

LOSCAM

Returnable Packaging Solutions

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Statement of Objectives

We at Loscam Australia ("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 booklet 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.

OBJECTIVES

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.

About Us

LOSCAM HISTORY

Loscam was founded in 1942. The founding members were the Labouska, Taylor M, Cook and Coy families. The Cook family was involved with Timber Mills and Logging. The Coy's were buying and selling war surplus materials. These materials included forklifts, trucks, engines, army tents, pallets and much more. The company, at first was registered as LTC (Labuska, Taylor & Cook Company).

In 1952 LTC started the hire of Yale forklifts and pallets in Victoria. The pallets were branded with the initials LTC on the bearer by Hot Iron method no paint was used. In 1955, LTC made an unsuccessful bid for the Commonwealth war surplus stocks and, in particular, for the wooden pallets. We all know that the pool was won by Brambles.

Between the years of 1955-57, LTC commenced the manufacture and hire of wooden pallets from its Port Melbourne premises. The Australian pallet standards were formed around the size of the pallets which were of American origin. Two pallets side by side were wider than the approved vehicle standard of the day, so tray tops and trailers were modified to suit and remain the same today.

In 1957 LTC management of the day decided to change the logo (LTC) and hence the name Loscam was born. The name was created by using the initials of the founding member's surnames. From there on the company was known as Loscam Trading Pty Ltd. The pallet colour was Rich Red Brown with white logo.

In 1962 depots were opened in Sydney and Brisbane. Operations were extended to South Australia in 1975. The hire network was further expanded with the acquisition of premises in Dandenong, Victoria. This acquisition meant Loscam was well placed to service the industrial eastern suburbs of Melbourne.

In 1987 Loscam was acquired by Winterbottom Holdings and for the first time the company was listed as a public company. In 1989-90 Winterbottom Holdings sold Loscam to Petersville Sleigh Co Pty Ltd, the food manufacturing division of Pacific Dunlop. In 1994 Loscam entered the Asian market with its first operation in Singapore and quickly developed businesses in South East Asia.

GE Capital purchased Loscam in 1997 and the company was delisted at that time. In 2003 Deutsche Bank Capital Partners became the new owner. At the time of the transaction this was the largest secondary management buy out in Australian corporate history. Affinity Equity Partners acquired Loscam from Deutsche Bank Capital Partners in Oct 2005. At the time Loscam was owned 25% by management and 75% by Affinity. Loscam entered China in 2007 as a wholly owned foreign entity.

In 2010 China Merchants Group (CMG) acquired Loscam from Affinity with management retaining an 8% shareholding and the corporate office was relocated to Hong Kong in 2011. As CMG's first new country investment, Loscam entered New Zealand in late 2011, returning to the market after GE Capital exited previously in 2003. Under CMG's stewardship Loscam achieved 1million pallets in its China pool in Nov 2011.

LOSCAM AUSTRALIA can bring you the very latest solutions in returnable packaging systems from around the world. This includes specialised products to suit your business needs, and information management systems to track the movements of your returnable packaging.

We have customers in Australia, Thailand, Malaysia, Singapore, Korea, Philippines, Indonesia and Hong Kong. If a product goes onto or into something, our company can help.

We have a comprehensive international pool of wood, plastic and steel returnable packaging products. We service our many customers through an international network of branches and depots throughout Australasia. Our products enjoy universal acceptance throughout the Retail and Food Service Industries in Australia.

Customer Service Contact Details

Account Number _____ **Notes**

Loscam Limited

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

Phone Number 1300 309 930

Fax Number (03) 9843 3701

Email Address customer.service@loscam.com

Website Address www.loscam.com

Our website can be accessed for the Reference Manual
and information updates and standard forms

Send EDI Files to: hms@loscam.com

Send Payment
Notification to: accounts.receivable@loscam.com

Notes

Transfer Form (Sample Only)

LOSCAM (Please do not staple)

Your Company Name: Docket No: 2121234

EQUIPMENT CONTROL DOCKET

TRANSFER FROM: Transaction Type (Please tick selection)

