C3 Reservations Guide for Carriers

Table of Contents

1   Logging in

1.1   Before You Begin

Technical requirements

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 on each browser used)
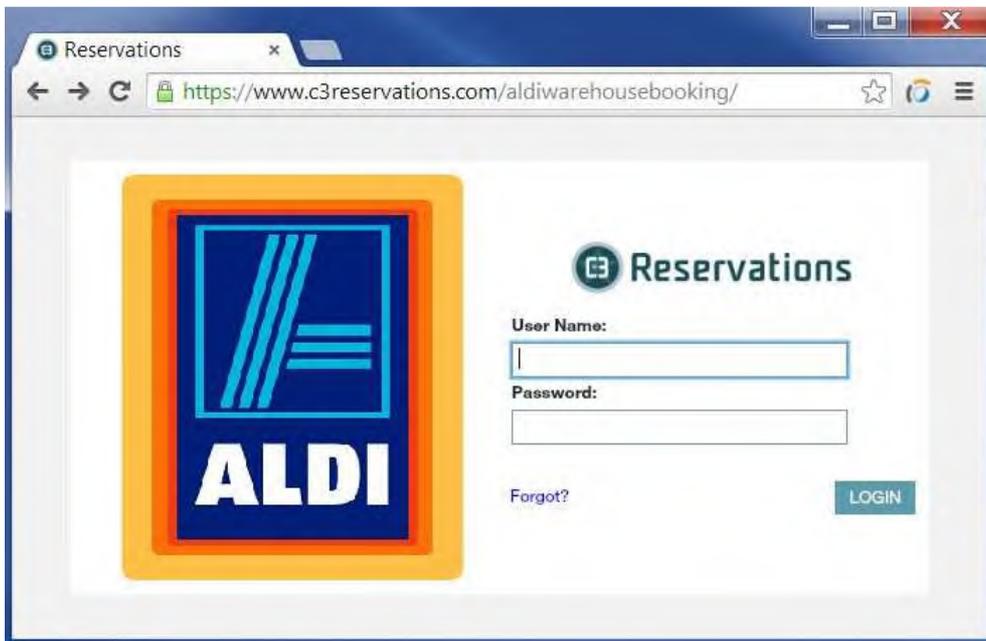
- Use this link to verify which version is installed, if any: http://www.adobe.com/software/flash/about/

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 or if you need to have your organisation set up in ALDI C3 Reservations 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.
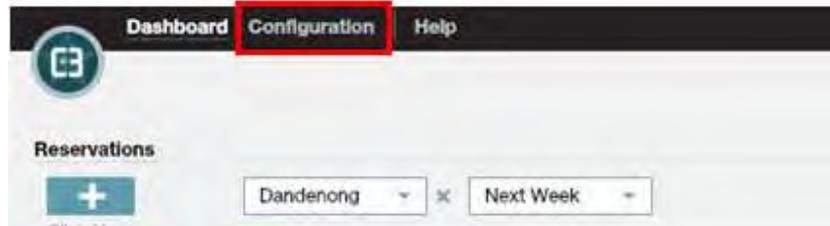
1.3   Updating Account Details

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

Selecting 'Configuration' will open the Carrier Details dialog.

1.3.1   Details

Please Note: If you have any of your organisational details maintained centrally with ALDI, changing your 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 Carrier Name and External Reference.

The email field supplied for the carrier (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   Users

Please see Section 5 of this document for more details.

1.3.3   Associated Suppliers

In this dialog you will be able to see which suppliers have added you an associated carrier. You will be able to see these suppliers in the 'Associated Suppliers' column. If you would like a supplier to add you as a carrier, please contact the supplier and request they update their Associated Carrier details.

If you are the sole carrier for a supplier you may request the supplier to set you to 'Exclusive Carrier'. This will permit you to see the open POs of the supplier on the home screen in the 'Purchase Orders' section (no 6. on the next page).

The 'Associate to All' must always be set to 'No'.

1.4   Dashboard

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

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 Suppliers Unbooked POs (if they set you as 'Exclusive' Carrier
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**

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

There are two options to request a reservation for delivery.

   a)   When you have been given the PO information from the supplier (but the PO does not appear in your
        open Purchase Orders list).

