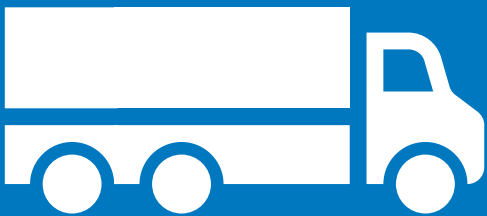


myCHEP™

Want to know  
when your order  
will arrive?

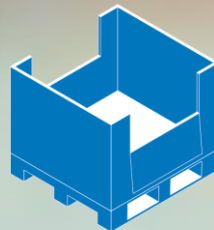
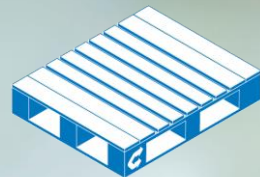


Enable 'Track My Load'  
on your account profile.




Smart. Simple. Fast.

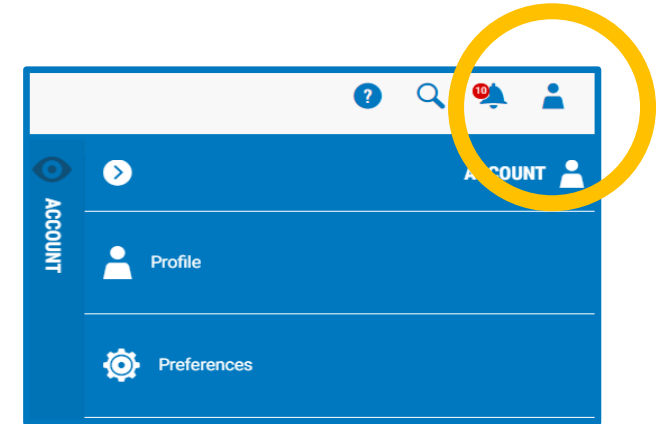
"Your order is  
on its way"



Let's get started!



To begin receiving ETA notifications of your CHEP orders:



1. Open your **Account profile** by clicking on the 'figure' icon in the top right-hand corner of the myCHEP screen
2. Select **Preferences**
3. Scroll down and select **Transactional Email Alert Preferences**
4. Check **Track My Load** to enable ETA notifications





# Can I make sure other people receive the ETA notifications?

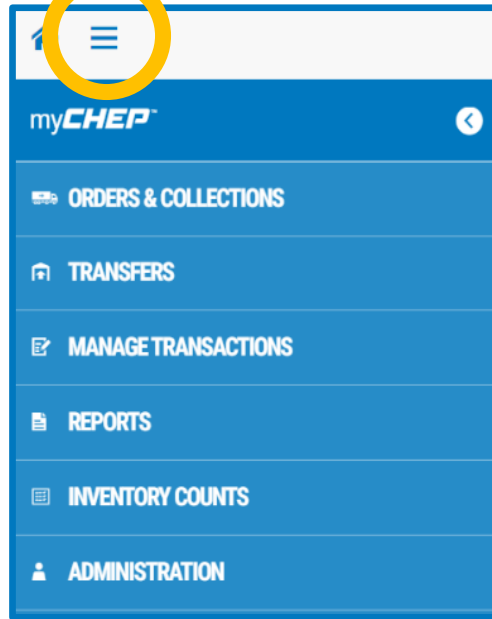
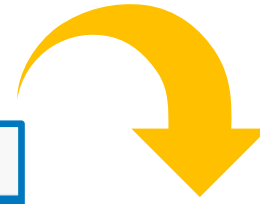
**Yes!**

Simply add their email address to the order / collection confirmation.

