Equipment Control

SCB-PROC-26 15354

1 Purpose

This document outlines Queensland Health's equipment procedures for the following accounts (see section 2) and is intended for all trading partners. Please ensure a copy is distributed to all relevant personnel and departments within your organisation.

2 Scope

This document applies to all external trading partners, Third-Party Logistics (3PL) providers, transport companies, suppliers, and contractors who manage or interact with equipment transfers, exchanges, deliveries, collections, or pallet account transactions for Queensland Health.

This document applies to the following Queensland Health accounts:

Site Name	CHEP Account	Loscam Account
QLD Health Richlands	1610425789	478842
QLD Health Townsville	4000164209	433575
QLD Health Rockhampton	4000572017	404702
QLD Health Cairns	4000171812	401487
QLD Health Central Pharmacy	4000584292	476943

3 Procedure

3.1 Equipment transfers

Queensland Health will only accept transfers onto its account for the following equipment unless prior approval has been obtained from the Pallet Coordinator:

CHEP equipment: CHEP wooden pallets

Loscam equipment: Loscam wooden pallets

3.2 Trading rules for equipment transfers

3.2.1 Preferred transfer method

The preferred method for managing CHEP and Loscam equipment is for the supplier to transfer assets to their chosen transport company, which should then transfer directly to Queensland Health. Queensland Health will not accept transfers directly from suppliers without a prior agreement.

3.2.2 Exchange approval

Suppliers who wish to exchange CHEP or Loscam pallets with Queensland Health must first obtain approval from the Queensland Health Pallet Coordinator.

Where both parties mutually agree to exchange pallets, all exchanges must be conducted in accordance with the requirements outlined in sections 3.2.3 and 3.2.4 of this procedure.

3.2.3 Exchange procedure

On delivery, Queensland Health provides a like-for-like exchange for every pallet delivered (CHEP for CHEP / Loscam for Loscam). If a full exchange cannot occur at the time of delivery, an IOU must be noted on the delivery paperwork and the Queensland Health Tracker Sheet (appendix A)—these documents must be signed by both parties. Failure to exchange pallets or to obtain a valid IOU at the time of delivery will be at the sender's expense. Plain pallets are not returned or exchanged.

3.2.4 Clearing pallets and charges

Customers approved to exchange pallets with Queensland Health must return any outstanding pallets within five (5) business days. Failure to do so may result in hire charges. Customers with a valid IOU must collect their pallets within five (5) business days. Failure to do so may result in forfeiture.

3.2.5 Reference and documentation requirements

All transfers made onto Queensland Health's pallet account must include the Queensland Health purchase order number in the 'Reference' field of the docket. At the time of delivery, two copies of the CHEP or Loscam docket must be provided by the transport provider.

One copy, which will be signed and retained by Queensland Health, while the second signed copy will be returned to the transport provider as proof of delivery.

3.2.6 Responsibility for incoming transfers

The 'sending party' is responsible for submitting incoming transfers to Queensland Health.

3.2.7 Timely transfers

All transfers must be submitted to CHEP/Loscam within sixty (60) days of the actual movement date. Transfers submitted after this period will be recorded with an effective date that matches the date the docket was raised; any hire charges prior to this will not be recognised and will remain the sender's responsibility.

3.2.8 Proof of delivery (POD) requests

Queensland Health may request proof of delivery (POD) for any docket related to their accounts. Suppliers will have five (5) business days to provide one of the following documents. If a POD is not received within this period, the docket may be rejected.

Acceptable POD	Requirement
Pallet docket	• Clear copy of the CHEP/Loscam pallet docket. • Must be signed by a staff member from Queensland Health.
Consignment notes	• Consignment notes must reference the relevant docket. • Must be signed by a staff member from Queensland Health. • Must indicate the type and quantity of equipment used (CHEP/Loscam/Plain).

3.2.9 Reinstatement of dockets

Queensland Health will reinstate previously rejected dockets at their original dates, provided they are not more than thirty (30) days old from the date of the POD request. If a docket is more than thirty (30) days old and needs reinstatement, it will be reinstated at the date a POD was received that meets the requirements outlined in the 'POD requests' section above.

