



C3 Reservations Guide for Suppliers

Table of contents

1	Logging in.....	3
1.1	Before You Begin	3
1.2	First Time Login	3
1.3	Updating Account Details	4
1.3.1	Supplier Details	4
1.3.2	Supplier Users	5
1.3.3	Associated Carriers	5
1.4	Dashboard	7
2	Requesting an Appointment.....	8
2.1	The Three Step Process	8
2.2	Delivery	9
2.3	Pickup or Delivery without a Purchase Order Number	12
2.4	Approval Process	14
2.5	Email Notifications	14
3	Exceptions	15
3.1	Desired time slot unavailable.....	15
3.2	Amending an Appointment	16
3.3	Cancelling an Appointment	17
4	Rules and best practice	17
5	Creating additional users.....	18
6	Reservation Colour Coding.....	20
7	Support.....	20

1 Logging in

1.1 Before You Begin

Browsers: C3 Reservations can be used from any browser supporting Flash Player 12 and above (e.g. Internet Explorer 8 or later, Firefox 17 or later, Chrome, Opera 11, Safari 5 or later)

Flash Player: version 12.0 or higher is required (must be installed from each browser used)

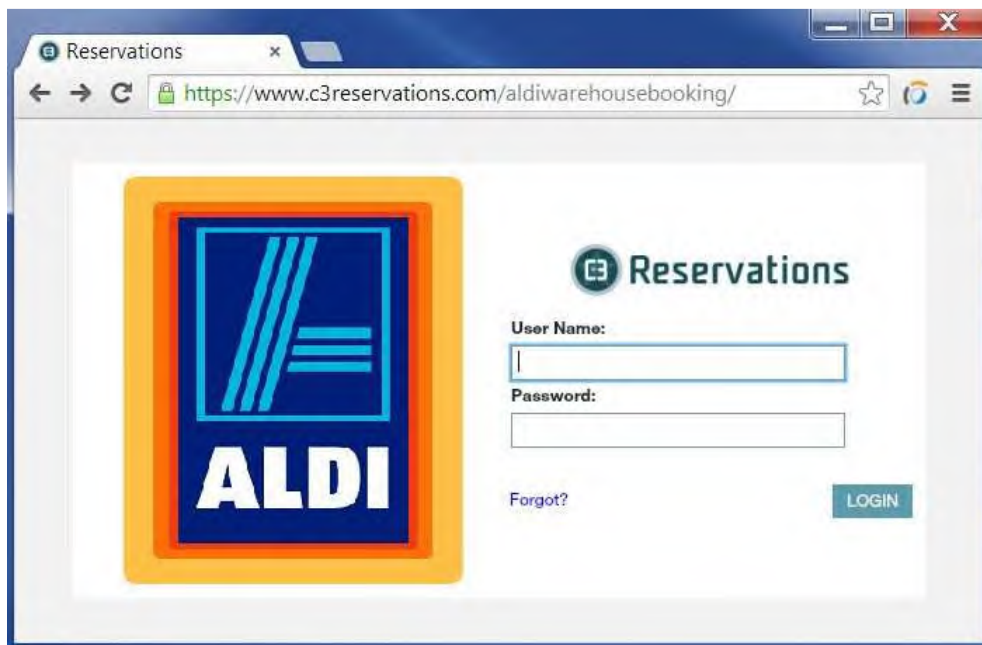
- Use this link to verify which version is installed, if any: <http://www.adobe.com/software/flash/about/>

1.2 First Time Login

To login for the first time please use the User Name and password provided (sent separately). If you don't know your user name you can contact an ALDI C3 Reservations administrator (contact details Section 7 of this document). The password provided will expire upon the initial login and you will be prompted to enter and confirm a new password. After this you will be prompted to accept the terms and conditions.

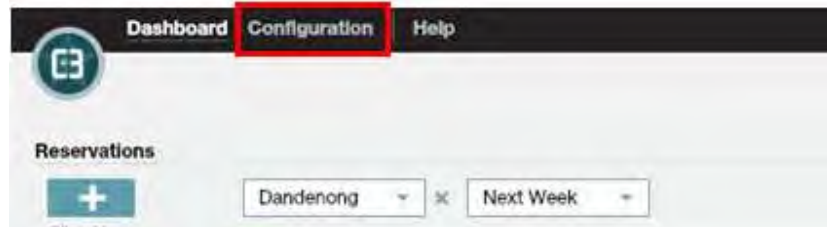
1. Go to: <https://www.c3reservations.com/aldiwarehousebooking/>
2. Enter the **User Name** and **Password** you were provided (note that passwords are case-sensitive).
3. Click the **Login** button.

⚠ **Forgot your password?** Click the *Forgot?* link, enter your username and email address to receive a temporary password by email.

