

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

Customer Service is your first point of contact for many of your daily needs including those listed below.

Contact Customer Service Monday to Friday 8:30am - 5:00pm on 0800 652 437 or email nz.customerservice@chep.com

Transaction and account enquiries, transaction systems and online tools:

- + Invoice queries
- + Reporting requirements
- + Transaction investigations and account reconciliations
- + Corrections and reversals
- + Docket queries
- + Excess and Escrow queries
- + Account maintenance
- + Set up and login for myCHEP customer portal
- + Account management support and advice
- + Reconciliation tool
- + Value-add tools

Customer Training:

- + Interactive online customer training requests
- + CHEP Customer Education Programme bookings
- + myCHEP training - go to the "Help and Support" section of the portal for more information. If you require additional support contact Customer Service
- + E-learning modules are also available under the training and resources tab at <https://chepedia.chep.com/> - requires myCHEP login

Arranging pick-up and/or delivery of CHEP platforms

To arrange a pick-up and/or delivery of CHEP platforms:

- + Organise this through myCHEP, or
- + Contact CHEP Transport and Logistics on 0800 652 437 (option 2) or email nz.transportorders@chep.com

International supply chain solutions

To order export pallets or RPCs, and for advice on your export supply chain contact our International Solutions experts on 0800 652 437 or email nz.customerservice@chep.com

Domestic supply chain solutions

Contact your Account Manager or Telephone Account Representative on 0800 652 437:

- + For platform range, new products, innovation and pricing
- + For load containment consultancy, and provision and pricing of CHEP Stretch wrapping system
- + To discuss how we can work together to improve your supply chain, including platform management, value chain analysis, joint business plans and projects, in-store solutions, collaborative safety and more.

