

# PRODUCT PERFORMANCE ENQUIRY



The following protocol provides a set of guidelines for the CSD Agency Network to follow in respect of a CSD Product Performance Enquiry. As part of the CSD Planting Seed Agency and Service Agreement, Agents represent Cotton Seed Distributors Ltd ("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 ("PPE") 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).

When processing a PPE it is important for the Agent to remain impartial and not make any assumptions or conclusions until all of the facts have been gathered and an investigation has been completed by CSD.

CSD's Agents are required to provide CSD with details of any substantive comment or complaint from a Grower or a Grower's agronomic consultant regarding CSD Seed, within 72 hours of receiving the comment or complaint. CSD has committed to use its best endeavours to respond to any substantive comment or complaint within 72 hours of its being notified of the comment or complaint by an Agent or by a Grower direct.

Please ensure that all notes, emails and other documents regarding the comment or complaint are retained by the Agent, and that as much information as possible of the Grower's comments and/or complaints is gathered and recorded on the attached PPE form. All fields in the PPE must be completed in detail, to enable CSD to properly investigate, assess and respond to the Grower's comments and/or complaints. The Agent must ensure that the Grower and Grower's consultant making the comment or complaint carefully check the completed PPE and sign the PPE to confirm the accuracy of the information in the PPE. The Agent must ensure that the Grower provides a sample of any retained/left over seed which is the subject of the Grower's comment or complaint, in accordance with the Agency Carryover Seed Germination Testing Protocol on the Agent Portal of the CSD website, and forward that sample to CSD, together with the duly completed and signed PPE, within 72 hours of receiving the comment or complaint.

It is also important that no conclusions or opinions regarding the comments and/or complaints are made/communicated to the grower until the investigation is completed by CSD and CSD's assessment of and response to the comments and/or complaints are provided by CSD.

CSD will communicate the findings from the resulting investigation to the Agents and to the Grower and Grower's consultant.

CSD will ensure that all test results and other documents created by or provided to CSD in the course of investigating, assessing and responding to the Grower's comments and/or complaints are retained by CSD and stored on its server in accordance with its usual document retention procedures,, and that PPEs and other communications regarding such comments and/or complaints, and details regarding CSD's assessment of and responses to such comments and/or complaints are tracked and recorded on CSD's client relationship management (CRM) system. The PPEs assessed each season provide 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.

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# PRODUCT PERFORMANCE ENQUIRY

## GENERAL INFORMATION

Grower: \_\_\_\_\_

Grower Agreement No: \_\_\_\_\_

Farm: \_\_\_\_\_

Date Reported: \_\_\_\_\_

Agent: \_\_\_\_\_

Investigation conducted by: \_\_\_\_\_

CSD E&D Member: Yes No

Farm map provided: Yes No

Summary of Product Performance Enquiry: \_\_\_\_\_

## SEED INFORMATION

Variety: \_\_\_\_\_

Seed Treatment: \_\_\_\_\_

Auslot Number: \_\_\_\_\_

Retained/left over seed? Yes No

Has a sample of retained/left over seed been provided to CSD as per CSD's Agency Carryover Seed Germination Testing Protocol? Yes No

## OVERTREATING

Was the seed overtreated? Yes No

Treated by: \_\_\_\_\_

Products used: \_\_\_\_\_

Rate applied: \_\_\_\_\_

## SEED BED INFORMATION

Soil Type: \_\_\_\_\_

Stubble load and type: \_\_\_\_\_

Crusting/compaction: \_\_\_\_\_

Rain since planting? Yes No

How much rain? \_\_\_\_\_

## PLANTING INFORMATION

Field/s: \_\_\_\_\_

Paddock History: \_\_\_\_\_

Planting Date: \_\_\_\_\_

Planting Rate: \_\_\_\_\_

Planting Depth: \_\_\_\_\_

Soil Temp at Planting: \_\_\_\_\_

Forecast Category: \_\_\_\_\_

Target plants/m: \_\_\_\_\_

Establishment %: \_\_\_\_\_

Est. Method: Rainfall Watered Up Pre-Irrigated

Irrigation Date: \_\_\_\_\_

Any plants outside the plant line? Yes No

# PRODUCT PERFORMANCE ENQUIRY

## INFURROW TREATMENT

Was an infurrow treatment applied? Yes No

Products used:

Rate applied:

## PEST 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

Other issues: Yes No

Previous herbicide applications:

## GENERAL OBSERVATIONS

## FEEDBACK FROM GROWER

## AGENT COMMENTS/RECOMMENDATIONS TO CSD

# PRODUCT PERFORMANCE ENQUIRY

## GROWER/CONSULTANT CONFIRMATION

The Grower (and the Consultant, if the Grower has an agronomic consultant assisting the Grower regarding the issue/s detailed in the PPE) by the execution of this PPE by its authorised representative confirms that all the information provided in this PPE is true and correct, and agrees to provide to CSD such further samples of retained/left over seed, information and documentation as may reasonably be required by CSD to enable CSD to properly investigate, assess and respond to the Grower’s and/or Consultant’s comments and/or complaints in the PPE.

Signed for and on behalf of )  
[Insert name of Grower] )  
 )  
by its duly authorised representative: )

Signature of authorised representative

Name of authorised representative (print)

Date executed:

Signed for and on behalf of )  
[Insert name of Grower’s Consultant] )  
 )  
by its duly authorised representative: )

Signature of authorised representative

Name of authorised representative (print)

Date executed: