

# MarketPay – User Manual for Buyers

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## Overview

MarketPay is a MarketWest project providing services for parties trading at Market City, Perth. Access is available for Buyers registered with Market West Credit Service and holding a current Market Code.

Access to MarketPay is restricted by username (your email address) and password and controlled by Roles assigned to Users of Entities and Market Codes. Entities are individuals, trading partnerships or companies. Market Codes are assigned to the trading operations of Entities. Entities can have multiple Market Codes.

There are two User Roles assigned to Buyers: Supervisor and User. Supervisors manage access to MarketPay for their Entity and Market Codes and can add and maintain Users within their organisation and allocate Roles for their Users. The Supervisor role also includes all functions available to those with user roles.

The first user has Supervisor role and is established by MarketWest staff. Details required of first user are:

- Surname and first name of first user
- Name to display in MarketPay as the user – example: first name and initial of surname
- Email address for first user
- Password – min 8 characters containing at least one upper and lower case and number
- Phone number for contact

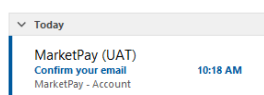
Two factor authentication is available and will be introduced after the systems go live.

Access by other staff of the Entity or Market Code is controlled by Users with Supervisor role. There is no limit to the number of Users within a single Entity or Market Code nor the number holding any particular role including Supervisor. Users can be made inactive and re-activated at a later time if required but cannot be deleted.

## First Steps

MarketPay is optimised for the Google Chrome browser, but Apple Safari and other browsers can be used. You can access on iPads, tablets or phones via a browser. MarketPay is a web application – access is via browsers.

After having supplied details of your first Supervisor to Market West, you will receive an email from MarketPay which should appear in your Inbox.



The email contains a request to confirm your email address by pushing the [Confirm email address](#) button.

### MarketPay - Account Confirmation

Please confirm your email address to activate your account.

[Confirm email address](#)

Having your accurate email ensures you receive critical information about our services and can fully access all that MarketPay offers.

If you have any questions, feel free to reach out to our support team.

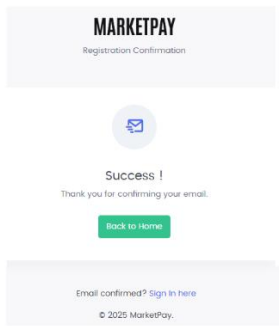
MarketPay

Support Team

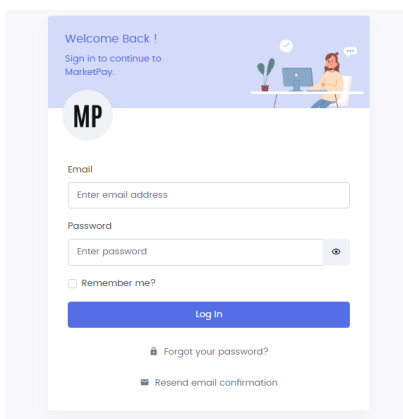
2024 © MarketPay

After confirmation you will receive a success message for your registration.

# MarketPay – User Manual for Buyers

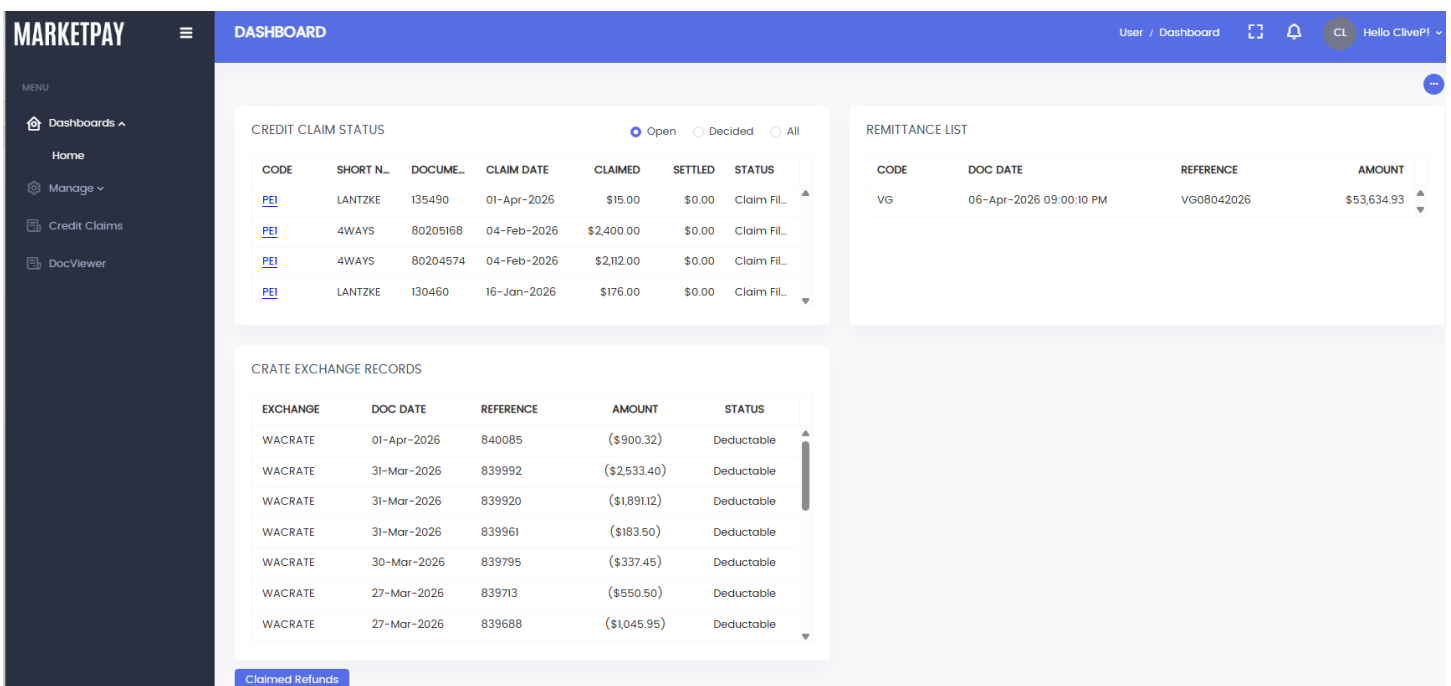


You can now access MarketPay the first time by pushing the **Back to Home** button or the **Sign in here** link at the bottom. Both options will bring you to the MarketPay website at the URL [www.MarketPay.com.au](http://www.MarketPay.com.au) which should be used to access MarketPay. Insert the Email and Password credentials provided to you by Market West and push the **Log In** button.



## MarketPay User Menu

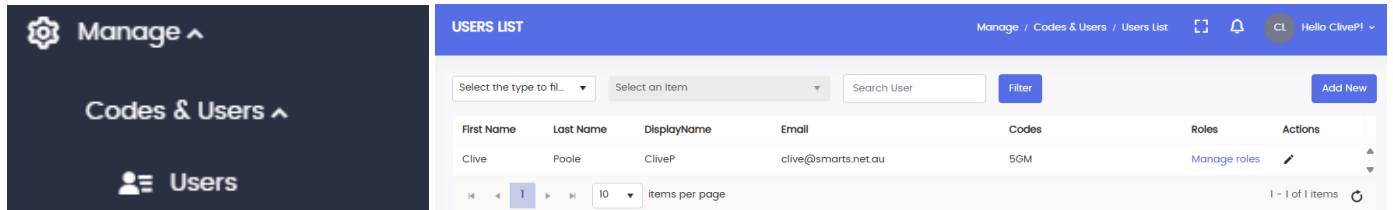
The menu provides access to dashboard, codes and users, sale documents, remittances, credit claims and a document viewer which contains current and past documents, notices and other information.



