

CHEP equipment control

CHEP Terminology

Issues – any equipment you receive from CHEP onto your account (either from a service centre or delivered to your site by CHEP Logistics)

Returns – equipment returned back to CHEP from your account (either to a service centre or picked up by CHEP Logistics)

Transfers – movements of CHEP equipment between you and another CHEP account holder. The sender stops paying hire for the equipment dispatched. The receiver starts to pay hire for equipment received.

Transfer Off –CHEP equipment dispatched from your site to another CHEP account holder.

Transfer On – CHEP equipment received from another CHEP account holder.

Dispatch/Shipment Date - The date the equipment loaded with goods will move from sender to receiver.

Effective Date – The date hire charges move from the sending CHEP account to the receiving CHEP account (Note: this is not always the same date as the dispatch /shipment date and will depend on trading terms agreed with each trading partner).

CHEP Transfer Procedure

What to do:

- Contact your trading partner to obtain their CHEP account number.
- Agree to trading terms with your trading partner. This includes transferring equipment as the preferred method of trading. In addition, agree on effective dates to be applied to transfers.
- Make a record of each time equipment is transferred on a consignment note or any other documentation received or sent with the goods (this is your POD) or on myCHEP / Portfolio Plus. This record should be made at the time of the movement to ensure accuracy and acceptance of the transfer by your trading partner.
- Inform CHEP of each transfer of equipment within 24 hours of the movement (Note: recording transfers on myCHEP / Portfolio+Plus notifies these to CHEP immediately).
- Ensure these transfers appear on your next CHEP Invoice Transaction Listing and that the following details are correct:
 - Dispatch/shipment and effective dates
 - Type of movement – for example Transfer Off
 - Trading partner
 - Type of equipment
 - Quantity of equipment

How to use your equipment movement record

This is used to keep records of all movements of CHEP equipment both on and off your account, used specifically for dispatch and receipt.

- Use a separate line for each movement.
- Record each movement as it occurs to ensure accuracy.
- Check all movements against CHEP Invoice Transaction Listing to make sure the charges on your invoice are correct.
- Perform a monthly stocktake of your CHEP equipment and compare it with your CHEP hire balance to ensure you have not lost any of the equipment.
- If you have any queries relating to CHEP equipment, contact CHEP customer service: Customers in Australia call 13 CHEP (13 2437) or Customers in New Zealand call 0800 652 437.

