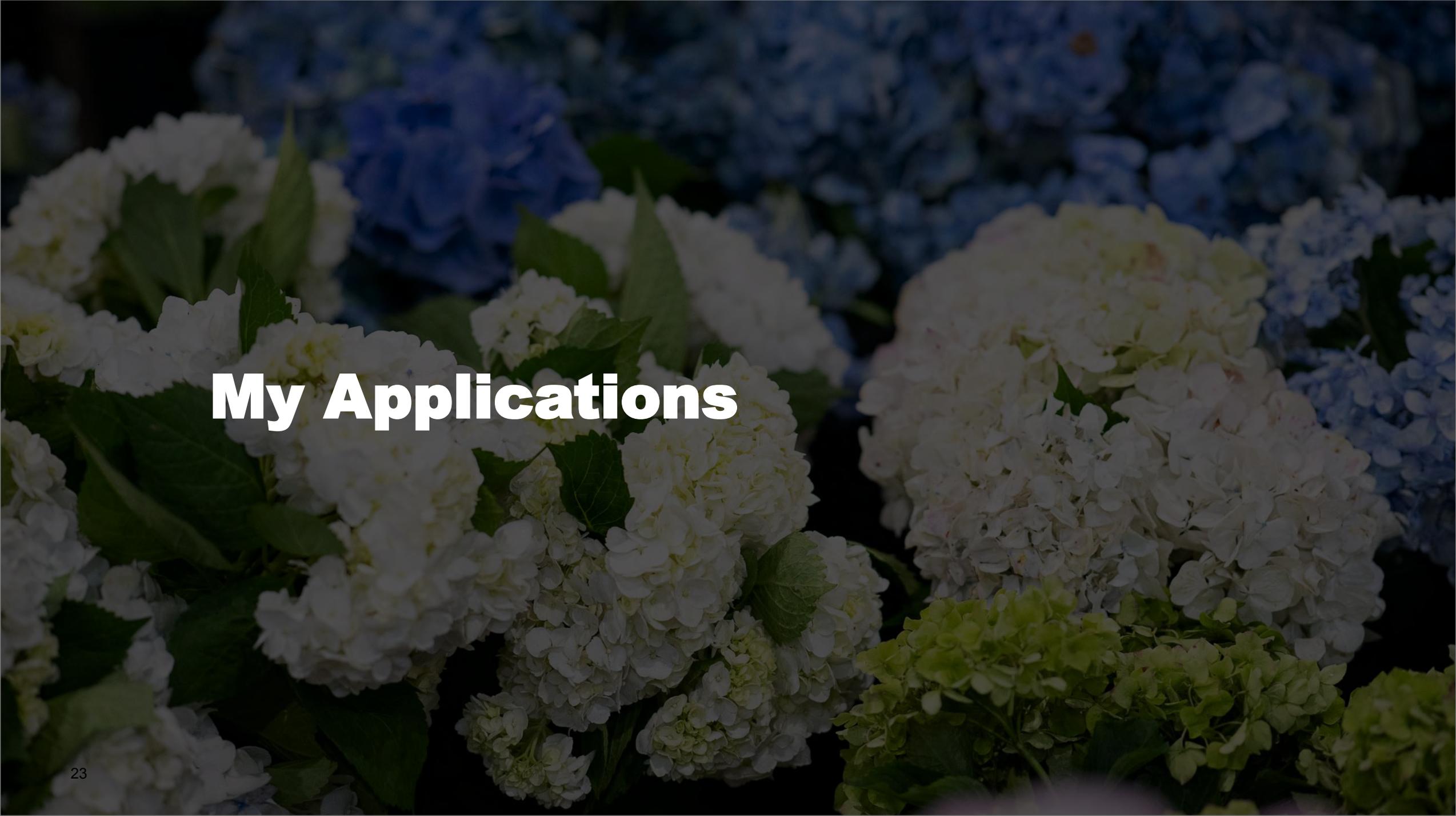
Tenant Feedback

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 Change Over 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.

The screenshot shows the 'My Applications' interface. At the top, there is a search bar and a settings icon. Below this is a table with 4 rows of application data. A yellow box highlights the table, and a yellow circle with the number '2' is placed over the table's header. To the right of the table is a 'New Application' button, also highlighted with a yellow box and a yellow circle with the number '3'.

