



# USER SUPPORT GUIDE

## **C3 Reservations for The Warehouse Group Users**



**C3 Solutions**

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## 1. INTRODUCTION

The Warehouse Group has partnered with C3 Reservations to effectively manage our booking and delivery process to our distribution centers. This application aims to eliminate the need to wait for a booking confirmation and enables our supply chain partners to secure and amend a delivery booking window at any time, any place. Supply chain partners will now be notified of any delays as and when it happens.



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### 1.1 Technical Requirements

**Browsers:**

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

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

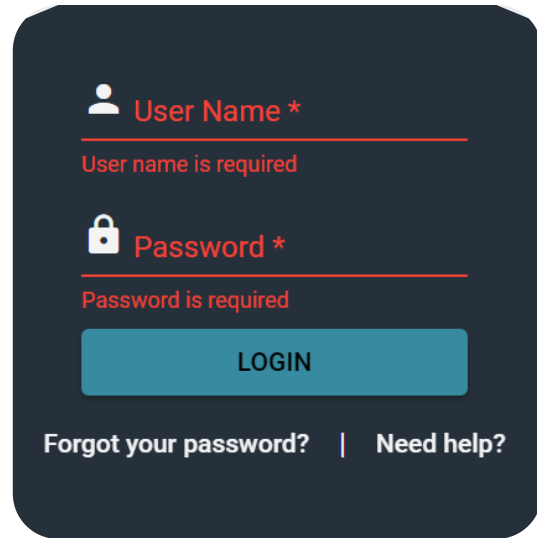
For security reasons, C3 recommends staying on the latest version of any browser you use.

\*Subject to change.

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### 1.2 Login Process

- Go to: <https://www.c3reservations.com/TWGroup/>
- Enter the Username and Password you were provided (note that passwords are case-sensitive). Click the Login button to access the home page.



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

## 1.3 Display Options

Once in C3 Hub, you will have the option to personalize your layout and theme. Go to the top right corner  and select the user icon:

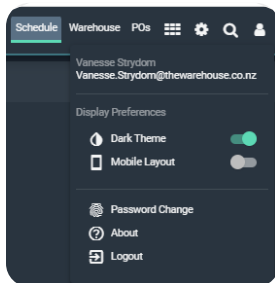


Figure 2 DARK Theme

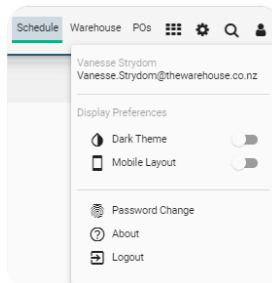


Figure 3 LIGHT Theme

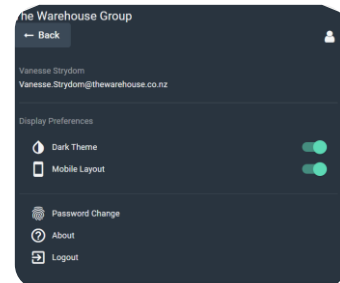


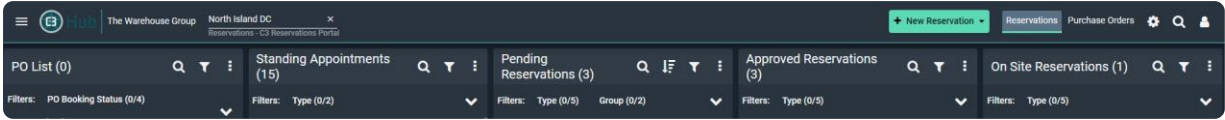
Figure 4 Mobile Device Layout Option

## 1.4 Home Page Overview

The Supplier and Carrier home page has a top bar. Below the top bar the view is divided into 5 columns:

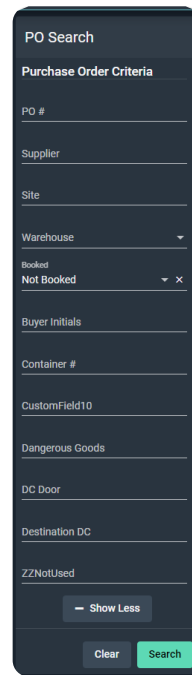
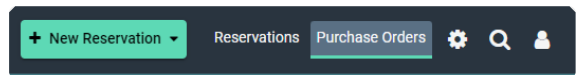
- **“PO List”** – List of the active Purchase Orders – Today and upcoming
- **“Standing Appointments”** also referred to as pre-bookings

