

# C3 Solutions

USER GUIDE

## C3 Reservations for Suppliers and Carriers

16/10/23



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# 1. INTRODUCTION

## 1.1 Technical Requirements

### Browsers:

The two latest major versions of the following browsers are supported:

- Chrome
- Edge/Edge (Chromium)
- Firefox
- Safari

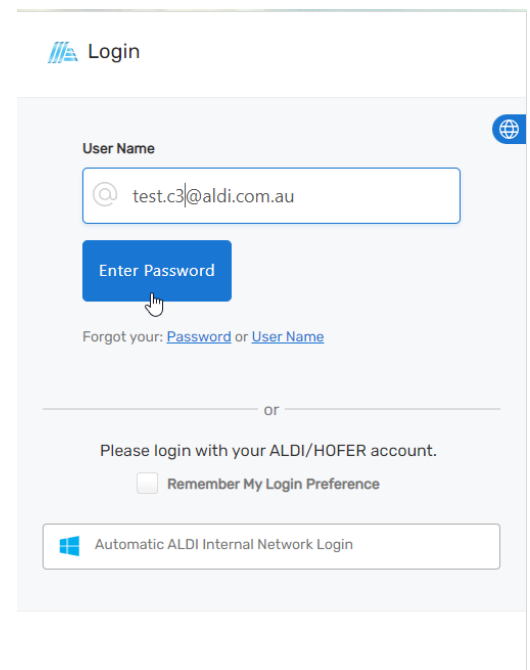
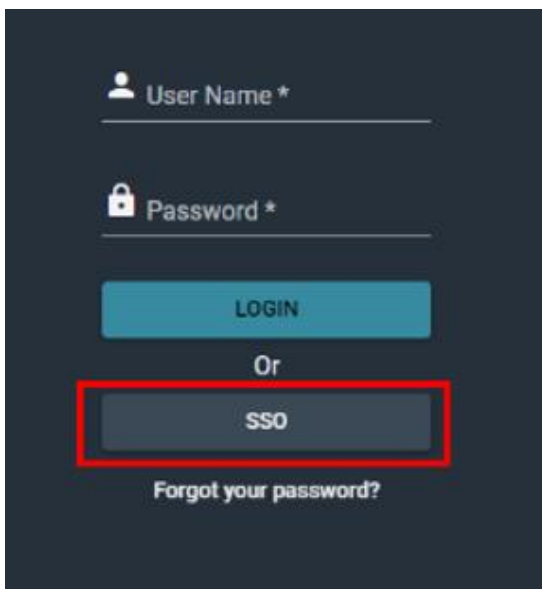
For security reasons, C3 recommends staying on the latest version of any browser you use.

\*Subject to change.

## 1.2 Single Sign-On Login

The recommended login to C3 is Single Sign-On. If you have a SSO account set up, please use the following guide. If you require a SSO account to be created, call the number listed in the C3 Admin office section in page 11.

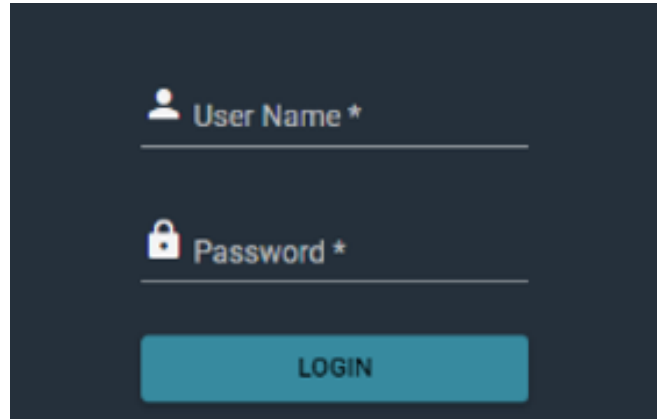
1. Go to: <https://www.c3reservations.com/aldiwarehousebooking>
2. Click on **SSO** in the homepage which will open a new window for login
3. Enter your email address associated to your user account in the **'User Name'** field.
4. Click on **'Enter Password'** to continue for password entry.

A light-themed login form titled 'Login'. It features a 'User Name' field containing 'test.c3@aldi.com.au', a blue 'Enter Password' button with a mouse cursor over it, and a link 'Forgot your: Password or User Name'. Below this is an 'or' separator and the text 'Please login with your ALDI/HOFER account.' with a 'Remember My Login Preference' checkbox. At the bottom is a button for 'Automatic ALDI Internal Network Login'.

