



## **C3 Reservations Guide for Carriers**

## Table of Contents

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

# 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)

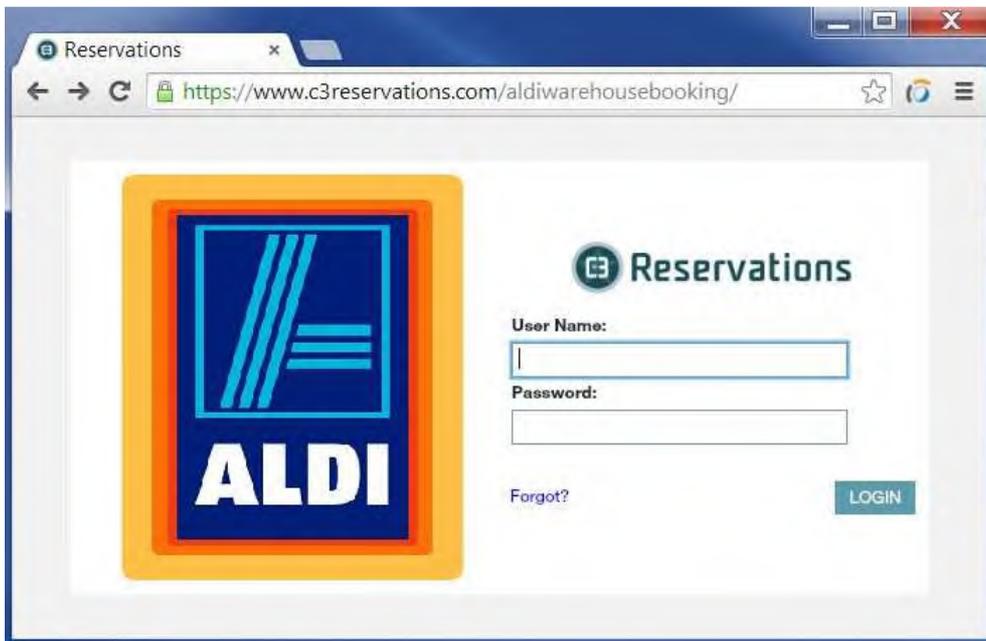
- Use this link to verify which version is installed, if any: <http://www.adobe.com/software/flash/about/>

## 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.

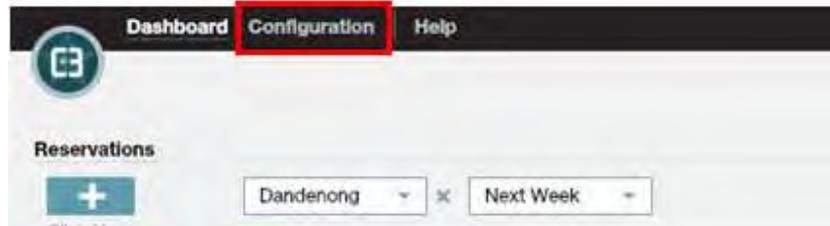


The screenshot shows a web browser window with the title 'Reservations'. The address bar contains the URL 'https://www.c3reservations.com/aldiwarehousebooking/'. The main content area displays the ALDI logo on the left and a login form on the right. The login form includes the following elements:

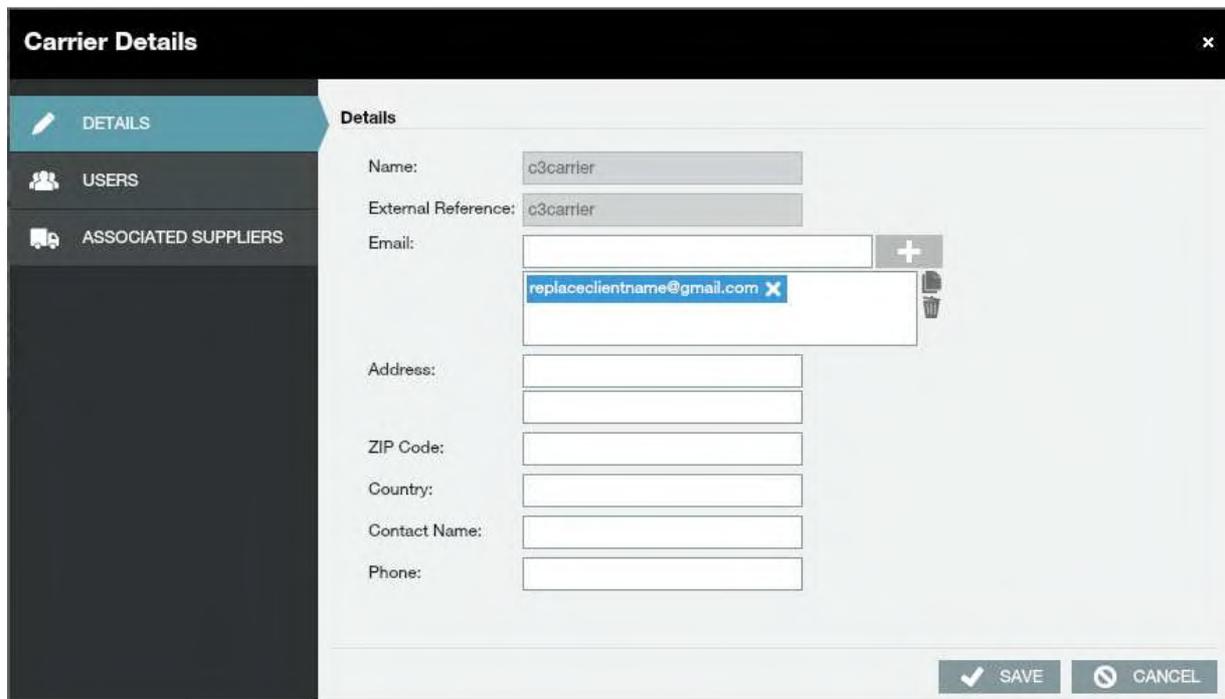
- A header with the 'Reservations' logo and text.
- A 'User Name:' label followed by a text input field.
- A 'Password:' label followed by a password input field.
- A 'Forgot?' link below the password field.
- A 'LOGIN' button to the right of the password field.

## 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.

A screenshot of the 'Carrier Details' dialog box. The dialog has a dark header with the title 'Carrier Details' and a close button. On the left, there is a sidebar with three menu items: 'DETAILS' (selected), 'USERS', and 'ASSOCIATED SUPPLIERS'. The main area is titled 'Details' and contains several input fields: 'Name' (c3carrier), 'External Reference' (c3carrier), 'Email' (with a dropdown menu showing 'replaceclientname@gmail.com'), '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 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'.

The screenshot shows a software interface titled "Carrier Details" with a close button (X) in the top right corner. On the left is a dark sidebar with three menu items: "DETAILS" (with a pencil icon), "USERS" (with a group of people icon), and "ASSOCIATED SUPPLIERS" (with a truck icon and highlighted in blue). The main content area is titled "Associated Suppliers" and contains the following elements:

- A toggle for "Associate to All:" set to "NO".
- A descriptive text: "This option indicates that this carrier should only be able to request appointments for POs assigned to suppliers on the 'Associated Suppliers'".
- Two side-by-side list boxes:
  - Associated Suppliers:** "The list below shows suppliers currently allowed for the carrier". It has a "Filter List..." input field and an empty list area.
  - Available Suppliers:** "The list below shows all remaining suppliers configured in the system". It has a "Filter List..." input field and an empty list area.
- Navigation arrows (left and right) between the two list boxes.
- At the bottom right, "SAVE" (with a checkmark icon) and "CANCEL" (with a close icon) buttons.

## 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.

The screenshot displays the C3 Reservations Dashboard. At the top, there are navigation tabs for 'Dashboard', 'Configuration', and 'Help', along with a search bar and a 'Logout' button. The main content is divided into two sections: 'Reservations' and 'Purchase Orders'.

**Reservations Section:** This section features a header with a '+', a dropdown menu set to 'Dandenong', and another dropdown set to 'Next Week'. Below this is a list of reservation entries. Each entry includes a status (e.g., SCHEDULED, APPROVED), a date and time, a PO#, and a description. A red box with the number '2' highlights the second entry. A filter icon (a downward arrow) is visible on the left side of the list.

**Purchase Orders Section:** This section has a header with a '+', a red box with the number '1', and a search bar. Below the search bar is a list of purchase order entries. Each entry includes a PO#, a description, and an EDD (Expected Delivery Date). A red box with the number '5' highlights the third entry.

**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**

The image displays three sequential screenshots of the C3 Reservations interface, illustrating the 'What, Where, When' process.

**Step 1: What**  
The first screenshot shows the 'Purchase Orders' section. It includes a 'PO#:' field with an 'ADD PO' button. Below is a table with columns: Product Description, Prod Code, Order Qty, and Order Unit. The table contains one row: Apples, 1006, 0\*, and Pallets. The 'Reservation Details' section includes fields for Pallets (10), D-Pallets (12), Trailer Type\* (E-Double), and Carrier (LOD). There are also fields for Contact Info and a Comment box.

**Step 2: Where**  
The second screenshot shows the 'Sites' section. It includes a 'Warehouses' section with a button for 'Ambient'. The 'Sites' section contains a list of sites, including 'Dandemonty' and 'VIC METS'. A 'Filter' field is also present.