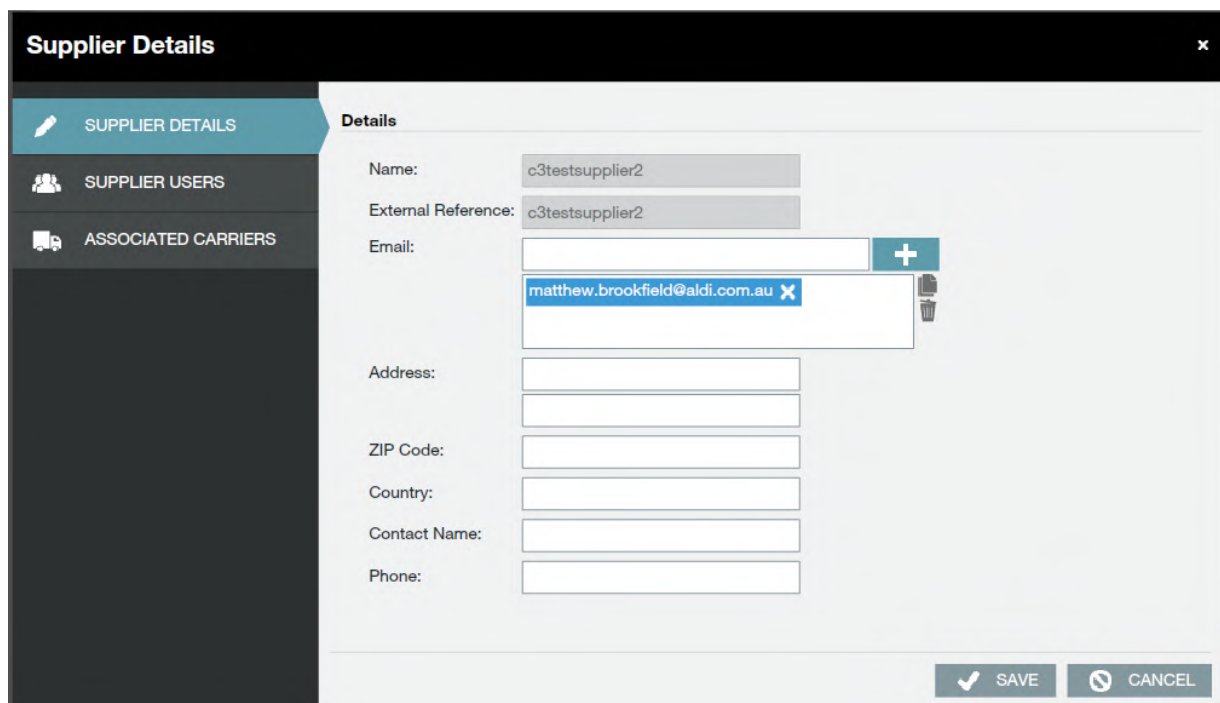


1.3 Updating Account Details

Before you create any reservations, please ensure your supplier details are up to date.



Selecting 'Configuration' will open the Supplier Details dialog.

A screenshot of the 'Supplier Details' dialog box. The dialog has a dark header with the title 'Supplier Details' and a close button. On the left, there is a sidebar with three menu items: 'SUPPLIER DETAILS' (selected), 'SUPPLIER USERS', and 'ASSOCIATED CARRIERS'. The main area is titled 'Details' and contains several input fields: 'Name' (c3testsupplier2), 'External Reference' (c3testsupplier2), 'Email' (with a dropdown menu showing 'matthew.brookfield@aldi.com.au'), 'Address' (two stacked input fields), 'ZIP Code' (one input field), 'Country' (one input field), 'Contact Name' (one input field), and 'Phone' (one input field). At the bottom right, there are 'SAVE' and 'CANCEL' buttons.

1.3.1 Supplier Details

Please Note: updating details on C3 Reservations will not affect the details within ALDI's central information. Likewise, changing information centrally with ALDI will not update the C3 Reservations site.

Whenever necessary, information can be modified in this section with the exception of the Supplier Name and External Reference.

The email field supplied for the supplier (not individual users) is where confirmation emails will be sent. Please ensure this is a valid, in use email address. It is possible to use multiple email addresses for the notification message by adding extra addresses in this field, separating the addresses with a semi-colon - ; - . There should be no spaces in this field.

It is also possible to change this so an email is sent only to the requesting user (and not the central email address), to do so please contact an ALDI C3 Reservations administrator (contact details Section 7 of this document).

1.3.2 Supplier Users

Please see Section 5 of this document for more details.

1.3.3 Associated Carriers

If you use a third party for transport, they can be maintained in the 'Carriers' section.

Please note: It is strongly recommended that when a carrier is used, the carrier creates the reservation. This is because a carrier has the ability to (and often does) consolidate your delivery with other suppliers' deliveries. It is possible that a reservation which has been created by a supplier but delivered by a carrier could be 'Rejected' and added to the actual reservation.

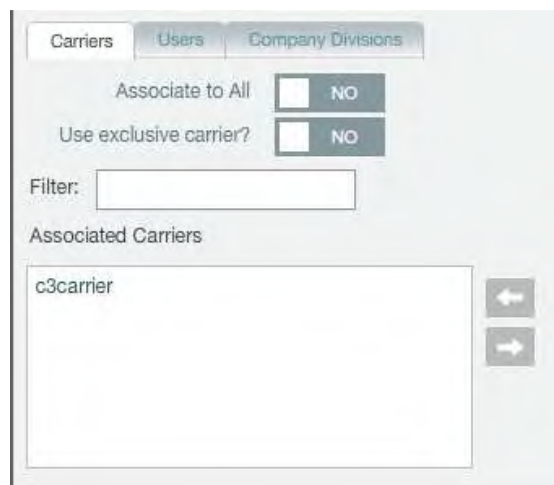
If you only use one carrier you can select 'Yes' for 'Use exclusive carrier?' and then select the appropriate carrier. This will allow the carrier to view your open purchase orders and create bookings on your behalf.



The screenshot shows a web interface with three tabs: 'Carriers', 'Users', and 'Company Divisions'. The 'Carriers' tab is active. Below the tabs are three settings:

- 'Associate to All' with a 'NO' button.
- 'Use exclusive carrier?' with a 'YES' button.
- 'Exclusive Carrier' with a dropdown menu showing 'c3carrier'.

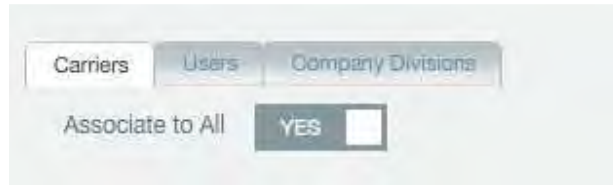
If you would not like the carrier to see your open purchase orders or if you use multiple carriers they can still make the booking on your behalf. Change the setting 'Use exclusive carrier?' to 'No'. Then add the relevant carrier/s from the list provided. You can provide the carrier with the PO via communication outside of C3 Reservations. They can manually enter the PO you have provided and make the reservation.