3.2.10 Investigations or reinstatements older than 90 days

Requests for investigation or reinstatement submitted more than ninety (90) days after the original transfer date will not be considered for review unless the matter has been escalated to the Pallet Coordinator beforehand.

3.2.11 Effective/movement date

All dockets issued to Queensland Health must have an effective date that is seven (7) days after the movement/shipment date. If goods are received with a docket more than seven (7) days after the movement/shipment date, the effective date will be updated to the date of receipt. Dockets that do not follow this rule may be corrected, reversed, or rejected.

3.2.12 Managing incorrect transactions

Queensland Health will email the trading partner to inform them of any incorrect docket and seek approval for major changes (e.g. reversals or account corrections). If the trading partner does not respond within five (5) business days, Queensland Health may reverse or reject the docket. The Pallet Coordinator may make minor corrections (e.g. references, quantities, or date fixes) immediately, with no prior notice or approval.

For any enquiries, please contact the Queensland Health Pallet Coordinator at SCSPalletControl@health.qld.gov.au or 0428 843 428.

4 Definitions and abbreviations

Term	Definition
QLD	Queensland
3PL (Third-Party Logistics)	An external provider managing logistics services on behalf of another business.
POD	Proof of Delivery
Queensland Health	Queensland Government public health body comprising the Department of Health and 16 Hospital and Health Services (HHSs).
Effective date	The date pallet hire responsibility, or charges, are applied to the receiving account.
Movement date	The actual date the pallets were physically moved or shipped.
Exchange approval	Authorisation granted by the Queensland Health Pallet Coordinator allowing a trading partner to exchange pallets with Queensland Health.
Like-for-Like Exchange	Returning the same pallet type and quantity received (CHEP for CHEP, Loscam for Loscam).
IOU	A temporary acknowledgement that pallets are owed and will be returned later.
Pallet Coordinator	The Queensland Health contact responsible for pallet compliance, transfers, investigations, and exchange approvals.
CHEP pallets	Pooled wooden pallets owned and managed by CHEP Australia that operate under a transfer and hire system between accounts.
Loscam pallets	Pooled wooden pallets owned and managed by Loscam Australia that operate under a transfer and hire system between accounts.
Plain pallets	Non-pooled pallets that are not owned or managed by CHEP or Loscam and are not exchanged or returned by Queensland Health.
Reinstatement	Reactivating or reprocessing a previously rejected pallet transfer.
Reversal	The cancellation of an active pallet docket or transfer transaction.
Sending party	The supplier, transport company, or trading partner responsible for initiating the pallet transfer.
Trading partner	Any external party that transfers, exchanges, or manages CHEP or Loscam equipment with Queensland Health.
Transfer	The electronic movement of pallet ownership/hire responsibility between trading partners.
Docket	A physical document recording the details of a pallet transfer.
Tracking Sheet	A document used to record and monitor pallet exchanges between Queensland Health and approved trading partners, including outstanding pallet balances (see appendix A).
Consignment notes	A transport document recording the details of a shipment.
Hire charges	Fees charged by CHEP or Loscam for the use of their pallets, calculated based on the number of pallets held on an account and the duration of hire.
Transport provider	A company responsible for physically transporting and delivering goods or pallets to Queensland Health.

5 Roles and responsibilities

All trading partners, third-party logistics (3PL) providers, transport companies, suppliers and contractors involved in the movement, handling, exchange or management of CHEP or Loscam equipment to, from or on behalf of Queensland Health are responsible for understanding and complying with this procedure.

6 Consultation

Key stakeholders who reviewed this version:

- Senior Director Warehousing and Logistics
- Business Improvement Manager
- Warehousing and Logistics Business Improvements Sub-committee
- Pallet Coordinator

7 Human rights

Supply Chain Branch is committed to respecting, protecting and promoting human rights. Under the *Human Rights Act 2019*, Supply Chain Branch has an obligation to act and make decisions in a way that is compatible with human rights and, when making a decision, to give proper consideration to human rights. Further information about the *Human Rights Act 2019* is available at: https://www.forgov.qld.gov.au/humanrights.

Appendix A

Pallet Delivery Tracker Sheet

Supplier / Transport	Date	CHEP Received	CHEP Returned	Loscam Received	Loscam Returned	Comments (If Needed)	Signature	
							Driver	QH Staff