Account No: Transfer Issue

TRANSFER TO: Exchange Dehire

Account No: Despatch Date

Effective Date

Equipment Moved:

Type	Code	SENT	RECEIVED	OWING
Wooden Pallet	<input type="text" value="WP"/>	<input type="text" value="Quantity"/>	<input type="text"/>	<input type="text"/>
Collar Surround	<input type="text" value="CS"/>	<input type="text" value="Quantity"/>	<input type="text"/>	<input type="text"/>
Nally Bin	<input type="text" value="Nt"/>	<input type="text" value="Quantity"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Authorised By:

Advised By:

Transport Coy:

Truck Registration:

Receiver's Signature:

Reference:

Docket Date:

LEGEND
 WHITE: Loscam Copy YELLOW: Consignor
 GREEN: Consignee PINK: Book Copy

In order for LOSCAM to process a transfer off your account the effective date must be within the current month or two months prior. For example, if the current month is January a docket with an effective date in January, December or November can be processed. Anything prior to this will require written authority from the receiving customer.

In order to process a transfer the following information must be clearly stated on the docket or keyed directly into your equipment reconciliation program. E.g. HMS or LOSCAM Online

- Transfer from:** Sending customer's Loscam 6 digit account number
- Transfer to:** Receiving customer's Loscam 6 digit account number
- Code:** Product code of equipment to be transferred – see below
- Sent:** Quantity of equipment to be transferred
- Despatch date:** Transaction date of goods
- Effective date:** Date that hire charges will commence on receiving account

* There are some companies that have special requirements in regards to the effective dates and/or transfer advice procedures. These companies are listed in the Equipment Transfer Matrix available on the Loscam website www.loscam.com

DOCKET AND CORRECTION PROCESSING DATES

CURRENT MONTH	'EFFECTIVE DATE' ABLE TO BE PROCESSED OR CORRECTED
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 in writing via email, fax or LOSCAM Online. Please ensure your Loscam Account Number and request is clearly stated. Correction forms are available on our Loscam website www.loscam.com or by contacting our Customer Service Department on tel: 1300 309 930.
- 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 below "Docket and Corrections Processing Dates"

- 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 Loscam website for 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 concerning 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 a new detail that is 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 customers 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 shown on page 11.

Correction to a GHPL (Coles, Kmart, Target) Transfer:

In order to advise any correction regarding a GHPL docket you will need to speak to the relevant DC. To find out a contact for a GHPL DC please contact 1300 789 725.

Should you have any queries in relation to these guidelines, please feel free to contact our Customer Service Department on telephone: 1300 309 930

Frequently Used Equipment

Code	Equipment Type
WP	Loscam wooden pallet
VP	Vicfam plastic pallet
CS	Collar Surround
CL	Collar Lid
I6	IBC Full - 1165x1130x1100
I6	IBC Collapsed - 1165x1130x360
N1	Nally Bin 730 mm high
N2	Nally 780V10 Megabin-vented
G1	GPAK 1165x1165x1200 mm
G2	GPAK 1165x1165x1800 mm
G3	GPAK 2300x1165x1200 mm
G4	GPAK 2300x1165x600 mm
G5	GPAK 2300x1165x2000 mm
G6	GPAK Full - 1165x1130x1100
G6	GPAK Collapsed - 1165X1130X360
D1	Dolav 42-800A solid bin
D2	Dolav 41-800M vented bin
D3	Dolav 22-1000A solid bin
D4	Dolav 21-1000M vented bin
D5	Dolav 2-1120A solid bin
D6	Dolav 1-1120M vented bin

For additional product information contact customer.service@loscam.com

Hire Tax Invoice Form (Sample Only)

ABC COMPANY
30 BEDROCK STREET
ARCACIA RIDGE
QLD 4110



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Loscam Wooden Pallet

For Customer Service Telephone: 1300 30
Or email to customer.service@
PO BOX 605, BOX HILL B.C.