To request a delivery appointment select the [+] button under the Reservations heading.
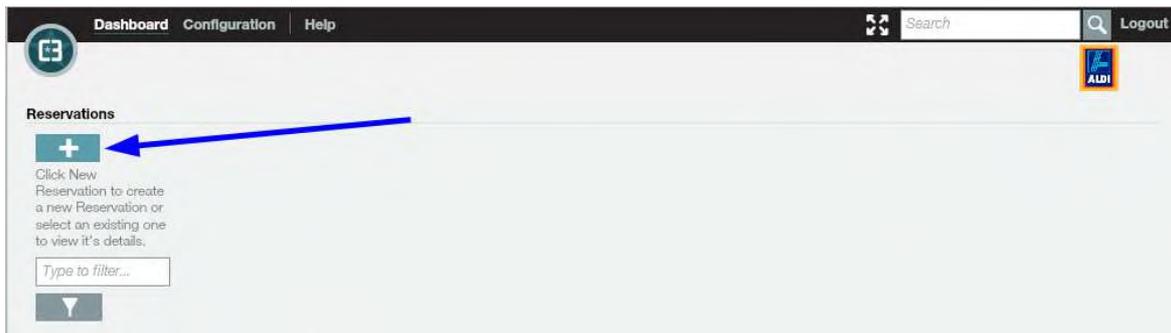
This will open the following dialog - on the Delivery tab select 'Request'.
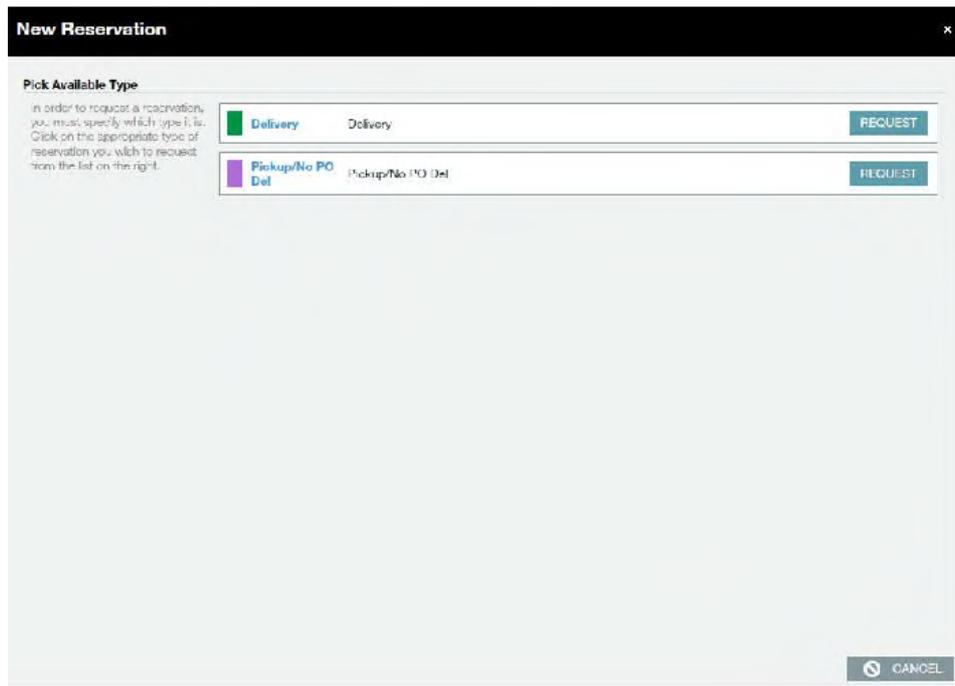
The following dialog will then be opened. In this instance the PO (ie DAN12345) will need to be entered in the 'PO#' field and select 'ADD PO':
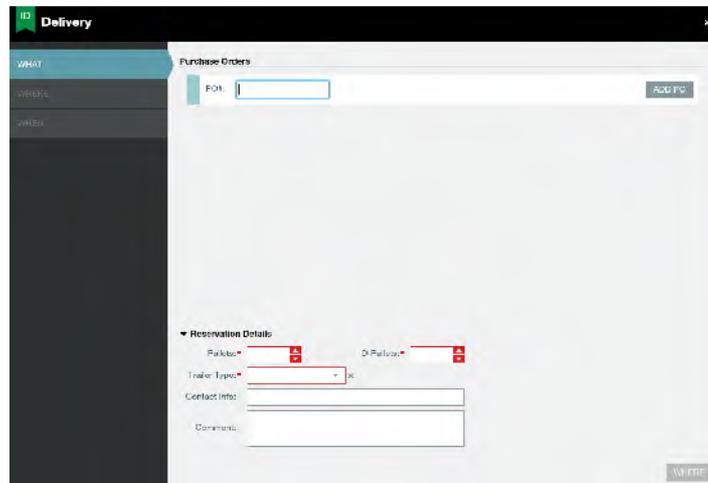
Purchase orders must be entered beginning with the region prefix (e.g. DAN, DER, STP etc) followed by order number. Do not include the hyphen (-) or any spaces. For Specials the order number can be found on the paperwork (6 Digit number following the prefix "AUS") When entering PO the region prefix is used <u>Not</u> AUS

