

Your Insights, Our Actions

We're listening to you,
and taking action

Better ways of doing business

"We want CHEP to simplify processes and support us with user-friendly training and systems. Making it easier to do business and giving our team time back in the day to focus on other core tasks"

1. Giving you time back in your day with new enhancements and features added to our smart, simple and fast customer portal - myCHEP:

Based on your feedback, we have:

- + Improved functionality to view your entire docket history
- + Updated terminology and visuals
- + Provided you with the ability to correct the direction of a transfer
- + Improved the format of excel downloads and display of fields in reports

We have also made it faster to complete tasks within the portal and added two new features, including scheduled reporting and emailing of reports. Visit [CHEPedia](#) or login at <https://my.chep.com> for more information.

2. Rolling out a transparent and easy to use interactive invoice:

This new interactive invoice will give you a big picture view of your account activity in an interactive and simplified way. It will assist you with account monitoring and reconciliations. See this in action and check out the support resources on [CHEPedia](#).

Please note: With this interactive invoice, you will not have to do anything different, it will simply be emailed to your business.

3. Online training resources available for you to complete

anytime, at your own pace: We have developed online training and support resources on equipment control, invoice management and myCHEP on [CHEPedia](#). This training material will help you improve processes, reduce potential loss, and save you time and money. We are regularly releasing new resources to support you and are currently exploring additional training options.

4. Supporting the sharing of ideas within the network: We are 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 the upcoming customer forums scheduled in Brisbane | Melbourne | Sydney, email ap.marketing@chep.com

5. Quickly and simply place orders online with

Load Containment: You are now able to purchase Load Containment and Safety (LC&S) stock online, by logging in with your myCHEP username and password at: 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:

We are continuing our investment in training our customer facing team members, equipping them with the skills to better handle your queries and also share new ideas tailored to your situation.

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.

With myCHEP now available to you 24/7, you also have the ability to watch online tutorials for additional support and you can reach our team via this portal. To make it easy for you, we also have 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 issues and returns a day in advance. Register for these by contacting Customer Service on [**13 CHEP \(13 2437\)**](tel: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.
- + Updated Financial Year (FY18) trading hours, location details and billing close off dates on [CHEPedia](#).

3. Helping you resolve challenges in your supply chain:

We have the expertise and global experience to analyse the flow of movements throughout your supply chain, identify waste and the causes of inefficiency, recommend opportunities for improvement and help create value. Speak with our team about conducting a [Value Chain Analysis](#).

4. Providing insights on your platform control and account health to improve performance:

As part of our new [Platform Management](#) Solution, we can provide you with greater insight into your account using data analytics software, which will assist us deliver proactive account management and share best practice. This is currently being rolled out.

Broadest array of platforms designed to meet your supply chain needs

“We want CHEP to deliver a consistent and reliable core service offering, and ensure platforms 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 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 are currently testing equipment that will form part of our next generation of technology used in service centres.

4. Improving your issues and returns experience with CHEP Logistics:

You can now request issues and returns 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 are continuing our investment in our people to ensure we expand our site performance in relation to safety, production and quality.

Visit www.CHEP.com to find out more about how you benefit when you choose CHEP for your supply chain solutions

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

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