Getting Help
APRIL 2017   VERSION 4.0

GDT EVENTS

Where do I view offer quantities and starting prices before each event? (MyGDT)

Go to www.globaldairytrade.info

Click **Login to MyGDT** and type in your email address and password.

MyGDT home page displays links to the next GDT Trading Event:

To view any of the event data click on the relevant link:

- View supply data
- View forecast
- View bid limits
- Download contracting information files

(This information is available 6 days before each Trading Event)

Reset your password: Click on 'Forgot my password/Reset my password' from the log in screen.

Confirm contact details: Please check that the "Primary Contact email" is the email of the person who places bids during each Trading Event. Contact GDT if it is incorrect by clicking on the user name (top right of the screen):

Where do I bid? (Bidding website)

Log in to www.globaldairytrade.com

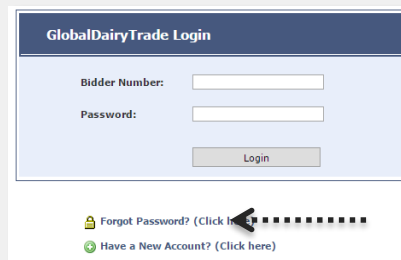The bidding website is open 48 hours before each Trading Event.

Log in early to ensure you do not have any password or connection problems and to be sure you enter bids in the first round.

Bidding website credentials

- Your bidder number is a 7 digit number and will be advised to you by Global Dairy Trade.
- Your bidding website password is only known by you. Take precautions to remember your password.
- If the person bidding (primary contact) has changed, please inform GDT as early as possible.

Forgot Your Password? You can reset your Bidding website password

1. Go to www.globaldairytrade.com.

2. Click on Forgot Password (Click here)?

3. An email with a link to reset the password will be sent to the primary contact email address.

Please remember to check your spam folder. If you do not receive the email, you may not be the primary contact.

Where can I learn about GDT Events?

Infosite

Reference material is available to assist all participants in their understanding of GDT. Go to www.globaldairytrade.info/en/gdt-events/how-gdt-events-work/reference-material/ and view some of our material.

- How GDT auctions work
- IT requirements
- Check my system compatibility
- GDT Events FAQ's
- Online Training Modules

MyGDT

Training materials are available for bidders to help better understand GDT Events. Please try one of our online training modules or read one of our easy guides.

Easy guides
- Easy guide to MyGDT for GDT Events
- GDT Events bidders guide to bidding website password
- GDT Events bidders guide to eligibility and bid limits
- GDT Events bidders guide to Auto-bids
- GDT Events bidders guide to User Preferences
- Easy guide to bidding website

Online training modules
- Securing bid limits and eligibility
- Navigating the bidding website
- Preparing for an auction
- Bidding
- Auto-bidding
- Understanding rollbacks

Log into MyGDT and go to the "Training" page portal.globaldairytrade.info/bidder/#/training

Where to get help? See overleaf.

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APRIL 2017   VERSION 4.0

GDT EVENTS

During the Trading Event

Call the Trading Manager

Call collect **+1.617.425.3088** for local numbers, see below

(Open 2 hours prior to an event and during the event)

- If you are having connection problems, the Trading Manager can submit a manual bid on your behalf
- Any information regarding the process of the Trading Event. E.g. rollbacks, user preferences
- Confirmation that your bid was placed
- Set up a bid on your behalf

(17) Toll Free Helpdesk Numbers

Order	Country	Number
1	Australia – Toll Free	1-800-189-630
2	Bahrain – National	+973-16199062
3	China - Toll Free (landline & mobile)	400-120-9243
4	China - Toll Free (landline only)	10-800-713-1237(N) 10-800-130-1198(S)
5	Egypt - Toll Free	0800-000-9443
6	Indonesia - Toll Free	001-803-015-205-0077
7	Malaysia - Toll Free	1-800-813-775
8	Mexico - Toll Free	01-800-681-1832
9	Peru - Toll Free	0800-53292
10	Philippines - Toll Free	1-800-1-116-0931
11	Saudi Arabia - Toll Free	800-850-0180
12	Singapore - Toll Free	800-130-1648
13	Taiwan - Toll Free	00801-14-7217
14	Thailand - Toll Free	001-800-13-202-9434
15	United Arab Emirates - Toll Free	8000-3570-3888
16	USA/Canada Toll Free	1-888-795-4551
17	Vietnam - Toll Free	120-32-446

If you have technical difficulties during an event contact the Helpdesk immediately.

When you call the helpdesk have the following available for verification

- Bidder number and bidding website password

Help at all other times

Email GDT Help

Email help@globaldairytrade.info

When emailing GDT, please have the following available.

- Company name
- Bidder number

GDT can help:

- If you cannot log on to MyGDT or the bidding website
- If you have forgotten your password
- If you are not receiving reset password link to the bidding website
- With any information regarding the process of the Trading Event. E.g. rollbacks, user preferences, auto-bids

Contact sellers:

Contact one of the sellers by going to their seller page on our website.

www.globaldairytrade.info/en/gdt-events/gdt-sellers/

Viewing my results

Log in to www.globaldairytrade.com

The bidding website is open 48 hours after each Trading Event

- If you wish to view confirmed results (including Auto-Bid results) click on the **'Results'** tab. Quantities you have won will be at the top of the page, under **'Winning Quantity'**
- Retain a permanent copy for your records by clicking on **'Export to PDF'**.
- If you have questions - send a copy of your trading results along with your queries to GDT on help@globaldairytrade.info

Log in to MyGDT www.globaldairytrade.info

- Check the **'Results'** page for the latest publish information about trading results

Your sellers representative will contact you to discuss delivery details.