# Users & Roles

## Users

Access to User details and Roles, add new Users and assign Roles for them, is from the Manage menu item.

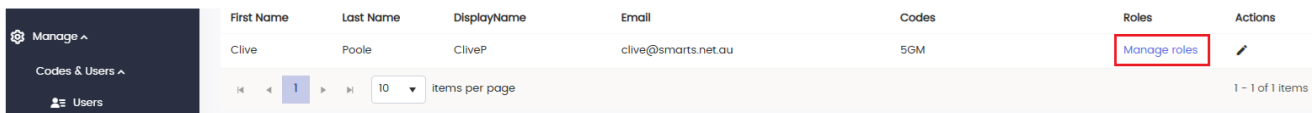


The Users List page shows all Users within your Entity or Market Code and provides access to edit and [Add New](#) users. To edit user details, first select the user and push the edit pencil to open the details page. You must push the [Update](#) button to save details of new user or any changes made.

The 'Edit User' form is divided into two sections: 'Details for logon' and 'User Settings'.  
**Details for logon:**  
 - First Name: Clive  
 - Last Name: Poole  
 - Display Name: CliveP (Note: Used in hello greeting)  
 - Email: clive@smarts.net.au (Note: email is the username for login)  
 - Password: (Minimum 8 characters, Must contain at least 1 each upper/lower and numeric)  
 - Confirm password: (Empty field)  
 - Phone Number: 0412574741  
 - Buttons: 'Roles for User' and 'Update'.

**User Settings:**  
 - User is Locked Out:   
 - Date/Time LockOut will End: (Empty field)  
 - User must reset Password at Next Login:   
 - Two Factor Authentication Enabled:

- Display Name is the name for the User in MarketPay and will be displayed at top right of all pages.
- Email address is where first confirmation email will be sent, but could be a general address like admin.
- Password must be minimum 8 characters with at least 1 each upper and lower case and a number.
- Phone number will be an alternate contact for 2 factor authentication.
- User is locked out when there have been 3 failed login attempts and can be unlocked by Supervisor.
- If establishing a new user where a temporary password is used, this checkbox requires reset at login.
- You can go directly to Roles using [Roles for User](#) button else using the link from the Users List page.



## Roles

User: CliveP

Role	Class	Code	Type	Organisation	Status	Actions
Supervisor	Buyer	5GM	Market Code	VIC PARK FRUIT & VEG	Active	

At the bottom right of the table is an 'Add New Role' button.

Existing roles for the entity of the current user are listed and can be made active or inactive using the edit pencil which opens the detail page. Check or uncheck the Active box as required and push the [Update Role](#) button.

# MarketPay – User Manual for Buyers

New roles for existing or new users can be added by pushing the [Add New Role](#) button in the roles edit page.

Add Role ×

Role:

Type:

MarketCode Type  All  Buyer  Member

Organisation:

Active:

[Add Role](#)

## Entities & Market Codes

### Entities

Every Market Code is related to an Entity. Entities are the owner of Market Codes. Entities can be individuals, partnerships or incorporated companies.

If the roles assigned to you include your Entity, you can access the details using Codes & Users > Entities, otherwise you will need to contact Market West to obtain details. Only some panels are editable by you.

Code	Entity Name	Location	Postcode	Is Active	Admin	Other	View/Edit	Links
E1350	MR PETER & NCOLETTE GRANT	KINGSLEY	6026	<input checked="" type="checkbox"/>	1	0	<a href="#">Details</a>	<a href="#">Users</a>

Entity Details editable by you are:

- **Postal Address:** the address of your corporate office, which may be different from your trading address.
- **Communications:** normally your administration and head office
- **Contacts:** Ownership and management contact details, some may not be editable.

### Market Codes

Code	Code Name	Code Type	Location	Postcode	Is Active	Users		View/Edit	Links
						Admin	Other		
PE1	PADBURY IGA	Buyer	KINGSLEY	6026	<input checked="" type="checkbox"/>	2	0	<a href="#">Details</a>	<a href="#">Users</a>

Access to details of your Market Codes is available using the [Details](#) link and to Users using the [Users](#) link.

# MarketPay – User Manual for Buyers

MARKET CODE DETAILS

Manage / Codes & Users / Market Code Details

Market Code: FE1 Code Type: Buyer Search Update Cancel Back to Market Cod... Back to Prior Page

Trading Name: PADBURY IGA Parent Entity: E1350 - MR PETER & ... Entity Group: Short Name: Is Active

**TRADING ADDRESS DETAILS** Copy from Entity >

Address 1: C/SHOP 6 KINGSLEY SJ/CENTRE  
Address 2: Address 2  
Suburb: KINGSLEY Postcode: 6026 State: ShortState

**COMMUNICATIONS** Copy from Entity >

Phone: 9256 3848 Fax: Fax  
Email: fvadmin@grantgroup.com.au  
Website: Website Logo: Choose File

**CLASSIFICATION**

Region: WNM - Northern Metr... Category: IR - Independent Ret...  
Credit Class: Accelerated Credit Status: Valid for Credit  
Code Link: Select code link Is Code Link Active?

**CONTACTS** Copy from Entity >

Name	Position	Phone	Mobile	Email	Status	Edit
Rreece Grant			0477 097 ...	accounts@gra...	<input checked="" type="checkbox"/>	

Add New Contact

Delivery Details Payment Details

Not all details are able to be modified by Buyers. If details are incorrect and not editable, contact Market West.

Market Code details editable by Buyers are:

- Trading Address Details: The street address of your trading business.
- Communications: Phone and email address for your trading business.
- Contacts: The panel which is opened using the edit pencil is described below.

## Contacts

Contacts are not required to be existing users; anyone can be a contact. However, only users with Supervisor role can access the menu item where contacts can be added and maintained.

Buyers have a Contacts panel opened using the edit pencil located within the Market Codes menu item. Contacts for Entities are controlled by Market West, have already been established and changes should be requested directly with Market West.

CONTACTS

Name: Enter Contact Name Contact Is Active

Position: Select Contact Position Is Default Contact

Phone: Enter Phone No

Mobile: Enter Mobile No Send As Attachment

Email: Enter Email Email Is Active

Fax: Enter Fax Fax Is Active

Save Cancel



**A check list of Document Types is shown below the Fax cell. This will be updated as additional documents are made available.**

Send All Communications

Statements & Invoices  Credit Claims Lodgements

Credit Claim Settlements


## MarketPay – User Manual for Buyers

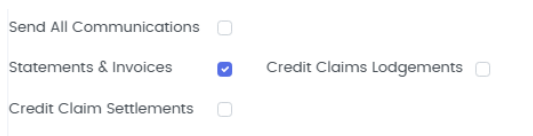
Use the  button when required to add a new contact. Otherwise, use the Edit pencil  to view or modify existing contact persons.

- Name: Provide the name of the contact person (Required)
- Position: Select from the dropdown: Accounts, Admin, Director, Manager, Owner, Sales
- Phone: Direct business phone of the contact (Optional)
- Mobile: Mobile phone number of the contact
- Email: Direct email address of the contact
- Fax: Business fax number (Optional)

Checkboxes are available to access or deny various functions:

- Contact is Active: **Checked by default.** Uncheck when to be made inactive.
- Is Default Contact: Check if this the primary contact person for the Entity, Member or Buyer code
- Send as Attachment: Check if documents are to be attached – most are already sent as attachments
- Email is Active: Check for email address to be active. **Documents cannot be sent if unchecked**
- Fax is Active: Check for fax address to be active. Very few documents are available by fax

User must push  button to save new or modified details of the contact.