### 1.3 Username and Password Login

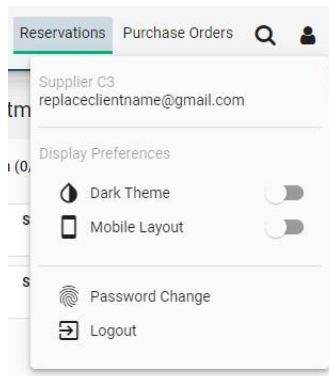
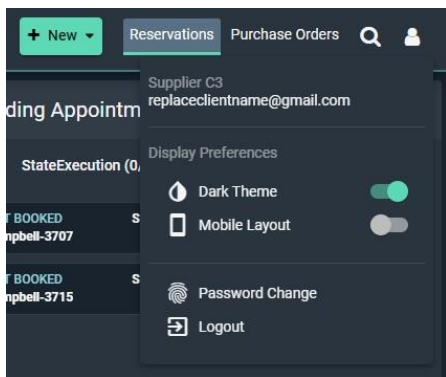
If you do not have a SSO account, you are still able to log into C3 using your Username and Password account.

1. Enter the **Username** and **Password** you were provided (note that passwords are case-sensitive).
2. Click the Login button to access the C3 application.

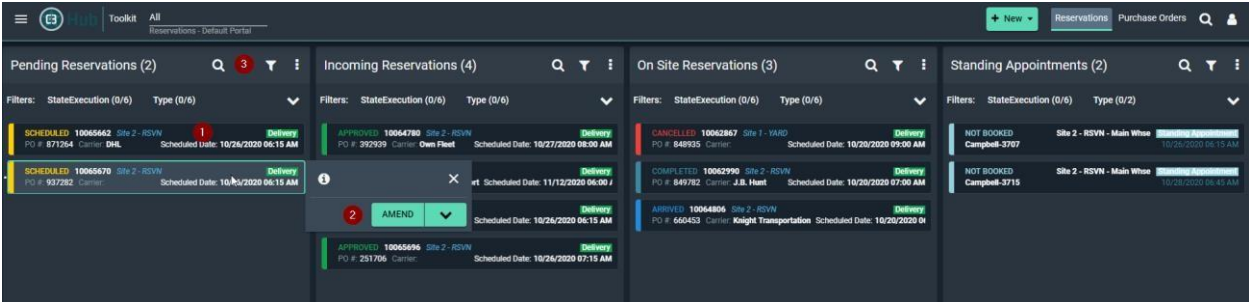


### 1.4 Display Options

Once in C3 Hub, you will have the option to personalize your layout and theme:



## 1.5 Homepage Overview

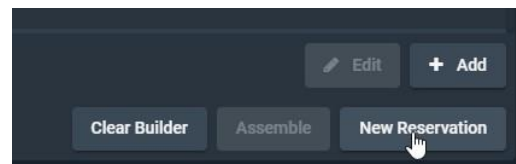


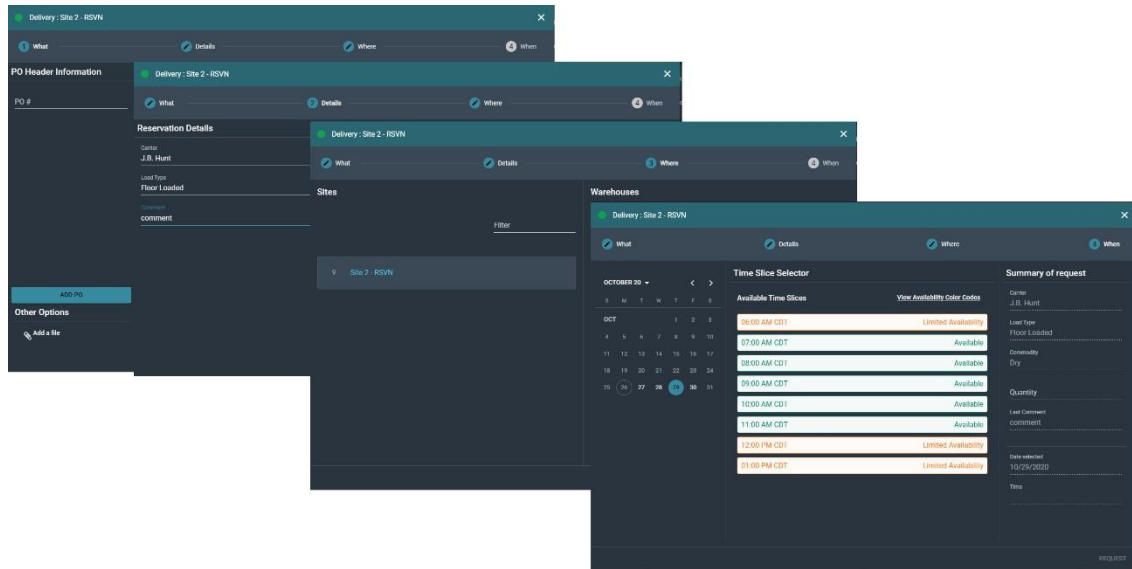
1. **Your active appointments** and unconfirmed standing appointments (today and next month).
2. **Action buttons** to amend or cancel the selected appointment.
3. **Filter fields** - type in characters to narrow down the list of appointments or POs (e.g. supplier, Ref#, SITE)  
Click the (▼) icon next to a column name for more criteria (e.g. by date range)
4. **Search feature** - Type in a PO# to find an appointment (including past and cancelled ones).