 e.g. AUS123456=DAN123456

Or

b)   When the PO you wish to book is in your open Purchase Orders list

To request a delivery appointment where you are the exclusive carrier - 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.
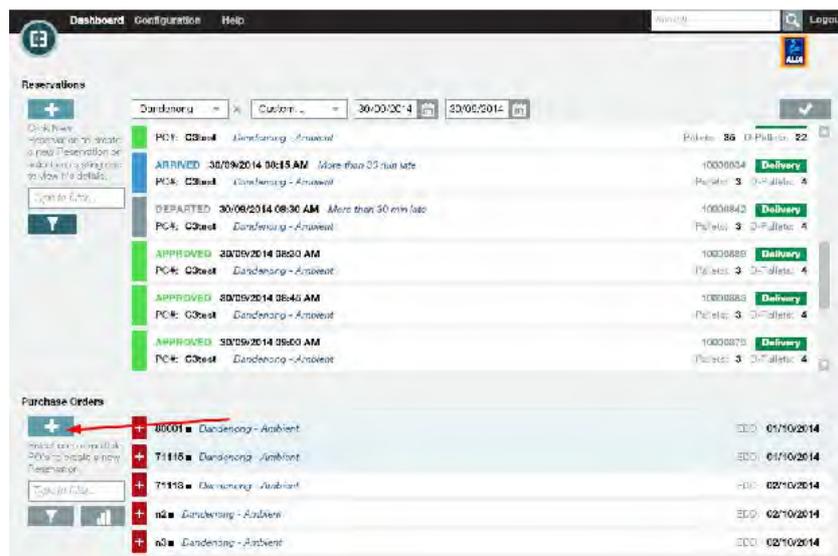
You will then be guided through the three step process.