Send All Communications

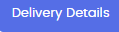
Statements & Invoices  Credit Claims Lodgements

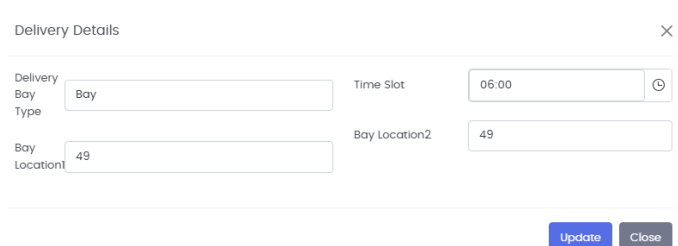
Credit Claim Settlements

Statements & Invoices is default checked to receive statements and invoices. Buyer Statements are also sent by email through MailEnable and will follow the forwarding addresses currently registered there. Both Buyer Statements and Market West buyer fee invoices are available and retained in the MarketPay DocViewer menu.


- Credit Claim Lodgements will email all claims lodged by this Buyer code against any market agent. Claims are visible in MarketPay menu but only for MarketPay users. So, this may be a method whereby salespersons could be advised of claims made by your Buyer code.
- Credit Claim Settlements: Provide details of credit claim settlements (approval and denial) by market agents for claims made by this Buyer code.

### Delivery Details

Details of where your produce is to be delivered are available for you to access and maintain. Push  button in the Market Code Details page to open a panel to provide details.



Delivery Details ×

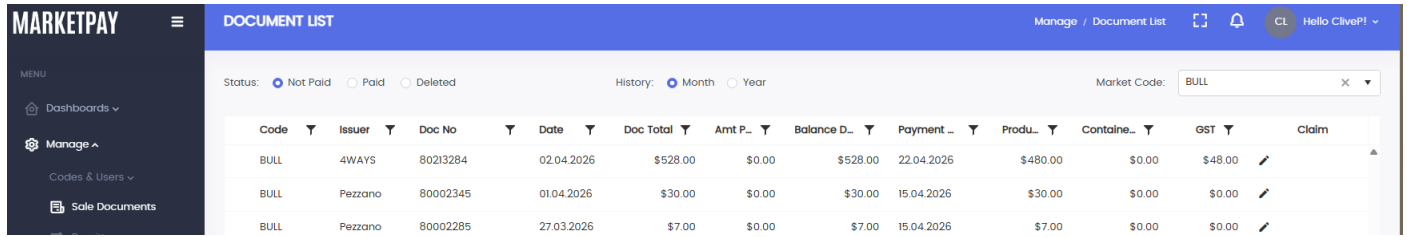
Delivery Bay Type:  Time Slot:  

Bay Location1:  Bay Location2:

- Delivery Bay Type: Bay, Warehouse or other description of place within Market City
- Bay Location: Location 1 is for normal trading days, location 2 for Sunday delivery
- Time Slot: Preferred delivery time to your location, expressed in 24-hour clock terms

# Sale Documents

Documents from sales at Market City are available from Manage > Sale Documents menu item.




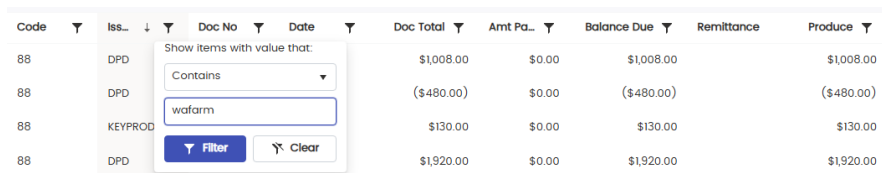
## Navigating Sale Documents


### Filters:



- The Status filter is a radio button which refreshes the page with invoices not yet paid and paid.
- The History filter defaults to Month which is 30 days, not calendar month, and Year for longer than that.
- The Market Code is restricted to your Market Code as a Buyer – Select from dropdown if you hold roles for more than one Buyer code.





### Columns:

The  icon represents a filter which is available on many of the columns and is used to select specific values.

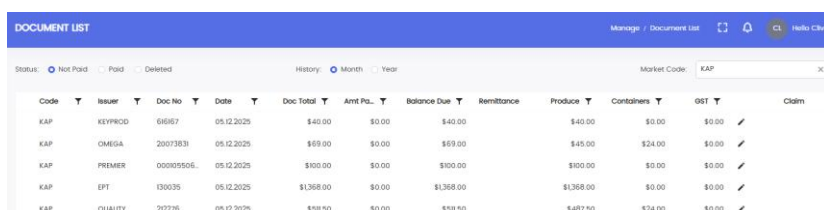


Values are not case dependent, and you can either mouse click on  or use the Enter key on your keyboard.


Mouse clicking on the actual column title initiates various sorts – the first  changes order to ascending, the second  changes order to descending and the third returns to default sort order.

Multiple filters can be used simultaneously by holding the Ctrl key while clicking on the filter. For example, to find a claim against an Issuer of an invoice, first click on the  for Issuer, enter the Issuer code and push  button, then push the  for Invoice Ref while holding the Ctrl key down, enter the reference and push  while holding the Ctrl key down. These filters hold their values when you change the Claim Type filter to Settled Claims to check if there are any settled claims for this invoice.


Buyers can select any open invoice document from Document List page. The Market Code filter is default filled to those in your role. Open invoice means to use the default filter Not Paid.



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Pick the invoice from the Document List and push the edit pencil  to open the document.

**DOCUMENTS DETAILS** Market Code: BULL X

Issued By:  Invoice Date:  

Trading Name:



Document Ref:  Produce:

Document Value:  Containers:

Amount Paid:   Is GST:

Balance Due:

Users can make a claim on this invoice from this page using  button. See later Credit Claims section.

**NEW CREDIT CLAIM** Manage / New Credit Claim   CL Hello ClivePI

CLAIMANT CODE: BULL X

**INVOICE ISSUED BY**

Issuer	Trading Name
4WAYS	4 WAYS FRESH PRODUCE
Pezzano	PEZZANO ENTERPRISES

**SELECT INVOICE**

Invoice Ref	Invoice Date	Invoice Value
8021511	19-Mar-2026	\$660.00
80212059	23-Mar-2026	\$540.00
80212351	26-Mar-2026	\$660.00
80212484	26-Mar-2026	\$180.00
80213284	02-Apr-2026	\$528.00

**CLAIM DETAILS**

Produce Claim:  Containers Claim:

GST Claim:  Total Claim value:

Reason For Claim:



- Incorrect price was charged
- Produce not ordered or received
- Produce was not delivered
- Quality of produce delivered
- Overcharged by quantity
- Produce returned
- Overcharged by price
- Settlement agreed between parties
- Other reason (must include narrative)

Reason Comment:



## Remittances

Buyer Statements are issued to all Buyers and sent by email via the MailEnable website. Statements are then forwarded to the addresses nominated by Buyers but are also available in MarketPay – see DocViewer section.

Buyer Statements are also available in MarketPay as Remittances using the Manage > Remittances menu item.

**MARKETPAY** Manage / Remittance List   CL Hello ClivePI

Market Code:

Rem No.	Co.	Edit	Document D.	Stat.	Rem Total	Created By	Date Due	Date Created	Last Modified	Modified By	Payment Confir.	Received By
4576	BULL		02-Apr-2026	Draft	\$907.00	Super Admin	15-Apr-2026	02-Apr-2026	02.04.2026 12:04 ...	Super Admin		
4575	BULL		02-Apr-2026	Draft	\$1,290.25	Super Admin	08-Apr-2026	02-Apr-2026	02.04.2026 12:04 ...	Super Admin		

Each draft remittance is accessible using the  edit pencil which opens a panel with options.

