

LOSCAM

Loscam Hire Equipment Reference Manual



Your Pooling Solutions Partner
since 1942

Contents

STATEMENT OF OBJECTIVES 2

CUSTOMER SERVICE CONTACT DETAILS 3

HIRE EQUIPMENT CONTROL PROCEDURES 4

EQUIPMENT TRANSACTIONS 4

 ISSUING EQUIPMENT 4

 DEHIRING EQUIPMENT 5

 EQUIPMENT TRANSFERS FROM YOUR ACCOUNT 5

 EQUIPMENT TRANSFERS TO YOUR ACCOUNT 6

 DELAYED TRANSFERS 6

TRANSACTION PROCESSING GUIDELINES 8

DOCKET AND CORRECTIONS PROCESSING DATES 9

CORRECTION PROCESSING GUIDELINES 10

 TYPES OF CORRECTIONS 10

 REJECTION/REVERSAL OF A DOCKET 11

 REACCEPTANCE OF A PREVIOUSLY REJECTED DOCKET 11

 DATE CORRECTION 11

 QUANTITY CORRECTION 11

 ACCOUNT NUMBER CORRECTION 11

 ISSUE AND DEHIRE CORRECTIONS 11

 CORRECTION FOR A “RECEIVER TO NOTIFY” TRANSFER 12

 AUTHORISATION 12

5 KEY STEPS OF EQUIPMENT CONTROL 13

RECONCILIATION 13

FREQUENTLY USED EQUIPMENT 14

HIRE TAX INVOICE (SAMPLE ONLY) 16

 HIRE TAX INVOICE EXPLANATION 17

LOSCAM ONLINE 19

ADDITIONAL RESOURCES 20

STATEMENT OF OBJECTIVES

We at Loscam Australia & New Zealand ("Loscam") are committed to providing quality service and equipment to our customers.

This reference guide is designed to provide information on operating procedures and account details to facilitate a straightforward approach to the operation of your Loscam account.

The information set out in this document is general in nature only. As such, it may not be complete or may not apply to your particular circumstances. Please refer to your agreement(s) with Loscam for your specific rights and obligations.

If you require further information regarding your account, invoice or transaction details please call Customer Service.

The following objectives outline our ongoing commitment to our customers:

- To ensure that our products and services meet the highest standards by aiming to be “world’s best” in everything we do.
- To be recognised as the most innovative and responsive provider of service and advice to our customers.
- To develop long-term partnerships with our customers by understanding their needs and providing them with increased efficiency and profitability through innovative and timely solutions.
- To constantly improve the efficiency of our operations so that we are the lowest cost operator in the industry, and to leverage this in favour of our customers.
- To maintain a safe and interesting working environment for our employees, that is free from discrimination and provides the opportunity for long-term job security and career development.
- Contribute towards the protection of the environment by adopting the principles of conserving, recycling and reusing in all areas of company activity.

CUSTOMER SERVICE CONTACT DETAILS

Phone Number	AU	1300 309 930
	NZ	0800 567 226
	NZ Fresh	0800 567 226
Email Address	AU	customer.service@loscam.com
	NZ	cs.nz@loscam.com
	NZ Fresh	cs.nzfresh@loscam.com
Website		www.loscam.com
Loscam Online		www.loscamonline.com
EDI Batch Files to	AU	hms@loscam.com
	NZ	hms.nz@loscam.com
	NZ Fresh	hms.nz@loscam.com
Payment Remittance	AU	accounts.receivable@loscam.com
	NZ	admin.nz@loscam.com
	NZ Fresh	admin.nzfresh@loscam.com

Please also refer to our Loscam website under “[Find Us](#)” for updated Australia & New Zealand Depot details.

HIRE EQUIPMENT CONTROL PROCEDURES



This guide outlines basic procedures to ensure that the equipment you hire is accounted for correctly. Everyone involved with the receipt and despatch of equipment has a part to play in good equipment control. Customers are responsible for all equipment on their account and must compensate Loscam for lost or damaged equipment.

RECOMMENDATIONS ON EQUIPMENT CONTROL

- Set up a separate account for each site if you have more than one site receiving and despatching equipment to third parties.
- Appoint an “Equipment Control” manager at each site with the authority and time to manage equipment hire. Train additional staff as back-up.
- Secure your site and keep equipment where movements can be controlled.
- Loscam Customer Service can provide you with advice on managing your equipment. Please call AU 1300 309 930 / NZ 0800 567 226 for assistance.

EQUIPMENT TRANSACTIONS

ISSUING EQUIPMENT

Picking up equipment from a Loscam depot

Your issue request must be processed via Loscam Online.