The screenshot shows the same web interface as the previous image, but with the 'Use exclusive carrier?' button set to 'NO'. Below the settings is a 'Filter:' input field. Underneath is a section titled 'Associated Carriers' containing a list with the entry 'c3carrier'. To the right of the list are two arrow buttons: a left-pointing arrow and a right-pointing arrow.

If you would like to make the booking and still use a carrier this is possible however not recommended as per above. Simply make the booking and select the relevant carrier during the 3 step process (see below).

You can also set the Carriers 'Associate to All' to 'Yes'- **this is not recommended**, if you do use multiple carriers it is suggested the 'Associated Carriers' option is used and any relevant carriers added.



1.4 Dashboard

The dashboard is the main dialog for viewing booked and unbooked purchase orders. An explanation of the layout of the Dashboard is shown below.

Reservations

Status	Date/Time	PO#	Location	Delivery Status
SCHEDULED	03/10/2014 05:30 AM	c3po	Dandenong - Ambient	10001451 Delivery
SCHEDULED	03/10/2014 05:30 AM	c3po	Dandenong - Ambient	10001469 Delivery
APPROVED	03/10/2014 06:00 AM	71112	Dandenong - Cold Handling	10001527 Delivery
APPROVED	03/10/2014 06:15 AM	C3-Test-01	LOD Dandenong - Ambient	10001402 Delivery
SCHEDULED	03/10/2014 06:15 AM	c3po	Dandenong - Ambient	10001477 Delivery
APPROVED	03/10/2014 06:20 AM			10001519 Delivery

Purchase Orders

PO#	Location	EDD
80001	Dandenong - Ambient	01/10/2014
71115	Dandenong - Ambient	01/10/2014
71113	Dandenong - Ambient	02/10/2014
n2	Dandenong - Ambient	02/10/2014
n3	Dandenong - Ambient	02/10/2014

1 - Action button to request an appointment for the selected PO(s).

2 - your active appointments.

3 - Search feature

Type in a PO#/reference # to find an appointment (including past and cancelled ones).

4 - Filters feature

Click the Filter icon (▼) for more criteria (e.g. Date Range, Scheduled/Approved, etc.)

5 - Quick Find Filter

Type in characters to narrow down the list of POs or Appointments (e.g. PO#, Appointment Number, etc.) or click on the graph bar.

6 - Your Unbooked POs

Select one or multiple PO(s) and click the blue + sign above the graph to book them.

2 Requesting an Appointment

2.1 The Three Step Process

C3 Reservations uses a simple three step process to request an appointment: **What, Where, When**


The image displays three sequential screenshots of the 'Delivery' reservation interface:

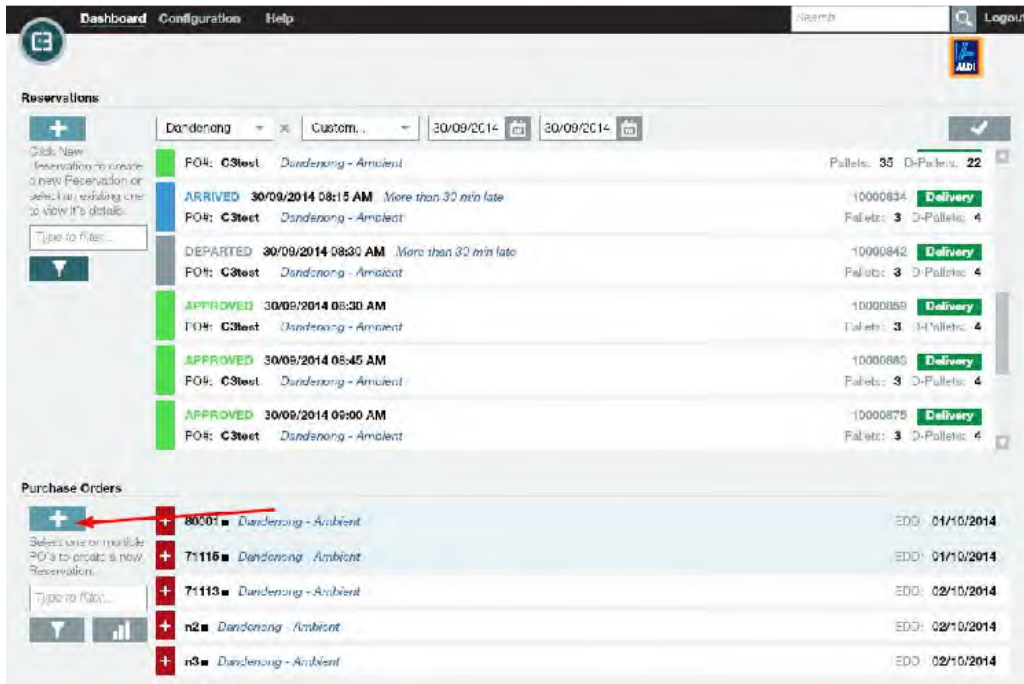
- Step 1: 'What'** - The 'Purchase Orders' section shows a PO number field and an 'ADD PO' button. Below, a table lists product details: Product Description (Apples), Prod Code (1006), Order Qty (0+), and Order Unit (Pallets). The 'Reservation Details' section includes fields for Pallets (10), D-Pallets (12), Trader Type (B-Double), Centre (LOD), Contact Info (contact info), and a Comment field.
- Step 2: 'Where'** - The 'Sites' section contains a note: 'Please select the site where you reservation will be booked. Note that it may be possible for you to book on the information you can consider the protocol site.' Below this is a search filter. The 'Warehouses' section shows a selection for 'Darlingup' (VIC 3175) and 'Ambist' (VIC 3175).
- Step 3: 'When'** - The 'Select Requested Date & Time' section features a calendar for 'OCTOBER 20+' and a list of available time slots: 12:30 PM, 12:45 PM, and 01:00 PM. A 'Summary of your request' at the bottom shows 'Darlingup - Ambist - Centre - LOD' with 'Pallets: 10, D-Pallets: 12'. 'WIPSE' and 'REQUEST' buttons are visible at the bottom right.