# MarketPay – User Manual for Buyers

## REMITTANCE

Rem No.	Document Date	Status	Rem Total	Created By
4576	02-Apr-2026	Draft	\$907.00	Super Admin

The status is Draft. What do you want to do now?

- View this Remittance Without Change
- Finalise and Lodge this Remittance
- Review and Change this Remittance
- Cancel this Remittance

## Review and Change this Remittance

Pushing  button lists the wholesalers and the total payable to each. Using the  control on the left of the wholesaler, the whole total payable to that wholesaler is reduced from the Total Payable.

**REMITTANCES**

Remittance for Payment:  Due Now  Due Next  Due Later

Code: BULL Name: BULLFROG INTERNATIONAL

Payment Due By : 08.04.2026

<input type="checkbox"/>	Wholesaler	Total Payable	
<input checked="" type="checkbox"/>	4WAYS	\$840.00	+
<input checked="" type="checkbox"/>	Pezzano	\$67.00	+
TOTAL		\$907.00	

NETT PAYABLE \$907.00

**REMITTANCES**

Remittance for Payment:  Due Now  Due Next  Due Later

Code: BULL Name: BULLFROG INTERNATIONAL

Payment Due By : 08.04.2026

<input type="checkbox"/>	Wholesaler	Total Payable	
<input checked="" type="checkbox"/>	4WAYS	\$840.00	+
<input type="checkbox"/>	Pezzano	\$67.00	+
TOTAL		\$907.00	

NETT PAYABLE \$840.00

Removal of the total payable to particular wholesalers is discouraged and will be logged by MarketPay to be listed for analysis by Market West. Reductions of this type may lead to Stop Credit action where repeated.

All documents removed from Remittances by unchecking the wholesaler will remain payable and listed as overdue when included in the next Buyer Statement or Remittance document for payment.

This is an important divergence from the past where wholesalers were required to pursue unpaid overdue invoices for payment. MarketPay will now include all past due unpaid invoices and present them on Buyer Statements each week going forward until paid. Also see Credit Claims section.

Pushing the  expand control alongside any agent opens a further window providing details of the sales documents comprising the total payable.

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4WAYS Details ✕

Doc No	Type	Date	Total Amount	Claim	Produce	Crates	GST
80212351	I	26.03.2026	\$660.00	<span style="background-color: #28a745; color: white; padding: 2px 5px;">C</span>	\$600.00	\$0.00	\$60.00
80212484	I	26.03.2026	\$180.00	<span style="background-color: #28a745; color: white; padding: 2px 5px;">C</span>	\$180.00	\$0.00	\$0.00
			<b>\$840.00</b>		<b>\$780.00</b>	<b>\$0.00</b>	<b>\$60.00</b>

From this sales document details list users may also lodge credit claims using the C control alongside each document. See later Credit Claims section. After lodging a credit claim using this method, an option is provided to only pay an amount on this invoice reduced by the amount claimed. The Nett Payable amount payable due to the wholesaler will be reduced accordingly.

Lodge New Claim ➤

CLAIMANT CODE: BULL ✕

**INVOICE ISSUED BY**

Issuer	Trading Name
4WAYS	4 WAYS FRESH PRODUCE
Pezzano	PEZZANO ENTERPRISES

**SELECT INVOICE** Enter Invoice Ref:  Invoice ref for Claim Go

Invoice Ref	Invoice Date	Invoice Value
80213284	02-Apr-2026	\$528.00
80212059	23-Mar-2026	\$540.00
80212351	26-Mar-2026	\$660.00
80211511	19-Mar-2026	\$660.00
80212484	26-Mar-2026	\$180.00

**CLAIM DETAILS**

Produce Claim:  Containers Claim:

GST Claim:  Total Claim value

Reason For Claim:

- Incorrect price was charged
- Produce not ordered or received
- Produce was not delivered
- Quality of produce delivered
- Overcharged by quantity
- Produce returned
- Overcharged by price
- Settlement agreed between parties
- Other reason (must include narrative)

Options on returning to the remittance page: Save As Draft saves the remittance document remaining in draft form. Save As Final button saves the document as final, provides the Payment Reference number to quote with the payment to Market West and provides to print the document using Print Remittance button.

**Confirmation**

Your remittance document for the amount of **\$840.00** has been saved.

**Payment Reference Number: BULL08042026**

You must quote this Payment Reference Number when you make a payment.

A copy of this remittance and your Payment Reference Number can now be printed and will also be sent to your email address.

Print Remittance
Exit

Abandon button returns to the remittance list without saving any of the changes made within this session.

### View this Remittance without change

Pushing Proceed button lists the wholesalers and the total payable to each. Pushing the + expand control alongside any agent opens a further window providing details of the sales documents comprising the total payable. This is a View Only option and no changes can be made.

## MarketPay – User Manual for Buyers

### Finalise and Lodge this Remittance

Pushing **Proceed** button opens a confirmation window and after further confirmation by pushing the **Proceed** button provides the Confirmation notice, together with the Payment Reference and option to print the final remittance by pushing the **Print Remittance** button.

**Confirmation**

---

You have selected to Lodge this Remittance for \$1,290.25 and change status to Final.

---

**Abort** **Proceed**

**Confirmation**

---

Your remittance document for the amount of **\$1,290.25** has been saved.

**Payment Reference Number: BULL08042026**

You must quote this Payment Reference Number when you make a payment.

A copy of this remittance and your Payment Reference Number can now be printed and will also be sent to your email address.

---



**Print Remittance** **Exit**

### Remittance Matching With Bank Payment

The Market West Credit Service uses MarketPay to match payments made by Buyers to their Remittance documents. Buyers are strongly encouraged to use MarketPay to review sales documents, lodge credit claims, and finalise their remittance documents before making payment. Following these procedures will enable accurate recording and provide financial records in DocViewer section for later review.

### Crate Refunds

Refunds from crate exchanges are automatically applied by MarketPay and are included in the Buyer Statements issued each Thursday. The crate exchanges now close each Wednesday and are now included in the statement. There is no longer any requirement or option to 'claim' refunds and deduct from payments.

Details of each individual refund document are available in the detail page of your Remittance accessed at Manage > Remittances and after pushing the  edit pencil and selecting  View this Remittance Without Change

✓	Item	Amount		UNICR Details			
	WAFARM	\$12,344.00	<b>+</b>				
	<b>TOTAL</b>	<b>\$261,134.95</b>					
	UNICR	(\$16,639.26)	<b>+</b>				
	WACRATE	(\$18,625.67)	<b>+</b>				

Doc No	Type	Date	Total Amount	Claim	Produce	Crates	GST
9917207	I	19.03.2026	(\$3,564.62)	<b>C</b>	\$235.80	(\$3,824.00)	\$23.58
9919321	I	23.03.2026	(\$7,370.06)	<b>C</b>	\$565.40	(\$7,992.00)	\$56.54
9922425	I	24.03.2026	(\$2,802.57)	<b>C</b>	\$201.30	(\$3,024.00)	\$20.13
9923211	I	25.03.2026	(\$2,902.01)	<b>C</b>	\$190.90	(\$3,112.00)	\$19.09
			<b>(\$16,639.26)</b>		<b>\$1,193.40</b>	<b>(\$17,952.00)</b>	<b>\$119.34</b>

## MarketPay – User Manual for Buyers

### Adjustments Made by Market West

If Buyers do not update their Remittance document prior to making payment to Market West and there are differences between the total payable and therefore the amounts payable to some wholesalers is changed, Market West will be required to adjust your remittance to balance with the amount paid.

In the legacy systems, Buyers have simply written on their Buyer Statement and forwarded that document with hand-written adjustments. It is requested of all Buyers that they make these adjustments to their Remittance document and change the status to Final when making the payment to Market West.

