

# Key Contacts

## CHEP Australia



CHEP Australia has a team of experts that can assist you with your enquiries.

### Transaction and Account Enquiries

Your first point of contact for invoices, account updates, reports, corrections / reversals, docket history, trading partner details, Terms of Hire, processing requests and account balances is myCHEP. For 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

For support with myCHEP, go to the 'Help and Support' section of the portal. For additional support, please 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 CHEPMate, please contact the customer help desk.

### Pick-up and/or Delivery in Metropolitan Locations\*

To arrange a pick-up and/or delivery of CHEP platforms in metropolitan locations, complete a booking request through myCHEP. Orders must be placed in myCHEP by 2:00pm (AEST), the business day before the requested date. If you have any queries, please contact CHEP Logistics.

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)

Note: This advice applies to metropolitan areas only, excluding Canberra and Darwin.

### Explore CHEP Solutions

Contact your account manager to discuss how we can work together to improve your supply chain. Alternatively, please contact customer service.

### Trading Partner Disputes

In the first instance, please contact your trading partner to resolve the matter. If you would like to lodge a dispute, please complete the online form: [chepedia.chep.com/my-transactions/dispute-management](http://chepedia.chep.com/my-transactions/dispute-management) For further support, contact customer service.

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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 / pallet wrapping stock, visit:

[www.loadcontainment.chep.com](http://www.loadcontainment.chep.com)

For additional support with stretch wrap, hooding machines, strapping products, film and/or 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 Opportunities

Would you like to share your experience? Please contact the marketing team to discuss opportunities to feature in case studies and other potential opportunities.

Email: [ap.marketing@chep.com](mailto:ap.marketing@chep.com)