There are two types of reservations possible; the most common type being 'Delivery'. There is also a 'Pickup/No PO Del' type for whenever you will be picking up stock from an ALDI region or making a delivery without a purchase order.

2.2 Delivery

The delivery option requires a purchase order to proceed.


To request a delivery appointment select one or multiple (CTRL-click) POs in the Purchase Orders list (bottom half of the screen) and click on  button above the Purchase Orders grid.







You will then be guided through the three step process.

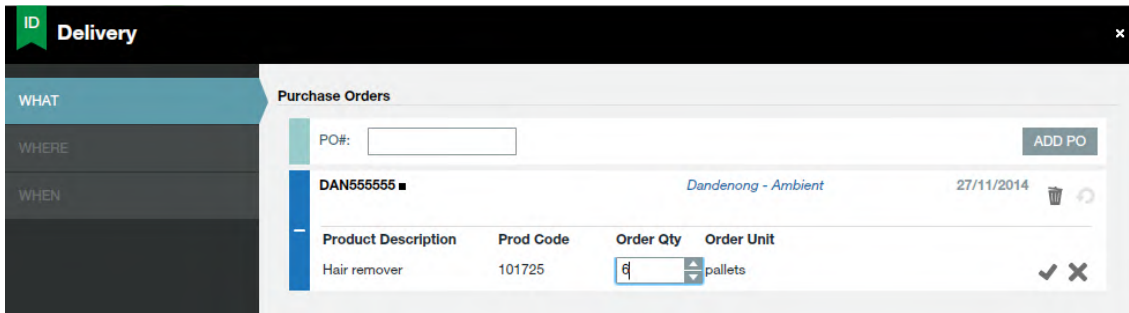
Step 1 – What

Fill in the required information

- **PO Details:**
 - **Order quantity per product must be confirmed and updated if applicable using the edit icon.** It is also possible to add other POs in this dialog by typing the PO number into the 'PO#:' field and selecting 'Add PO'. **Please note:** this is more easily achieved through selecting multiple POs from the Dashboard. It is also possible to remove POs from this dialog by using the  option.



Using the  will allow the number of ordered quantity to be amended. Then use the  to confirm the changes. The  will revert any changes you have made. This is particularly relevant for POs which are going to be delivered on multiple loads. The quantity entered for a particular product on one delivery will subtract from the total ordered. The next request will show the remaining quantity, if necessary this can also be amended until the whole ordered quantity is delivered. It is also possible to remove a product from the booking if it will not be shipped on this delivery by using the .

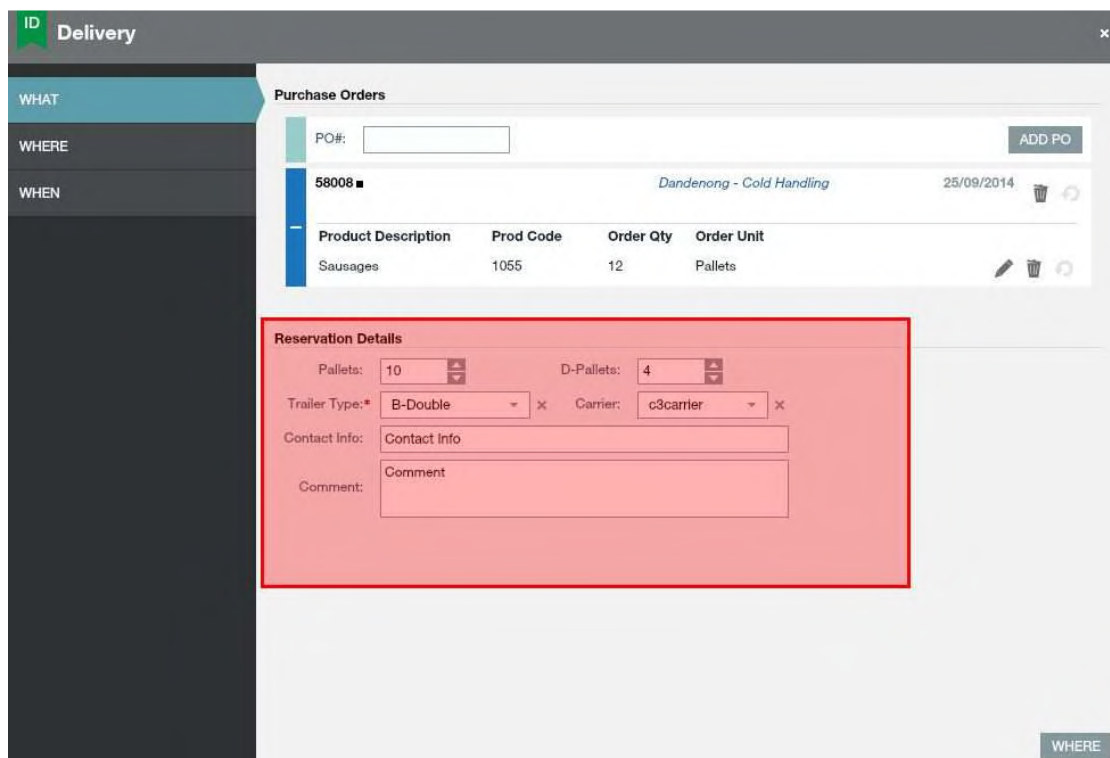


The screenshot shows the 'ID Delivery' interface. On the left is a sidebar with 'WHAT', 'WHERE', and 'WHEN' sections. The main area is titled 'Purchase Orders' and contains a form for adding a new PO. Below the form, a table lists the products in the order:

Product Description	Prod Code	Order Qty	Order Unit
Hair remover	101725	6	pallets

- **Reservation Details:**

- Number of Pallets - either this **or** Number of D-Pallets is required
- Number of D-Pallets - either this **or** Number of Pallets is required (both can be entered if necessary)
- Trailer Type - this is required and crucial to assigning you the correct dock please ensure this is entered correctly. If you are aware the entered trailer type has changed after completing this process please ensure you Amend the reservation (see below).
- Carrier - if known please enter, blank if not known or not applicable
- Contact Info - optional
- Comment - optional



The screenshot shows the 'ID Delivery' interface with a Purchase Order for 'Sausages'. Below the order table, a 'Reservation Details' section is highlighted with a red border. It contains the following fields:

- Pallets: 10
- D-Pallets: 4
- Trailer Type: B-Double
- Carrier: c3carrier
- Contact Info: Contact Info
- Comment: Comment

- Click on the **Where** button

Step 2 - Where: No action required – step used to confirm region name and delivery address based on selected orders.

- Click on the **When** button.

Step 3 - When:

- Use the **Calendar** to select a date.
 - Booking times available for that date will be listed on the right
 - A blue time slot is a standing appointment - dedicated for you to book into (it is recommended this slot is used if it is available)


The screenshot shows the 'Delivery' app interface. On the left, there is a sidebar with navigation options: 'WHAT', 'WHERE', and 'WHEN'. The 'WHEN' option is selected, leading to a calendar for March 2015. The date '11' is selected. To the right of the calendar, a list of time slots is displayed under the heading 'Select Requested Date & Time'. The slots are: 06:30 AM (Available), 07:30 AM (Available), 08:00 AM (Available), 08:30 AM (Available), 09:00 AM (Standing), and 09:30 AM (Available). Below the list, there is a 'Summary of your request' section showing 'Dandenong - Cold Handling' as the carrier and 'Pallets: 5 D-Pallets'. At the bottom right, there are 'WHERE' and 'REQUEST' buttons.

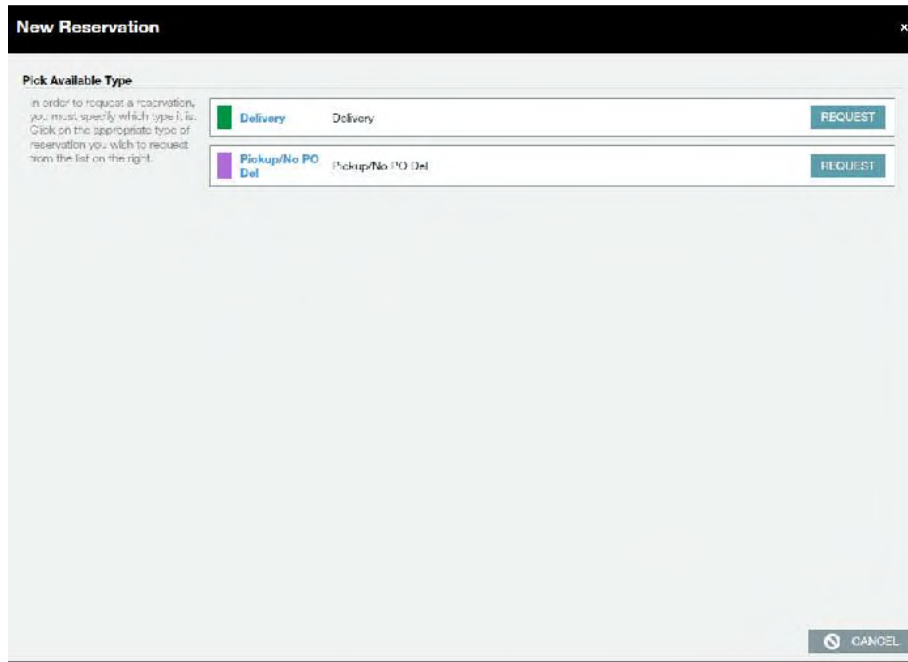
- Select a date and time and click on the **Request** button.
 - Back in the home screen, the booking request appears in the list at the top.

2.3 Pickup or Delivery without a Purchase Order Number

To create a pickup the Memo No/s or Product Code/s you are picking up should be known. If you are performing a delivery and you do not have a purchase order number, you will need to enter any relevant details.

If your delivery has a Purchase Order you do not use this option.

Selecting the  in the Reservations area (top half of the screen) will open the following dialog, select Pickup/No PO Del.

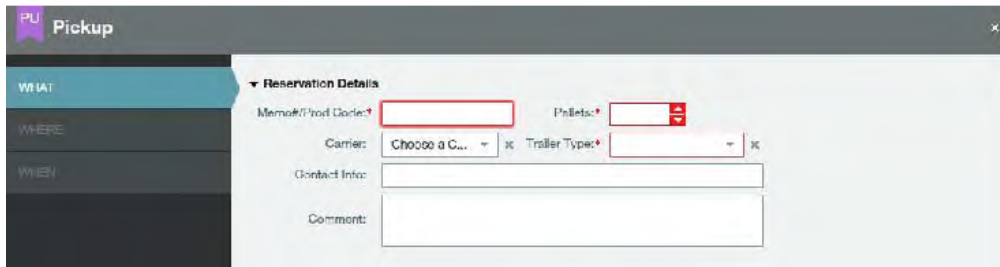


You will then be guided through the three step process.