If there have been no changes made to the Remittance document and the payment amount does not balance with the Remittance total, the changes will be made by Market West Credit Service staff either from any details provided in writing or after contacting you.

#### *Adjustments to Amounts Payable to Wholesalers*

Where buyers have noted or advised that an amount has been deducted or increased from the amount listed on the Buyer Statement and that adjustment is reflected in the payment amount, Market West Credit Service staff will make an adjustment to the Remittance document.

The result is that a contra transaction using a reference with prefix “MW” will be generated and included in the next buyer statement as payable to the specific wholesaler.

This means that an underpayment will result in a new transaction to the amount of the underpayment appearing on the next Buyer Statement and in the draft Remittance with any notes provided by the buyer.

This could then be handled appropriately by the wholesaler, for example issuing a credit note. Otherwise, this added document will remain payable and appear on statements going forward until resolved.

#### *Minor Amounts Underpaid or Overpaid*

Where Buyers have made a payment which is over or under the total payable on the Buyer Statement or Remittance document by a small amount, Market West may handle the difference by adding a transaction which may be negative (where the payment is less than the statement) or positive (where the payment exceeds the statement).

These transactions will generate a contra transaction from MARKETWEST, have reference with prefix “MW” and will appear on your next Buyer Statement either as a negative value transaction (where the payment exceeded the statement balance due) or as a positive value transaction (where the payment was less than the statement).

These new transactions could be for one cent or a few dollars and must be repaid to MARKETWEST or deducted from the next statement balance.

### Remittances With Credit Balance

Where the value of crate refunds exceeds the value of invoices payable to wholesalers, it is possible that the Buyer Statement and Remittance document may present a credit balance, and the note “NO PAYMENT IS REQUIRED”. In this case, payments to wholesalers will be made by applying the crate refunds and the balance remaining on the crate refunds shown in the next statement.

## MarketPay – User Manual for Buyers

Market West  
 ABN: 89 685 243 302  
 MP97, 280 Bannister Road, CANNING VALE WA 6155  
 Tel: 08 9455 2742 Fax: 08 9455 4923  
 Email: admin@marketwest.com.au  
 Web: www.marketwest.com.au



### BUYER STATEMENT

Buyer Code : ECO  
 For Week Ending: 04-Mar-2026

Code	Wholesaler	Overdue-Due Now	Due by 11-Mar-26	Paid Now	Variance
M1097	CARBARNS FRESH PRODUCE		344.00		
M1015	LANTZKE & SONS		946.00		
M1017	ORGANIC FRESH AUST PTY LTD		152.00		
	MARKET WEST CREDIT SERVICE		16.50		
	<b>SUB TOTAL</b>		1,458.50		
UNICR	UNITED CRATES		-308.28		
WACRATE	WA CRATES		-1,192.75		
	<b>NO PAYMENT IS REQUIRED</b>		<b>-42.53</b>		
	<b>Payment Reference: ECO 20260311</b>				

**Please Note:**  
 Payments due to Market Agents will be made and deducted from crate refund.  
 The balance of crate refunds will be shown in the next statement.

Where there is no payment due to Members, the credit balance is carried forward to the next week and no action is required.

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 ABN: 89 685 243 302  
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 Web: www.marketwest.com.au



### BUYER STATEMENT

Buyer Code : BHT  
 For Week Ending: 04-Mar-2026

Code	Wholesaler	Overdue-Due Now	Due by 11-Mar-26	Paid Now	Variance
	<b>SUB TOTAL</b>				
UNICR	UNITED CRATES		-207.05		
WACRATE	WA CRATES		-73.40		
	<b>NO PAYMENT IS REQUIRED</b>		<b>-280.45</b>		
	<b>Payment Reference: BHT 20260311</b>				

**Please Note:**  
 Payments due to Market Agents will be made and deducted from crate refund.  
 The balance of crate refunds will be shown in the next statement.

## Amounts Paid in Advance

Some small volume Buyers may choose to pay a lump sum in advance and have the wholesaler invoices deducted from it rather than paying each week.

An example would be if a Buyer were to pay \$1,000 lump sum but only owe \$200 for purchases that week, the next Buyer Statement would start with a credit balance of \$800 and list the amounts owed to wholesalers, maybe still resulting in a negative balance.

Negative balances will carry forward on Buyer Statements each week until exhausted.

## Credit Claims

Buyers can lodge claims in MarketPay against sales invoices issued by wholesalers in the market. Claims should be lodged in MarketPay by Buyers challenging charges against sales invoices issued by wholesalers.

- Claims are limited to invoice documents and cannot be lodged against credit documents.
- Multiple claims can be lodged against any invoice providing the document is unpaid or partially paid.
- The total value of all unsettled claims cannot exceed the unpaid value of the subject invoice. Therefore, the amount paid plus all claims, whether open or settled cannot exceed the value of any invoice document.

## MarketPay – User Manual for Buyers

Once lodged in MarketPay, claims generate a notification on the dashboard of both the claimant and the issuer. There is also a dashboard panel where current, unresolved claims are listed and a link to the menu item opening the history of all credit claims; past and present.

Claims may also be initiated by requesting Credit Service staff to lodge claims on behalf of Buyers and a notification will be sent to both the claimant and the document issuer by email.

Users may also upload supporting documentation for the claim, whether providing notes on an invoice document or photos of produce condition when lodging claims, and wholesalers can upload evidence in support of refuting the claim where necessary.

### Lodging a Claim

Claims are lodged within the MarketPay portal from Manage > Sale Documents > Document List, from the details page of Remittances or from Credit Claims menu item.

Claims may be lodged directly by Buyers from a sales invoice or remittance, by wholesalers on behalf of Buyers (where a claim is lodged outside MarketPay) or by Market West Credit Service staff acting on request from Buyer or wholesaler.

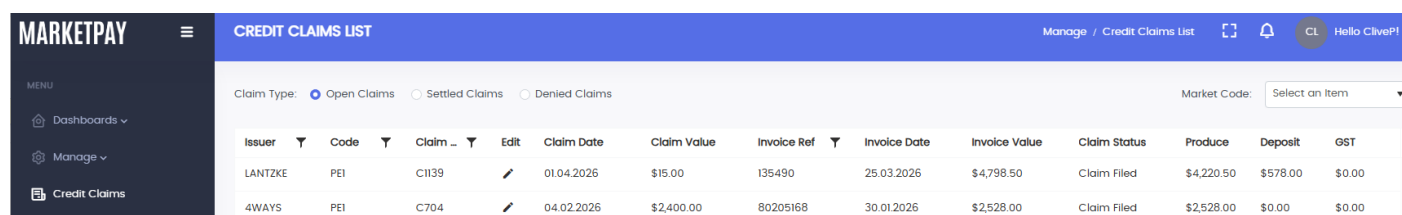
### Claim From Sales Invoice

When user has opened a sales invoice document from the Document List page (refer Sale Documents section) and pushed the [Make a Claim](#) button in the Document Details page, a claim can be prepared if the amount paid on the invoice is nil or less than the claim that the Buyer is making. Otherwise, if the Total Value of the claim exceeds the unpaid balance of the invoice, the claim will not be permitted.

Pushing the [Make a Claim](#) button provides access to the New Credit Claim page. If claims already exist, the Claim column in the Documents List page shows the claim number with a link to the Claim Details page. Otherwise, the Make a Claim button in the Documents Details page is replaced with [View Credit Claims](#) button and ability to pick from a list if there are multiple existing claims.