**Step 3: When**  
The third screenshot shows the 'Select Requested Date & Time' section. It includes 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' section shows 'Dandemonty - Ambient - Carrier: LOD' and 'Pallets: 10, D-Pallets: 12'. There are 'WHERE' and 'REQUEST' buttons at the bottom.

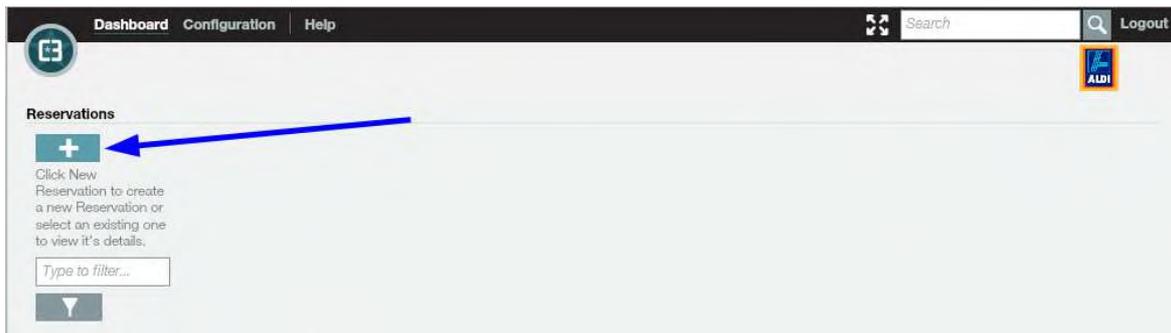
There are two types of reservations possible; the most common type being 'Delivery'. There is also a 'Pickup/No PO Del' type for whenever you will be picking up stock from an ALDI region or making a delivery without a purchase order.

## 2.2 Delivery

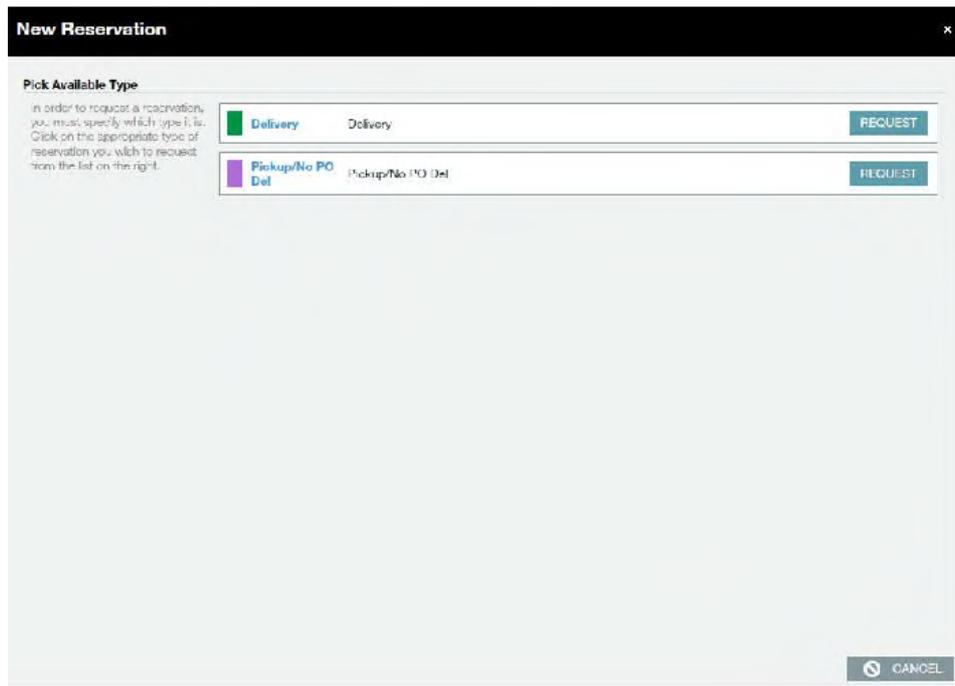
There are two options to request a reservation for delivery.