Step 1 – What

Fill in the required information

- **Memo#/Prod Code:**
 - Please enter the reference for the pickup - this will usually be a memo number/s or a product code or a description of the delivery.
- Number of Pallets
 - If you are unsure please contact the ALDI section who requested the pickup
- Trailer Type - required
- Carrier - optional
- Contact Info - optional
- Comment - optional



- Click on the **Where** button

Step 2 - Where:

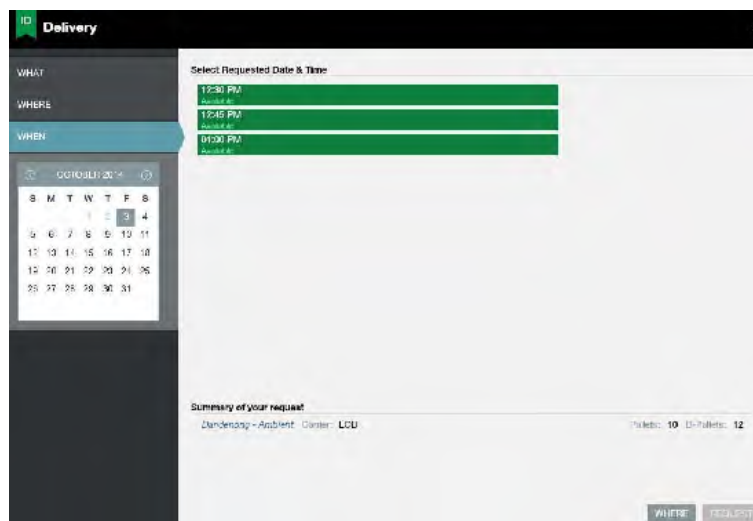
- Select the region and warehouse applicable for pickup. If you are unsure please contact the ALDI section who requested the pickup



- Click on the **When** button.

Step 3 - When:

- Use the **Calendar** to select a date.
 - Booking times available for that date will be listed on the right



- Select a date and time and click on the **Request** button.
 - Back in the home screen, the booking request appears in the list at the top.

2.4 Approval Process

- Your booking request will be sent to the booking team and automatically approved.
 - Your booking will turn green.
 - You will receive an email confirmation.

The system generates a unique reservation number.

The reservation number will appear on your email confirmations and can be used to search for a reservation.

2.5 Email Notifications


Email notifications will be sent to the main supplier email address maintained in the Supplier Details in the Configuration menu.

Notifications will automatically be triggered when;

- A request (delivery or pickup) is approved
- A reservation (delivery or pickup) has one of the following states applied;
 - No show
 - Cancelled
 - Rejected
- A status update is requested
- An unplanned arrival occurs - no reservation prior to arrival
- An amendment was performed on an already booked reservation

Below is an example of an email generated for an approved booking.


Subject: ALDI - Reservation Approved Notification: 10001234 on 03/11/2015 08:49 AM for Regency Park - Cold Handling



Hi ALDI Stores,

This is to confirm the appointment you have requested for the **Regency Park - Cold Handling** has been approved.

Appointment Details:	
Appointment name:	03/11/2015 08:49 AM
Site:	Regency Park
Warehouse:	Cold Handling
Delivery Address:	04 Gallipoli Dr, Regency Park SA 5101
Carrier:	Leo Catas Transport
Supplier:	NIGA USW
PO#::	bsutnaf
Pallets:	3,000
D-Pallets:	2,250
Trailer Type:	8-Double Dropdeck
Appointment #:	10001234
Contact Email:	dispx@niga.com.au
Comment:	wsuvccjtsjxylmpqjib



10001234

Drivers should arrive 15 mins prior to the start of the reservation and no later than 10 mins after the start of the reservation.

Vehicles must be unloaded and removed from the dock door by the close of the delivery slot.

Drivers must observe Heavy Vehicle Fatigue regulations. Driver work diaries may be inspected by ALDI employees.

Parking is not available within ALDI premises for vehicles prior to their reservation.

Suppliers/vendors must notify ALDI if the delivery is delayed so a new reservation can be booked, rather than trying to reach the Distribution Centre for the original reservation.

Please ensure all Chiller and Freezer deliveries are made in rear loading trucks only.

If necessary, amendments can be made to reservations prior to the day of the booking.

Please ensure two copies of the delivery docket with the ALDI purchase order number is provided upon delivery as well as two copies of the pallet E and/or docket.

Drivers must be inducted before entering an ALDI Distribution Centre and then comply with all site safety requirements, including helmets and seat lap belts.

This docket can be presented upon arrival to facilitate entry to the site.

Please note a dock number will be assigned upon arrival at the gatehouse.