### Add Claim From Credit Claims Menu

Access the Credit Claims List page from the Credit Claims menu item. The default is Claim Type = Open Claims




Issuer	Code	Claim #	Edit	Claim Date	Claim Value	Invoice Ref	Invoice Date	Invoice Value	Claim Status	Produce	Deposit	GST
LANTZKE	PEI	C1139	<a href="#">✎</a>	01.04.2026	\$15.00	135490	25.03.2026	\$4,798.50	Claim Filed	\$4,220.50	\$578.00	\$0.00
4WAYS	PEI	C704	<a href="#">✎</a>	04.02.2026	\$2,400.00	80205168	30.01.2026	\$2,528.00	Claim Filed	\$2,528.00	\$0.00	\$0.00

The Claim Status column provides information of the level of settlement of each claim. Pending and Agreed are both statuses related to approved claims. The difference is where some Members have opted to authorise MarketPay to issue proforma credit documents immediately on the claim being agreed and settled.



- Pending is where a credit note has not been issued immediately on settlement and is awaiting the negative value transaction being uploaded by the Member and matched to the credit. When it is matched, the status is changed to Agreed.

## MarketPay – User Manual for Buyers

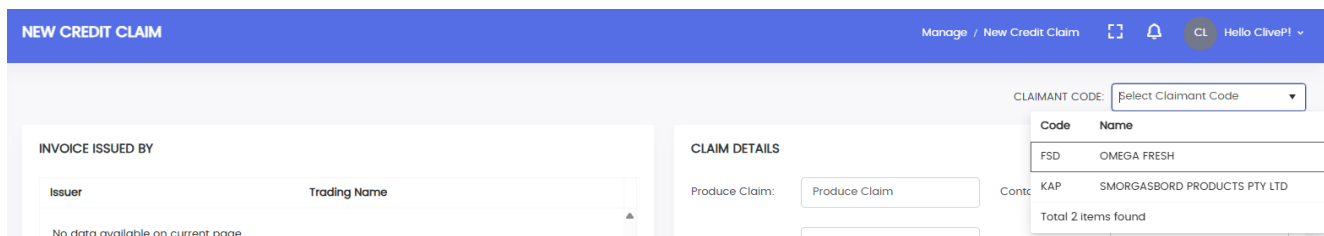
- Agreed is where a proforma credit is issued when the claim is settled and is not waiting for the Member to upload the negative value transaction. Credits issued on a proforma basis by MarketPay have a CR prefix and are replaced by the reference number from the Member’s accounting system when uploading and being matched to the credit claim.

Existing claims can be viewed by pushing the edit pencil  to open the Claim Details page.

MarketPay permits multiple credit claims to be lodged against individual invoices up to the unpaid value of the invoice. This may occur when salespeople are able to lodge claims on product from their department which are on the same invoice document, or many other reasons.

To lodge a new claim or an additional claim from within the open Claim Details page, push the  button at bottom left of the page. Otherwise, claims can be lodged directly from the Credit Claims List page by pushing the  bottom right of the list page.

If the current user has roles for multiple Buyer codes, it is necessary to select one code to make the claim.

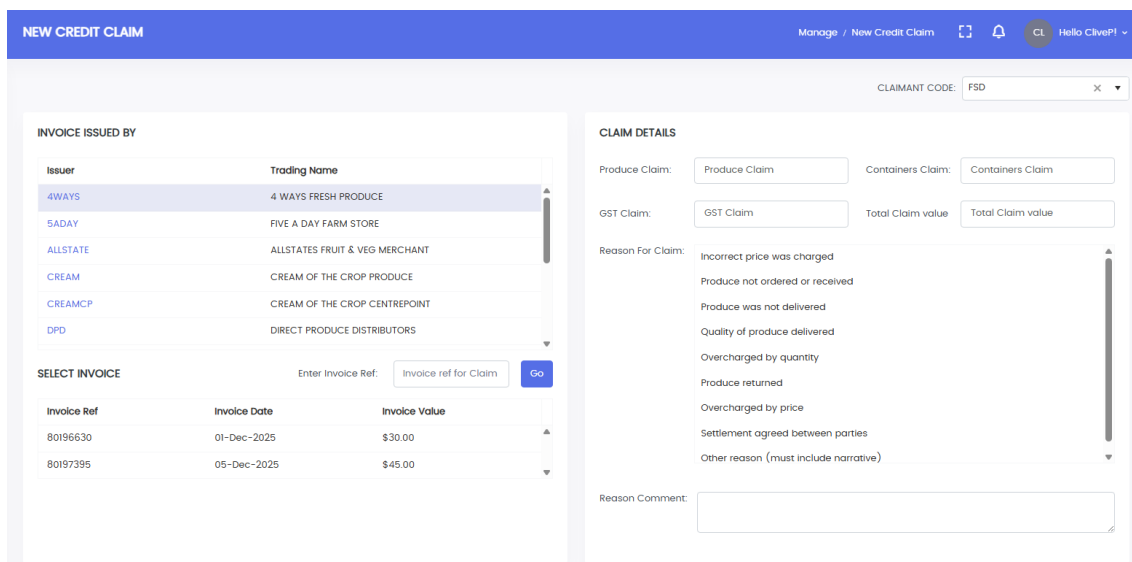


The screenshot shows the 'NEW CREDIT CLAIM' page. The 'CLAIMANT CODE' dropdown is open, displaying a list of codes and names. The list includes:

Code	Name
FSD	OMEGA FRESH
KAP	SMORGASBORD PRODUCTS PTY LTD

The dropdown also shows 'Total 2 Items found'.

Otherwise, the first step is to select the Member who is the issuer of the invoice on which you want to claim. A list of open invoices for each Member is presented below as you change the Member selected. The invoice list may include those with existing claims, but not those which have been paid.





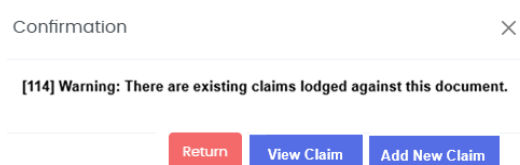
The screenshot shows the 'NEW CREDIT CLAIM' page. The 'INVOICE ISSUED BY' section displays a list of members with their trading names. The 'CLAIM DETAILS' section shows the 'CLAIMANT CODE' set to 'FSD' and various claim types (Produce Claim, Containers Claim, GST Claim) and their values. The 'Reason For Claim' dropdown is open, showing several options.

Member	Trading Name
4WAYS	4 WAYS FRESH PRODUCE
SADAY	FIVE A DAY FARM STORE
ALLSTATE	ALLSTATES FRUIT & VEG MERCHANT
CREAM	CREAM OF THE CROP PRODUCE
CREAMCOP	CREAM OF THE CROP CENTREPOINT
DPD	DIRECT PRODUCE DISTRIBUTORS

Invoice Ref	Invoice Date	Invoice Value
80196630	01-Dec-2025	\$30.00
80197395	05-Dec-2025	\$45.00




Reason For Claim
Incorrect price was charged
Produce not ordered or received
Produce was not delivered
Quality of produce delivered
Overcharged by quantity
Produce returned
Overcharged by price
Settlement agreed between parties
Other reason (must include narrative)

Either select from the list of open invoices or use the Enter Invoice Ref cell and push Go button. If there are existing claims against the selected invoice, a warning will show and you can either  or .



Confirmation ✕

[114] Warning: There are existing claims lodged against this document.

## MarketPay – User Manual for Buyers

- If there are claims found, a list of the claims is displayed with a checkbox alongside each claim. To view a claim, first check the box and push **View Claim** button. To add a new claim, push **Add New Claim** button.
- Note that the total of all claims cannot exceed the unpaid portion of any invoice.

Details of the selected invoice for the claim are shown in the panel below on left side of the Claim Details page.