Your issue request must contain the following:

- Loscam account number
- Date of pick up (We require 48hr prior notification)
- Equipment type
- Quantity required

The following options are available for recording issues:

- Loscam Online
- Equipment Management System

Contact details for Loscam depots can be found on the [Loscam website](#).

Upon equipment issue, the Loscam depot will provide an issue docket to the driver. Use this issue docket as a reference for reconciliation at the end of your invoice cycle.

DEHIRING EQUIPMENT

Returning equipment to a Loscam depot

Equipment can be returned to a Loscam depot without notification during operating hours, however best practice is to raise a dehire in Loscam Online.

In order for the equipment to be dehired from your account the transport company/driver must advise the depot of your Loscam account number.

The following options are available for recording dehires:

- Loscam Online
- Equipment Management System
- Equipment Control Docket

On dehiring equipment, the Loscam depot will provide a dehire docket to the driver. Use this dehire docket for reconciliation at the end of your invoice cycle.

Please do not send Equipment Control Dockets to Loscam for processing. You are required to enter this docket into your Equipment Management System.

Contact details for Loscam depots can be found on the [Loscam website](#).

EQUIPMENT TRANSFERS FROM YOUR ACCOUNT

To transfer hired equipment off your Loscam account you must complete a transfer docket via one of the following:

- Loscam Online
- Equipment Management System
- Equipment Control Docket (ECD)

The following information must be completed in order for Loscam to process the transfer:

- Docket number
- Valid Loscam sending account number

- Valid Loscam receiving account number
- Delivery Date
- Effective Date
- Equipment type
- Quantity

Loscam may not be able to process your transfer should any of the above information be incorrect or missing.

Once you have completed a transfer it is recommended that a copy be given to the receiving company to advise them of the transfer.

IMPORTANT:

As the sender you are responsible for advising Loscam of all transfers off your account.

It is recommended that you process the transfer via your Equipment Management System (EDI batch) or Loscam Online *before* close of business on the last day of your invoice cycle to ensure this transfer appears on your next Loscam Hire Invoice.

Any dockets that are three months (including the current month) or older will require written authorisation from the receiving party in order to be processed. Refer to table: [Docket and Corrections Processing Dates](#) page 9.

EQUIPMENT TRANSFERS TO YOUR ACCOUNT

Once equipment has been received by your site and a Loscam transfer has been created onto your Loscam account, you are now responsible for the hire of this equipment.

Check that the transfer date and quantity outlined in the transfer are correct and in accordance with your trading terms. Refer to [Docket and Corrections Processing Dates](#) on page 9.

Should any information be incorrect you may submit a correction as per the instructions in [Correction Processing Guidelines](#) on page 10.

DELAYED TRANSFERS

Transfers normally take place on the day of despatch. However, the section "Effective Date" is used when the transfer date will be later than the date of despatch. These delayed systems vary considerably in both timing and paperwork required depending on your Trading Partner. For example, the Grocery Industry has a number of "delayed transfer" arrangements.

The Loscam Equipment Transfer Matrix provides details on how individual companies operate and can be found on the [Loscam website](#).

TRANSACTION PROCESSING GUIDELINES

The terms for processing or correcting a transfer is based on the month of the effective date. Customers have the current month, plus two months prior to submit a docket for processing or to advise of a correction.

The only exception to the corrections rule is, if the original transfer was processed on your most recent invoice. In this case you only have the following month to make a correction.

All transfers must be submitted to Loscam according to the [Cut Off Calendar](#).

In order to process a transfer, the following information must be clearly stated on the docket or keyed into your equipment management program.

Docket Number:	Should be a maximum of 13-digits
Transfer from:	Sending customer’s Loscam 6-digit account number
Transfer to:	Receiving customer’s Loscam 6-digit account number
Equipment type:	Product code of equipment to be transferred
Quantity:	Quantity of equipment
Despatch date:	Date the equipment was despatched
Effective date:	Date that hire charges will be transferred

In order for Loscam to process a transfer off your account the effective date must be within the current month or two months prior. Anything prior to this will require written authority from the receiving customer.

There are some companies with unique equipment transfer requirements. Please refer to the **Equipment Transfer Matrix** available on the Loscam website under [Downloads](#).