- **“Pending Reservations”**
- **“Approved Reservations”**
- **“On Site Reservations”**

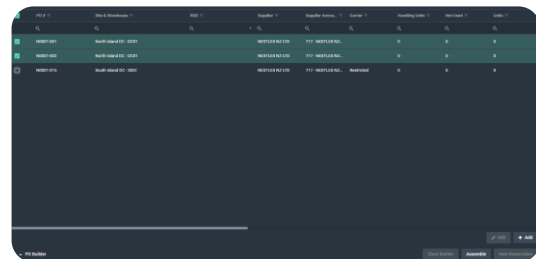


## 1.5 Purchase Orders View

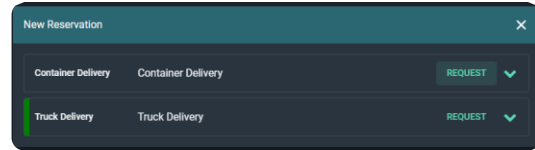
- **Select the "Purchase Orders" tab in the top right bar**
- **This view allows the supplier and carrier to search for purchase order information**
- **In the right pane select search options (Example purchase orders "Not booked" or date ranges)**
- **Select the green "Search" button to show results**



- **Select the purchase order(s) and select "Assemble" to make a booking from this view**



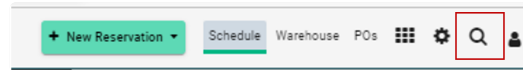
- Select "New Reservation"
- Select the delivery type
- Continue with booking reservation as outlined in section 2



## 1.6 Search options

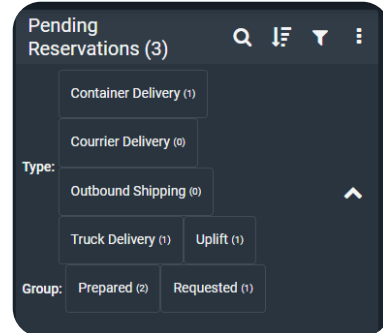
 "Search Icon"

- Select the Search Icon on the top right bar next to the user icon



 "Filter Icon"

- OR in the 5 respective columns. Enter the Purchase order number or the booking number, then press enter to activate the search.
- Select filter icon to narrow down search options in the various columns (Example Delivery type, etc.)



 "Refresh Button"

- Use the Refresh button to update changes

 "Purchase order number"

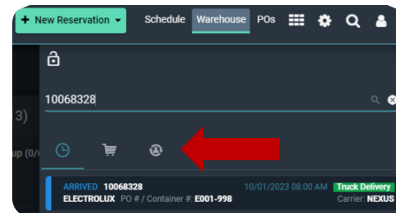
- Refers to the suppliers Purchase order

 "Left Clock Icon"