**INVOICE DETAILS**

Issued By:	ETHER	Produce:	\$3,450.00
Invoice Ref:	80830667	Containers:	\$410.00
Invoice Date:	05-Nov-2025	GST:	\$0.00
Invoice Value	\$3,860.00	is Within Time	<span style="color: red;">✘</span>

The ✘ icon indicates that the invoice date has passed the number of days set to allow claims, and that the claim may be rejected solely on time basis. This value is set system wide by the Credit Service and is initially set at 10 days.

### Claim Form

When the claim is commenced by selecting the invoice document from Sales Documents, the details of selected Member (Issuer) and Buyer (Claimant) are prefilled. When the claim is commenced by pushing **Lodge New Claim** from Claims List, the details of Issuer and invoice document must be selected as described above.

CLAIMANT CODE: 3FF ✘ ▾

**CLAIM DETAILS**

Produce Claim:	\$52.00	Containers Claim:	\$10.00
GST Claim:	\$0.00	Total Claim value	\$62.00

Reason For Claim:

- Incorrect price was charged
- Produce not ordered or received
- Produce was not delivered
- Quality of produce delivered
- Overcharged by quantity
- Produce returned
- Overcharged by price
- Settlement agreed between parties
- Other reason (must include narrative)

Reason Comment:

You must now provide details of the claim by providing the Produce, Containers and GST amounts claimed. As the claim components are entered, the Total Claim Value cell is calculated.

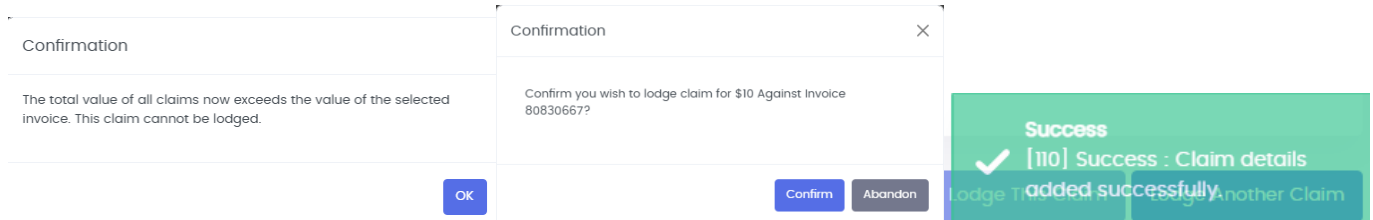
- The value of each component of the claim is not permitted to exceed that of the original invoice document,
- Containers cannot be claimed if there are none in the invoice,
- Produce cannot be claimed above that of the invoice,
- Claim total cannot exceed the unpaid balance due.

## MarketPay – User Manual for Buyers

The reason for the claim must be selected. If the Other Reason is selected, the Reason Comment must be filled – user can write a descriptive comment here.

Having completed the claim details, push [Lodge This Claim](#) button. If the value of all claims exceed the unpaid balance of the invoice, a warning message is shown, and the claim cannot be lodged.

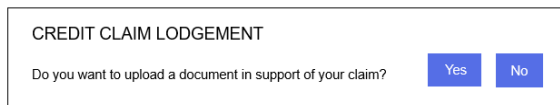
If the claim parameters have been met, a confirmation message is shown and, after confirming, the green success message is shown and the claim is lodged. The claim is now visible as the top record in the Claims List



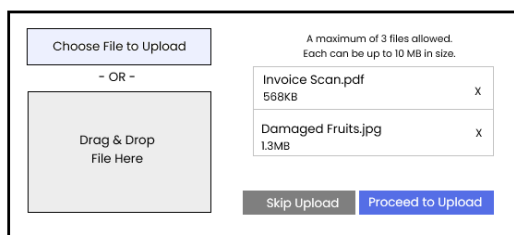
## Upload Supporting Documentation

When a new credit claim is being lodged, supporting documents can be also uploaded. The current procedure adopted by many Buyers is to send a copy of the original invoice on which claim details are written.

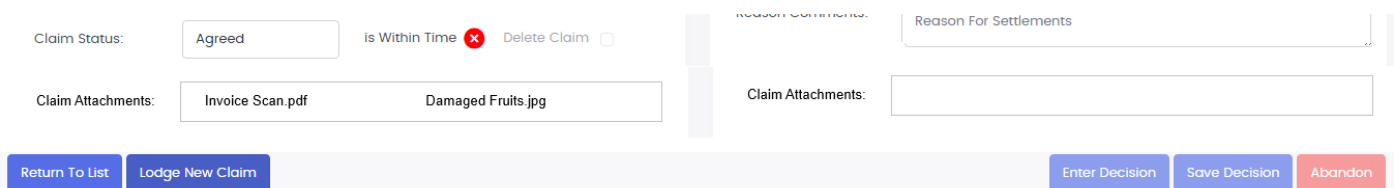
When the user pushes [Lodge This Claim](#) button, there is provision to upload one or more documents to attach to the claim.



If Yes is chosen, the file selection utility is provided. If not using a mobile device (phone or tablet) there is a drop area for attachments. However, for users of mobile devices, the drop area is not available, and users must select from the files or gallery or take a photo with the camera, in which case the drag & Drop area is not shown. Up to 3 files per claim may be uploaded.



The ability to upload supporting documents is also available for Members during the resolution process; for example, there may be supporting documentation like Proof of Delivery to deny a claim.



Claim attachments are reported and made accessible from the Claim Details page by clicking on the links.

# MarketPay – User Manual for Buyers

## Multiple Credit Claims Against One Invoice

Where separate claims are required to be lodged on the same invoice usually arising by different salespersons lodging claims against a single invoice.

When user pushes the Lodge New Claim button and after user has selected the Claimant Code and the Issuer, a list of invoices between the issuer and claimant is shown. This list does not include invoices that are either paid or have an existing credit claim against them.

In the Select Invoice panel of the Issuer, use the Enter Invoice Ref box with the required invoice reference.

**SELECT INVOICE**      Enter Invoice Ref:

Apart from the conditions which may exist if the invoice reference entered either does not exist or is not between the selected parties, if there are existing claims against the invoice, a message “There is an existing claim lodged against this document” with buttons to View Existing Claim.

After viewing the claim, user can push  button and proceed with the next claim on this document.

When there are multiple claims against one document there is a  / 2 > page control to move between the claims.

The bottom right-side panel lists the details of all existing claims together with their status.

Filed By:       Claim Number:

Status:

**EXISTING CLAIMS**

Issuer	Code	Claim Ref	Claim Date	Claim Value	Invoice Value	Claim Status
ETHER	KER	C9	22.05.2025	\$800.00	\$973.60	Pending

## Notify & Display Claims

When a Buyer lodges a credit claim against a Member, the Member is notified by email and there is also a widget displayed on the dashboard showing the claim amount, date of the claim and providing a link to open the Claim Details page.

- for Buyers showing the claims made and the current status of their claims.
- for Members advising claims made by Buyers and the status of those claims.

CREDIT CLAIM STATUS  All  Open  Decided

CODE	SHORT NAME	DOCUMENT	CLAIM DATE	CLAIMED	SETTLED	STATUS
107	BULLFR	J202525434	27-Nov-2025	\$2.00	\$0.00	Claim Filed
107	BULLFR	J202525434	27-Nov-2025	\$10.00	\$0.00	Claim Filed

The dashboard widget is updated as resolution of the claim proceeds.