3

TRANS DATE	EFFECTIVE DATE	TRANSACTION TYPE	TRADING PARTNER	RECEIVING AUTHORISATION	TRANSPOR REFERENCE
01/11/07			OPENING BALANCE ON HIRE		
25/10/07	25/10/07	TRANSFER ON	SUPERMARKETS AUT TRADING		15202912
24/11/07	24/11/07	ISSUE	WETHERILL PARK DEPOT		ABC-12345
29/11/07	29/11/07	DEHIRE	HAMPTON PARK DEPOT		ABC-45678
30/10/07	30/10/07	REV TRANSFER	TRANSPORT CO B		XCW30241
			INCORRECTLY ADVISED - REJECTED		
17/11/07	17/12/07	TRANSFER OFF	TRANSPORT COMPANY		MAXMIN2
30/11/07			LATE PAYMENT FEE		
30/07/07			ACCOUNT SERVICE FEE		
			ADMINISTRATION FEE		

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OPENING BALANCE	ISSUES	TRANSFER ON	DEHIRE	TRANSFER OFF	PALLET AD.
201	50	14	-30	-21	

Correction cut off 27 December 20XX. Docket/HMS batch emails cut off 31 December 20XX (Last mail/Close of business). EFT Payments can be made to NAB (BSB-083001 A/c-561413569). Please email: accounts.receivable@loscam.com or fax remittance advice by close of business 31 December 20XX. Please contact customer service to switch to electronic invoice. Please use your Loscam account or Invoice number in your Payment Reference field.
IMPORTANT - There have been changes to the Loscam Terms and Conditions. For further details please refer to our website.



Tax Invoice

B.N. 26 006 440 991

ACCOUNT: XXXXXX
 INVOICE NO: HIXXXXXXXXXX
 DATE: 30/11/20XX
 PAGE: 1

99 30 Fax: (03) 9843 3701
 @loscam.com
 VIC 3128

DAILY RATE \$ X.XXXX

5	6	7	8	9	10	11
DETAILS	LOSCAM REFERENCE	YOUR REFERENCE	DELAYED TRANSFER	QUANTITY	NO. DAYS	HIRE/ CHARGES
	GEB333982	8725757		201	30	274.23
				14	37	21.24
6	ET00644999	269523		50	7	14.35
9	ET00675321	169787		-30	1	-1.23
	CAD568741	TRA0513C1		-21	30	-25.83
	ET00644139	CV000400	-81			0.00
				1		35.00
				1		15.00
				1		

14	15
CLOSING BALANCE	ADJUSTED BALANCE
214	133

HIRE CHARGE	282.76
FEES	50.00
RECOVEREDS/DUTY	0.00
SUB TOTAL	282.76
GST @ 10%	28.27
TOTAL INVOICE	\$361.03

(03) 9843 3701 your
 ces and statements
 site at www.loscam.com.

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11
12
13
16
17
18

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 matrix available at (www.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
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.
 - Unless otherwise specified, the Transaction Date will be 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 EDI Batches must be emailed to Loscam by the close of business on the last business day of each month.
 - All transfers keyed into Loscam Online must be entered by 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 transfer dockets must reach Loscam National Office by close of business on the last business day of the month. To ensure your transfers are processed please mail to:
 - P.O. Box 605, Box Hill B.C., Vic 3128
 - Fax: (03) 9843 3701
- or
- Email: customer.service@loscam.com

ASIAN OFFICES

REGIONAL OFFICE - THAILAND

Address:

1168/96 Lumpini Tower, 32nd Floor
Rama IV Road, Tungmahamek
Sathorn, Bangkok 10120

Telephone: (66) 2613 0700

Facsimile: (66) 2613 0799

HONG KONG OFFICE

Address:

4023-4024W, ATL Logistics Centre A
Kwai Chung Container Terminals
New Territories, Hong Kong

Telephone: (852) 2419 2692

Facsimile: (852) 2521 5205

MALAYSIA OFFICE

Address:

Lot 7, Jalan Lada Sulah 16/11
Section 16
40000 Shah Alam Selangor, Malaysia

Telephone: (603) 5511 7066

Facsimile: (603) 5511 7062

SINGAPORE OFFICE

Address:

