

CHEP Australia has a team of experts that can assist you with your enquiries. Below is a list of these key contacts:

Transaction and Account Enquiries

Your first point of contact for invoices, account updates, reports, corrections / reversals, ordering docket books, docket history, trading partner details, Terms of Hire, Equipment Days Offset (EDO), processing requests and account balances is myCHEP. If you require additional support, please contact customer service.

Phone: 13 2437 (13 CHEP)

Email: au.customerservice@chep.com

Support hours: Monday to Friday, 7:30am - 5:00pm (AEST)

Transaction Systems and Online Tools

For support with myCHEP, go to the 'Help and Support' section of the portal. If you require additional support, contact the customer help desk.

Phone: 13 2437 (13 CHEP)

Email: ap.helpdesk@chep.com

Support hours: Monday to Friday, 7:30am - 5:00pm (AEST)

If you require support with Portfolio+Plus and/or CHEPMate, contact the customer help desk.

Phone: 13 2437 (13 CHEP)

Email: ap.helpdesk@chep.com

Support hours: Monday to Friday, 7:30am - 5:00pm (AEST)

Pick-up and/or Delivery

To arrange a pick-up and/or delivery of CHEP platforms, please organise this through myCHEP. If you have any queries, please contact CHEP Logistics.

Phone: 1300 2437 28 (1300 CHEP 2U)

Email: au.logistics@chep.com

Support hours: Monday to Friday, 7:30am - 6:00pm (AEST)

Explore CHEP Solutions

Contact your account manager to discuss how we can work together to improve your supply chain. Alternatively, contact customer service.

Trading Partner Disputes

In the first instance, contact your trading partner to resolve the matter. If you would like to lodge a dispute, complete the online form at:

chepedia.chep.com/my-transactions/dispute-management

Should you require further support, please contact customer service.

Phone: 13 2437 (13 CHEP)

Email: au.customerservice@chep.com

Support hours: Monday to Friday, 7:30am - 5:00pm (AEST)

Load Containment and Safety

To order Load Containment stock visit:

www.loadcontainment.chep.com

If you require additional support with stretch wrap and hooding machines, strapping products, film and manual handling equipment contact customer service.

Phone: 13 2437 (13 CHEP)

Email: au.customerservice@chep.com

Support hours: Monday to Friday, 7:30am - 5:00pm (AEST)

Marketing Request

Contact Marketing to work together on case studies or discuss any other cross promotional opportunities.

Email: ap.marketing@chep.com

Support hours: Monday to Friday, 9:00am - 5:00pm (AEST)