<https://www.aldi.com.au/au/en/ld/warehouse/booking>

Best regards,
ALDI Stores

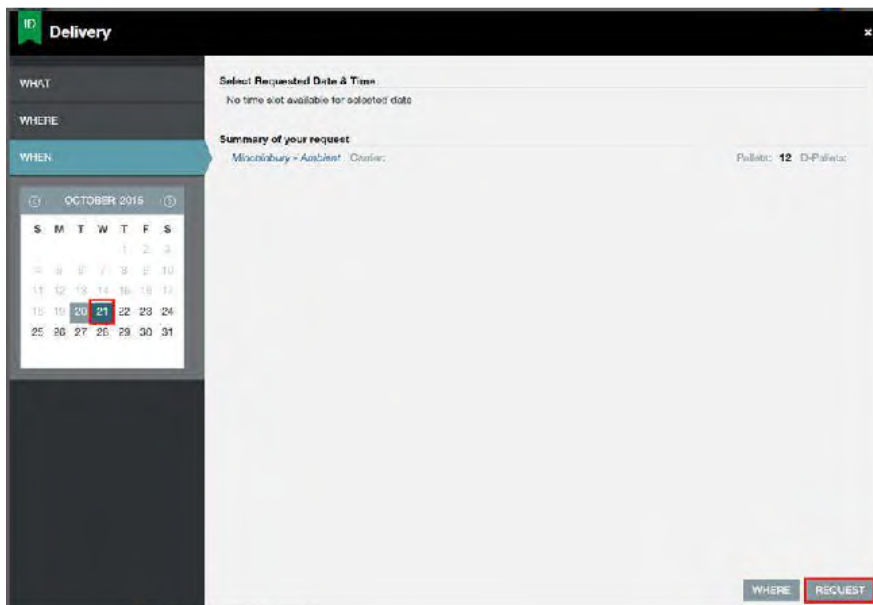
3 Exceptions

3.1 Desired time slot unavailable

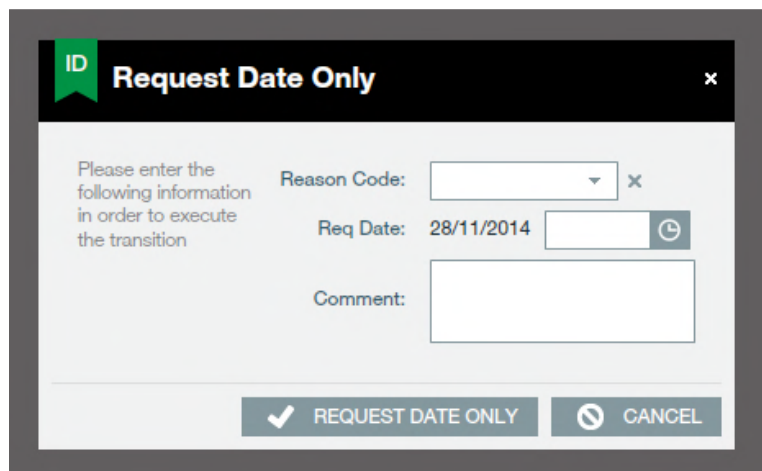
Delivery must be made on the specified date as per the purchase order. For products that have a delivery window (ie specials products) delivery must be made during the delivery window.

In the event C3 Reservations shows no available time slots for the specified day of delivery please use the 'Request date only' functionality within C3 Reservations.

To use the option 'Request date only' - select the specified day of delivery on the When step and select request.



The dialog box below will open and the reason 'No available slots' must be selected as well as a desired delivery time (this will be used as a guide only). This will send a task through to ALDI to process. Once processed an email confirmation will be sent.



In the event you require further assistance please call the C3 administrator (8.30am-5pm weekdays) in the relevant region;

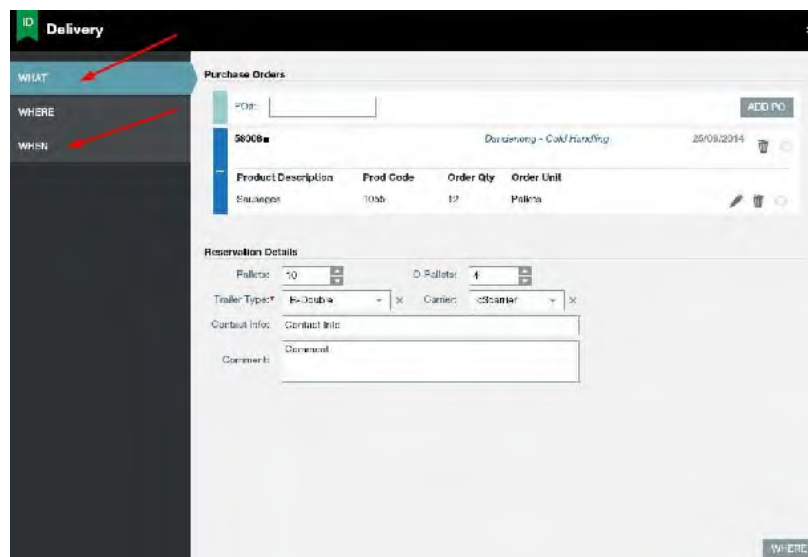
Brendale (BRE):	(07) 3481 7420	Prestons (PRE):	(02) 8783 3411
Dandenong (DAN):	(03) 9904 3135	Stapylton (STP):	(07) 3451 3410
Derrimut (DER):	(03) 8369 3117	Regency Park (RGY):	(08) 8249 8158
Minchinbury (MIN):	(02) 9675 9157	Jandakot (JKT):	(08) 6174 6230

Following contact with an ALDI C3 Reservations administrator if your ability to deliver as per the purchase order date specified remains unresolved the regional Purchasing department must be contacted.

3.2 Amending an Appointment

1. Select the appointment in the list.
2. Click on the **Amend** button (**AMEND**).
 - To amend PO or Appointment information, click on **'What'** and perform the required modifications
 - To amend the Appointment Date / Time, click on **'When'** and select the required date/time.
3. Enter a reason code when required.



Please note: Adding a comment only, does not create an amendment. The Comments field is a text field to explain the reason for the amendment. Step 3.2.2 must be used in conjunction with a comment.



- Back in the home screen, the appointment now appears in green.
- The scheduling team will have visibility on your request.
- ✓ You will receive an email notification indicating the amendment details.

It is possible that when an amendment has been requested that the original reservation time is no longer available. This is due to the fact the length of the reservation and/or the assigned dock type needs to change and an available slot can found for the new modifications.

3.3 Cancelling an Appointment

1. Select the appointment in the list.
2. Click on the **Cancel Reservation** button ().
3. Select a Reason Code and enter a comment to justify your cancelation.
4. Click on the **Cancel Reservation** button to confirm your action.
 An email confirmation will be sent to you and the scheduling team and the appointment will no longer be listed on your home screen.

4 Rules and best practice

To better understand the logic and processes of C3 Reservations please note following points;

When requesting a booking C3 Reservations will automatically assign a dock number and duration of booking for the request. These will be based on rules for types of docks and the expected duration will take into account the number of pallets and POs on the booking. Available time slots this will be shown on the When step. Once a time slot is selected this request will be approved and confirmed by an email.

