EPH Victoria

Accounts and General Information

EPH ENTERPRISES PTY LTD
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EPH VICTORIA ACCOUNTS & GENERAL INFORMATION

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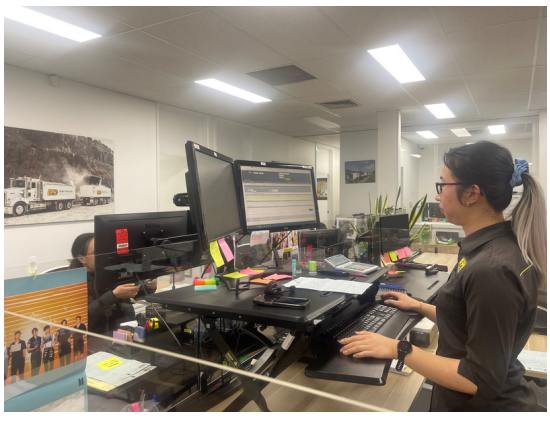


1. General Information

Welcome on board with EPH Victoria.

At EPH we strive to process all accounts accurately and efficiently. We have high standards and procedures that must be always met to ensure both our operators and client's expectations are met.

See below for our accounts contact information, please ensure you have these noted down when commencing work with EPH Victoria.

CONTACT INFORMATION:

Phone: 1300 037 437
Email: accounts@ephgroup.com.au
Office hours: 7:00am to 5:00pm (Monday – Friday)
Postal Address: PO Box 175 Nunawading Vic 3131
Office Address: 358 Whitehorse Road Nunawading 3131

2. Dockets and Accounts Process

2.1 Docket Submission

EPH Victoria pay off the information provided by the operator on EPH Dockets. EPH pay our operators weekly, on a 28 day in-arrears cycle. The weekly cut off is close of business each Wednesday.

EPH VICTORIA DO NOT ACCEPT SCANNED OR EMAILED DOCKETS. All dockets must be received in the office via post or drop off. Postal and office address are listed above in general information.

To ensure weekly payment, EPH require the hard copy of your dockets within 4 weeks from job completion. Dockets submitted after this period could potentially result in nil or delayed payment.

When sending paper dockets to the office, any supporting documents (weighbridges, logsheets etc) MUST be stapled to the corresponding EPH hire docket. Sending loose documents is extremely time consuming for our front office and it increases the risk of documents being misplaced.

2.2 On Site – EPH App dockets / Paper dockets

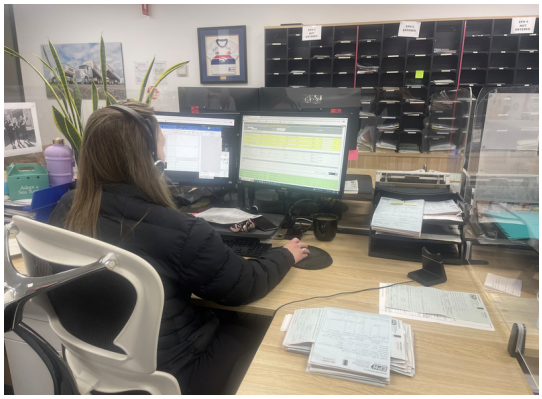
Prior to commencement of work, all operators / drivers must have downloaded the EPH App and have an EPH Docket book. Third party supplier dockets are not accepted under any circumstance.

EPH App dockets are processed quicker than paper dockets. EPH will prioritise and process your dockets submitted via the EPH App.

2.3 App Dockets

If our client has requested EPH App dockets then you will see “Accept Electronic Docket Job”. This means you or your driver are required to complete the hire docket using the EPH App. EPH App dockets are automatically emailed to you once the client has signed you off.

App dockets have the below information already filled out for you:



- Customer Name
- Operator Company Name
- Operator Company ABN
- EPH Job No.
- Date
- Project Name
- Job Address
- Disposal Site
- Material Type
- Rego
- Hourly Hire / Tonnage or M3

Please ensure you check all information is correct before commencing work. Record all loads you have completed and tips used during work and at the end of the shift indicate your hours worked.

The EPH App allows you to take a photo of weighbridge dockets and attach them to the EPH App docket when you are completing the App docket information.

If you are unsure whether the job you are working on is an app docket job, please call our office for confirmation. If you are ever unsure or not confident with the EPH App please call through to the office on 1300 037 437 for assistance.

2.4 Paper Dockets:

Docket books can be picked up from the EPH Victoria office. Alternatively, if you are unable to make it into the office prior to commencement of work, please give us a call on 1300 037 437 to make other arrangements.

Information required on ALL EPH Dockets.