## 2. REQUESTING AN APPOINTMENT

Pre-select one or multiple POs from the bottom portion of the screen and click on Assemble > New Reservation.

Or Click on the **New button** of the bottom left section (to start with a blank screen and select POs from there).





**Step 1 - What:** whether you had selected POs before entering the screen, you can add them here.

- **Shipment Details:** Type in a PO # and click the **Add PO** button. --- Repeat for all POs on the same trailer.
- **Reservation Details:** optionally select a Carrier and add comments. Please ensure to add all known relevant information e.g. Trailer number. (You can always add information at a later time; however this information will help the SITE's in through the receiving process)
- Click on the **Next Step** arrow button.

**Step 2 - Where:** No action required - step to confirm SITE name and delivery address based on selected POs.

- Click on the Next Step arrow button.

**Step 3 - When:**

- Use the **Calendar** button to select a date.
  - Times available for that date will be listed on the right; each with a status: 'Available', 'Standing Appointment' or 'Limited Availability'. If the schedule is full for the date you wish to request, there will be no appointment times showing available.
- Select on a time and click on the **Request** button.
  - Back in the home screen, the appointment.

## 2.1 Approval Process

Your appointment request will be sent to the scheduling in team for approval and will appear with a 'Pending Approval' (yellow) status on the list.

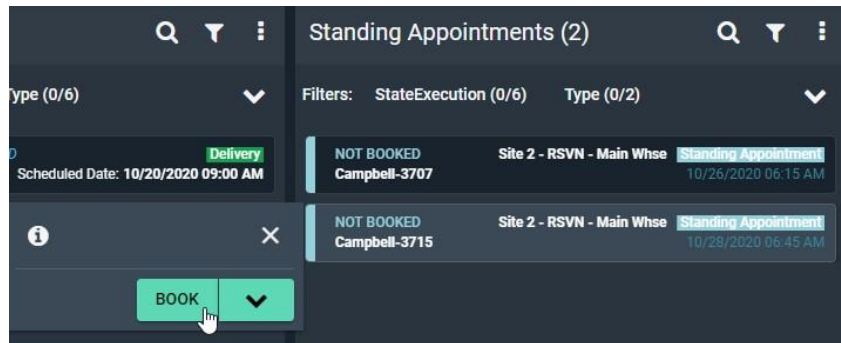
Once it is approved:

- Your appointment will turn green.
  - You will receive an email confirmation.
  - The system generates a unique 'Reference #' for each appointment. It will appear on your email confirmations and can be used as a search filter.
- ⚠ If your request is rejected by the scheduling team, you will receive an email with instructions.
- ⚠ If your request is approved for a different date/time than what you had requested, the email confirmation will clearly indicate the new proposed time.



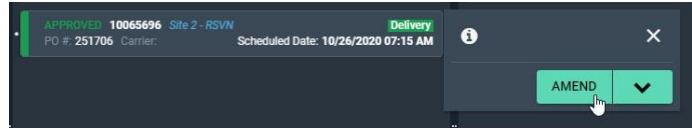
Sample Approval Email 1

## 2.2 Confirming a Standing Appointment



1. Select the standing appointment (from the standing appointment list) and click on the **Book** button.
2. Fill out the PO and appointment details as described in the section above.
3. When done, click on the **Request** button.
4. Back in the home screen, the appointment will show as Requested (yellow) with a reference # and will be reviewed by the scheduling team.
  - a. You will receive an email notification indicating whether it was accepted or rejected.
  - b. You can also cancel a standing appointment by selecting the **Cancel** button.

## 3. EXCEPTIONS



### 3.1 Amending an Appointment (change POs, add info or Reschedule)

- Select the appointment in the list.
- Click on the Amend button.