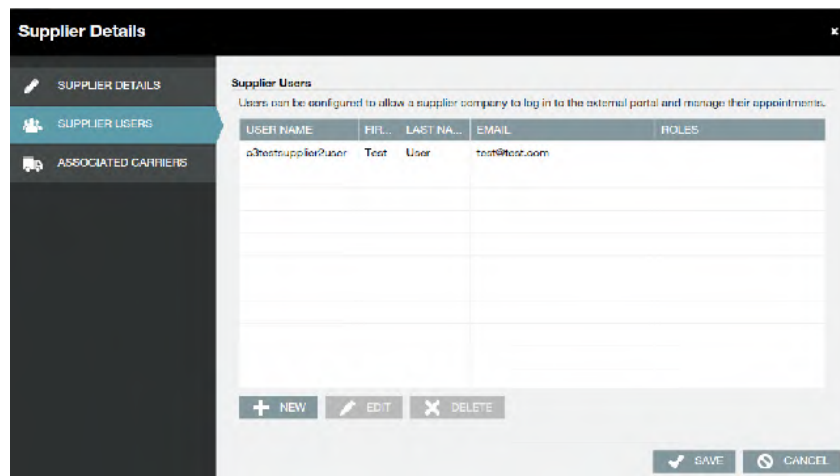
When arriving on site the driver must have a copy (hard copy or soft copy) of their appointment details. These details can be retrieved via the email notification. Drivers must continue to bring the usual delivery and pallet dockets as per current goods in process.

Deliveries will be given the status 'Arrived' when an ALDI operator checks in the appointment number provided by the driver. The 'Departed' status will be applied when the driver leaves the site.

5 Creating additional users

If your organisation requires additional user accounts for creating reservations, these can be created in the configuration menu.

After opening the configuration menu and accessing the user menu, you will see a list of existing users with the fields; User Name, First Name, Last Name, Email and Roles. Individual user accounts can be created and managed in this section.



To add a new user select the '+ New' icon and you will see the following dialog. The fields highlighted in red are required fields. The email address for the user is used for sending a password reset if required, it is not the address email notifications are sent to. User Name and Password are required for login and should be supplied to the user.

There are also two password options; firstly you can force the user to change the password when they logon next. Secondly, it is possible to make the password expire if desired. The user will be forced to change the password after a set period of time.

Company: c3carrier

User Name:

Password:

Confirm:

Password expires

User must change password at next logon

Email:

First Name:

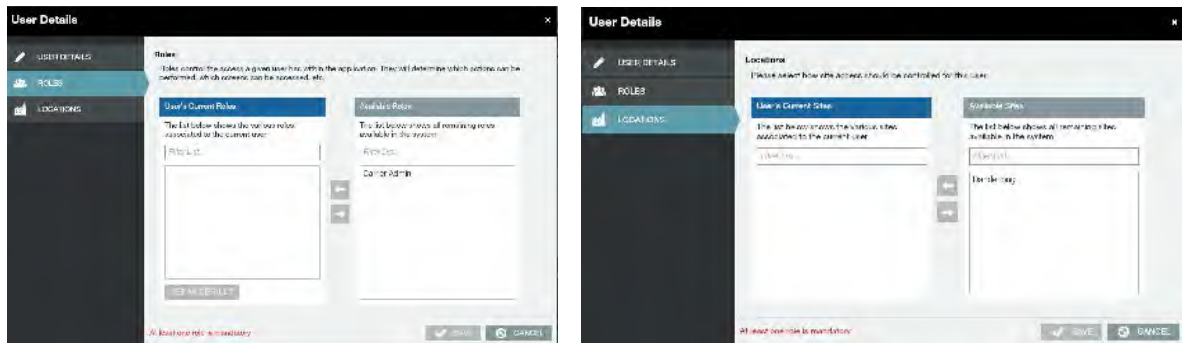
Last Name:

Description:

Job:



At least one role is mandatory

Each user must have at least one role assigned to them. This can be done via the 'Roles' tab and selecting a role from the Available Roles list and moving to the Selected Roles list by using the arrow. A 'Supplier User' will be able to see the menu option Dashboard when they login and a 'Supplier Admin' will be able to see both Dashboard and Configuration. Likewise, each user must have a site (an ALDI region) assigned to them. Under the tab 'Sites' the desired sites can be added for each user. Once this is saved the user can login to the C3 Reservations site.



6 Reservation Colour Coding

The following examples show the colour coding for the different statuses available in C3 Reservations.

APPROVED 03/10/2014 06:00 AM PO#: 71112 Dandenong - Cold Handling
SCHEDULED 03/10/2014 05:30 AM PO#: c3po Dandenong - Ambient
AMENDED 06/10/2014 07:30 AM PO#: C3-Test-01 LCO Dandenong - Ambient
REJECTED 03/10/2014 05:30 AM PO#: C3-Test-01 Dandenong - Ambient
CANCELLED 25/09/2014 10:30 AM PO#: 26153 Scanner Dandenong - Ambient
ARRIVED  PO#: po1 c3carrier Dandenong - Cold Handling
DEPARTED  PO#: 123 Dandenong - Ambient

7 Support

A dedicated contact exists in each region to administer the C3 Reservations system. Please contact the C3 Reservations administrator (8.30am-5pm weekdays) in the relevant region if you require assistance;

Brendale (BRE):	(07) 3481 7420
Dandenong (DAN):	(03) 9904 3135
Derrimut (DER):	(03) 8369 3117
Minchinbury (MIN):	(02) 9675 9157
Prestons (PRE):	(02) 8783 3411
Stapylton (STP):	(07) 3451 3410
Regency Park (RGY):	(08) 8249 8158
Jandakot (JKT):	(08) 6174 6230

Following contact with an ALDI C3 Reservations administrator if your ability to deliver as per the purchase order date specified remains unresolved the regional Purchasing department must be contacted.