



Product Performance Enquiry Protocol

The following protocol provides a set of guidelines for the CSD Agency Network to follow when investigating a CSD Product Performance Enquiry. As part of the CSD Planting Seed Agency and Service Agreement, Agents represent CSD in the marketplace and there is an expectation that all communication with growers/consultants is undertaken in a courteous and professional manner at all times.

A Product Performance Enquiry is required whenever feedback is provided about possible concerns with any CSD Products.

Potential concerns include

- Damaged packaging (e.g. torn bags).
- Seed matters (e.g. physical appearance, dust, foreign matter).
- Product performance (e.g. crop establishment, crop performance).

Whilst conducting the enquiry **it is important to remain impartial and not make any assumptions or conclusions until all of the facts have been gathered and an investigation has been completed.**

Please ensure that as much information as possible is gathered and recorded on the attached checklist.

The checklist provides a guide on the general information required to allow an investigation to be carried out regarding the product enquiry.

It is also important that all feedback from the grower is recorded and that no conclusions or opinions are made/communicated to the grower until the investigation is completed and recommendations are received from CSD.

Cotton Seed Distributors Ltd will communicate the findings from the resulting investigation to the Agents to allow them to provide feedback to the grower/consultant.

All Product Performance Enquiries are recorded and assessed each season and provides critical feedback to allow CSD to continue to improve our product quality, our market communication and extension.

Please contact your local CSD E&D Agronomist whenever you initiate a Product Performance Enquiry. They will be able to provide valuable assistance in ensuring the enquiry is undertaken in a timely manner.

CONTACTS

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Product Performance Enquiry

GENERAL INFORMATION

Grower	<input type="text"/>	Grower Agreement No.	<input type="text"/>
Farm	<input type="text"/>	Date reported	<input type="text"/>
Agent	<input type="text"/>	Investigation conducted by	<input type="text"/>
CSD E&D Member	<input type="text"/>	Farm map provided	<input type="checkbox"/> Yes <input type="checkbox"/> No
Summary of Product Performance Enquiry	<input type="text"/>		

SEED INFORMATION

Variety	<input type="text"/>	Seed treatment	<input type="text"/>
Auslot number	<input type="text"/>	Retained/left over seed?	<input type="checkbox"/> Yes <input type="checkbox"/> No

SEED BED INFORMATION

Soil type	<input type="text"/>	Stubble load and type	<input type="text"/>
Crusting/compaction	<input type="text"/>		
Rain since planting?	<input type="checkbox"/> Yes <input type="checkbox"/> No	How much rain?	<input type="text"/>

PLANTING INFORMATION

Field/s	<input type="text"/>	Paddock history	<input type="text"/>
Planting date	<input type="text"/>	Planting rate	<input type="text"/>
Planting depth	<input type="text"/>	Soil temp. at planting	<input type="text"/>
Forecast category	<input type="text"/>	Target plants/m	<input type="text"/>
Establishment %	<input type="text"/>	Establishment method	<input type="checkbox"/> Rainfall <input type="checkbox"/> Watered up <input type="checkbox"/> Pre-irrigated
Irrigation date	<input type="text"/>	Irrigation method	<input type="text"/>
Any plants outside the plant line?	<input type="checkbox"/> Yes <input type="checkbox"/> No		



Product Performance Enquiry

PESTS AND DISEASES

Wireworm Yes No

Earwigs Yes No

Symphalia Yes No

Thrips Yes No

Other pests

SYMPTOMS OF DISEASE - DESCRIPTION OF LEAVES, TERMINAL AND ROOTS

Black Root Rot Yes No

Pythium Yes No

Rhizoctonia Yes No

Fusarium Wilt Yes No

Verticillium Wilt Yes No

Other diseases present? Yes No

OTHER CONSIDERATIONS

Hail Yes No

Herbicide damage Yes No

Fertiliser burn Yes No

Sandblasting Yes No

Compaction Yes No

Previous herbicide applications

Other issues Yes No

General observations

Feedback from grower

Agent comments/
recommendations to CSD