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

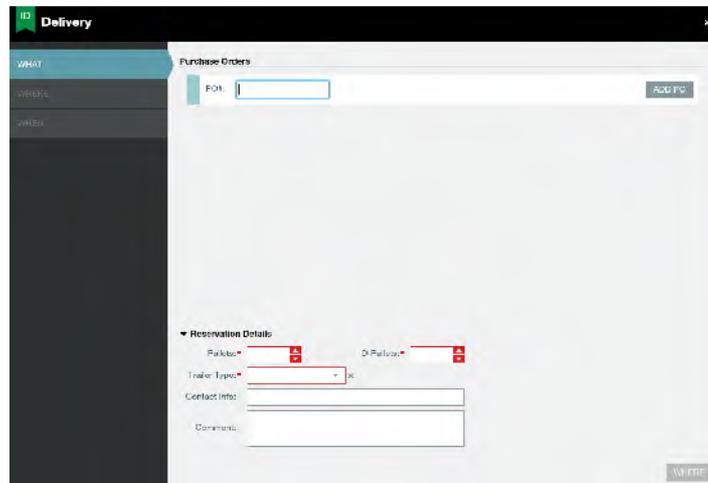
To request a delivery appointment select the  button under the Reservations heading.



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':



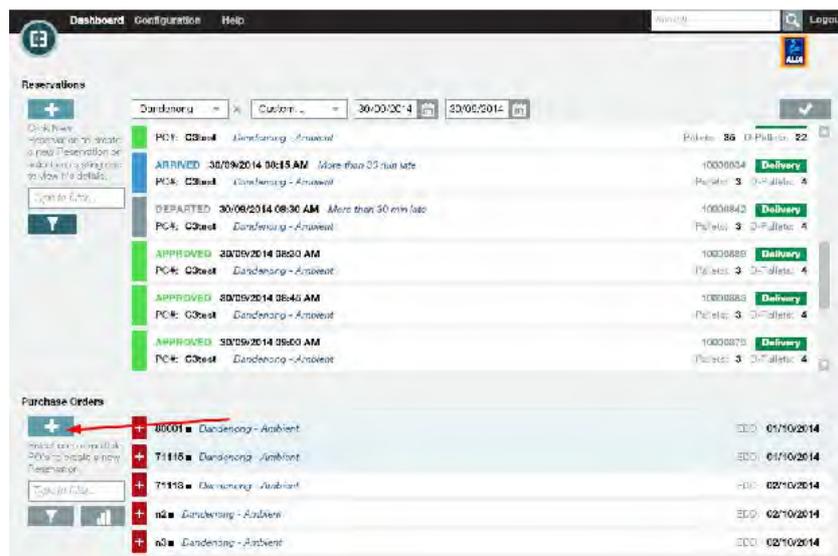
Purchase orders must be entered beginning with the region prefix (e.g. DAN, DER, STP etc) followed by order number. Do not include the hyphen (-) or any spaces. For Specials the order number can be found on the paperwork (6 Digit number following the prefix "AUS") When entering PO the region prefix is used Not 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.



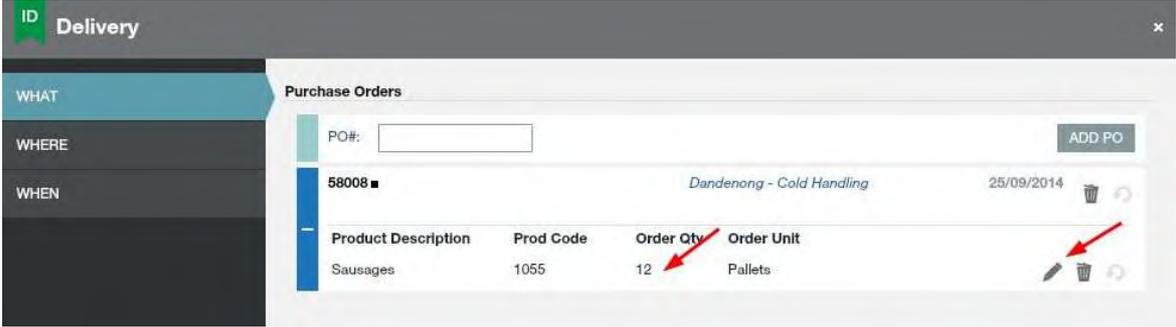
You will then be guided through the three step process.

## Step 1 – What

Fill in the required information

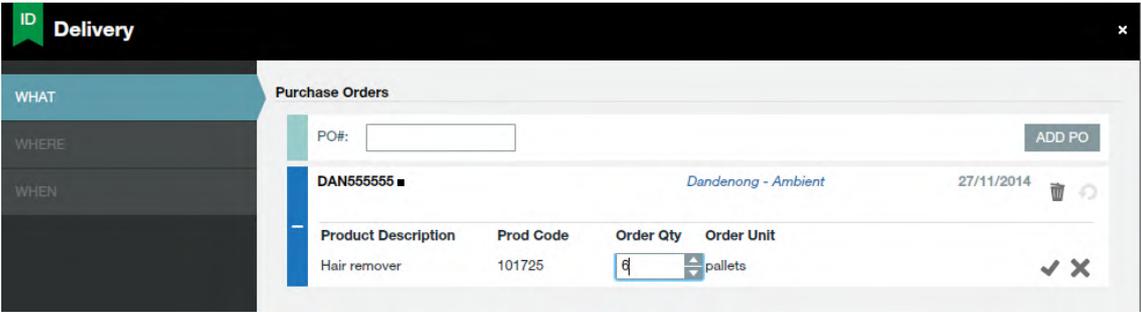
- **PO Details:**

- 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.