- Refers to the booking number

Action buttons

- Green action buttons are used to amend or cancel selected appointments



## 2. REQUESTING AN APPOINTMENT

## 2.1 Process flows for suppliers, carriers and TWG users

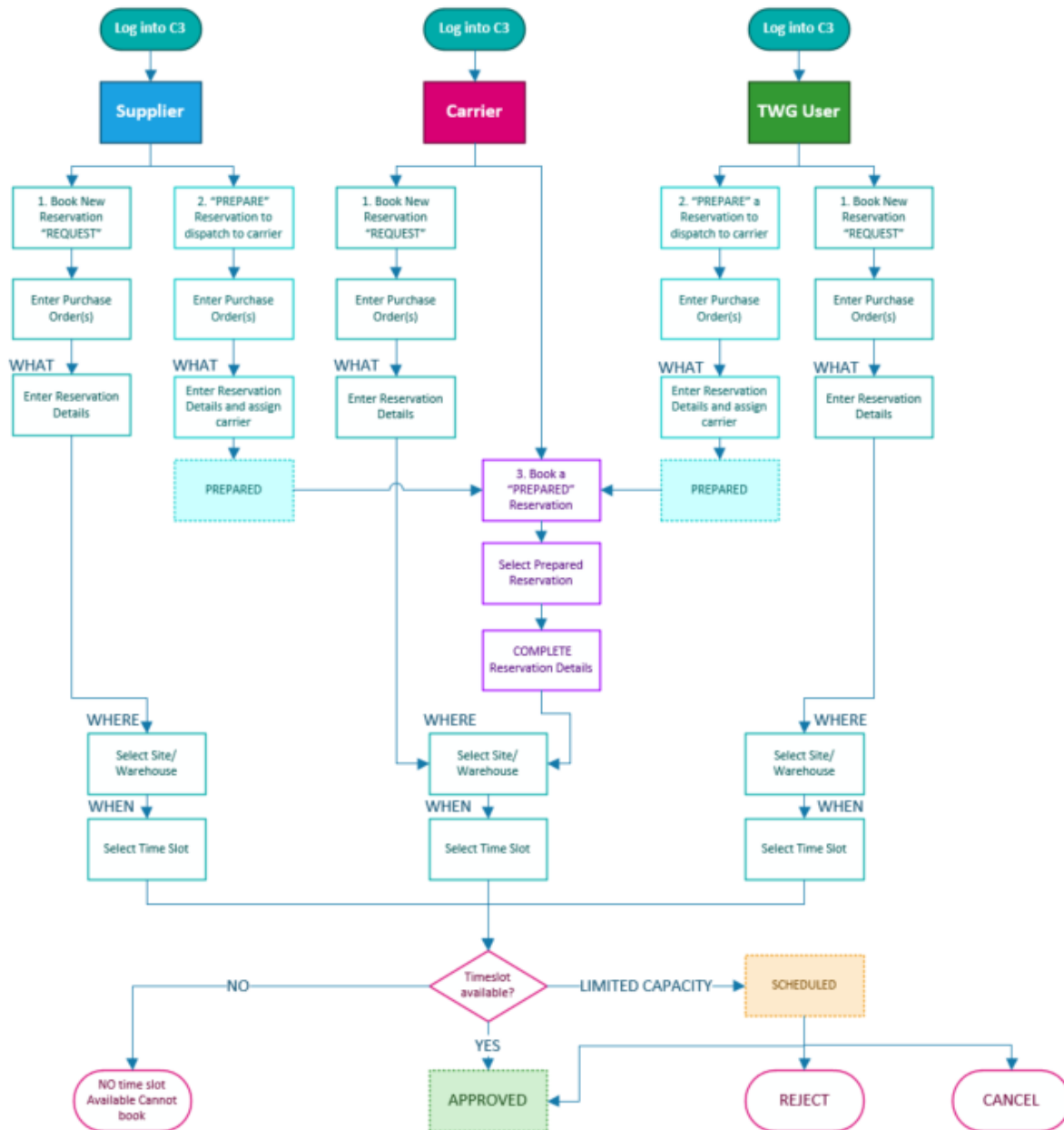


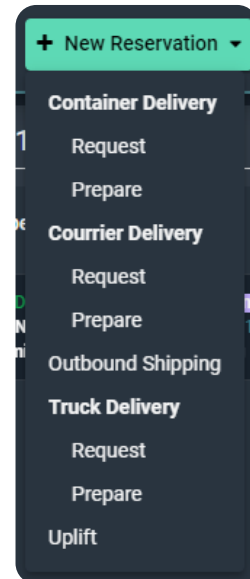
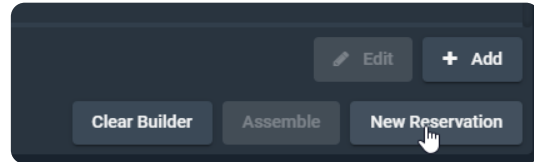
Figure 5 Process flow for all users

1. Each type of user can “REQUEST” a booking reservation
2. Suppliers and TWG users can “PREPARE” a reservation and workflow to carrier
3. Carrier can consolidate “PREPARED” reservations from multiple suppliers and TWG users into 1 booking reservation.

- 4. A reservation will be automatically approved if the time slot is available. Any timeslot that has a limited availability or is a RE-schedule will be workflowed to the TWG scheduler for review.

