

Coles Claim Policy – our interpretation

Coles have a receiver declare policy. This means that CHEP and Loscam will only process transfers on to their account if notified by the receiver, i.e. Coles.

Coles have a policy on claims that you make on them.

My understanding on Coles claim policy is as follows but you should check with Coles if you need to:

Within 90 days of delivery:

Contact the receiving DC - dockets will be honoured to the delivery date.

Over 90 days but less than 180 days of delivery:

Contact the receiving DC - dockets will be honoured to the query date.

Over 180 days from delivery date:

Claims will not be honoured.

Response time from DC:

If you don't get a response from a DC within 2 weeks then copy Returnable.Assets@coles.com.au on all future correspondence.

The best thing is not to get into a position where you have to follow up old claims. You should be able to see uninvoiced transfers to Coles on your reconciliation report but another report we find useful is the Uninvoiced Transfers report which we run from the [PalletWatch](#) system. This report shows how many days old the transfers are.

As a guide you should follow up CHEP transfers to Coles if they do not appear as invoiced in the month of delivery. Loscam transfers should be followed up if they do not appear as invoiced in the month of the effective date of transfer.

There are other ways to check.

MyCHEP

If you login to my.chep.com and from the menu select Manage Transactions and then click on "Transfers Requiring Authorisation". You will see a box which has the following options:

- Awaiting My Action
- Awaiting Other Party Action

You should then see any transfers to Coles or other receiver declare accounts, such as Target or Kmart.

You will only see them if CHEP know about them which is why I recommend that you export your receiver declare transfers to CHEP and Loscam. This does not mean that they will get processed but it may help if Coles look at this information.

You can also check your transfers through the normal docket enquiry in my.chep.com.

Loscam Online

You can check if your transfers appear in Loscam Online through their normal enquiry screen.