

# Recommended account monitoring measures

Below is a list of Key Performance Indicators (KPIs) you can implement to monitor account performance.

- **Stocktake and Reconciliation Report**

KPI: Complete Stocktake and Reconciliation within 7 working days from the date of stocktake.

- **Exchange Management**

KPI: Pallets owing by Trading Partner/s should not exceed 30 days.

Below Target	Target
> 30 days	≤ 30 days

- **Corrections / Rejections**

KPI: Corrections / Rejections as a percentage of Transfers should not exceed 2% of total transfers.

Below Target	Benchmark	Best Practice
> 2%	1.25 - 2%	<1.25%

- **Declare Transfers**

KPI: Advise Transfer to CHEP within 5 days from shipment date.

- **Equipment Variance**

KPI: Should not deviate month to month (+/-) by more than 10%.

Below Target	Target
> 10%	≤ 10%

Any significant change must be investigated by the site outlining causes and actions to be taken to resolve this.

- **Loss investigation**

KPI: The causes of losses are identified and actions required for resolving any variances are outlined within 5 business days after the reconciliation report is submitted to the Senior Management. All actions completed as per above point, prior to next CHEP month end invoice and update provided to the Senior Management.

- **Training**

KPI: On quarterly basis all staff including drivers are provided training on equipment management by Site Equipment Controller. Details of the training provided need to be recorded in Training Log, including staff name, date of training and area of training e.g. receiving of pallets.

If you would like to discuss these KPIs in more detail, please contact your account manager or call customer service on **13 CHEP (13 2437)** or email [au.customerservice@chep.com](mailto:au.customerservice@chep.com)