## 2.2 How to create a booking reservation - REQUEST or PREPARE flows

- In the *Purchase order view*, pre-select one or multiple Purchase order from the bottom portion of the screen and select “Assemble”
- Continue by selecting the bottom right “New Reservation” button
- OR in the top bar on the right side select the green “+New Reservations” Button
- There are 4 main type of deliveries
  - Container delivery
  - Courier delivery
  - Truck delivery
  - Uplift - when supplier must collect non-conforming product
- If the supplier is unable to provide the carrier Information, it can be work flowed to the nominated carrier. Supplier should select "PREPARE" a reservation as opposed to "REQUEST" a reservation in this case





There are 4 steps in completing a booking, which consists of the WHAT, Details, WHERE and WHEN as shown in the figure below

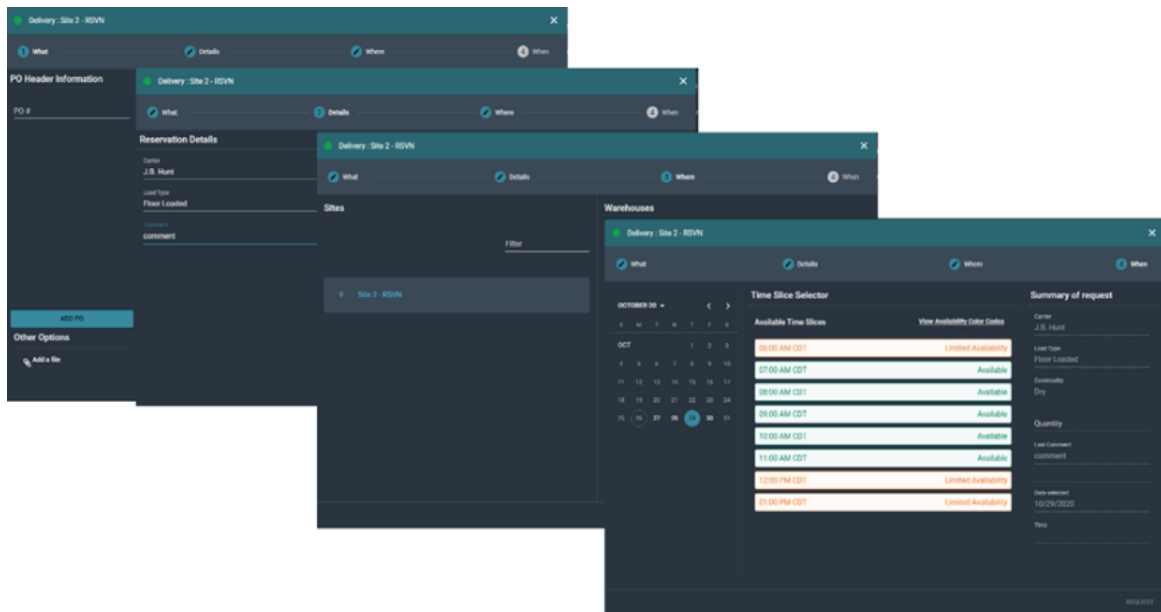


Figure 6 Four Windows to complete a booking

## Step 1 – WHAT

- **Shipment Details: Type in a PO # and click the Add PO button. --- Repeat for all POs on the same trailer.**
- Whether you had selected Pos before entering the screen, you can add them here.

## Step 2 – DETAILS

- **Add the carrier details here**
- **Reservation Details: optionally select a Carrier and add comments. Please ensure to add all known relevant information e.g., Trailer number.**
- **Click on the Next Step arrow button.**

## Step 3 – WHERE

- **No action required. The site name and delivery address is based on the selected PO's**
- **Note that you will need to create a booking reservation for each site.**
- **Click on the Next Step arrow button**

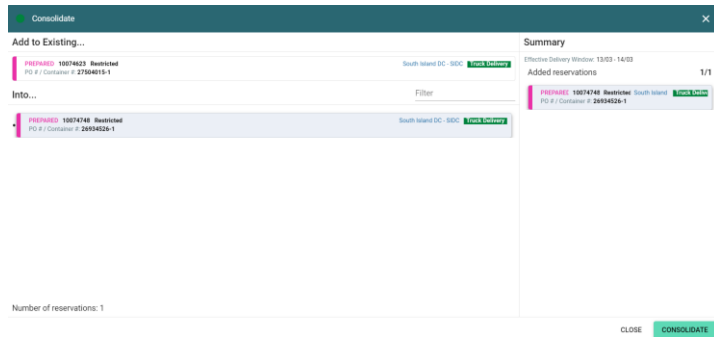
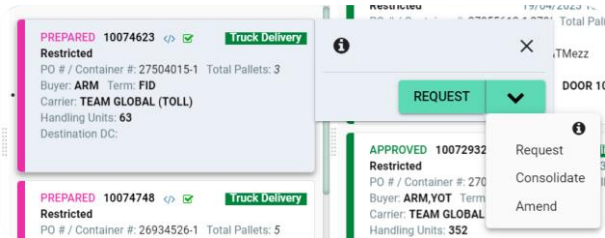
## Step 4 – WHEN

- **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.