DOCKET AND CORRECTIONS PROCESSING DATES

CURRENT MONTH	EFFECTIVE DATE
January	November , December , January
February	December , January , February
March	January , February , March
April	February , March , April
May	March , April , May
June	April , May , June
July	May , June , July
August	June , July , August
September	July , August , September
October	August , September , October
November	September , October , November
December	October , November , December

CORRECTION PROCESSING GUIDELINES

You would apply a correction when one or more of the following items are incorrect on a transaction:

- Transaction date
 - Effective date
 - Quantity
 - Receiving account
 - Sending account
 - Equipment type
 - Reference Number
- Corrections must be advised via email or a direct correction via your Equipment Management System.
- A correction can be requested on an original transaction once invoiced. Any subsequent corrections to this docket will require written authority from both the sending and receiving customers.
- Corrections can only be processed if requested within the allowed timeframe. The condition for processing corrections is based on the effective date (not the month/week the docket was invoiced). Please refer to the table [“Docket and Corrections Processing Dates”](#) on Page 9.
- The only exception to this rule is if the original transfer was processed on your most recent invoice.
- Loscam has the right to not process a correction if we believe it is not in the best interest of the parties involved.
- All corrections must be submitted to Loscam by the third last working day of the invoice cycle. (Refer to the Loscam website under [Downloads](#) for “Cut Off Calendar”).
- Please ensure that your invoice is reconciled every month/week and all unprocessed dockets and corrections are advised by the cut off dates. (Refer to the Loscam website under [Downloads](#) for “Loscam Cut Off Calendar”).

TYPES OF CORRECTIONS

The following correction types may be requested to Loscam providing they coincide with the previous specifications stated and the terms of the relevant companies.

REJECTION/REVERSAL OF A DOCKET

A rejection can be requested if the sending or receiving customer believes the physical transfer of pallets has not occurred or if the docket is duplicated.

In the instance of not having a copy of the docket, a rejection should only occur if you have been unsuccessful in obtaining a copy from the sending customer or Loscam Online.

REACCEPTANCE OF A PREVIOUSLY REJECTED DOCKET

To process or amend a docket that has been previously corrected or rejected, Loscam will require authority from both the sending and receiving party in writing. This is applicable, regardless of whether there have been changes to dates, quantity, product type and account numbers.

DATE CORRECTION

A date correction may be requested if the sending or receiving customer believes the effective date is incorrect. The effective date should always correspond with the receiving customer terms.

QUANTITY CORRECTION

A quantity correction may be requested if the sending or receiving customer believes the quantity is incorrect.

EQUIPMENT TYPE CORRECTION

A correction on the equipment type can be requested if the sending or receiving customer believes it has been processed incorrectly.

ACCOUNT NUMBER CORRECTION

An account number correction may be requested if the sending or receiving customer believes one of the account numbers is incorrect.

An account number correction can also be requested by the receiving customer, it is preferred by Loscam that written authorisation is provided by the new receiving account holder. If authorisation isn't provided, the new (corrected transfer) receiving account holder has the right to reject, but only if the transfer has been processed on their most recent invoice and is the first time the docket has been invoiced to their account.

ISSUE AND DEHIRE CORRECTIONS

A correction to an issue or dehire may be requested if the customer believes the detail are incorrect.

Issue and dehire correction request will only be investigated by Loscam if notified in writing.

The correction must be advised to Loscam within the dates stated on the “[Docket and Corrections Processing Dates](#)” table on page 9.

CORRECTION FOR A “RECEIVER TO NOTIFY” TRANSFER

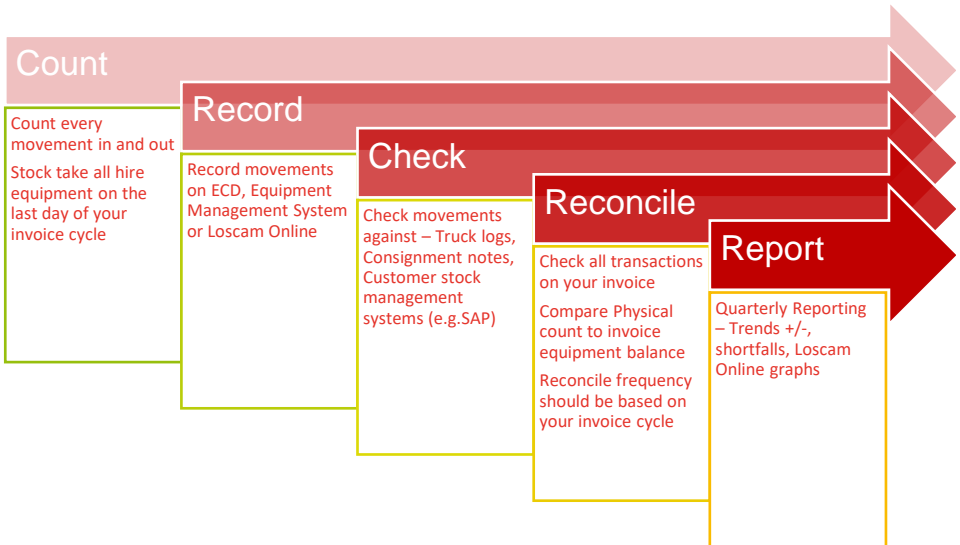
In order to advise any correction regarding a “Receiver to Notify” docket you will need to speak to the relevant company.

