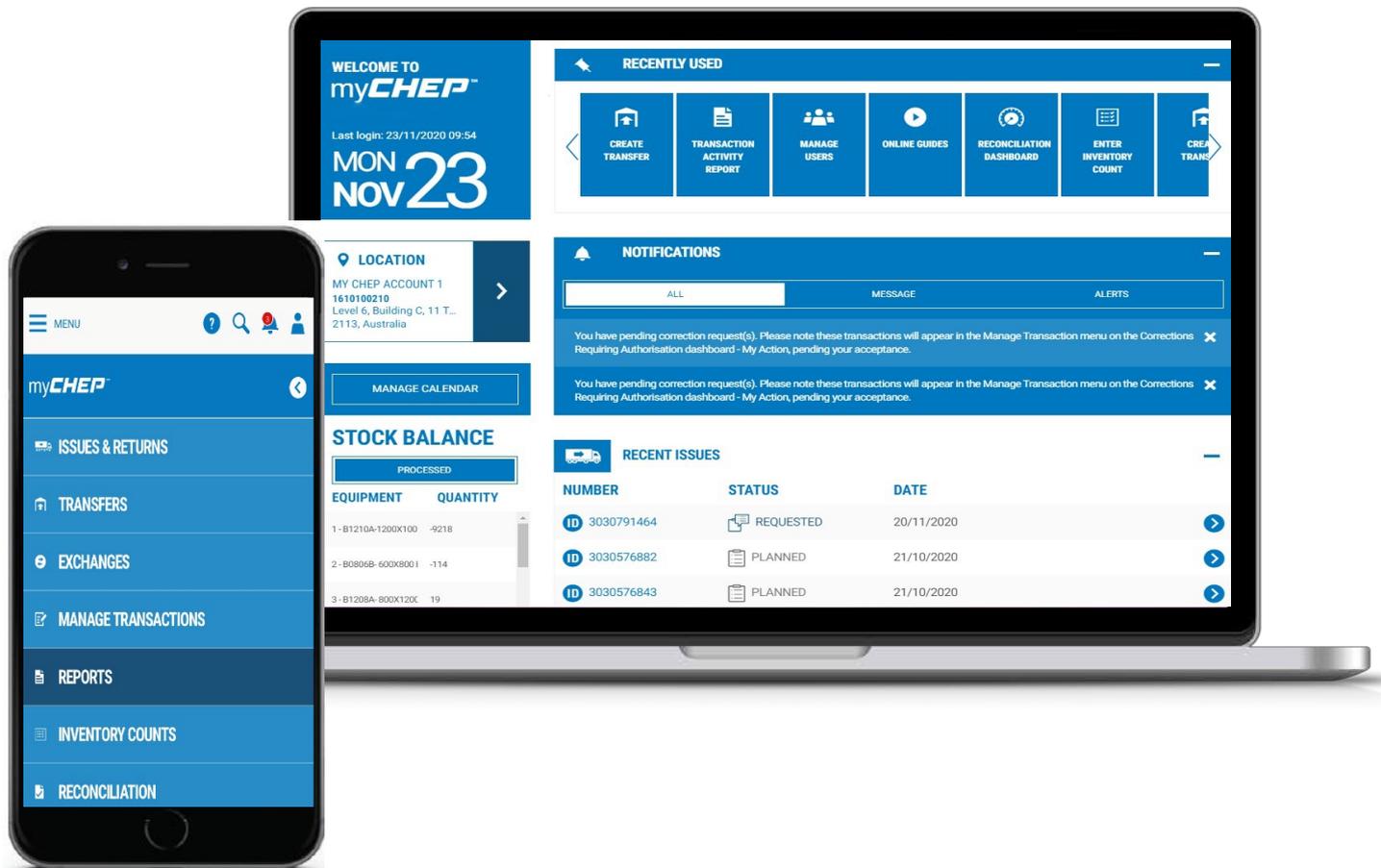


# WELCOME HOME



# myCHEP

## SMART. SIMPLE. FAST.

myCHEP is a secure online platform built especially for you. It provides you with a digital experience that is SMART, SIMPLE, and FAST to increase the ease of doing business with us.