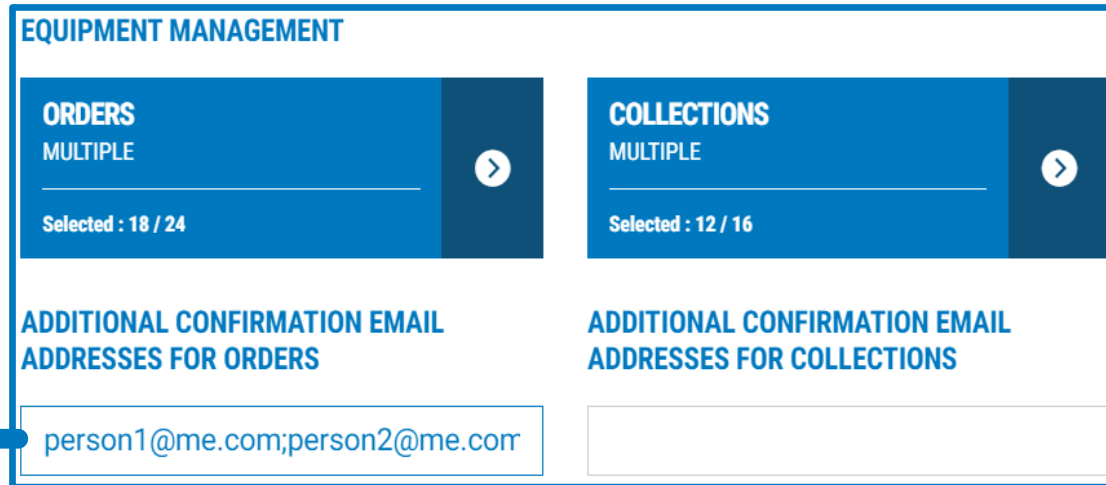
Smart. Simple. Fast.



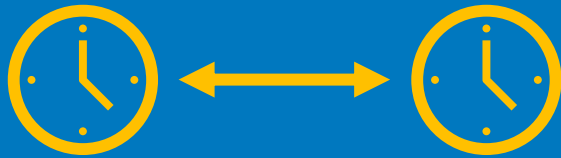
## Track My Load



1. Select the **Menu** icon
2. Select **Administration**
3. Select **Manage Locations**
4. Select **Services**
5. Enter additional email addresses in the Orders/Collections confirmation field(s); use a semi-colon to separate
6. Scroll to the end of the screen to click **'Save'**



## How will I be notified?





Your time window

Smart. Simple. Fast.

## Track My Load

When 'Track My Load' is enabled, you will receive an alert in myCHEP and an email (optional) with the estimated time window of arrival once the order is issued.



 The ETA for Delivery 3671900843 is **2021-03-01 11:59 - 2021-03-01 13:59** 

**YOUR REFERENCE:**  
02.15.21 PED 05




**NUMBER:**  
3031345807

**DELIVERY NUMBER:**  
3671900843

**OTHER PARTY:**  
Patton Warehousing - Muncy

 Shipped



		
3671900843	2021-03-01	<b>2021-03-01 11:59 - 13:59</b>

**From:** [NoReply@chep.com](mailto:NoReply@chep.com) <[NoReply@chep.com](mailto:NoReply@chep.com)>

**Subject:** ETA for your order CHEP Ref 3671900843

**\*\* This is an automated message from an unmanned mailbox. Please do not reply.\*\***

Dear Customer


We're pleased to inform you that we're on our way!

Our estimated arrival time for CHEP Ref: 3671900843 is **01.03.2021 11:59 - 13:59**

Should you have any questions, please contact your local CHEP Customer Support Center quoting the above CHEP Reference.

Kind regards,

CHEP Customer Support Team



## Dynamic Tracking

Track progress with real-time updates via GPS.

Smart. Simple. Fast.



When you see a link on your order number, you will be able to view the progress of your delivery (via GPS) and view real-time updates.



Order 3031345840 ETA has been updated - the ETA is now 2021-03-02 21:00 and can be tracked with delivery number **3671903680**

NoReply@chep.com  
ETA for your order CHEP Ref: 3671903680

\*\* This is an automated message from an unmanned mailbox. Please do not reply.\*\*

Dear Customer

Our estimated arrival time for CHEP Ref: **3671903680** is 02.03.2021 21:00 - Should you have any questions, please contact your local CHEP Customer Support Center quoting the above Reference.

Kind regards,  
CHEP Customer Support Team

myLOADS

### TRACK MY LOAD

Options:  Show forecast route  
Display distances in: Miles

TRIP DETAILS

Delivery # : 3671903680 Load # : 211148440

Last position statuses: en route

ETA: Mar 2nd at 9:00 PM  
Provided by the Driver

MORE INFO