

LOSCAM

Loscam Hire Equipment Reference Manual



Your Pooling Solutions Partner
since 1942

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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 on 1300 309 930 or 0800 567 226.

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	Aust	1300 309 930
	NZ	0800 567 226

Email Address	Aust	customer.service@loscam.com
	NZ	cs.nz@loscam.com

Postal Address	PO Box 605
	Box Hill B.C. VIC 3128

Website Address	www.loscam.com
	www.loscamonline.com

EDI Files to:	hms@loscam.com
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Payment Notification	Aust	accounts.receivable@loscam.com
	NZ	admin.nz@loscam.com

Please also refer to our Loscam website under “Our Business”, “Services & Depots” for updated [Australia & New Zealand Depot details](#).

TRANSACTION PROCESSING GUIDELINES

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 no more than 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 special equipment transfer requirements. Please refer to the **Equipment Transfer Matrix** available on the Loscam website under [Documents & Forms](#).

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

- 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 the docket was invoiced). Please refer to the table "[Docket and Corrections Processing Dates](#)" on Page 5.
- 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.
- Please ensure that your invoice is reconciled every month and all unprocessed dockets and corrections are advised by the cut off dates. (Refer to the Loscam website under [Documents & Forms](#) 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

In the case of accepting a previously rejected docket back onto your account, the following procedure applies.

Scenario 1: The docket is accepted back onto your account with the original details (i.e. original date, quantity etc.) Loscam requires written authority by the receiving customer only.

Scenario 2: The docket is accepted back onto your account with new details that are not stated on the original docket (i.e. amended date, quantity etc) Loscam requires written authority by both parties to ensure each understands and accepts the amended details.

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.

Account Number Correction

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

Issue and Dehire Corrections

A correction to an Issue or Dehire may be requested if the customer believes the details are incorrect and the relevant Loscam depot can verify the same. The correction must be advised to Loscam within the dates stated on the “Docket and Corrections Processing Dates” table on page 5.

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.

FREQUENTLY USED EQUIPMENT

For additional product information contact Customer Service.

Code	Equipment Type
Pallets	
WP	Australian Loscam Wooden Pallet
VP	Vicfam Plastic Pallet
NP	New Zealand 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 Yellow / Metallic Frame: Open: 1165x1130x1100; Collapsed: 1165x1130x360
I8	IBC Grey Plastic: Open - 1155x1155x1132; Closed - 1155x1155x487
HM01 / HMCB01	Heater Mat and Controller Unit
Liner Bags	
Bins	
LB750B	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 Full - 1165x1130x1100; GPAK Collapsed - 1165x1130x360
Track and Trace	Can be fitted in GPAKS, IBCs and Foldable Bins

HIRE TAX INVOICE FORM (SAMPLE ONLY)

[illegible]

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. **Trans Date** Date for determining hire charges for equipment movements if there is no effective date.
4. **Effective Date** In some instances (such as outlined on the Equipment Hire Matrix available at ww.loscam.com) the effective date may vary from the transaction date
5. **Loscam Reference** Our internal reference identifying equipment transactions.
6. **Your Reference** Your 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 moved.
10. **Number of Days** Number of days for the invoice period for which hire charges are applicable.
11. **Daily Rate** Amount charged for each unit of equipment per day.

- 12. Hire Charge** Hire charges are calculated up to the period end date from the transaction date, or, if applicable, the effective 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 for each 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 current Hire Tax Invoice.
- All Equipment Management System EDI Batches must be emailed to Loscam before close of business on the last business day of each month.
- All transfers keyed into Loscam Online must be entered before the close of business on the last business day of the month.

- Loscam strongly advises customers to retain/retrieve copies of all transfer dockets and invoices to avoid further charges.
- All transactions from any Equipment Hire Management System need to be exported to Loscam at the end of every week and last day of the month. Export via email to: hms@loscam.com
- For any manual docket transactions, to ensure your transfers are processed please mail to:
 - P.O. Box 605, Box Hill B.C., Vic 3128
- All manual dockets transactions must reach Loscam National Office before close of business on the last business day of the month. (Loscam do not guarantee that manual dockets will be processed for that months 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