## 2.3 How to consolidate a prepared booking (carrier only)

- In the “Pending Reservations” column, Select one of the bookings in the “Prepared state”
- Use the drop-down arrow next to the green REQUEST button. Then select consolidate.
- Select the booking you want to consolidate with.
- Select the green “CONSOLIDATE” button



## 2.4 Approval Process

- Your appointment request will be sent to the scheduling team for approval and will appear with a 'Pending Approval' (yellow) status on the list
- Once it is approved you will receive an email confirmation as per the opposite figure.

This is to confirm the appointment you have requested for the North Island DC site has been approved.

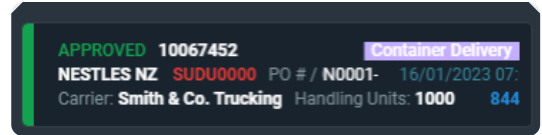
**Appointment Details:**  
 Date: 27/11/2021 08:00 AM  
 Site: 11111,111111,111111  
 DC: North Island DC  
 Delivery Address: 83 Langley Road, Wai, Auckland 1010, New Zealand  
 Carrier: South B to Freming  
 Supplier: Arrol Food Co., Ltd Coast Co.  
 Appointment #: 10000123  
 Status: OK  
 Created: 27/11/2021 08:00 AM



<https://reservations.com/booking>

Best regards,  
 The Warehouse Group

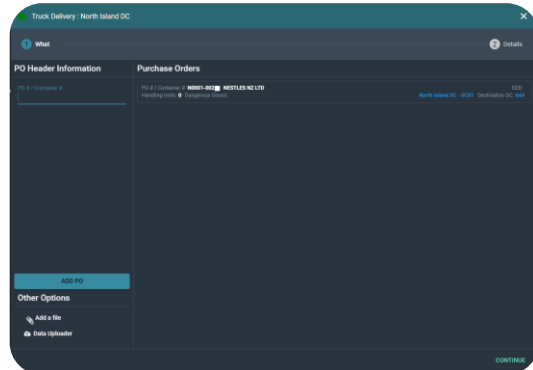
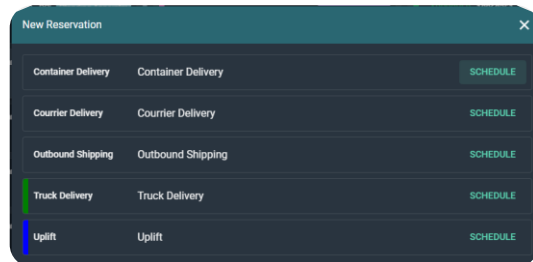
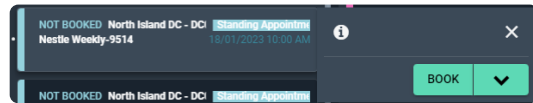
- Your appointment will turn green.
- The system generates a unique 'Reference #' for each appointment. It will appear on your email confirmations and can be used as a search filter.



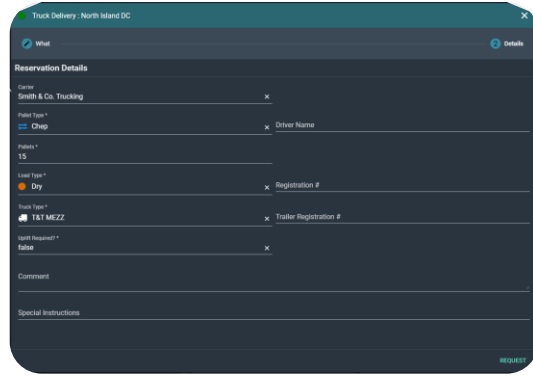
- If your request is rejected by the scheduling team, you will receive an email with instructions.
- If your request is approved for a different date/time than what you had requested, the email confirmation will clearly indicate the new proposed time.