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





# 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**





# 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. Depending on the application, you will have different sections to fill in.

## Most Common Sections:

- Personal Details** – Selection of Financial Account related to the account to populate your information
- Property Selection** – Select properties related to the application
- Effective Date** – Select date of when application becomes effective once approved. E.g. Date that property transfers, property surrenders, change of goods applies, sign is erected, etc.
- Attachments** – E.g. Photo ID, product photos, drawing plans – This will be different according to the application type
- Consent** – Your acknowledgement that the details you provided are correct

### A. Seller's Details

Account Number  
12345

Company / Name(s)	Trading Name	Trading / Business Address
Fresh Fruit Co	Fresh Fruit Co	AUS

Billing Address	ABN	Mobile
1 Market Street, Homebush Sydney, Sydney Markets, NSW, 2129, AUS	14254536989	61412345678

Phone	Email	Website
61291234567		

### B. Details of Property/s to be transferred

Property/s to be transferred ⓘ

Available	Selected
	D123-Grower





# Submit a New Application

## Application specific sections:

Application Type	Description of Application
Transfer Application	<ul style="list-style-type: none"> <li>• <b>Goods Sold</b> – Selecting proposed Goods Sold for a Retail Transfer</li> <li>• <b>Parties Executing Transfer</b> – List each party that will execute and sign off the application. This can include the Tenant, Shareholders, Directors, Company secretary and Power of Attorney</li> <li>• <b>Power of Attorney</b> – List any parties that will act on your behalf on this application</li> <li>• <b>Direct Debit</b> – For Take Up applications or buyers of a transfer, you will be asked to provide Direct Debit details for the properties</li> <li>• <b>Consent to Transfer Shares</b> – Provide your consent to transfer your shares to new buyer</li> </ul>
Take-Up Application	<ul style="list-style-type: none"> <li>• <b>Goods Sold</b> – Selecting proposed Goods Sold for stands</li> <li>• <b>Parties Executing Transfer</b> – List each party that will execute and sign off the application. This can include the Tenant, Shareholders, Directors, Company secretary and Power of Attorney</li> <li>• <b>Power of Attorney</b> – List any parties that will act on your behalf on this application</li> <li>• <b>Direct Debit</b> – For Take Up applications or buyers of a transfer, you will be asked to provide Direct Debit details for the properties</li> </ul>
Surrender Application	<ul style="list-style-type: none"> <li>• <b>Parties Executing Transfer</b> – List each party that will execute and sign off the application. This can include the Tenant, Shareholders, Directors, Company secretary and Power of Attorney</li> <li>• <b>Power of Attorney</b> – List any parties that will act on your behalf on this application</li> </ul>
Sub-lease Application	<ul style="list-style-type: none"> <li>• <b>Details of Sub-letter</b> – Enter details regarding sub-letter’s business type, hours, forklifts, truckets, staff, etc</li> <li>• <b>Parties Executing Transfer</b> – List each party that will execute and sign off the application. This can include the Tenant, Shareholders, Directors, Company secretary and Power of Attorney</li> </ul>
Building & Construction Application	<ul style="list-style-type: none"> <li>• <b>Proposed Work</b> – Describe works proposed to be done at the premises</li> <li>• <b>Any assistance required</b> - Help finding Certifier or Contractor to undergo works</li> </ul>
Direct Debit Update	<ul style="list-style-type: none"> <li>• <b>Account Details</b> - Provide details of your credit or bank account details</li> </ul>
Erect Signage Application	<ul style="list-style-type: none"> <li>• <b>Date</b> – Date that sign will be erected</li> <li>• <b>Design of Sign</b> – Attachments of drawings and</li> </ul>
Business Structure Change Application	<ul style="list-style-type: none"> <li>• <b>Current Business Structure Declaration</b> – Declare your business structure and details of parties within the business</li> <li>• <b>New Business Structure</b> – Declare details of the parties within your business</li> </ul>
Change of Goods Application	<ul style="list-style-type: none"> <li>• <b>Goods Sold</b> – Selecting proposed Goods Sold for a Retail Transfer</li> </ul>

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.

If you have experience any issues with applications, please contact the relevant Sydney Markets team for help.

