







Run a Suspended Transactions Report

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The movement you have declared to CHEP contains error/s therefore it cannot be processed.

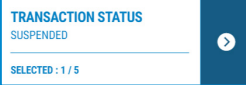
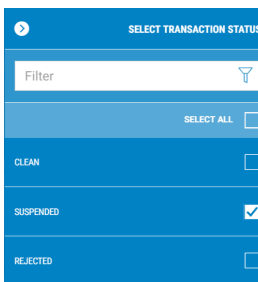
Run a Suspended Transactions Report



1. Click  MENU
2. Select  MANAGE TRANSACTIONS
3. Click  REVIEW / MODIFY
4. Click  LOCATION
5. Select required Locations
6. Click  FROM  TO
7. Select required Date Range
8. Click Advanced Search for more search options

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Run a Suspended Transactions Report

9. Click  TRANSACTION STATUS
SUSPENDED
SELECTED : 1 / 5
10. Select Required 

SELECT TRANSACTION STATUS	
Filter	
SELECT ALL <input type="checkbox"/>	
CLEAN	<input type="checkbox"/>
SUSPENDED	<input checked="" type="checkbox"/>
REFLECTED	<input type="checkbox"/>
11. Click 

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Common Reasons for Suspended Movements

1. **Duplicated Transfer:** A transfer with the same reference number and details which have already been processed. Confirm transaction is a duplicate and reverse or correct the suspended transaction to process through the system.
2. **Receiving Account Pending Closure:** Contact your trading partner to see if an alternative account can be used or how to recover equipment.
3. **Customer Account On Revoke:** CHEP is working with the account holder to resolve. Contact your trading partner to see if an alternative account can be used or how to recover equipment.

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Common Reasons for Suspended Movements

4. **Invalid Account Number:** Check the account number entered in myCHEP with your trading partners account number. If incorrect, update and process correction.
5. **Transfer is over 90 days:** Either reprocess at a current date under 90 days or gain written agreement from your trading partner. CHEP customer service will process these on your behalf.

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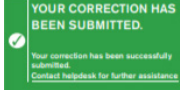
Correcting and Reversing Suspended Transactions

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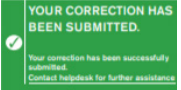
Correcting a Suspended Transaction

1. Run a Suspended Transactions Report
2. Any results that return with blue fields are available for editing
3. Double click on the blue fields to edit or click on the details  at the start of the line to edit in more detail
4. To submit corrections, click 
5. You will see the following 
6. Email confirmation of corrections will be sent through if enabled in user preferences

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Reversing a Suspended Transaction

1. Run a Suspended Transactions Report
2. Select the transaction(s) you want to reverse by selecting
3. Click 
4. Select the reason for the reversal from the slider Reject Suspended Movement
5. When done click on  to see all reversals awaiting submission
6. Click 
7. You will see the following 

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