## 2.5 Confirming or Cancelling a Standing Appointment

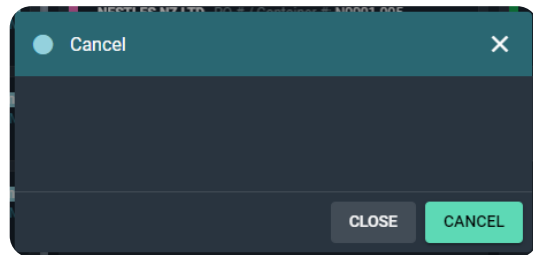
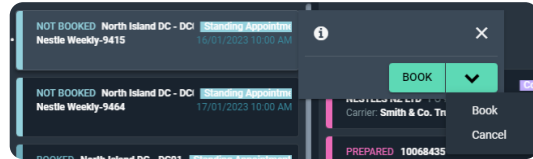
- Select the standing appointment (from the standing appointment list) and click on the Book button.
- Select the booking type (Note Outbound shipping is for TWG DC to Stores movement only)
- Enter the Purchase order number. Note multiple Purchase order numbers can be selected for a booking.



- Complete the information requested in the screen.
  - Enter Carrier information
  - The type of pallets used in the delivery
  - Number of pallets
  - Truck type
  - Under "Uplift Required?" - Select false if the carrier is not intending to pick up and True if the carrier intends to pick up a previous non-compliant shipment
  - Other
- Select the "RESQUEST" button, which will be followed by a message confirming the booking confirmation



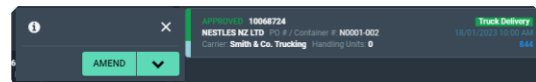
- To Cancel a Standing appointment. Select the booking.
- Select the green drop down arrow and then "Cancel"
- The Cancel window will appear.
- Select green "CANCEL" button



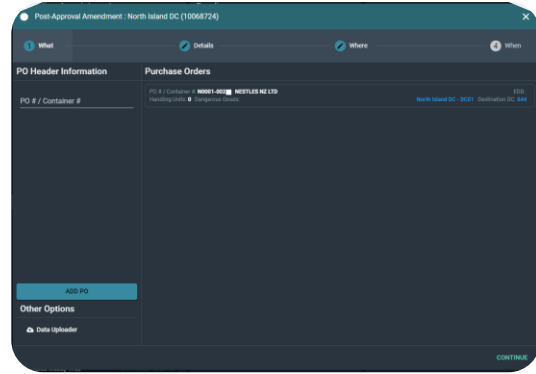
## 3. EXCEPTIONS

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

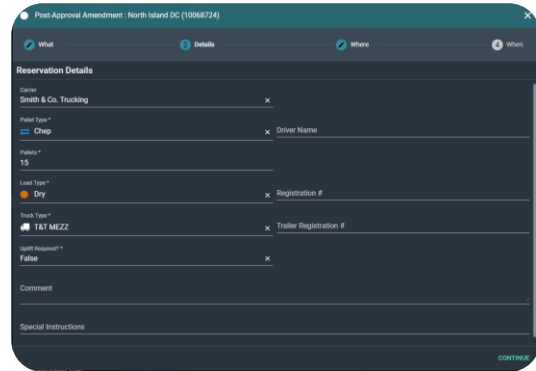
- Select the appointment in the list.
- Click on the green "AMEND" button



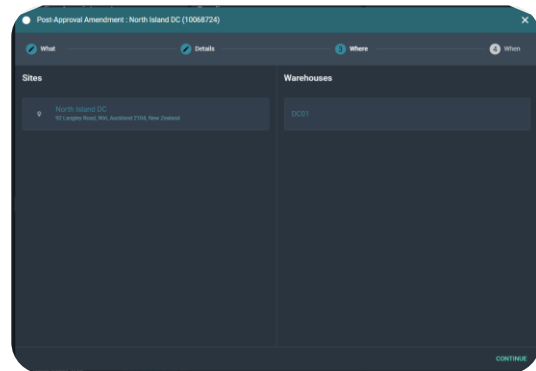
- The "Post-Approval Amendment" screen will appear
- In the "1. WHAT" screen select you can add another Purchase order or select "CONTINUE" to continue with changes