AUTHORISATION

If a docket has previously been corrected Loscam require written authorisation or acceptance from the other trading partner. Please see below guidelines for authorisation requirements.

Correction Type	Authorisation Required From	
	Sender	Receiver
Amend the Quantity - Increase		X
Amend the Quantity - Decrease	X	
Effective Date Backdated		X
Effective Date Forward Dated	X	
Amend Sending Party	X	
Amend Receiving Party		X (New Receiver)
Reinstate a Rejected Docket (C1)		X
Incorrect Equipment Type		X

5 KEY STEPS OF EQUIPMENT CONTROL



RECONCILIATION

We recommend that a physical count or stocktake of Loscam equipment be carried out on the last working day of your invoice cycle.

Include in the stocktake, all equipment:

- Under load
- Empty on site
- Held in storage
- Owed or owing through exchanges
- In transit

Also check for delayed transfers which will leave your site before the stocktake. This equipment will affect your final count.

FREQUENTLY USED EQUIPMENT

Please click on the below links for equipment information sheets. For additional equipment information, please contact Customer Service.

Code	Equipment Type
Pallets	
WP	Australian Wooden Pallet
VP	Australian Plastic Pallet
PP13	New Zealand Plastic Pallet
NP	New Zealand Wooden Pallet
NPO	New Zealand Fresh Wooden Pallet
Ready Retail Products	
ADP	Display Pallet
BTI	Beverage Trays
Wooden Modular Storage	
CS	Collar Surround - Wooden
CL	Collar Lid - Wooden
IBCs and Ancillary Product	
I6	IBC - Metallic Frame
I8	IBC - Plastic
HM01 / HMCB01	Heater Mat and Controller Unit
Bins	
LB750B	Australian Foldable Bin
LB700	New Zealand Foldable Bin
N1	Nally Bin 730mm high-vented
N2	Nally Bin 780mm high-vented
D5	Dolav 2-1120A solid bin
D6	Dolav 1-1120M vented bin
GPAKs	
G1	GPAK 1165x1165x1200 mm
G2	GPAK 1165x1165x1800 mm
G3	GPAK 2300x1165x1200 mm
G4	GPAK 2300x1165x600 mm
G5	GPAK 2300x1165x2000 mm
G6	GPAK 1165x1130x1100 mm

Code	Equipment Type
Crates	
Multiple	NZ Fresh Crates
Track and Trace	Tracking for high value equipment

HIRE TAX INVOICE (SAMPLE ONLY)



Loscam Australia Pty Ltd
Level 1, 350 Wellington Road
Mulgrave Victoria 3170 Australia
ABN 26 006 440 991
Ph: 1300 309 930
Email: customer.service@loscam.com

Tax Invoice Copy

1

11

Inv Number:
Inv Account:
Inv Date:
Daily Rate:
Product:

PO Number:
Currency:
Due Date:
Page:
2

LOS CAM WOODEN PALLET (WP)

Transaction Date	Effective Date	Transaction Type	Trading Partner	Receiving Authorisation	Transport Details Reference	Loscam Reference	Your Reference	Delayed Transfer	Quantity	Number of Days	Hire/charge
3	4					5	6	7	9	10	12

Opening balance	Issue	Transfer On	Dehire	Transfer off	Pallet adjust	Closing balance	Delayed Transfer	Adjusted Balance	Hire Charge	
8						14	Please pay by	15	Fee	\$XX.XX 13
									Recovered stamp duty	\$XX.XX 16
									Sub total	\$XX.XX 17
									GST @10%	\$XX.XX 18
									Total Invoice	\$XX.XX

HIRE TAX INVOICE EXPLANATION

The following information is intended to explain the features of the Loscam hire tax invoice.