Product Description	Prod Code	Order Qty	Order Unit
Sausages	1055	12	Pallets

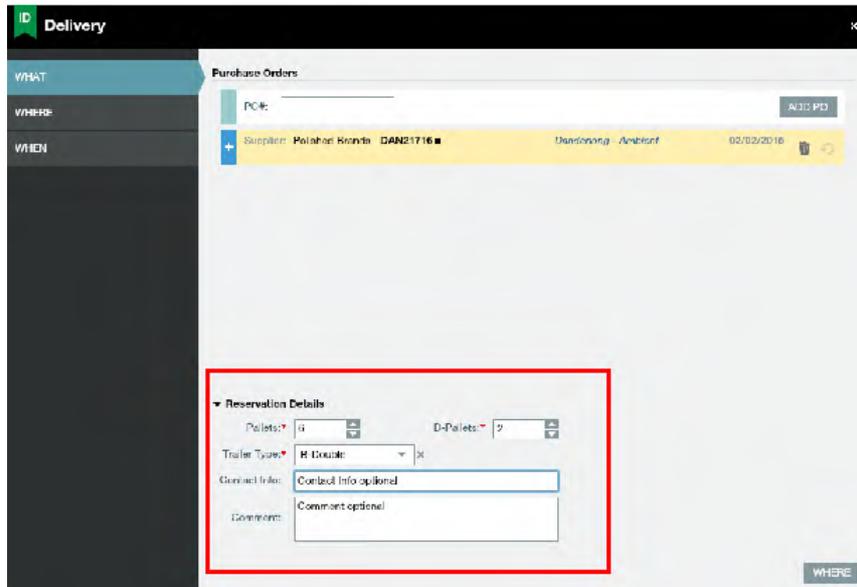
Using the  will allow the number of ordered quantity to be amended. Then use the  to confirm the changes. The  will revert any changes you have made. This is particularly relevant for POs which are going to be delivered on multiple loads. The quantity entered for a particular product on one delivery 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 .



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 will change please ensure you Amend the reservation (see below).
- Contact Info - optional
- Comment - optional