Step 1 – **What**

Fill in the required information

- **PO Details**:
    - o Order quantity must be confirmed and updated if applicable. **It is also possible to add other POs in this dialog by typing the PO number into the 'PO#:' field and selecting 'Add PO'**. It is also possible to remove POs from this dialog by using the 🗑 option.
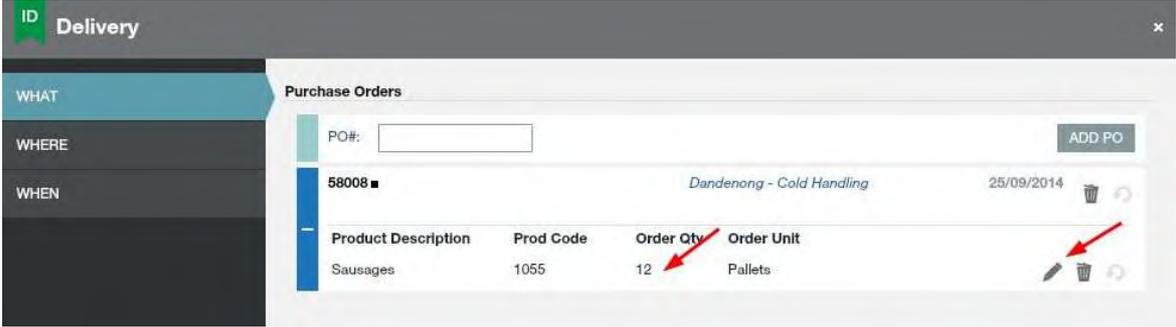
Using the ✏ will allow the number of ordered quantity to be amended. Then use the ✔ to confirm the changes. The ✖ will revert any changes you have made. This is particularly relevant for POs which are going to be delivered on multiple loads. The quantity entered for a particular product on one delivery 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 🗑 .
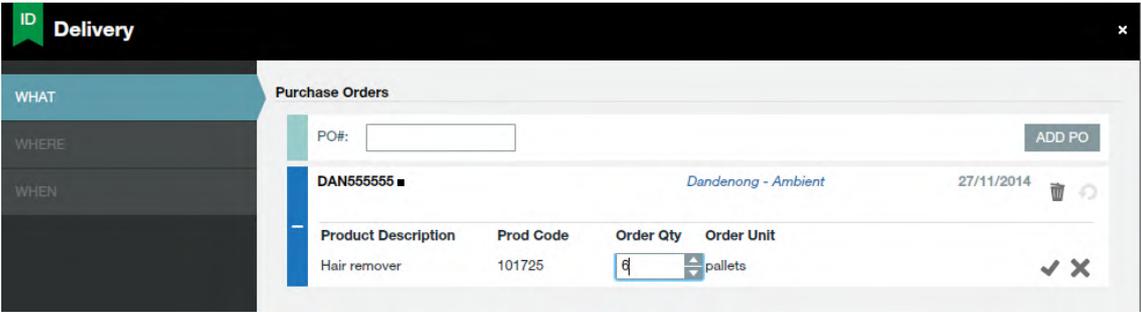
- **Reservation Details**:
    - o Number of Pallets - either this or Number of D-Pallets is required
    - o Number of D-Pallets - either this or Number of Pallets is required (both can be entered if necessary)
    - o Trailer Type - this is required and crucial to assigning you the correct dock please ensure this is entered correctly. If you are aware the entered trailer type will change please ensure you Amend the reservation (see below).
    - o Contact Info - optional
    - o Comment - optional

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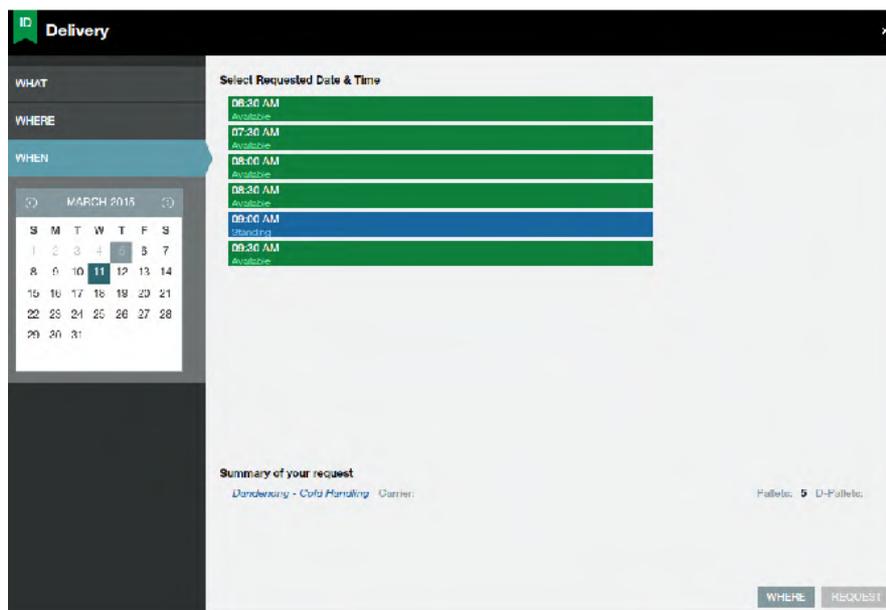
- Select a date and time and click on the **Request** button.
  - Back in the home screen, the booking request appears in the list at the top