**TIP**  
Ensure all fields are filled before submitting, otherwise you will run into an error.

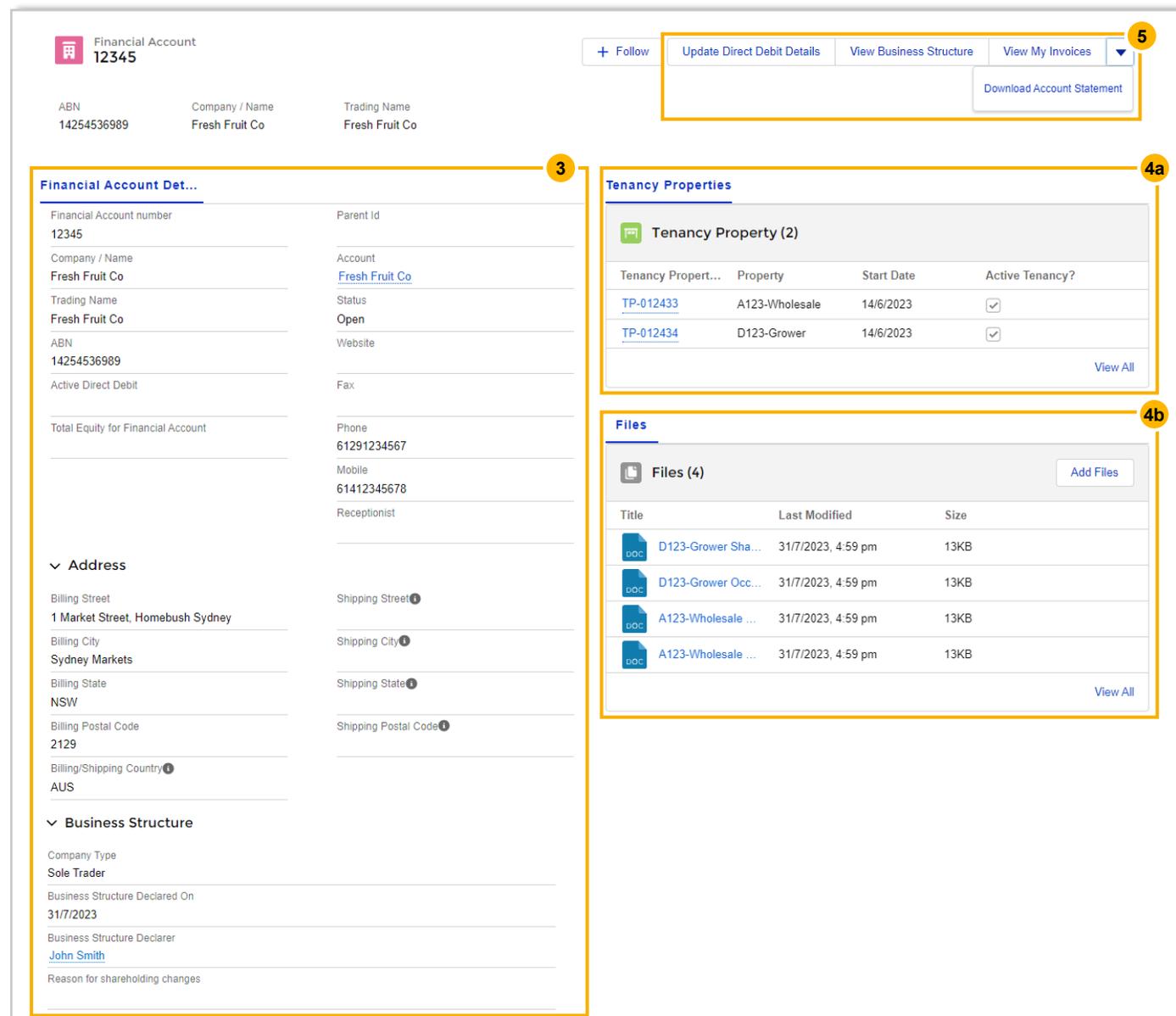


# My Finance



# View Financial Account Details

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



**Financial Account 12345**

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

**Financial Account Det...**

Financial Account number 12345	Parent Id
Company / Name Fresh Fruit Co	Account <a href="#">Fresh Fruit Co</a>
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
Billing City Sydney Markets	Shipping City
Billing State NSW	Shipping State
Billing Postal Code 2129	Shipping Postal Code
Billing/Shipping Country 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 Propert...	Property	Start Date	Active Tenancy?
<a href="#">TP-012433</a>	A123-Wholesale	14/6/2023	<input checked="" type="checkbox"/>
<a href="#">TP-012434</a>	D123-Grower	14/6/2023	<input checked="" type="checkbox"/>