# MarketPay – User Manual for Buyers

## Email Notifications

Claim document issued by Buyer and emailed to Member when claim is lodged:

Market West  
ABN: 89 685 243 302  
MP97, 280 Bannister Road, CANNING VALE WA 6155  
Tel: 08 9455 2742 Fax: 08 9455 4923  
Email: admin@marketwest.com.au  
Web: www.marketwest.com.au


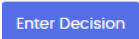


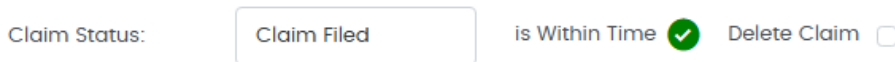
Claim Status:	Open	A NEW CLAIM HAS BEEN LODGED	
Claim Ref:	C238	Date Lodged:	22-May-25
Claimant:	TMB	T & M BEGOVICH	
Invoice Ref:	80789242	CLAIM DETAILS	
Invoice Date:	21-May-25		
Invoice Total:	\$4,048.00	Claim Total:	\$1,728.00
Produce:	\$3,648.00	Produce:	\$1,728.00
Containers:	\$400.00	Containers:	\$0.00
GST:	\$0.00	GST:	\$0.00
Claim Reason:	Produce was returned		
Claimant Contact Details:	Phone:	9390 5754	
	Email:	<a href="mailto:hills_mkt@bigpond.com">hills_mkt@bigpond.com</a>	

Other documents are issued by wholesalers and emailed to Buyers when claims are updated or when claims are denied. In each case, if there are attachments to the claim lodgement or to the claim settlement, a note is added under the reason stating the number of attachments and that they are available from the Claims Details page in the portal.

Claim attachments are not included in the email notifications and, while all emails are filed and available using Doc Viewer, the attachments are not stored, and users need to access the MarketPay portal to see attachments.



## Delete the Claim

If the role of the current user includes the Market Code of the Claimant, and the ClaimStatus = "Claim Filed" (Not yet resolved), the user has the ability to delete the claim. This is achieved by first using the edit pencil  to open the claim and the push the  button which will make the Delete Claim checkbox active at bottom right of Claimant panel.



The user can then check the Delete Claim checkbox which is made active only for this user. The action of checking the box pops up a confirmation message and when Proceed button is pushed the Delete Claim box is shown checked.



It is then necessary to select a reason for the deletion before pushing the  or  buttons to finalise the deletion.

Reason For Settlement:

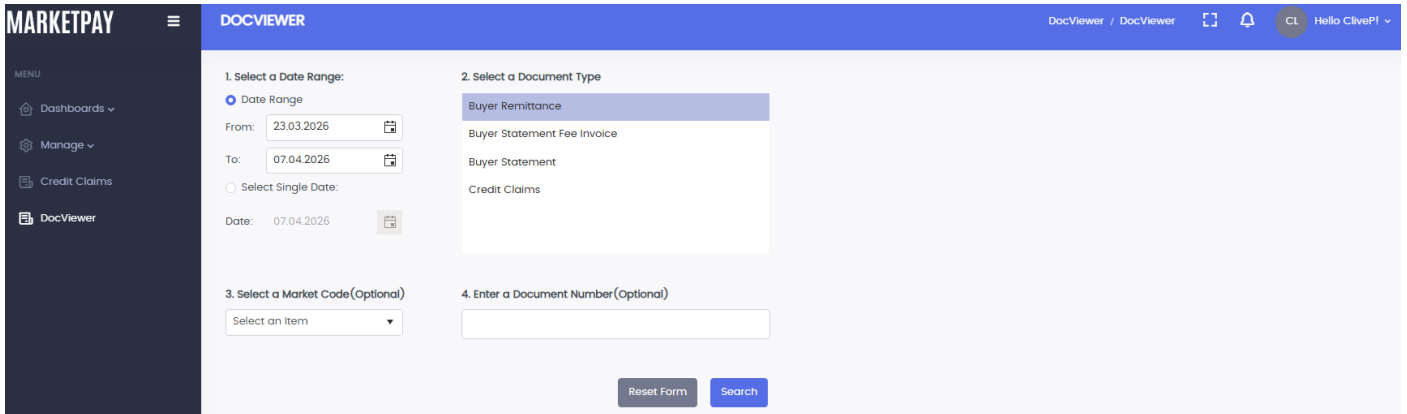
Error in the claim

Decision by salesman or management

Other reason (must include narrative)

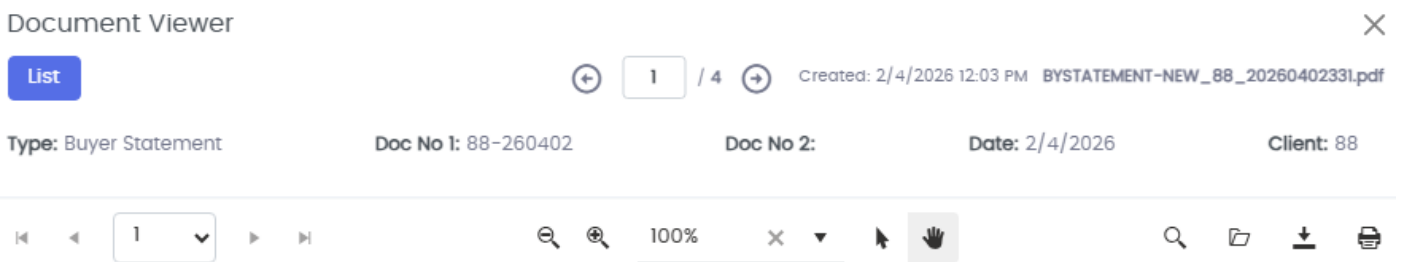
# Doc Viewer

A document repository is provided and accessed from the DocViewer menu item.



Documents are stored by type – remittances, statements, fee invoices, credit claims and more will be added.





1. Select a date range or accept the default range to display the documents of the type selected in #2.
2. Select the document type
3. Optionally select a single date which will supersede the date range selected in #1.
4. Select a document by reference number. If left blank, all documents of the type selected in #2 will be displayed for the date range or single date.



The **List** button, top left after making selection, provides a list of the selected documents from which any document can be selected by mouse-click to be displayed.

Documents X

Type	Client Code	Doc No 1	Date	Client Name	Doc No 2
Buyer Statement	88	88-260402	02-04-2026	ETHERINGTON	
Buyer Statement	BULL	BULL-260402	02-04-2026	BULLFROG INTERNATIONAL	
Buyer Statement	88	88-260326	26-03-2026	ETHERINGTON	
Buyer Statement	BULL	BULL-260326	26-03-2026	BULLFROG INTERNATIONAL	

The **Send** button bottom left provides the ability to email the document and the     controls provide for printing and downloading (to your downloads folder).

## Market West Fee Invoices

MarketPay will generate an invoice for the Buyer Statement Fee when the amount of the statement exceeds the minimum value prescribed.

**Market West**  
ABN: 89 685 243 302  
MP97, 280 Bannister Road, CANNING VALE WA 6155  
Tel: 08 9455 2742 Fax: 08 9455 4923  
Email: admin@marketwest.com.au  
Web: www.marketwest.com.au



### TAX INVOICE

BULLFROG INTERNATIONAL  
MP 42 MARKET CITY 280 BANNISTER ROAD  
CANNING VALE 6155

BUYER CODE: **BULL**  
INVOICE NO: 4949  
DATE: 02-Apr-26

#### DESCRIPTION

MarketWest Credit Service Buyer Statement Fee

#### AMOUNT

\$15.00

GST: \$1.50

**Total:** \$16.50

Payment Due By: 15-Apr-26

These invoices are sent to the nominated Contact person by email where nominated and checked in the Contacts panel of the Market Code Details page. They are also stored in DocViewer from where they can be viewed and printed.

Send All Communications	<input checked="" type="checkbox"/>	
Statements & Invoices	<input checked="" type="checkbox"/>	Credit Claims Lodgements <input checked="" type="checkbox"/>
Credit Claim Settlements	<input checked="" type="checkbox"/>	

Please note that each fee invoice is subject to GST and should be processed separately in your accounts in order to claim back the GST where appropriate.