

# 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"

Online Account Access Anytime, Anywhere

### 1. New enhancements and functionality added to myCHEP:

Based on your feedback, we have released the following new functionality:

- + Smarter reports for issues and returns to keep you up to date on your equipment usage and trends.
- + Supporting documents on excess wear and tear charges.
- + Website feedback module.

We have also made it faster to complete tasks within the portal and invested in enhancements to improve your experience. Visit [CHEPedia](#) or login at <https://my.chep.com> for more information.

**2. Available now - Easy to use interactive invoice:** The new interactive invoice gives you easy access to view your account activity in an interactive and simplified way. It will assist you with account monitoring and reconciliations. When you receive the interactive invoice email, you can now view the invoice online – you no longer need to download the reader.

See this in action and check out the support resources on [CHEPedia](#). Register to receive the interactive invoice by contacting 13 CHEP (13 2437).

**3. Quickly and easily purchase stretch film and packaging stock online:** Simply log in with your myCHEP username and password at: [www.loadcontainment.chep.com](http://www.loadcontainment.chep.com)

### Online Training and Support Resources

**4. Online training and support resources to help you operate your company's supply chain more efficiently and effectively:** [myCHEP](#) and [Interactive Invoice](#) webinar training available now on [CHEPedia](#).

### Best Practice Learnings and Global Expertise

**5. Sharing of ideas within the network via customer forums and working groups:** These provide you with an opportunity to provide feedback and collaborate on initiatives to improve your business. Following last year's event, we have released 2 new best practice resources on finding and supporting the right Equipment Controller, which are available on [CHEPedia](#). Register your interest now for the forums in Perth (24 July) and Adelaide (26 July), email [ap.marketing@chep.com](mailto:ap.marketing@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”

## Customer Service and Support Team

### 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 Australian based, friendly and knowledgeable team are available to help with enquiries, support or simply to provide feedback from 7.30am - 5.00pm (AEST) Monday to Friday. To make it easy for you, we also have a key contacts sheet on [CHEPedia](#).

We have also reviewed our call centre call volumes, which indicated that our peak times are between 9.00am-2.00pm (AEST). Beat the rush and call outside of these hours, as this will improve our ability to respond to your queries.

### 2. Proactive communication with your business:

- + Email notifications advising you when a truck is loaded / unloaded at a CHEP site.
- + A summary of the loads booked in for issues and returns a day in advance.

- + Daily email summary notifying you of corrections and reversals on your account.

Register for these notifications by contacting 13 CHEP (13 2437).

- + Email and myCHEP alerts to advise you if your trading partners' account with CHEP has been closed.

### 3. Providing insights on your platform control, to improve processes and reduce losses:

As part of our new [Platform Management Solution](#), your Account Manager can provide you with greater insight to help you better understand your supply chain using data analytics tools. Benefits of these tools include:

- + Easily identify business trends year on year.
- + Benchmark comparison by site.
- + Ability to create a clear supply chain map.
- + Monitor key performance indicators and identify opportunities to improve.
- + Supports managers understand good equipment control.

Reporting in these data analytics tools is coming soon to assist you invest in the right actions in light of the insights captured to improve your supply chain. These reports can be requested through your Account Manager or Customer Service.

## Best Practice Learnings and Global Expertise

### 4. 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](#).

## 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”

## Platform Solutions

### 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 have introduced new software to our suite of tools used to manage our platforms and the network. This will ensure we continuously improve our delivery in full and on time performance.

### 2. Ongoing investment in raising the quality of our platforms:

We are currently testing equipment that will form part of our next generation of technology. As part of our quality journey, we have achieved ISO9001-2015 certification for our Assured Pallet sites and plan to roll out equivalent processes to the rest of the network. We are continually renewing our long held HACCP accreditation, nearing completion of installing our metal debris removal system at pallet sites and are having success with our new digital quality checkers available at selected sites.

## CHEP Network Advantage

### 3. 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.

**In every aspect of your business, you expect quality, reliability and flexibility in platform and service delivery. And you deserve no less from your supply chain solutions partner.**

**Visit [www.CHEP.com](http://www.CHEP.com) to find out more about how you benefit when you choose CHEP for your supply chain solutions.**

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