**Files**

Title	Last Modified	Size
<a href="#">D123-Grower Sha...</a>	31/7/2023, 4:59 pm	13KB
<a href="#">D123-Grower Occ...</a>	31/7/2023, 4:59 pm	13KB
<a href="#">A123-Wholesale ...</a>	31/7/2023, 4:59 pm	13KB
<a href="#">A123-Wholesale ...</a>	31/7/2023, 4:59 pm	13KB

**Navigation Bar (5):** + Follow, Update Direct Debit Details, View Business Structure, View My Invoices, Download Account Statement





# 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 submitting, this will be routed to Sydney Markets' Finance Team to verify and approve. The result of the approval will be sent to you as a SML Hub notification. If it is rejected, you will be asked to fill the form again.

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](#)

---

### Update Direct Debit Details

**Direct Debit Details**

Account 12345

Details of Bank Account to be debited:

\*Account held in the name of 5

Complete this field

\*Financial Institution's Name 1

\*Financial Institution's Address 1

\*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

The screenshot shows the 'View My Invoices' page for Financial Account 12345. At the top right, there are navigation buttons: '+ Follow', 'Update Direct Debit Details', 'View Business Structure', and 'View My Invoices' (highlighted with a yellow box and callout 3). Below these is a 'Download Account Statement' button (callout 3). The account details section shows ABN 14254536989, Company / Name 'Fresh Fruit Co', and Trading Name 'Fresh Fruit Co'. A search filter bar (callout 4) contains 'From Date' (1 Mar 2023), 'To Date' (31 Jul 2023), and 'Status' (All). A 'Search Invoices' button (callout 5) is centered below the filter bar. A 'Download Invoices' button (callout 6) is located at the bottom right of the table. The table below shows three invoice entries.

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

The screenshot shows a 'TAX INVOICE' PDF document. The header includes the SYDNEY MARKETS logo and contact information: P.O. Box 2, SYDNEY MARKETS NSW 2129, PH: 9325 6200, FAX: 9325 6288, and ABN: 51 077 119 290. Below the header is a table with the same data as the screenshot above.

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

- To open an individual invoice, in the **Invoice Reference Number** column, click the link – This will show invoice line items for that specific invoice
- 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	<a href="#">0000112233</a>	35.85	358.40	394.25	outstanding
12345	Fresh Fruit Co	Fresh Fruit Co	21/03/2023	<a href="#">0000112234</a>	35.00	350.00	385.00	onhold
12345	Fresh Fruit Co	Fresh Fruit Co	13/03/2023	<a href="#">998877</a>	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  
PH: 9325 6200 FAX: 9325 6288  
ABN: 51 077 119 290

Name: Fresh Fruit Co      Account: 12345  
Trading As: Fresh Fruit Co

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**    Biller Code : 737908    Ref :    We proudly welcome American Express® Cards

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](http://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

Year

# STATEMENT



## SYDNEY MARKETS

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

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

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 Warning Notices Disputes Raised Pending Feedback All Notices

**Open Comply Notices** ▼

1 item • Sorted by Notice Name • Filtered by All notices - Status, Type • Updated an hour ago

Search this list...

	Not... ↑ ▼	Breachi... ▼	Breach Date/Time ▼	Type ▼	Total ... ▼	Responsibl... ▼	Pape... ▼	Status ▼	Invoi... ▼
1	<a href="#">N-0192</a>	John Smith	19/7/2023, 2:12 pm	Comply Notice	\$190.87	<a href="#">Fresh Fruit Co</a>	N-0192	Approved	Unpaid





# View Issued Comply & Warning Notices

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

Notice N-0192
+ Follow Create Dispute

## 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

Details
Feedback
Dispute raised
Notice breakdown

Notice Line Items (1)

