

**LASCAM**

# **CUSTOMER SERVICE**

# **REFERENCE GUIDE**

**Victoria/Tasmania**

PO Box 1237  
Dandenong VIC 3175  
Tel: (+61 3) 9794 9898  
Fax: (+61 3) 9794 0158

**New South Wales**

PO Box 6962 B.D.C.  
Wetherill Park NSW 2164  
Tel: (+61 2) 9756 3911  
Fax: (+61 2) 9756 3955

**Queensland**

PO Box 521  
Archerfield QLD 4108  
Tel: (+61 7) 3277 9166  
Fax: (+61 7) 3274 1404

**South Australia**

196-214 Cormack Road  
Wingfield SA 5013  
Tel: (+61 8) 8243 0300  
Fax: (+61 8) 8243 0099

**Western Australia**

PO Box 1245  
Canning Vale DC WA 6970  
Tel: (+61 8) 9455 6000  
Fax: (+61 8) 9455 6222



Dear Customer,

This reference guide provides information that may assist with the management of your Loscam account. Please do not hesitate to contact Customer Service if you have any queries regarding the information provided.

Thank you

The Loscam Customer Service Team

**A.B.N:** 26 006 440 991

**A.C.N:** 006 440 991

### **CUSTOMER SERVICE**

Phone: 1300 309 930

Email: [customer.service@loscam.com](mailto:customer.service@loscam.com)

Fax: 03 9843 3701

Website: [www.loscam.com](http://www.loscam.com)

Loscam Online: [www.loscamonline.com](http://www.loscamonline.com)

### **LOSCAM EQUIPMENT CONTROL DOCKET PROCESSING**

For all manual Loscam ECD's, please post for receipt by Loscam by the last working day of the month to the following address.

Loscam

Attn: Processing Department

PO Box 605

Box Hill, BC

VIC, 3128

### **ELECTRONIC FUNDS TRANSFER DETAILS**

<b>Account Name</b>	<b>Loscam Australia Pty Ltd</b>
<b>Bank</b>	National Australia Bank
<b>BSB</b>	083 001
<b>Account Number</b>	56141 3569
<b>International Swift Code</b>	NATAAU3302S

Please forward your remittance to accounts receivable:

Fax: (03) 9843 3701

Email: [accounts.receivable@loscam.com](mailto:accounts.receivable@loscam.com)

Or Cheques can be mailed to:

Loscam

PO BOX 605,

Box Hill B.C, Victoria 3128



## **DEHIRING AND ISSUING EQUIPMENT:**

### **Issue: Collecting equipment from a Loscam depot**

In order to Issue equipment from a Loscam depot there must be written authority received at the depot from the account holder. This authority must be received prior to the pick-up and include the following information:

1. Account Number
2. Company Name
3. Type of equipment
4. Quantity of equipment
5. Transport company
6. Date of Issue

### **Dehire: Returning equipment to a Loscam depot**

Please provide the driver/ transport company with the details of your account number. This will ensure the equipment is dehired off the correct account number.

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

**The equipment will be issued or dehired off or onto your account at the relevant depot using a depot control docket, which will be issued to the driver.**



## **LOSCAM DEPOT DETAILS:**

<b>Dandenong South Depot</b> Depot No: 310 Phone: 03 9238 4604 Fax: 03 9794 0158 Address: 51-65 Nathan Road Dandenong South, VIC 3175 <a href="mailto:Ops.HP@loscam.com">Ops.HP@loscam.com</a>	<b>Truganina Depot</b> Depot: 300 Phone: 03 8353 6900 Fax: 03 8353 6999 9-15 Foundation Road Truganina Depot, VIC 3029 <a href="mailto:Ops.Truganina@loscam.com">Ops.Truganina@loscam.com</a>
<b>Wetherill Park Depot</b> Depot No: 200 Phone: 02 9756 3911 Fax: 02 8786 3945 Address: 99-101 Newton Road Wetherill Park, NSW 2164 <a href="mailto:nsw.authorisations@loscam.com">nsw.authorisations@loscam.com</a>	<b>Richlands Depot</b> Depot No: 450 Phone: 07 3277 9166 Fax: 07 3274 1404 Address: 55 Whitelaw Place Richlands, QLD 4077 <a href="mailto:Ops.Qld@loscam.com">Ops.Qld@loscam.com</a>
<b>Wingfield Depot</b> Depot No: 500 Phone: 08 8243 0300 Fax: 08 8243 0099 Address: 196-214 Cormack Road Wingfield, SA 5013 <a href="mailto:Ops.SA@loscam.com">Ops.SA@loscam.com</a>	<b>Canning Vale Depot</b> Depot No: 600 Phone: 08 9455 6000 Fax: 08 9455 6222 Address: 280 Bannister Road Canning Vale, WA 6155 <a href="mailto:Ops.Wa@loscam.com">Ops.Wa@loscam.com</a>
<b>Devonport Depot - Marshall Carriers</b> Depot No: 750 Phone: 03 6427 8188 Fax: 03 6427 0932 Address: 6183 Frankford Road, Wesley Vale, TAS 7307 <a href="mailto:marshallcarriers@bigpond.com">marshallcarriers@bigpond.com</a>	<b>Regional Depots</b> Please contact Loscam Customer Service on <b>1300 309 930</b> or <a href="mailto:customer.service@loscam.com">customer.service@loscam.com</a> for details of Loscam remote depots.

**Please note that written authority is required from the account holder, prior to collecting equipment from a depot. This can be either by email (detailing Loscam account number, equipment type, quantity of equipment, date of pick up and nominated carrier) or by completing the hire equipment form (attached).**



## HIRE EQUIPMENT AUTHORITY

To arrange an issue of equipment from a Loscam depot, please complete the details below and forward to the relevant state operations department.

Please provide 3 day's-notice for all plastic product requirements.

<b>Date of Pick up:</b>	
<b>Account No:</b>	
<b>Company:</b>	
<b>Contact Telephone No:</b>	
<b>Purchase Order No:</b>	
<b>Product:</b>	
<b>Quantity:</b>	
<b>Transport Company:</b>	
<b>Account Holder Authorisation Name:</b>	
<b>Account Holder Authorisation Signature:</b>	



## EQUIPMENT CONTROL DOCKET BOOK ORDER

To order Loscam equipment control docket books, please complete the details below and send to Loscam Customer Service email: **customer.service@loscam.com** fax: **03 9843 3701**

Please note that there is a charge of \$6.50, plus GST per equipment control docket book ordered.

Please allow 3 working days for delivery

<b>Date:</b>	
<b>Account No:</b>	
<b>Company Name:</b>	
<b>Quantity of Books Required:</b>	
<b>Postal Address:</b>	
<b>Contact Name:</b>	
<b>Purchase Order Number</b>	
<b>Signature:</b>	

**\*Postage will be charged according to weight and dimensions - As per Australia Post Guides available at <http://auspost.com.au/parcels-mail/downloadable-post-guides.html> or by calling Customer Service on 1300 309 930.**