1.	Account Number	6-digit number relating to your account.
2.	Equipment Type	Each equipment type generates a separate hire invoice.
3.	Transaction Date	Issues & Dehires: Date of issue/dehire of equipment for determining hire charges. Transactions: Date of physical equipment movement.
4.	Effective Date	The date the hire charges become effective. In some instances the effective date may vary from the transaction date depending on Trading Partner requirements (examples outlined in the Equipment Hire Matrix).
5.	Loscam Reference	Loscam internal reference identifying equipment transactions.
6.	Your Reference	Customer internal reference, i.e. transfer form/Equipment Control Docket (ECD).
7.	Delayed Transfer	Transaction that is subject to an effective date in the future. This transaction appears as a memo only and no charges are applied until the effective date.
8.	Opening Balance	Carried forward balance from the previous invoice.
9.	Quantity	Quantity of equipment being transacted.
10.	Number of Days	Number of days in the invoice period for which hire charges are applicable.
11.	Daily Rate	Amount charged for each unit of equipment per day.
12.	Hire Charge	Issues & Dehires: Hire charges are calculated from transaction date up to the period end date. Transactions: Hire charges are calculated from effective date up to the period end date.
13.	Fees	This includes: – Late Payment Fee – Account Service Fee – Administration Fee – Transport Fee – Regional Dehire Fee
14.	Closing Balance	Total equipment on hire which is subject to hire charges as at period end date.
15.	Adjusted Balance	Physical quantity of equipment you should have in your possession as at period end date (excluding outstanding IOUs).
16.	Stamp Duty	Stamp duty is calculated on the hire charge in accordance with regulatory requirements relevant to your state.

17.	GST	Calculated in accordance with regulatory requirements at the prescribed rate.
18.	Total Invoice	Total amount payable within your terms from period end date.

Additional Information

- Hire charges are applicable per unit on hire on a daily basis commencing from the effective date.
- A Late Fee for the non-payment of a past invoice beyond our trading terms may be included on your Hire Tax Invoice.

Loscam Online is a comprehensive web platform with live data, customer managed security levels, anchored with local training and ongoing support by local Loscam Customer Service teams to facilitate optimal tracking and management of Loscam pooled assets.

Fundamental Functions

Equipment Management

- Generate transfers
- Client pre-set delay arrangements, offering automatic delay day calculation
- Multiple equipment types
- Option to correct transfers
- Submit Issue and Dehire authorisations
- Locational tracking for internal and external movements (IOU)

Account Information

- Access to transactional history and docket search
- Error docket listing and the management of transactions in error
- Download statements and invoices
- Product and invoice balances updated daily

Electronic Reconciliation

- Electronically reconcile transfers processed by Loscam, against transfers keyed by Loscam Online users.
- On screen reconciliation providing details of un-reconciled transfers.
- Option to electronically submit a correction or rejection.

Advanced Reporting

- Graphical Drilldown – 12-month transactional analysis
- Transaction reports
- Reconciliation reports
- Location reports
- Option to export reports into Excel

User Access Flexibility

- No installation required
- Available 24/7 via the internet
- Email login process for secure, simplified access
- Multiple user access
- Variable user security access levels
- Advanced User Interface for ease of use and enhanced user experience
- Protected access to Loscam Live, the Portal for customers utilising Loscam's innovative asset tracking technology

ADDITIONAL RESOURCES

Please [click here](#) for access to the Downloads section on our website for additional resources such as:

- Cut Off Calendar
- Equipment Transfer Matrix



Please contact Loscam Customer Service should you have any queries.

Email:

- ☐ **AU** **customer.service@loscam.com**
- ☐ **NZ** **cs.nz@loscam.com**
- ☐ **NZ FRESH** **cs.nzfresh@loscam.com**

Telephone:

- ☐ **AU** **1300 309 930**
- ☐ **NZ** **0800 567 226**
- ☐ **NZ FRESH** **0800 567 226**

LOSCAM

Contact Us

Australia	Victoria	New South Wales	Queensland	South Australia
Level 1, 350 Wellington Rd	51 - 65 Nathan Road	54 Tyrone Place	55 Whitelaw Place	196-208 Cormack Road
Mulgrave VIC 3170	Dandenong Sth VIC 3175	Erskine Park NSW 2759	Richlands QLD 4077	Wingfield SA 5013
Ph: 03 9843 3700	Ph: 03 9108 3930	Ph: 02 8047 9510	Ph: 07 3718 0100	Ph: 08 8472 1401
Western Australia	Tasmania	New Zealand	Loscam Fresh	
280 Bannister Road	Lot 3, 6183 Frankford Highway	13 Freight Place	13 Freight Place	
Canning Vale WA 6155	Wesley Vale TAS 7307	Mangere Auckland 2102	Mangere Auckland 2102	
Ph: 08 6372 5655	Ph: 03 8353 6950	Ph: 0800 567 226	Ph: 0800 567 226	



www.loscam.com