- Client / Operator Signature – ALL EPH Dockets must be signed by an approved client representative.
- Client Name — Please list the clients name as provided in your EPH App or SMS.
- Operator Name — Please list the correct company name. The name in this section must reflect the company name that is registered with EPH (please do not write your personal name).
- ABN — Please list your company ABN on the hire docket.
- Site Address —Please list the address of the job you're completing.
- Equipment Registration — Please list your equipment registration.
- Disposal Site – If tipping offsite, please list address on EPH Docket. If multiple tip locations, please list all.
- Hours worked — Please list hours worked on every docket, including start, finish, total hours and breaks. Please ensure that if you are working a night shift that this is marked on our docket.
- Job Number— This will be via the EPH App or SMS. This must be on the hire docket.
- Tolls — Tolls will only be paid if you have received a confirmation text. Please ensure you list how many and which tolls were used.
- Float Charges – Floats must be clearly stated on the EPH docket.
- PBS # - PBS VA number must be put on the docket for all PBS loads, this will apply only for customers who recognise PBS.

2.5 Payment

FREQUENCY – Pay runs are processed every Wednesday (may take a couple of days to hit your account depending on the bank you are with)

RCTI – A remittance advice will be sent through to the nominated email address, prior or following the release of funds. If you do not receive an RCTI by Thursday please email accounts@ephgroup.com.au or alternatively give our accounts team a call on 1300 037 437.

QUERIES / ISSUES– If there are any issues or errors with payment, please email all queries through to query@ephgroup.com.au.

To ensure queries are dealt with quickly and accurately, please provide the following details:

•Operator Name (Company Name).
•EPH Docket number that query relates to (Not operators invoice number).
•Issue - i.e., incorrect rate, hours or loads.

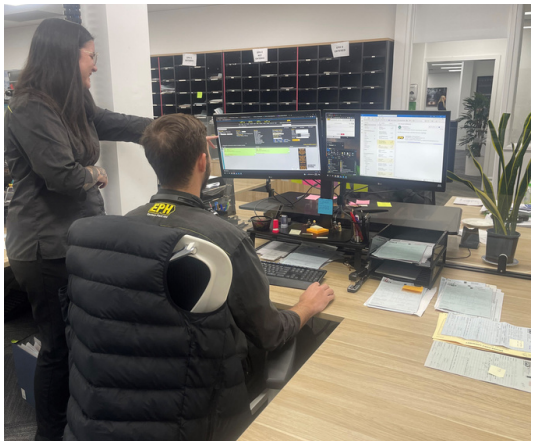
If there are any questions about the above information, please do not hesitate to contact us.

3. Other Important Information

3.1 Tipping Information:

Please note all the information below on all hire dockets:

•Disposal Site Used
•Number of loads
•Material Type
•Tonnage or Cubic Metres carted
•Please Supply all weighbridge dockets



3.2 Two Docket Job (2DKT):

When scheduled on a job via EPH App or SMS; The job details will confirm that your driver needs to supply two dockets. This will show as (2DKT) in the job details.

- A 2 docket jobs means you complete one docket for the loading end client and complete another docket for the tipping end client, therefore submitting 2 dockets for the one job.
- 2x Dockets are required as we invoice both clients.
- 2x Client signatures (Load end and Tip end).

3.3 App only and Paper only Jobs:

Some of our customer may insists on operators completing either a paper docket or an app docket for the work. If so, the job message will state which type to fill out. Completing the wrong type will result in a delay of payment so please read the job message carefully.

3.4 Overloading:

It is the driver's responsibility to know the legal limits of their truck, if you are overloaded, please contact the office and do not leave site. EPH WILL NOT PAY FOR OVERLOADING. If you are unsure of what you can legally carry, then please contact our compliance team.

3.5 Common docket errors:

- **SIGNATURES:** Please ensure all dockets are signed by the client to ensure that there is no delay in payment.
- **OPERATOR INFO:** No operator (company) name / registration listed; It is essential that an operator name and correct registration is provided. Payment may be delayed if this is not supplied.
- **WEIGHBRIDGE DOCKETS:** Missing weighbridge dockets / tipping information; Please attach all tipping dockets to the EPH Docket.
- **THIRD PARTY DOCKETS:** Under no circumstance are third-party dockets permitted. EPH hire dockets must be used. Please contact the EPH office if you do not have EPH Victoria docket books.
- **TRAVEL / FLOAT:** No docket filled out for float charges. To be able to invoice and pay the travel or float costs, this must be documented on the EPH hire docket / EPH app docket.
- **CHANGES:** Changes made after client signature; Any additional charges after docket has been signed may be ignored. I.E tolls, additional loads.