37 Joo Koon Circle
Jurong, Singapore 629062

Telephone: (65) 6863 0316

Facsimile: (65) 6863 0312

PHILIPPINES OFFICE

Address:

Suite 301 Common Goal Tower
Finance Corner Industry Streets
Madrigal Business Park, Ayala Alabang,
Muntinlupa City, 1770 Philippines **Telephone:**
(632) 842 7878 **Facsimile:** (632) 850 0905

THAILAND OFFICE

Address:

255 Moo 5 Phaholyothin Km. 61 Road
T. LamSai, A. Wangnoi
Ayutthaya 13170

Telephone: (663) 5215 549

Facsimile: (663) 5215 550 Operations

Telephone for Customer Service:
(663) 5215 365, 215, 366

VIETNAM OFFICE

Address:

Loscam Vietnam Co. Ltd
Mapletree Logistics Center
No 1, VSIP street 10, Vietnam Singapore
Industrial Park

Thuan An District, Binh Duong Province

Telephone: (84-650) 769 199 / 201 / 202

Facsimile: (84-650) 769 203

CHINA OFFICE

Address:

Loscam Packaging Equipment Leasing
(Shanghai) Co., Ltd
Rm 508, Sino Life Tower, No707 Zhangyang
Road,
Pudong, Shanghai, China 200120

Telephone: (8621) 6104 8156

Facsimile: (8621) 6104 8162

PHILIPPINES DEPOT

Address:

Depot

1. No. 6 Bldg. B Diode Street,
Light Industry & Science Park 1,
Brgy Pulo, Cabuyao, Laguna, Philippines
Telephone: (632) 396 4051
Facsimile: (6349) 543 0745

2. Maja Compound, E. Rodriguez Jr. Ave,
Bagong Ilog, Pasig City, Philippines.

Telephone: (632) 671 8031

Facsimile: (632) 671 6797

AUSTRALIAN OFFICES

NATIONAL OFFICE

Address:

37 – 41 Prospect Street
Box Hill, Vic 3128

Postal Address:

PO Box 605
Box Hill BC, Vic 3128

Telephone: (03) 9843 3700

Facsimile: (03) 9843 3701

Customer Service: 1300 309 930

TRUGANINA OFFICE

Address:

9-15 Foundation Road
Truganina, Vic 3029

Postal Address:

PO Box 1068
Glengala, Vic 3020

Telephone: (03) 8353 6900

Facsimile: (03) 8535 6998

Facsimile Ops: (03) 8535 6999

NEW SOUTH WALES OFFICE

Address:

99-101 Newton Road
Wetherill Park, NSW 2164

Postal Address:

PO Box 6962 BDC
Wetherill Park, NSW 2164

Telephone: (02) 9756 3911

Facsimile: (02) 9756 3955

QUEENSLAND OFFICE

Address:

65 Grindle Road
Rocklea, QLD 4106

Postal Address:

PO Box 521 Archerfield
QLD 4108

Telephone: (07) 3277 9166

Facsimile: (07) 3274 7404

SOUTH AUSTRALIA OFFICE

Address:

196-214 Cormack Road
Wingfield, SA 5013

Telephone: (08)8243 0300

Facsimile: (08) 8243 0099

WESTERN AUSTRALIA OFFICE

Address:

280 Bannister Road
Canning Vale, WA 6155

Postal Address:

PO Box 1245
Canning Vale DC, WA 6970

Telephone: (08) 6103 6000

Facsimile (08) 9455 6222

HAMPTON PARK OFFICE

Address:

51-65 Nathan Road
Dandenong South, Vic 3175

Postal Address:

PO Box 1237
Dandenong, Vic 3175

Telephone: (03) 9794 9898

Facsimile: (03) 9794 0158

NEW ZEALAND OFFICE

Postal Address:

PO Box 112240
Penrose 1642, New Zealand
Telephone: +64 21 772 648

LOSCAM Online is a simple to use internet – based service that allows LOSCAM customers to process transfers and IOU's, and view, retrieve and analyse data relating to their LOSCAM accounts online 24 hours a day, 7 days a week from anywhere in the world.

