

LØSCAM

CUSTOMER SERVICE

REFERENCE GUIDE



Dear Customer,

This reference guide provides information that may assist with the management of your Loscam account. Please do not hesitate to contact Customer Service if you have any queries regarding the information provided.

Thank you

The Loscam Customer Service Team

A.B.N: 26 006 440 991

A.C.N: 006 440 991

CUSTOMER SERVICE

Phone: 1300 309 930

Email: customer.service@loscam.com

Website: www.loscam.com

Loscam Online: www.loscamonline.com

LOSCAM EQUIPMENT CONTROL DOCKET PROCESSING

Please process all manual Loscam ECD dockets via your Pallet Management System.

ELECTRONIC FUNDS TRANSFER DETAILS

Please forward your remittance to accounts receivable: accounts.receivable@loscam.com



DEHIRING AND ISSUING EQUIPMENT

Issue: Collecting equipment from a Loscam depot

In order to Issue equipment from a Loscam depot there must be written authority received at the depot from the account holder. This authority must be received prior to the pick-up and include the following information:

1. Account Number
2. Company Name
3. Type of equipment
4. Quantity of equipment
5. Transport company
6. Date of Issue

Dehire: Returning equipment to a Loscam depot

Please provide the driver/ transport company with the details of your account number. This will ensure the equipment is dehired off the correct account number.

Please do not send equipment control dockets for an issue or dehire to Loscam for processing. The ECD should only be used in this instance to track the issue or dehire of equipment on your invoice.

The equipment will be issued or dehired off or onto your account at the relevant depot using a depot control docket, which will be issued to the driver.



LOSCAM DEPOT DETAILS

Hampton Park Depot Depot No: 310 Phone: 03 9108 3930 Address: 51-65 Nathan Road Dandenong South VIC 3175 Ops.HP@loscam.com	Truganina Depot Depot: 300 Phone: 03 8353 6900 9-15 Foundation Road Truganina Depot VIC 3029 Ops.Truganina@loscam.com
Wetherill Park Depot Depot No: 200 Phone: 02 9069 7052 Address: 99-101 Newton Road Wetherill Park NSW 2164 ops.wp@loscam.com	Erskine Park Depot Depot No: 250 Phone: 02 8047 9510 Address: 54 Tyrone Place Erskine Park NSW 2759 ops.ep@loscam.com
Richlands Depot Depot No: 450 Phone: 07 3718 0100 Address: 55 Whitelaw Place Richlands QLD 4077 Ops.Qld@loscam.com	Tully Depot Depot No: 440 Phone: 07 4068 2499 Fax: 07 4068 2455 Address: Lot 5 Ann Road Tully QLD 4854
Wingfield Depot Depot No: 500 Phone: 08 8472 1401 Address: 196-208 Cormack Road Wingfield SA 5013 Ops.SA@loscam.com	Canning Vale Depot Depot No: 600 Phone: 08 6372 5655 Address: 280 Bannister Road Canning Vale WA 6155 Ops.Wa@loscam.com
Devonport Depot Depot No: 750 Phone: 03 8353 6950 Address: 6183 Frankford Road, Wesley Vale TAS 7307 ops.devonport@loscam.com	

For Regional Depot Locations, please contact the Loscam Customer Service Team.

Please note that written authority is required from the account holder, prior to collecting equipment from a depot. This can be by email (detailing Loscam account number, equipment type, quantity of equipment, date of pick up and nominated carrier) or by completing the hire equipment form (attached).



HIRE EQUIPMENT AUTHORITY

To arrange an issue of equipment from a Loscam depot, please complete the details below and forward to the relevant state operations department.

Please provide 3 day's-notice for all plastic product requirements.

Date of Pick up:	
Account No:	
Company:	
Contact Telephone No:	
Purchase Order No:	
Product:	
Quantity:	
Transport Company:	
Account Holder Authorisation Name:	
Account Holder Authorisation Signature:	



EQUIPMENT CONTROL DOCKET BOOK ORDER

To order Loscam equipment control docket books, please complete the details below and send to Loscam Customer Service email: **customer.service@loscam.com**

Please note that there is a charge of \$6.50, plus GST per equipment control docket book ordered.

Please allow 3 working days for delivery

Date:	
Account No:	
Company Name:	
Quantity of Books Required:	
Postal Address:	
Contact Name:	
Purchase Order Number	
Signature:	

***Postage will be charged according to weight and dimensions - As per Australia Post Guides available at <http://auspost.com.au/parcels-mail/downloadable-post-guides.html> or by calling Customer Service on 1300 309 930.**