

Coles RPC myCHEP Customer FAQs Edition 1

Updated 21 September 2020

From Tuesday 13 October 2020, CHEP will provide end-to-end RPC (crate) pooling services to the Coles fresh produce and protein network.

1) I am a supplier into Coles, what do I need to do to get ready for 13 October 2020?

Coles and CHEP are endeavouring to make this transition as seamless as possible for you. After you have reached commercial and supply agreement with CHEP, we'll work with you on:

- + How to set-up a CHEP account, if you don't already have one
- + How to set-up a myCHEP log in, if you don't already have one ([myCHEP](#) is CHEP's flagship customer portal for online account access)
- + How to order, return and transfer RPCs through myCHEP
- + Where to collect and return RPCs
- + How to transfer RPCs to Coles
- + Any other questions

2) How should I order, return and transfer RPCs?

You can place all issue and return orders and do transfer transactions through myCHEP. myCHEP is accessible through your PC, laptop or mobile device (i.e. phone or tablet).

Note: Step-by-step Q cards, as well as generic bite-sized training videos, are available to you and your work colleagues. They are suitable as a refresher for regular myCHEP users or for any new employees within your company that would like to learn about effective equipment control.



[View a step-by-step guide](#) on how to order RPCs (and other CHEP equipment) and return equipment to CHEP.



[View a step-by-step guide](#) on how to transfer RPCs (and other CHEP equipment) to your trading partners.

3) What do I do if I don't have a myCHEP log in?

If you don't have a myCHEP login and would like one, contact CHEP customer service on 13 CHEP (13 2437). We can help you get set-up on a PC, laptop or a mobile device.

4) Which material codes do I need to use to order RPCs and how many can I order?

All RPCs are ordered by full pallet loads only using the specific material code for the crates you need.

Number of pallets	1	2	3	4	6	12	24
Number of A 17L Foldable RPC (Material 17017)							
Number of F 27L Foldable RPC (Material 17027)	192	384	576	768	1,152	2,304	4,608
Number of B 33L Foldable RPC (Material 17033)							
Number of C 41L Foldable RPC (Material 17041)							
Number of E 12L Foldable RPC (Material 17012)	384	768	1,152	1,536	2,304	4,608	9,216

For more information, refer to the [CHEP Foldable RPC Summary Sheet](#). The timber pallet (10001) will need to be ordered separately.

5) How can I place a standing order for RPCs?

To place a standing order through myCHEP, use the 'Bulk Issue' or 'Copy To' function in myCHEP. Alternatively, speak with your account manager or contact CHEP customer service on 13 CHEP (13 2437).

6) What are the guidelines to transfer RPCs to Coles?

As part of the communication from Coles regarding their transfer policy, you are required to put the delivery date onto the transfer docket in myCHEP (this is the date the stock will be delivered to the Coles DC, not the date it leaves your site).

The material codes for transferring RPCs is 17000. When you are creating a transfer movement (in myCHEP) you will need to nominate the Coles DC delivery date in the 'Shipment Date' and 'Effective Date' fields. If the date of dispatch is earlier than the delivery date, it may result in Coles correcting the movement (potentially either by a correction or rejection of that docket). For example, if a load leaves your site on X (date) and is to be delivered to the Coles DC on Y (date), then Y (date) must be stated in the date fields of the transfer docket. For clarity, see screenshot below.

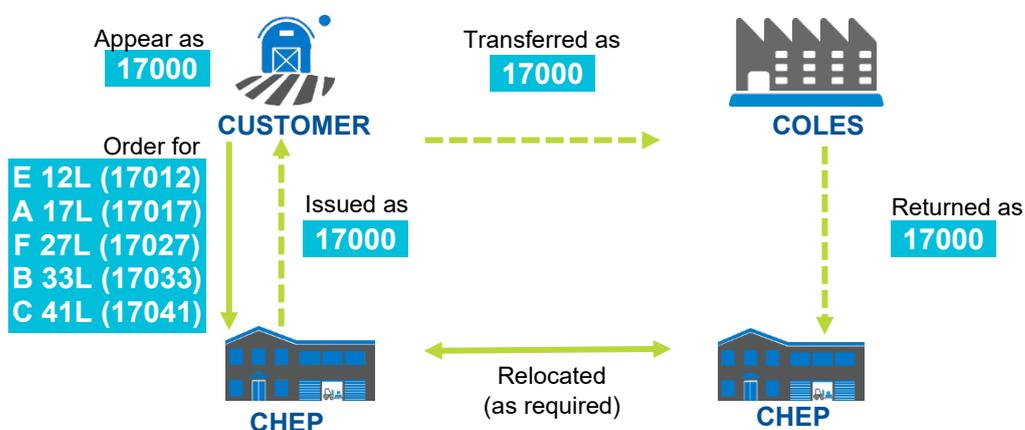
For more information, go to [Coles Group Pooling Equipment – Trading Terms](#) or speak with your Coles contact.

7) What are the CHEP account numbers of the different Coles DCs?

New Coles DC CHEP account numbers will be effective from 28 September 2020, and are available here <https://www.supplierportal.coles.com.au/csp/wps/portal/web/SupplyChain>.

8) Why are the material codes for ordering and transferring different?

To enable you to easily manage RPC transactions, CHEP have created a generic RPC equipment code, 17000. Once your 'Issue Order' using specific material codes is processed onto your account, RPCs are issued, transferred and returned to CHEP using the generic code 17000. For clarity, see illustration below.



9) How should I transact with a charity partner – Foodbank or SecondBite?

You should only transact with a charity partner that has a CHEP account. Contact the charity partner and request their CHEP account number, if you do not have it. The process for transfer transactions is the same for all trading partners, including Coles and charities. All transactions must be recorded in myCHEP.

10) Is there anything I need to do between now and 13 October 2020?

Refer to crate stocktake instructions, which will be made available to you early October 2020.

11) Where can I find more information?

To access these resources, log onto myCHEP, open the dropdown 'Menu' icon, click on 'Help and Support'. We highly recommend:

- a. CHEP's [Introduction to Equipment Control](#) guide for tips and resources towards best-practice equipment control.
- b. For all other online myCHEP training and support resources, go to: <https://my.chep.com/index.jsp?1578979948#navigation/help>.
Note: myCHEP login is required to access these resources.

12) Who can I contact if I have a question related to Coles RPCs?

For Coles-specific enquiries before 13 October 2020:

- + Your Coles contact or Coles [DC Equipment Controller Contacts](#).

For CHEP-specific enquiries after 13 October 2020:

- + Your CHEP account manager or CHEP customer service on 13 CHEP (13 2437) or email au.customerservice@chep.com.