

Customer forum update

Since our 2016 customer forums, we've been working on a number of projects around the country, developing initiatives and solutions in key areas important to you. Here's an update on how we're progressing:

Interactive invoice

Since our last forum, we've successfully piloted our new interactive invoice and made the necessary updates in line with the feedback received. This is now available to you, register to receive the interactive invoice by contacting 13 CHEP (13 2437).

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. We have also created a training section on CHEPedia: <https://chepedia.chep.com/training-support/interactive-invoice/>

Data analytics software

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 and more information will be shared in the forum. These new reporting tools coming soon are designed to assist you invest in the right actions to improve your supply chain. You will be able to request these reports from your Account Manager and Customer Service.

Best practice resources available now: 1) Recommended job description for Equipment Controllers; 2) Supporting processes and other key actions

During our customer forums in Brisbane, Melbourne and Sydney last year we workshopped areas to build industry best practice resources and help drive improvements across the community.

The first resource is a job description example for Equipment Controllers. This highlights what to look for when finding the right equipment controller for your team including key responsibilities and tasks, skills and attributes. The second resource looks at the processes / actions to support an Equipment Controller to ensure effective equipment control is achieved. Access these resources now at: <https://chepedia.chep.com/training-support/>

To find out more information, catch up with the team during the break, speak with your Account Manager after the forum or call 13 CHEP (13 2437).

Ongoing enhancements to our myCHEP customer portal

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.
- + FY19 calendar including cut off dates.

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.

Training session today! Join us for a 1.5 hour session with Aaron Minton, our Customer Systems Integration Manager, and myCHEP expert.

If you have any questions on these or any other initiatives please contact Cate Binet (cathryn.binet@chep.com) or Matthew Schild (matthew.schild@chep.com)