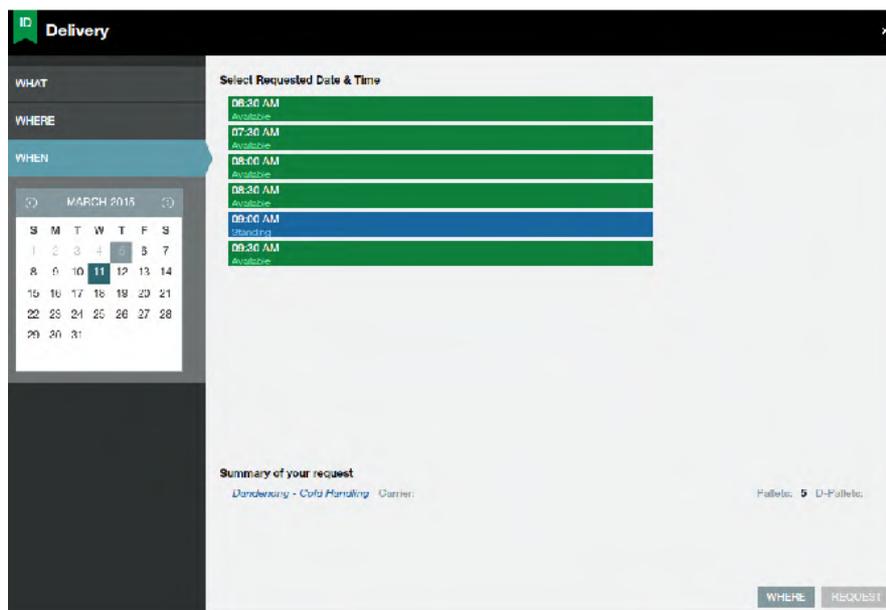
- Click on the **Where** button

**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)



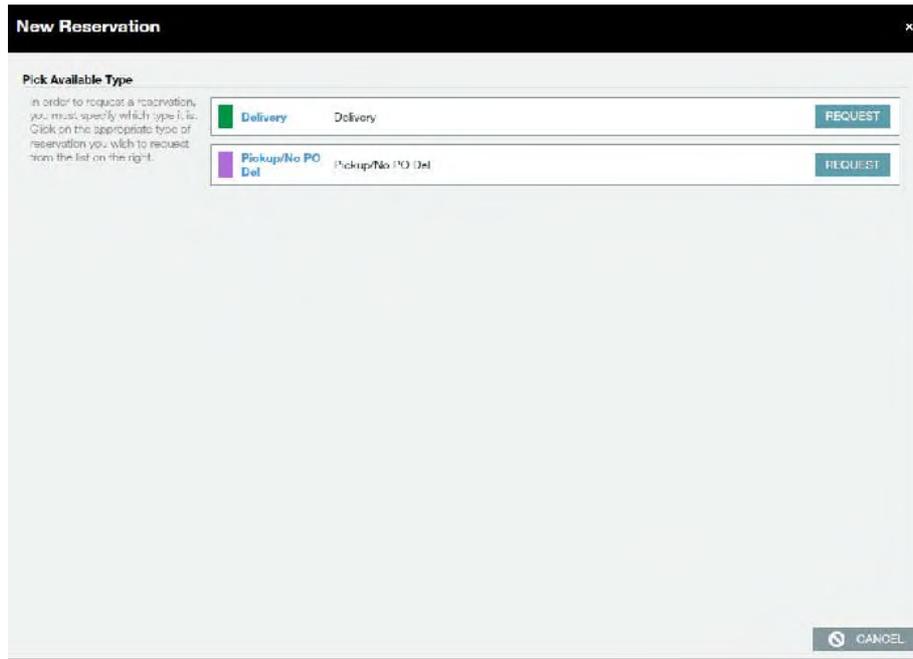
- Select a date and time and click on the **Request** button.
  - Back in the home screen, the booking request appears in the list at the top

## 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

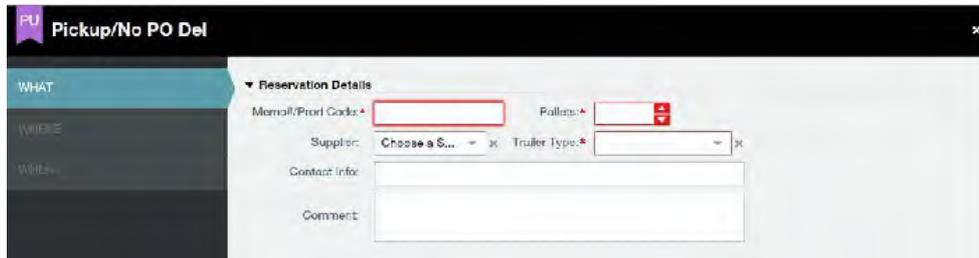


You will then be guided through the three step process.

### Step 1 – What

Fill in the required information

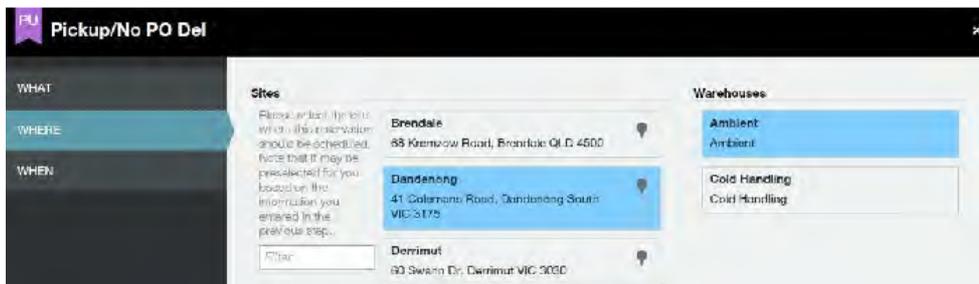
- **Memo#/Prod Code:**
  - Please enter the reference for the pickup - this will usually be a memo number/s or a product code.
- Number of Pallets
  - If you are unsure please contact the ALDI section who requested the pickup
- Supplier - optional
- Trailer Type - required
- Contact Info - optional
-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