Overview of benefits:

- Available in English, Thai and Simplified Chinese
- Simple to use with minimal configuration required
- No installation required
- Accessible directly via the internet, 24/7
- Balances of equipment and outstanding debtor payments provide customers with timely account information
- Eliminates the need for manual ECD docket books
- Online Transfer Processing with bar coded docket printed real time for movements with pallets
- Minimises potential errors and processing delays associated with the current manual transfer pooling process
- Comprehensive IOU System that can be used by customers to manage their pallets movements in non transfer pooling environments
- Online ordering of LOSCAM equipment
- Online notifications of Dehires
- Product and dollar balances of accounts updated daily with 12 month graphical analysis
- Access to invoices, statements, transfer dockets and electronic dockets

System requirements:

- Microsoft Word XP SP2 or above
- Computer with Pentium 3 processor (800Mhz or above) with 256MB of RAM or higher
- 200MB hard disk space (Minimum)
- CD-ROM or DVD drive
- Email client (Used to transfer movements to LOSCAM and to receive mark-off files)

HIRE MANAGEMENT SYSTEM (HMS)

The Loscam Hire Management System (HMS) is a tool for the management of all equipment movements, developed exclusively for Loscam Customers.



- A stand alone user defined software application that sits on the customer's network
- Software to track equipment from any provider, be that hired or owned
- Provides and interface into LOSCAM'S systems in a paperless manner
- HMS is one of a number of equipment control tools available for LOSCAM customers to add value to their distribution process.

Overview of benefits:

- Electronic transfer of transactions to LOSCAM via email
- Automated reconciliation via mark-off system where the customer's HMS system communicates with LOSCAM's ERP system
- Eliminates the need for manual ECD dockets
- Password protection
- Multi-user option available for most networks
- LOSCAM provides installation, training and support
- Software updates provided to licensed users
- IOU (Exchange) system for tracking equipment being moved to clients that do not have a LOSCAM account System requirements:

System requirements:

- Microsoft Word XP SP2 or above
- Computer with Pentium 3 processor (800Mhz or above) with 256MB of RAM or higher
- 200MB hard disk space (Minimum)
- CD-ROM or DVD drive
- Email client (Used to transfer movements to LOSCAM and to receive mark-off files)

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.
- Our Customer Service Department can provide you with advice on managing your equipment. Please call 1300 309 930 for assistance.
- Secure your site and keep equipment where movements can be controlled.

5 KEY STEPS OF EQUIPMENT CONTROL



Count every movement in and out
Stock take all hire equipment monthly



Record movements on ECD, HMS or LOSCAM online



Check movements against – Truck logs, Consignment notes, Customer stock management systems (e.g.SAP)



Check all transactions on your invoice
Compare Physical count to invoice equipment balance



Quarterly Reporting – Trends +/-, shortfalls,
LOSCAM Online graphs

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 – Order LOSCAM Equipment
- HMS
- 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 – Advise Equipment Returns
- HMS
- 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 transfers hired equipment off your LOSCAM account you must complete a transfer docket via one of the following:

- LOSCAM Online
- HMS or other equipment reconciliation program e.g. 2IC
- Equipment Control Docket or ECD

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

- 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 forward a copy of the transfer via EDI batch, LOSCAM online, mail, email or fax to LOSCAM by the 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: **Correction Processing Guidelines page 7.**

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 customer.service@loscam.com refer to **Correction Processing Guidelines page 7.**

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 customer.service@loscam.com or Telephone: 1300 309 930 should you have any queries

FREQUENTLY USED CONTACTS

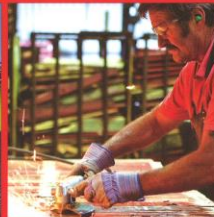
COMPANY NAME

ACCOUNT NO

CONTACT DETAILS

Notes

www.loscam.com



Contact us: 1300 309 930

National Office
PO Box 605

Victoria/Tasmania
PO Box 1237

New South Wales
PO Box 6962 B D C

Queensland
PO Box 521

South Australia
196-214 Cermack Road

Western Australia
PO Box 1245