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





# 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

**1** **2**

**Details** Feedback Dispute raised Notice breakdown

Paper Notice Number	Type
N-0192	Comply Notice
Responsible Occupier	Status
<a href="#">Fresh Fruit Co</a>	Approved
Responsible Occupier Type	Breach Date/Time
Tenant/Trader	19/7/2023, 2:12 pm
Breaching Person	Breach Rule
John Smith	10.1 WHSM Law
Email	Breach Particulars
	Operating forklift while using mobile phone.
Type of Notice Recipient	Invoice Status
Tenant	Unpaid
Location	HRW Forklift Driver's License Number
South Road	



# 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](#)
1

**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:

Breaching Person Type:

Notice Type:

Location:

Total Damage Fee:

Comply Notice:

Breaching Person:

Status:

Date Of Breach:  
Date:  Time:

Breach Details:

\* Dispute Details:

Cancel
Save
3
4





# Action a Comply Notice

## Dispute a Comply Notice (2/2)

- Once Sydney Markets has completed the review, you will receive a notification with the outcome
- Click on the dispute record
- 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.

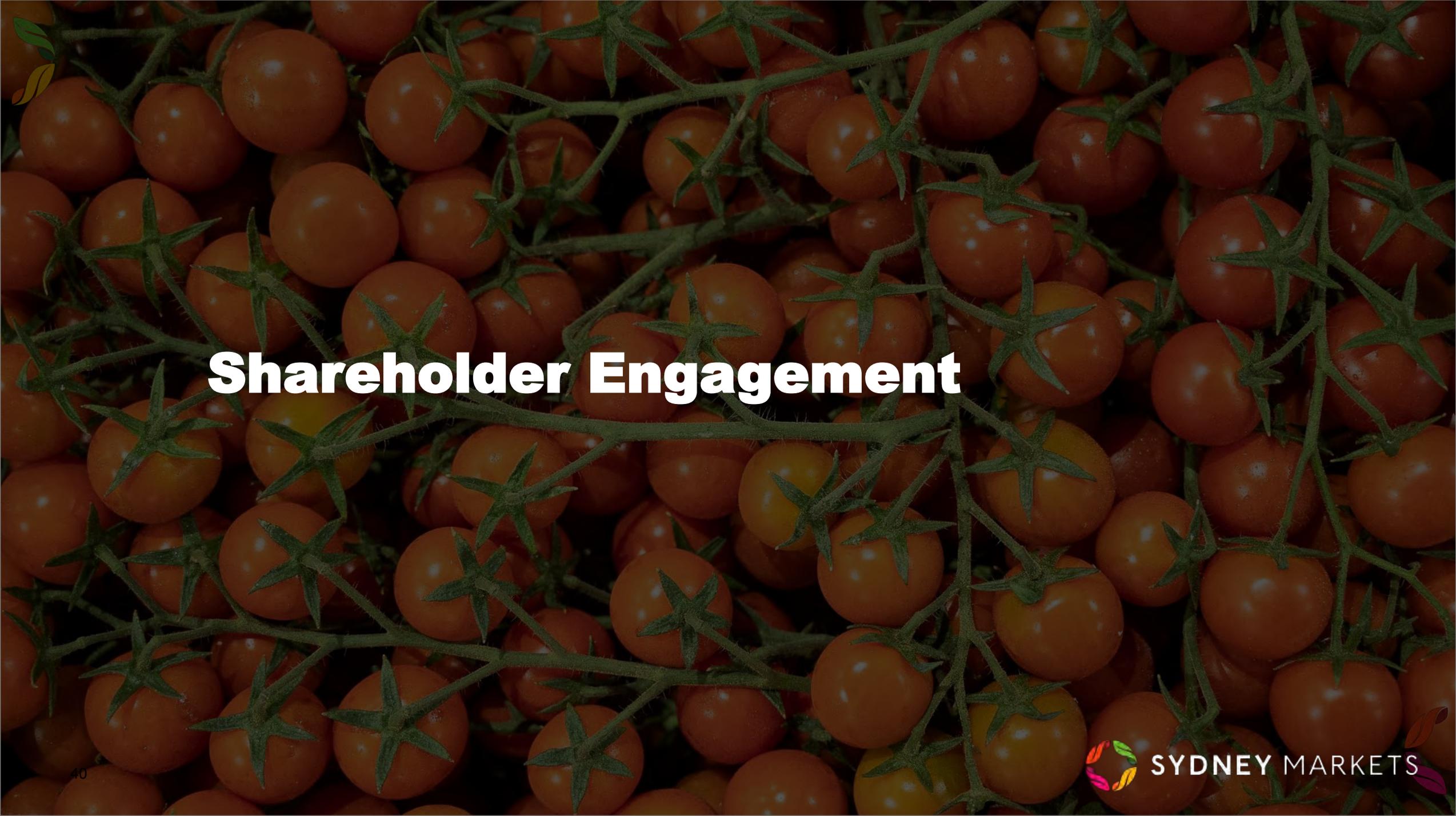
 Dispute  
D-0005

**DETAILS** RELATED

---

Dispute Name D-0005	Notice Type <b>Compliance</b>
Comply Notice <a href="#">N-0192</a>	Status <b>Declined</b>
Responsible Occupier <a href="#">Fresh Fruit Co</a>	Date of Breach 19/7/2023, 2:12 pm
Comply Notice Withdrawn <input type="checkbox"/>	Breaching Person <b>John Smith</b>
Comply Notice Upheld <input checked="" type="checkbox"/>	Breaching Person Type <b>Tenant</b>
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.	



The background of the slide is a dense field of small, round cherry tomatoes on their green vines. The tomatoes are a mix of red and yellow-orange colors, and the vines are a vibrant green. The overall image has a slightly dark, muted tone.

# 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	<a href="#">S-ID-87346</a>	Fresh Fruit Co	12345	11111	Wholesale	A123	200,000		Open
2	<a href="#">S-ID-86526</a>	Fresh Fruit Co	12345	22222	Grower	D123	20,000		Open





# Annual General Meeting

## 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:

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

**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. FOR MORE INFORMATION ON MEMBERS RIGHT TO VOTE AND MORE INSTRUCTIONS ON HOW TO COMPLETE THIS FORM, PLEASE VISIT SYDNEY MARKETS LIMITED WEBSITE.

**Submit**

Resolution Vote for

Proxy to vote at the meeting

- For
- Against
- Abstain
- ✓ Proxy to vote at the meeting
- No Response

3d