- Click on the **Where** button

### Step 2 - Where:

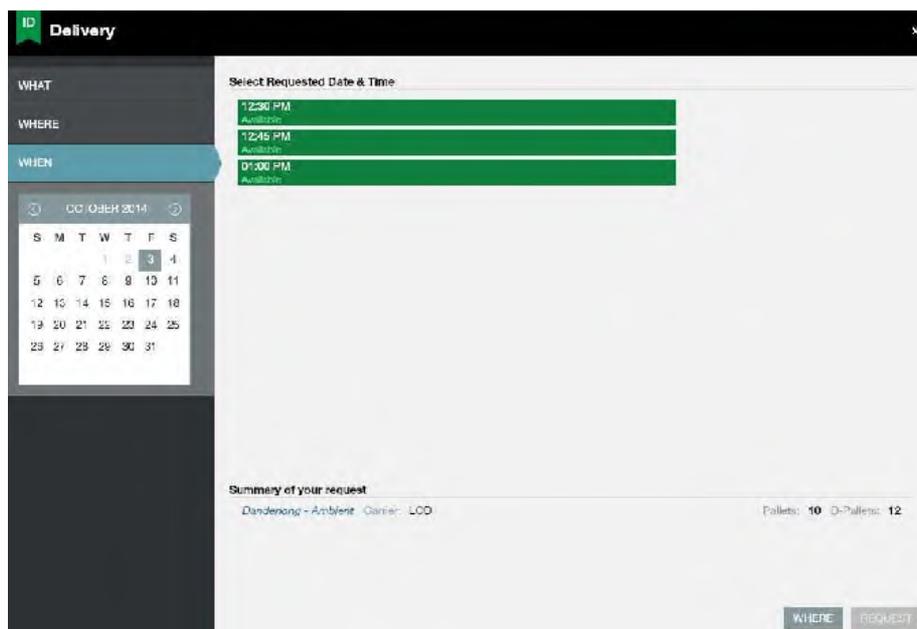
- Select the region and warehouse applicable for pickup. Again if you are unsure please contact the ALDI section who requested the pickup



- 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.

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



Hi ALDI Store,

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@uq.edu.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/carriers 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

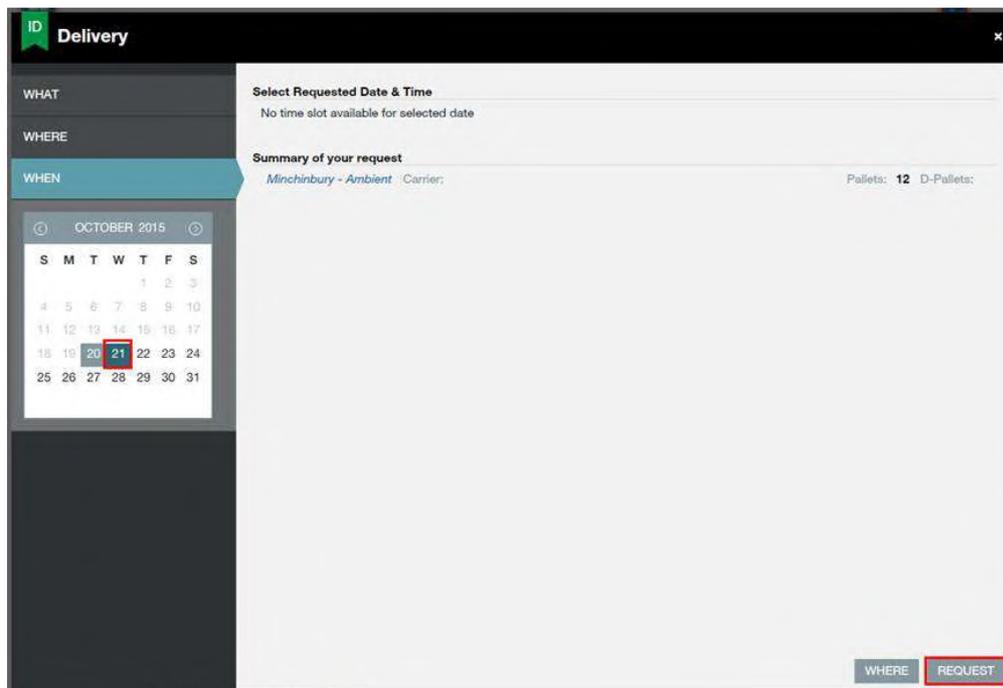
### 3 Exceptions

#### 3.1 Desired time slot unavailable

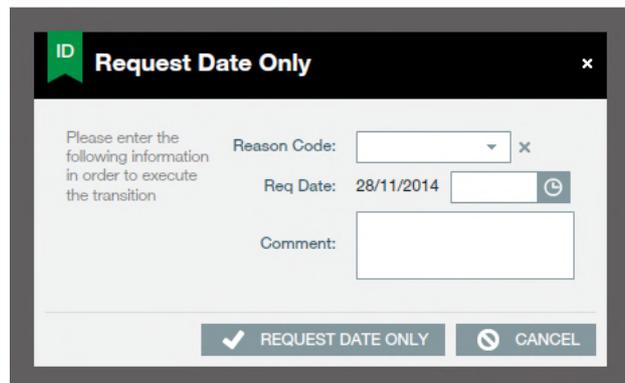
Delivery must be made on the specified date as per the purchase order. For products that have a delivery window (ie specials products) delivery must be made during the delivery window.