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
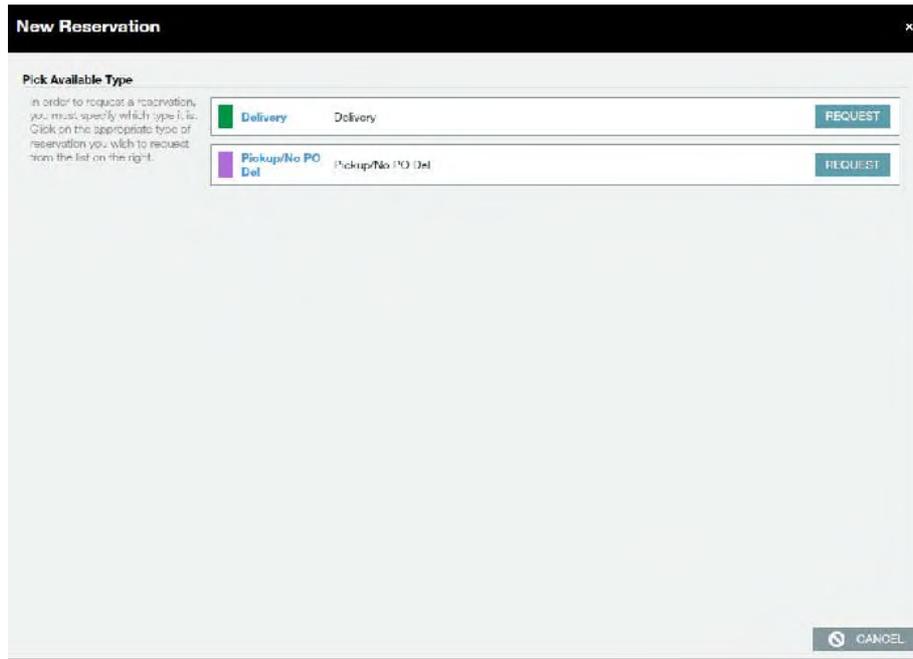
You will then be guided through the three step process.

Step 1 – **What**

Fill in the required information

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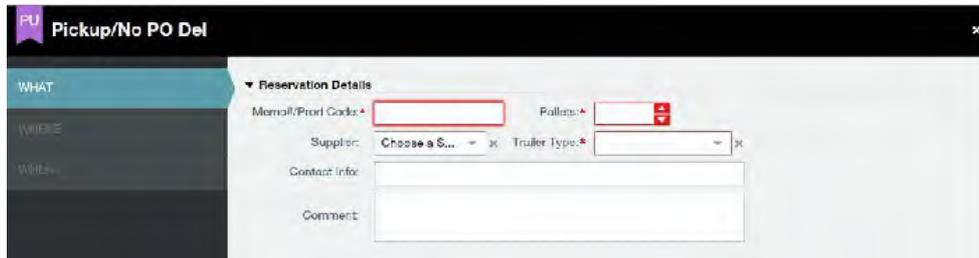
- Click on the **Where** button

Step 2 - Where:
- o Select the region and warehouse applicable for pickup. Again if you are unsure please contact the ALDI section who requested the pickup
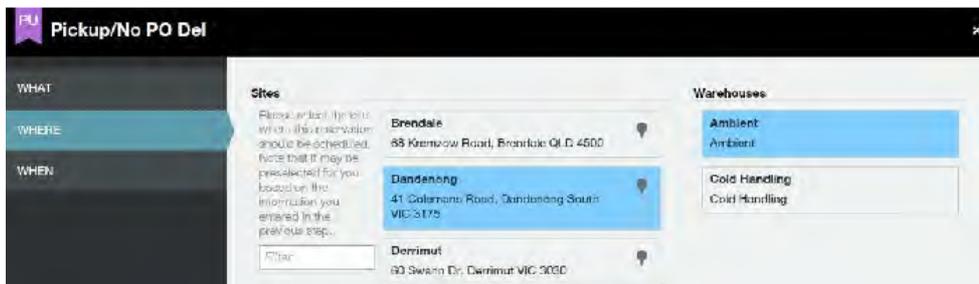
- Click on the **When** button.

