

Your Insights, Our Actions

We're listening to you, and taking action

CHEP

A Brambles Company

WHAT YOU SAID

Better ways of doing business

“Simplify processes and support us with training and systems. Make it easier to do business and give our team time back in the day to focus on other core tasks”

WHAT WE'RE DOING

myCHEP enhancements

New modules and training coming in **early 2019** to streamline equipment management:

1. Corrections Requiring Authorisation - this may save you time by replacing processes for written authority.

2. Exchange management - improves visibility of equipment owed to you and by you.



WHAT WE'RE DOING

Interactive invoice

Making it easier to monitor and reconcile transactions in an interactive and simplified way.

Register to receive this by contacting **13 CHEP (13 2437)**



NEW INTERACTIVE INVOICE

WHAT WE'RE DOING

New online store for pallet wrapping stock

Quickly and easily purchase stretch film and packaging stock online.

Simply log in with your myCHEP username and password at: www.loadcontainment.chep.com



WHAT WE'RE DOING

On-boarding plan

This framework will help you set up team members for success in equipment control. Developed in collaboration with customers to help drive best practice. Coming soon!



Interested in attending the **2019 CHEP customer forums**?
Email ap.marketing@chep.com

WHAT YOU SAID

Delivering a better experience to you

“We want a supply chain partner who provides proactive support and advice, works with us to lower costs and reduce waste, and sees things from our perspective”

WHAT WE'RE DOING

Reporting enhancement

Providing you with insights to help improve your processes and reduce loss. Reports can be requested through your Account Manager or Customer Service from March 2019.



WHAT WE'RE DOING

Proactive account updates

Email notifications advising you when a truck is loaded/unloaded at a CHEP site and summary of next day bookings.



Daily email summary notifying you of corrections or reversals on your account.



Register for these by contacting **13 CHEP (13 2437)**

WHAT YOU SAID

Broadest array of platforms to meet your needs

“Deliver consistent and reliable platforms and service”

WHAT WE'RE DOING

Platform quality improvements

New crate washer and pallet detection technology in Derrimut enhancing our network capabilities and platform quality.



In line with customer feedback, we are also updating our conditioning practices for last mile platform solutions, Beverage Trays and Display Pallets.

Talk to us about your supply chain automation

WHAT WE'RE DOING

Trialling a 'direct transfers' tool

This will enable you to connect with trading partners in your area. Match up supply and demand, reduce costs and save time.



Learn more at CHEPedia.CHEP.com | **13 CHEP (13 2437)** | www.CHEP.com