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;

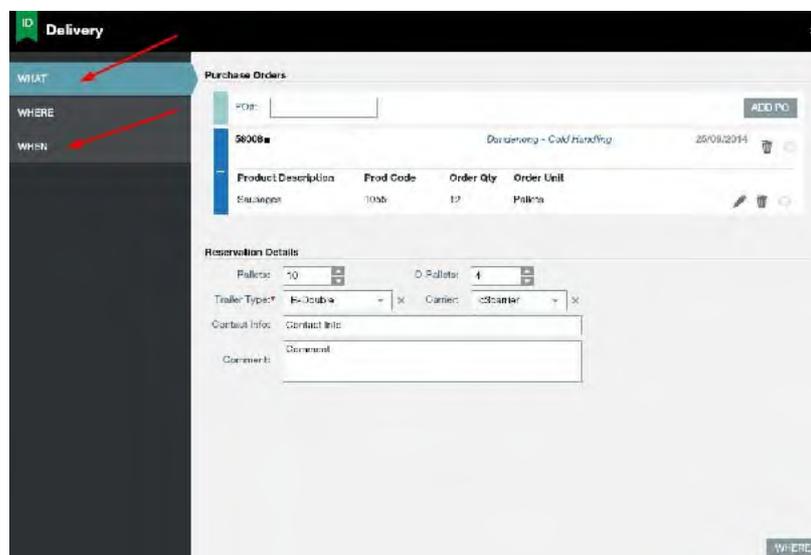
Brendale (BRE):	(07) 3481 7420	Prestons (PRE):	(02) 8783 3411
Dandenong (DAN):	(03) 9904 3135	Stapylton (STP):	(07) 3451 3410
Derrimut (DER):	(03) 8369 3117	Regency Park (RGY):	(08) 8249 8158
Minchinbury (MIN):	(02) 9675 9157	Jandakot (JKT):	(08) 6174 6230

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 (  ).
  - 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.

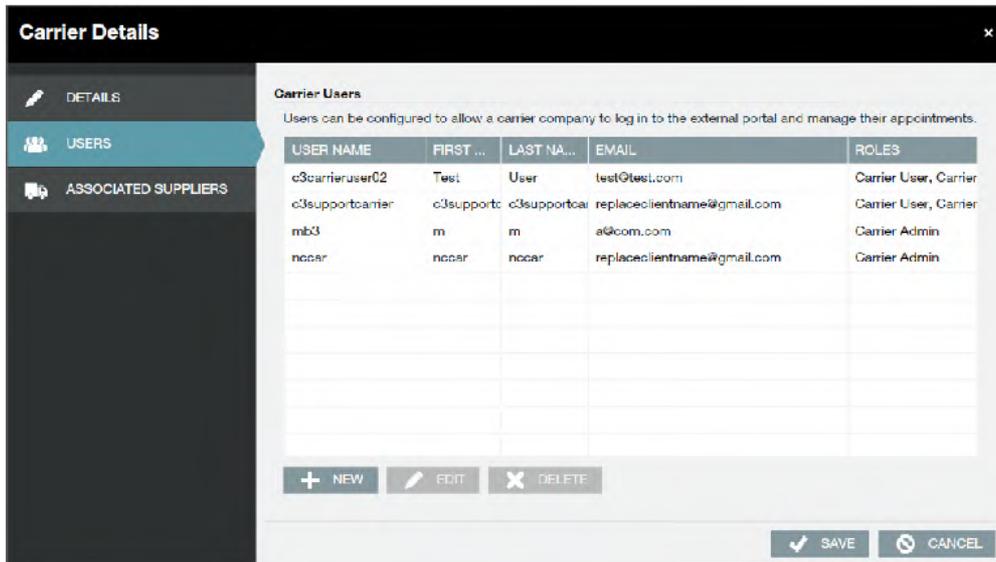
When arriving on site the driver must have a copy (hard copy or soft copy) of their appointment details. These details can be retrieved via the email notification. Drivers must continue to bring the usual delivery and pallet dockets as per current goods in process.

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.



The screenshot displays the 'Carrier Details' window with the 'USERS' tab selected. It shows a table of 'Carrier Users' with the following data:

USER NAME	FIRST ...	LAST NA...	EMAIL	ROLES
c3carrieruser02	Test	User	test@test.com	Carrier User, Carrier
c3supportcarrier	c3support	c3supportcar	replaceclientname@gmail.com	Carrier User, Carrier
mb3	m	m	a@com.com	Carrier Admin
nccar	nccar	nccar	replaceclientname@gmail.com	Carrier Admin

At the bottom of the table, there are buttons for '+ NEW', 'EDIT', and 'DELETE'. At the bottom right of the window, there are 'SAVE' and 'CANCEL' buttons.

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.

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