Step 3 - When:
- Use the **Calendar** to select a date.
 - Booking times available for that date will be listed on the right
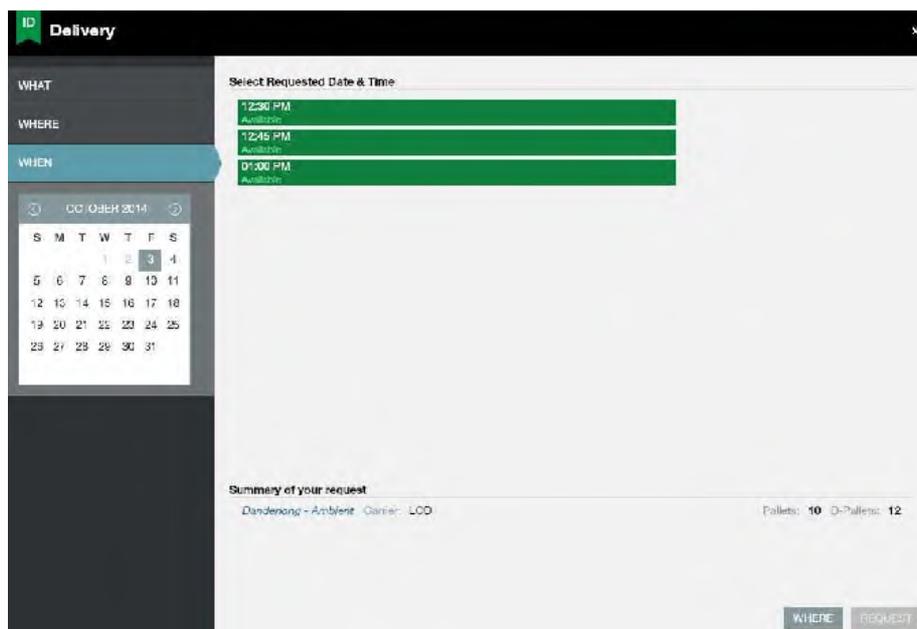
- Select a date and time and click on the **Request** button.
  - Back in the home screen, the booking request appears in the list at the top.

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 carrier email address maintained in the Carrier 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.

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.
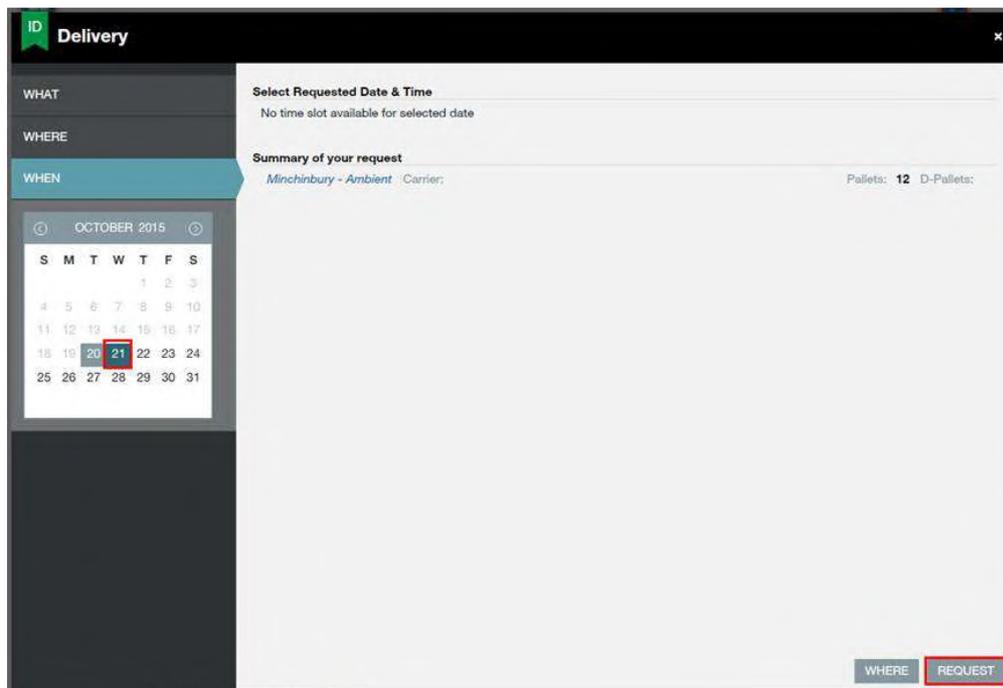
The dialog box below will open and the reason 'No available slots' must be selected as well as a desired delivery time (this will be used as a guide only). This will send a task through to ALDI to process. Once processed an email confirmation will be sent.
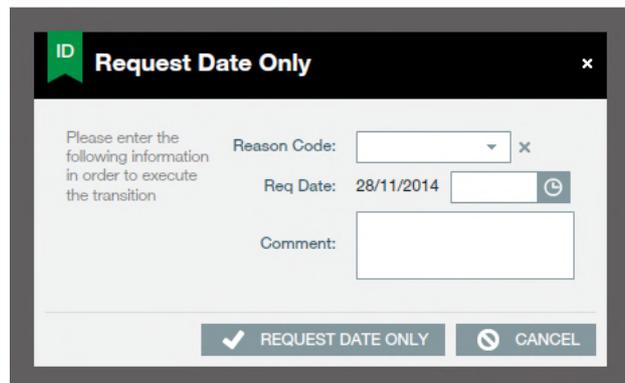
In the event you require further assistance please call the C3 administrator (8.30am-5pm weekdays) in the relevant region;