There is no cost for you to use myCHEP and it will continue to be part of our overall CHEP offering.

See the “SMART, SIMPLE and FAST” table below, to read the specific functions built to improve your customer user experience:

SMART	
<p>Increased flexibility on how you do business with CHEP. myCHEP can be used when you're on the move! Simply download myCHEP onto your compatible smart phone or tablet.</p>	
SIMPLE	
<p>A modern customer experience. CHEP has looked to best in class applications to understand what makes a great customer experience and used these principles as a base to build a simplified and more efficient system for customers.</p>	
ADMINISTRATION	MANAGE YOUR CALENDAR
<p>You can now manage who has access to your account information by adding and removing users, as well as setting permission levels and preferences.</p> <p>You can also update trading partner information and request equipment types to be added or deleted from your myCHEP profile.</p>	<p>The calendar function allows you to plan, view, manage and track the status of your orders in a single view, much like your Outlook Calendar.</p> <p>You can create new orders and modify or cancel existing orders, all from the one screen.</p>
STOCK BALANCE + FINANCIALS	SEARCH TRANSACTIONS
<p>Check your equipment stock balances quickly and easily from your myCHEP homepage.</p> <p>Want to know if you've paid your invoice? Any open invoices can be viewed directly in the home screen. Past invoices can also be viewed and downloaded.</p> <p>*stock balance is updated every 2 hours</p>	<p>Use myCHEP's smart filtering functions to search for an individual transaction or multiple transactions (up to 12 months) based on your selections, such as date range, equipment types or trading partner.</p>
MANAGE EXCHANGES	RECONCILE TRANSACTIONS
<p>Manage your exchange partners and transactions in one simple to use dashboard. Monitor your exchange balances (IOUs) and redemption history.</p>	<p>Reconcile any 'unmatched' transactions that appear on your account to ensure that transfers match the physical movement of equipment.</p> <p>Transactions may be accepted, reversed or modified.</p>

## FAST

Through advanced hardware and the latest technology, myCHEP is working on a fast base platform to improve performance and to reduce the overall steps needed to complete standard tasks. With myCHEP, users can do their work in a more streamlined way.

### REPORTS

myCHEP allows users to run reports on an ad-hoc basis, or schedule reports to be run and emailed when it suits you. Transaction reports can return up to 5 years of transactional history.

Scheduled reports can be edited or cancelled at any time.

### REVIEW / MODIFY TRANSACTIONS

Search for a single transaction or multiple transactions for a chosen date range (up to 12 months) or use the 'Advanced Search' option to filter for specific information.

Eligible transactions may also be reversed or modified (corrected).

### UPLOAD ORDERS & TRANSFERS IN BULK

To help save you time, myCHEP provides a simple downloadable template, giving you the ability to add and create multiple equipment orders and transactions, which can then be uploaded directly into myCHEP for processing.

### TRANSACTIONAL ALERTS

Receive alerts, notifications and PDF copies of transactions directly to your inbox. You can also tailor your myCHEP home screen to display the information you want to see, every day.

### CORRECTIONS & REVERSALS

myCHEP gives you and other myCHEP users the ability to review and action correction and reversal requests online, upload PODs and add comments, cutting down on response times and the need to send information via email.

### INVENTORY COUNTS

Completed a stock take of all your CHEP equipment? The 'Inventory Counts' function allows you to enter your stock take details and myCHEP will use this information, as well as data in your 'Reconciliation Dashboard' to calculate any variance that you may have on your account. In other words, you can check to see that you can physically account for the equipment you are paying for.

## NEED MORE INFORMATION?

For more information on how myCHEP may benefit your business.

Call CHEP Customer Service on 13 CHEP (13 2437) or email [au.customerservice@chep.com](mailto:au.customerservice@chep.com)

Speak with your CHEP Account Manager or regional Asset Control Specialist

Access 'HELP AND SUPPORT' in myCHEP (a myCHEP login is required)

Receive exclusive and up to date 'Release Notes' advising of myCHEP system enhancements, as well as 'Tips and Tricks' to help better manage your CHEP account.