

APAC Release Notes 6.3.0 – March 2021

At CHEP, we consistently strive to improve your experience with our systems, platforms, services, and people.

Based on your valuable feedback and insights around how you use myCHEP every day, we are pleased to advise that the improvements listed on the table below, have now been implemented.

If you would like to provide feedback or recommendations for consideration, please do so by logging into [myCHEP](#) and use the following guide to enter your comments and ideas.
[HELP & SUPPORT > REQUEST ASSISTANCE > SELECT A SUBJECT – FEEDBACK > FEEDBACK – GENERAL > COMMENTS](#)

*The next myCHEP release is scheduled for May 2021.

Priority	Your insights	Our actions
Very High	Customers who are new to CHEP or new to myCHEP would like to see some of the features and benefits that CHEP's secure online platform can provide.	Customers who do not already have an account, can now obtain an overview of some of the SMART, SIMPLE and FAST functions within myCHEP. Click here to watch: Welcome to myCHEP
Very High	Equipment requirements and demands vary across CHEP's customer network. Planning Issue / Return orders around upcoming national or regional public holidays is crucial, to ensure that equipment needs are met.	To help you plan your equipment orders over the coming months, the FY21 Australia Service Centre Public Holiday Hours have now been published in myCHEP. myCHEP > HELP & SUPPORT > DOCUMENTS > OTHER
Very High	Customers are seeking a variety of myCHEP training and support materials that are easily accessible. Run and schedule transaction reports that help you sort and check the transfer records that you want to see, when you want to see them and based on the parameters you choose.	To learn how to run your own transaction reports quickly and easily, find the myCHEP Q Card – View and Schedule a Transaction Activity Report myCHEP > HELP & SUPPORT > ONLINE GUIDES > GENERAL
Very High	Where the INVENTORY COUNT capability was enabled for customers who did not also require the RECONCILIATION function, the ENTER INVENTORY COUNT tile was not displayed.	Both the INVENTORY COUNTS DASHBOARD and ENTER INVENTORY COUNT tiles are now displayed, ensuring that customers can now easily enter and save their stocktake results.

High	When downloading a trading partner's Proof of Delivery (POD) record in MANAGE TRANSACTIONS > REVIEW / MODIFY an error message was received and the download could not be completed.	Trading partner PODs are now able to be downloaded and viewed. <i>* Please note, that your trading partner's POD record can only be viewed in myCHEP if they have uploaded it.</i>
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