4. Frequently Asked Questions

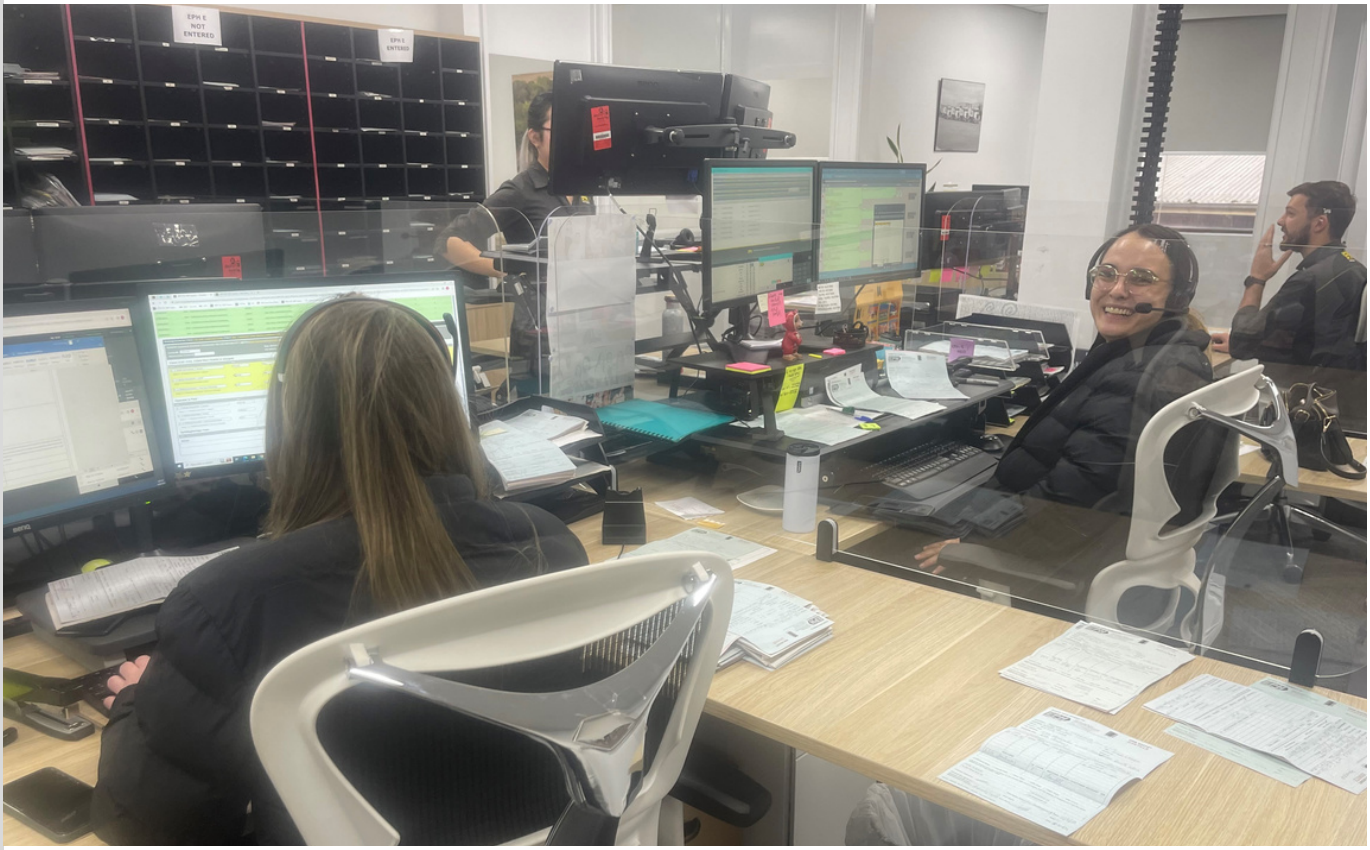
Q - What day will I be paid?
A – Wednesday / Thursday each week. (This may vary due to your bank or public holidays).

Q – I submitted my dockets via email, why haven't they been paid?
A – EPH VIC DO NOT ACCEPT SCANNED OR EMAILED DOCKETS. They must be submitted to the EPH office.

Q - There was no one on site and I couldn't get my docket signed off?
A – Immediately contact EPH and let them know of the issue. This must be dealt with at the time and not when dockets are submitted.

Q – Where can I get EPH Victoria docket books from?
A – Our Nunawading office. 358 Whitehorse Road Nunawading 3131.

Q – I didn't fill out 2 dockets for a 2 docket job, what happens next?
A – Payment may be declined or partial payment may be made until a completed and client signed 2nd docket is received.

Q – I submitted my docket after the cut off date, what happens next?
A – Dockets will be assessed, and payment will delayed and may be declined.

Q – My docket was paid incorrectly, what do I do now?
A – Please email query through to query@ephgroup.com.au (Refer section 3. Payment, Queries/Issues)