

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, 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](mailto: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](mailto:ap.helpdesk@chep.com)

Support hours: Monday to Friday, 8:30am - 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](mailto:ap.helpdesk@chep.com)

Support hours: Monday to Friday, 8:30am - 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. Note: Collections and deliveries must be received by 2:00pm the business day before they are due in myCHEP.

Phone: 1300 2437 28 (1300 CHEP 2U)

Email: [au.logistics@chep.com](mailto: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](http://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](mailto: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](http://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](mailto: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](mailto:ap.marketing@chep.com)

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