HIRER EQUIPMENT CONTROL PROCEDURES

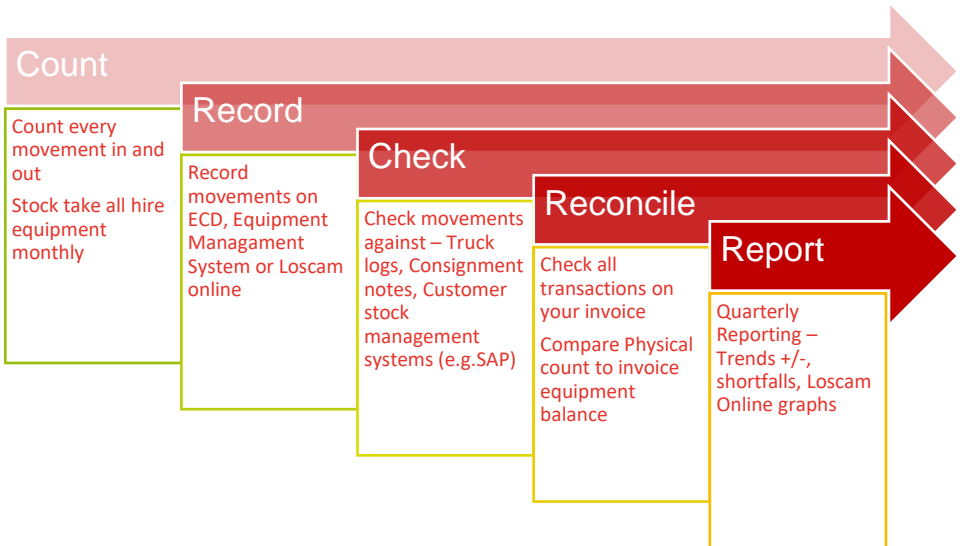


This guide outlines basic procedures to ensure that the equipment you hire is accounted for correctly. Everyone involved with the receipt and despatch of equipment has a part to play in good equipment control. Customers are responsible for all equipment on their account and must compensate Loscam for 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.
- Loscam Customer Service can provide you with advice on managing your equipment. Please call AU 1300 309 930 / NZ 0800 567 226 for assistance.
- Secure your site and keep equipment where movements can be controlled.

5 KEY STEPS OF EQUIPMENT CONTROL



ISSUING EQUIPMENT

Picking up equipment from a Loscam depot

For security reasons, we require written evidence of your equipment requirements prior to issue.

Your issue request must contain the following:

- Loscam account number
- Date of pick up
- Equipment type
- Quantity required

The following options may be available for recording issues:

- Loscam Online
- Equipment Management System
- Equipment Control Docket

Contact details for Loscam depots can be found on the Loscam website www.loscam.com

On hiring equipment, the Loscam depot will provide an issue docket to the driver. File the issue docket for reconciliation at the end of the month.

DEHIRING EQUIPMENT

Returning equipment to a Loscam depot

Equipment can be returned to a Loscam depot without notification during operating hours.

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

The following options are available for recording de hires:

- Loscam Online
- Equipment Management System
- Equipment Control Docket

On de hiring equipment, the Loscam depot will provide a de hire docket to the driver. File the de hire docket for reconciliation at the end of the month.

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

Contact details for Loscam depots can be found on the Loscam website www.loscam.com.

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), Loscam Online or mail manual transaction dockets to Loscam *before* close of business on the last day of the current month 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 5.

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. The Grocery Industry has a number of "delayed transfer" arrangements. These delayed systems vary considerably in both timing and paperwork required.

The Loscam Equipment Transfer Matrix provides details on how individual companies operate and can be found at www.loscam.com

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. Should any information be incorrect you may submit a correction request to AU: customer.service@loscam.com / NZ cs.nz@loscam.com . Refer to [Docket and Corrections Processing Dates](#) page 5.

MONTHLY RECONCILIATION

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

Include in the monthly 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 monthly stocktake. This equipment will affect your final count.



Please contact Loscam Customer Service should you have any queries.

Email:

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

Telephone:

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

LOSCAM

Contact Us

Australia
Level 1/37-41
Prospect St Box Hill
Victoria 3128
Ph: 61 3 9843 3700
Fax: 61 3 9843 3701

Victoria / Tasmania
51-65 Nathan Rd
Dandenong South
Victoria 3175
Ph: 61 3 9794 9898
Fax: 61 3 9794 0158

New South Wales
54 Tyrone Place
Erskine Park
NSW 2759
Ph: 61 2 8047 9510
Fax: 61 2 8047 9506

Queensland
55 Whitelaw place
Richlands
QLD-4077
Ph: 61 7 3718 0100
Fax: 61 7 3718 0120

South Australia
196-214 Cormack Rd
Wingfield
SA 5013
Ph: 61 8 8243 0300
Fax: 61 8 8243 0099

Western Australia
280 Bannister Rd
Canning Vale
WA 6155
Ph: 61 8 6103 6000
Fax: 61 8 9455 6222

New Zealand
12 Chonny Crescent
Manurewa
Auckland 2102
Ph: 09 269 0566

Loscam Fresh
830 Great South Road
Penrose Auckland
Ph: 09 525 0209 / 021878248
Fax: 09 579 5893



www.loscam.com

AUS Customer Service: 1300 309 930
NZ Customer Service: 0800 Loscam (567226)