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.
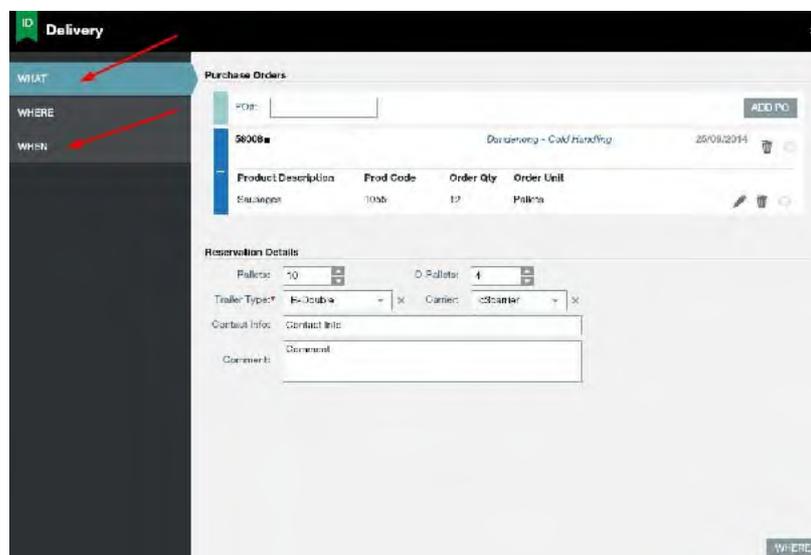
   Back in the home screen, the appointment now appears in green.

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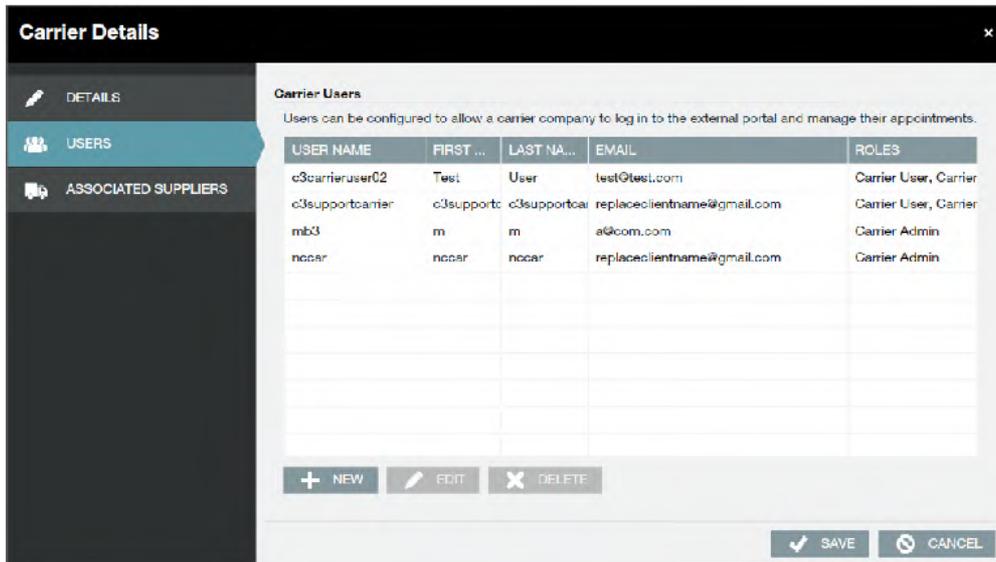
When arriving on site the driver must have a copy (hard copy or soft copy) of their appointment details. These details can be retrieved via the email notification. Drivers must continue to bring the usual delivery and pallet dockets as per current goods in process.

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.

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 'Carrier User' will be able to see the menu option Dashboard when they login and a 'Carrier 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 Reservations Colour Coding

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

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
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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.