

# Your Insights, Our Actions

We're listening to you,  
and taking action

## Better ways of doing business

"We want CHEP to simplify processes, making it easier to do business and giving our team time back in the day to focus on other core tasks"

- 1. A smarter, simpler and faster customer portal available to you 24/7 on desktop and mobile devices:** myCHEP is our new portal that leverages the latest technology to enable you to quickly and easily schedule orders and collections online, and make transfers and corrections in fewer clicks. To login to myCHEP, visit <https://my.chep.com>. If you do not have access, speak with your account manager or call Customer Service.
- 2. A transparent and easy to use interactive invoice:** We've been working on a new, interactive invoice that will provide you with a simple visual summary of your spend and activity. You will be able to analyse as much or as little data as you want. This will be available in late 2017. See this in action by visiting: [www.youtube.com/watch?v=Et4Uyji8Pv4](http://www.youtube.com/watch?v=Et4Uyji8Pv4)
- 3. Sharing with you valuable insights on your platform control and account health:** As part of our new Platform Management Solution (visit [www.solutions.au.chep.com/solution/consumer-goods/platform-management](http://www.solutions.au.chep.com/solution/consumer-goods/platform-management)), our team will be

provided with greater insight into your account, which will assist with proactive account management and sharing of best practice. This is currently being trialled with further roll out in late 2017. More information to come.

- 4. Online training resources available for you to complete anytime, at your own pace:** We've developed online training and support resources on platform control, invoice management and myCHEP on CHEPedia. This training material will help you improve processes, reduce potential loss, and save you time and money.
- 5. Supporting the sharing of ideas within the network:** We're continuing to extend our customer forums and working groups. These events provide you with an opportunity to share your views, provide feedback and collaborate on initiatives to improve your business. To register your interest for upcoming customer forums, email [ap.marketing@chep.com](mailto:ap.marketing@chep.com)
- 6. Quickly and simply place orders online with Load Containment:** You are now able to order Load Containment and Safety (LC&S) stock online, by logging in with your myCHEP username and password at: [www.loadcontainment.chep.com](http://www.loadcontainment.chep.com)

## Delivering a better experience to you

“We want a supply chain partner that provides proactive support and advice, works with us to lower costs and reduce waste, and sees things from our perspective”

### 1. Resolving problems and providing support:

Our customer service team is available to help with enquiries, support or simply to provide feedback to from 7:30am – 5:00pm (AEST) Monday to Friday. When you contact us, we'll aim to resolve your issue on the spot, or confirm who will handle your request and when you can expect a response. To make it easy for you to reach the appropriate team with your query, we've produced a key contacts sheet on CHEPedia.

### 2. Proactive communication with your business:

- + Email notifications advising you when a truck is loaded / unloaded at a CHEP site along with a summary of the loads booked in for collection and delivery a day in advance. Register for these by contacting Customer Service on **13 CHEP (13 2437)**.
- + Daily email summary notifying you of corrections and reversals on your account.
- + Email and myCHEP alerts to advise you if your trading partners' account with CHEP has been closed.
- + Advance notice on trading hours, location details and billing close off dates via CHEPedia.

### 3. Helping your business reduce costs and waste by conducting a Value Chain Analysis:

Working collaboratively, we will look at movements throughout your supply chain, identifying causes of inefficiency, mapping out opportunities for improvement and helping create value. If you are interested in recovering money you didn't know was lost, speak with us about conducting a Value Chain Analysis.

### 4. Sharing new ideas and innovations:

Discovering new ways to help you achieve more efficient, profitable and sustainable product loads, by continuing to roll out new innovations including:

- + Enabling our team with the tools to deliver insights on your platform control and account health, and discuss areas where you can unlock efficiency and value. \*Currently piloting
- + Take a look at some of our new Fresh Solutions ([visit www.solutions.au.chep.com/solutions/fresh](http://www.solutions.au.chep.com/solutions/fresh)) including the Australian footprint Banana Crate designed to reduce fruit damage and waste, while improving efficiencies and driving sales growth.
- + View our new International Solutions ([visit www.solutions.au.chep.com/solution/consumer-goods/international-flows](http://www.solutions.au.chep.com/solution/consumer-goods/international-flows)) including the Intercontinental Pallet that is delivering efficiencies for container loading and unloading, reducing manual handling risks and transport costs.
- + Check out our Store Solutions ([visit www.solutions.au.chep.com/solution/consumer-goods/merchandising](http://www.solutions.au.chep.com/solution/consumer-goods/merchandising)) including the award winning Retail Modular Pallet and

Display Pallet that are both compatible with Beverage Trays, designed to move products seamlessly from manufacturer to the retail floor, as a flexible innovative one-touch solution.

- + Find out more information on our new Platform Management Solutions. We'll work with you to make sure you've got the right systems and controls in place at your facilities to eliminate unnecessary costs and ensure you have tight controls on your platform inventory. As part of this, track and trace solutions are currently being worked on by BXB Digital.

## Broadest array of platforms designed to meet your supply chain needs

“We want CHEP to supply us with quality platforms, and ensure these are delivered when and where we need them”

### 1. Better planning to ensure our platforms are available when and where you need them:

Our experienced planning team continue to apply best practice in inventory planning. As part of this we are updating our software used to manage our platforms and network. This will ensure we continuously improve our delivery in full and on time performance.

### 2. Optimising our network to ensure we are conveniently located near you and your trading partners:

Our Plant Network Optimisation team are assessing our network against customer needs to make sure that we are close to your key manufacturing and retail distribution network. This ensures logistics lanes are optimised, which could save you money on transport costs.

### 3. Raising the quality of our platforms:

We're currently testing equipment that will form part of our next generation of technology used in service centres.

### 4. Improving your order and collection experience with CHEP Logistics:

You can now request orders and collections relating to CHEP Logistics online via myCHEP, giving you time back in your day and the ability to self-serve your logistics needs, when convenient.

### 5. Training program to ensure consistent quality and safety:

We're continuing our investment in our people to ensure we expand our site performance in relation to safety, production and quality.

**13 CHEP (13 2437) | [www.chep.com](http://www.chep.com)**

**WE'RE MAKING IT EASIER TO DO BUSINESS WITH**