# 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.

[No Title]

**Nominee Director Elections** ▼

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

Search this list... [Settings] [Refresh]

	Shareh... ↑ ▼	Company / N... ▼	Accou... ▼	Trading Name ▼	Share ... ▼	Tradea... ▼	Equity... ▼	Share ... ▼
1	<a href="#">S-ID-37699</a>	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 including:
  - Notice of Election
  - Ballots
  - Candidate Profiles

You will also receive these through email or post. You will be able to vote through the electronic version by selecting your candidate and sending back to Sydney Markets as per instructions on the ballots.

### Election Details

Shareholder-ID S-ID-37710	AGM Shareholders <a href="#">AGMSH-6631</a>
Account Number 12345	Industry Category Grower
Share Certificate Number 22222	Tradeable Space D123-Grower
Share Class Grower	
Preferred Contact Email	

▼ 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

2a    2b

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	2





# 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

\* 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, there is a navigation bar with links for Home, Services, About SML, Our Team, News & Announcements, and FAQs. A search icon, a notification bell, and a user profile icon are also present. A notification box in the top right corner, labeled '1a', contains a 'New Case Comment Notification' for Case Request 00001050, dated 8 minutes ago. The main content area shows a case titled 'Case In Progress' with Case Number 00001050. Below this, there are sections for 'Details', 'Case Information', 'Case Detail', and 'Additional Information'. The 'Case Detail' section shows the department as 'Site Services' and the enquiry topic as 'Building and Construction Process'. The 'Additional Information' section shows a financial account of 12345 and contact name John Smith. On the right side, there is a 'New Comment' section with a text input field and a 'Comment' button. Below this, a comment thread is visible. A comment by Marilyn Loch (Employee) is highlighted with a yellow box and labeled '2'. The comment text reads: '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 comment, there are 'Like' and 'Comment' buttons. A response comment is highlighted with a yellow box and labeled '3', containing the text: 'Thanks for your response. I will organise a time to call you tomorrow.' At the bottom right of the comment thread, there is a blue 'Send' button highlighted with a yellow box and labeled '4'. At the bottom of the page, there is a 'Related Files' section with a table for file uploads.