#### To make changes to the POs

From the What step: adjust the list of POs and pallet counts.

From the When step:

- Slide the **Select Requested Date & Time** button from *No* to *Yes*.
- Select the new date and time for the delivery appointment.
  - As for the new appointment process, times will be listed with an availability status.
- When done making all your changes, click on the Amend button (bottom right).
- Select a reason code and enter a comment to justify your change request.
- Click on the Amend button to save your request.
- Back in the home screen, the appointment now appears with an orange status bar.
- The scheduling team will have visibility on your change request.

You will receive an email notification indicating whether it was accepted or rejected.

## 4. COLOR CODES

<p>Scheduled Appointment</p>		<p><b>Yellow status bar</b> Appointment waiting for the scheduling team's approval.</p>
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Approved Appointment		<b>Green status bar (and reference #)</b> Approved appointment
Amended Appointment		<b>Pale Orange status bar</b> Change requested for approved appointment (pending approval).
Unconfirmed Standing Appointment		<b>Blue status bar</b> Standing appointment that still needs to be confirmed or cancelled.
Approved Standing Appointment		<b>Green status bar (with blue line)</b> Standing appointment that has been confirmed.
Completed Appointment (Arrived)		<b>Dark Blue status bar</b> Appointment that has been flagged as Arrived (by the SITE)
Custom State		<b>Light purple status bar</b> Appointment that has been flagged as Late (by the SYSTEM)
At-Door Appointment		<b>Light teal status bar</b> Appointment that has been flagged as At Door (by the SITE)
Completed Appointment (Received)		<b>Grey status bar</b> Appointment that has been flagged as Received (by the SITE)
Cancelled or 'No Show' Appointment		<b>Red status bar</b> Cancelled by vendor/scheduling team or one that has been flagged as No Show. Double-click appointment for details.



## 5. SEARCHING FOR AN APPOINTMENT

1. Click on the  icon to open the search bar.
2. Select a search  mode:

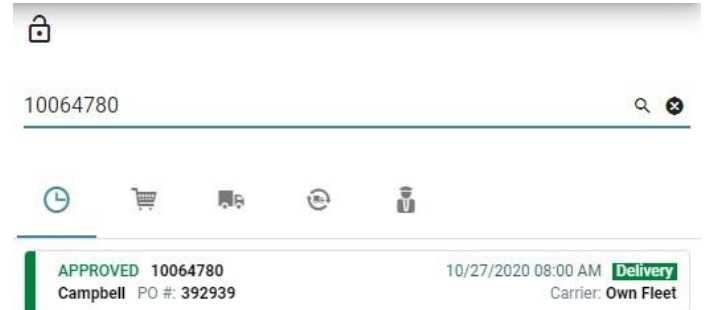
(  ) to search


for the PO itself or (  ) to search for an appointment.

3. Type in a reference/PO# and hit ENTER to initiate the search. (You can use \* as a wild card if you only have the beginning/ending of your number i.e: \*3030 OR 10\* to find the below

reservation).

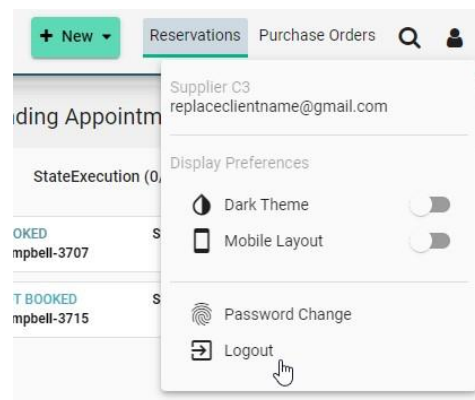
The matching POs or appointment(s) will be listed.



Double-click on a PO/Appointment (or select it and click on the  icon) to view its details.

## 6. LOGGING OUT

To log out of the application, open the side menu, click on v and then Logout:



side menu,

## 7. ALDI CONTACTS

Should you have an issue with a login or a Carrier who needs to be set up to access C3 Reservations, please email [C3@aldi.com.au](mailto:C3@aldi.com.au) or contact the relevant region:

State	Region	C3 Admin: Office Hours 8:30am-5:00pm
NSW	MIN	(02) 9677 4730
	PRE	(02) 9677 4730
VIC	DER	(02) 9677 4730
	DAN	(02) 9677 4730
QLD	STP	(02) 9677 4730
	BRE	(02) 9677 4730
SA	RGY	(02) 9677 4730
WA	JKT	(02) 9677 4730