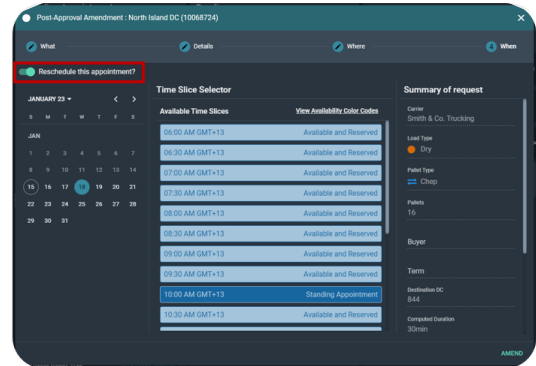
- In the "2. DETAILS" screen make the necessary changes to the booking



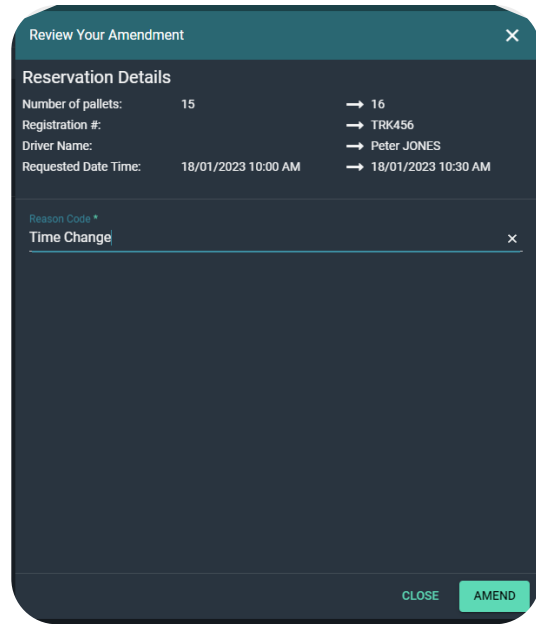
- In the "3. WHERE" screen select "CONTINUE"



- To make changes to the "4. WHEN" select the "Reschedule this appointment?"
- The calendar will appear
- For the new appointment process, times will be listed with an availability status in the Time Slice Selector
- Select the booking slot and then select "AMEND"



- Review your amendment and select reason for change
- Select the green "AMEND" button at the right bottom of the window
- Booking tile in the home screen will change to an Orange status bar - pending approval from our scheduling team.
- You will receive an email notification from the scheduling team if it has been accepted.




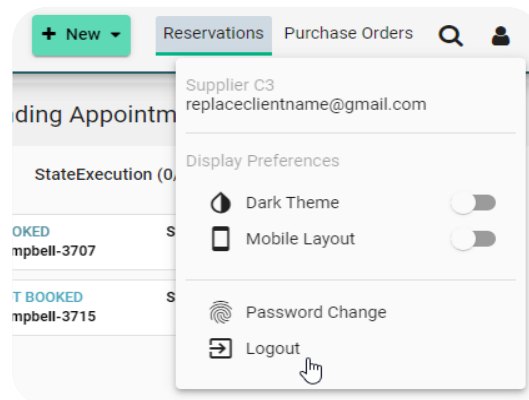
## 4. COLOR CODES

Scheduled Appointment	<b>SCHEDULED</b> 10065670 PO #: 937282 Carrier:	<b>Yellow status bar</b> Appointment waiting for the scheduling team's approval.
Approved Appointment	<b>APPROVED</b> 10065696 PO #: 251706 Carrier:	<b>Green status bar (and reference #)</b> Approved appointment
Amended Appointment	<b>PENDING APPROVAL</b> 10065712 PO #: 1453094 Carrier: DHL	<b>Pale Orange status bar</b> Change requested for approved appointment (pending approval).
Unconfirmed Standing Appointment	<b>NOT BOOKED</b> Campbell-3707	<b>Blue status bar</b> Standing appointment that still needs to be confirmed or cancelled.
Approved Standing Appointment	<b>BOOKED</b> Campbell-3707	<b>Green status bar (with blue line)</b> Standing appointment that has been confirmed.
Completed Appointment (Arrived)	<b>ARRIVED</b> 10064806 PO #: 660453 Carrier	<b>Dark Blue status bar</b> Appointment that has been flagged as Arrived (by the SITE)
Unloaded/Loaded State	<b>UNLOADED</b> 10064806 PO #: 660453 Carrier: ↓	<b>Light purple status bar</b> Appointment that has been flagged as Late (by the SYSTEM)