Title	Owner	Last Modified	Size
Files (0)			



# Waste Management



# View your Waste Quota and Consumptions

- On the home page, click **Waste Management**
- Your Waste Quota & Consumption Summaries will be separated into 2 tabs, one for the current week and one for previous weeks
- Click on **Waste Quota/Consumption (This Week)** tab to view details for this week
  - Property Details** - You will see your waste quotas separated into property types
  - 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
  - Consumed Waste Quota (KGs)** – This is the total kgs of waste collected against your waste quota
  - Available Waste Quota (KGs)** – The amount of kgs left on your waste quota of this week.
  - Overage** – This will have a tick next to the property type if you have consumed more than your total waste quota in (b)
- 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) 2 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	✓

Annotations: 3a (Property Type, Site, Building), 3b (Total Waste Quota), 3c (Consumed Waste Quota), 3c (Available Waste Quota), 3e (Overage)

Waste Quota/Consumption (This Week) Waste Quota/Consumption (Previous Weeks) 4

**Previous Week's Waste Quota & Consumption Summary**

John Smith - CEO / Principal  
Fresh Fruit Co

Showing 14 of 14 items Director Elections

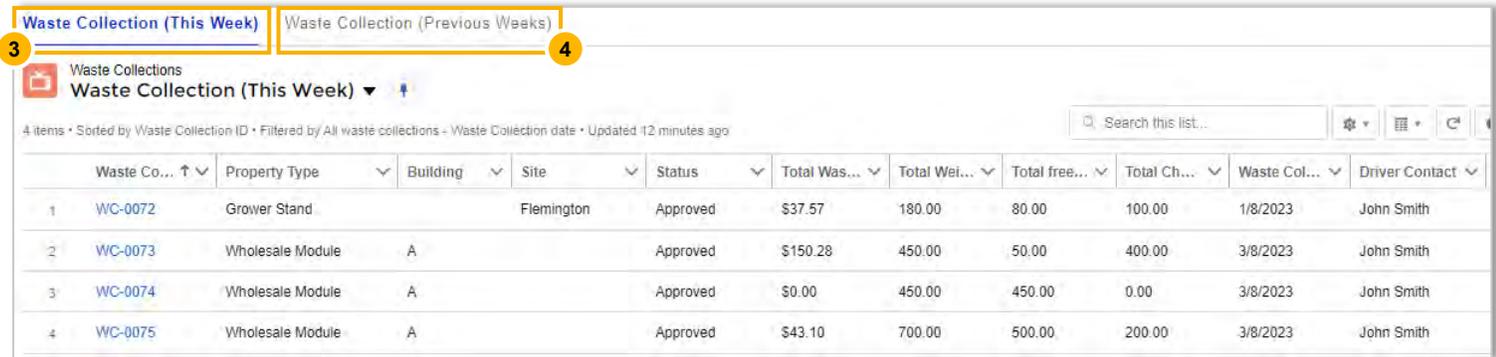
Property Type	Week Start Date	Site	Building	Total Waste Quota ...	Consumed Waste ...	Available Waste Q...	Overage
Grower Stand	24 Jul 2023	Flemington		1,000	0	1,000	
Wholesale Module	24 Jul 2023		A	1,000	0	1,000	
Grower Stand	17 Jul 2023	Flemington		1,000	0	1,000	
Wholesale Module	17 Jul 2023		A	1,000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

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**Waste Collection Details**

Waste Collection ID WC-0072	Record Type Organic and General Waste
Day of Week Tuesday	Status Approved
Waste Collection date 1/8/2023	Total Net Charge \$34.00
Total free of charge Weight 80.00	Total GST Charge \$3.57
Total Charged Weight 100.00	Total Waste Collection Charge \$37.57
Total Weight 180.00	

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**Tenant Details**

Account <a href="#">Fresh Fruit Co</a>	Financial Account for Invoicing <a href="#">12345</a>
Driver Contact John Smith	Property Type Grower Stand
SML Registration Number ABC123	Site Flemington
Building	

**Waste Collection Line Items (2)**

Waste Collectio...	Waste Description	Weight (KGs)	Total Charge
<a href="#">WCLI-0161</a>	Tomatoes	80.00	\$0.00
<a href="#">WCLI-0162</a>	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 Collection <a href="#">WC-0072</a>
Waste Destination Farmers' Stockfeed	Net Charge \$0.00
Total free of charge Weight (KGs) 80.00	GST Charge \$0.00
Total charged Weight (KGs) 0.00	Total Charge \$0.00
Weight (KGs) 80.00	