At-Door Appointment	<b>AT DOOR</b> 10064806 PO #: 660453 Carrier	<b>Light teal status bar</b> Appointment that has been flagged as At Door (by the SITE)
Completed Appointment (Received)	<b>COMPLETED</b> 10062990 PO #: 849782 Carrier: J.B	<b>Grey status bar</b> Appointment that has been flagged as Received (by the SITE)
Cancelled or 'No Show' Appointment	<b>CANCELLED</b> 1 PO #: 848935	<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. LOGGING OUT

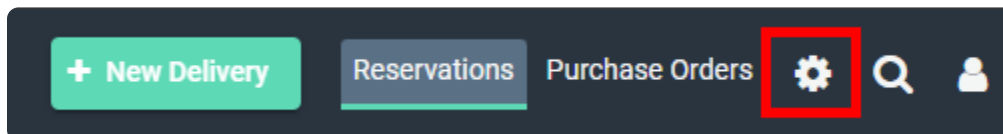
- To log out of the application, open the side menu,
- click on the user icon (  ) and then select "Logout"



## 6. COMPANY MANAGEMENT

Users with an admin role have the possibility to edit their company's details, change associated carriers/suppliers as well as create and delete users for their company.

To see configuration options, click on the cog wheel at the top right of the screen:

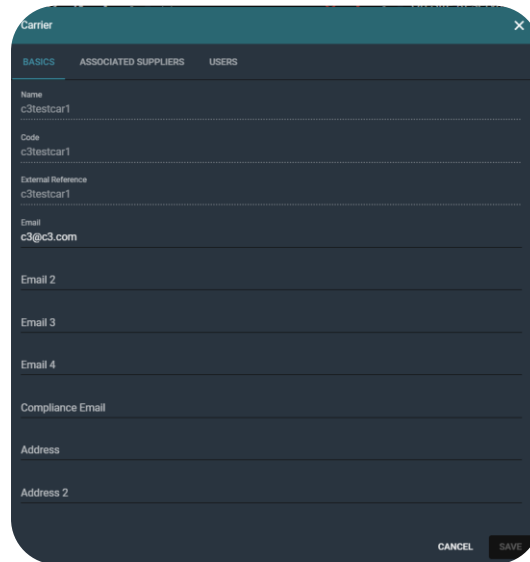


The configuration widget will open. There are 3 options from there: Basics, Associated Suppliers and Users.

## 6.1 Basics

The Basics section represent your company details. Before editing information in this section, we strongly advise contacting the environment administrator for more instructions.

This is where you can edit the company's email addresses to receive email notifications. Note that usually, only 'email' is used for notifications and email 2, email 3 and email 4 are there for informational purposes.



The screenshot shows a mobile application interface for editing a carrier's details. The form is titled "Carrier" and has a close button (X) in the top right corner. It features three tabs: "BASICS" (selected), "ASSOCIATED SUPPLIERS", and "USERS". The form fields are as follows:

- Name: c3testcar1
- Code: c3testcar1
- External Reference: c3testcar1
- Email: c3@ic3.com
- Email 2: (empty)
- Email 3: (empty)
- Email 4: (empty)
- Compliance Email: (empty)
- Address: (empty)
- Address 2: (empty)

At the bottom right, there are "CANCEL" and "SAVE" buttons.

## 6.2 Associated carriers/Associated suppliers

This section should also be managed by the environment's super administrators. The associated suppliers are the suppliers that will show up in the supplier/carrier drop down menu when you request a reservation, if applicable. Carriers associated to suppliers will also only be able to book the associated suppliers POs, if applicable.

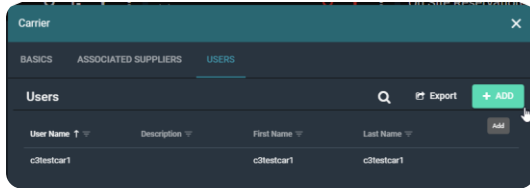
## 6.3 Users

This section is the most useful one on an external portal administrator's perspective. This is where you will be allowed to manage users for your company.

### 6.3.1 Add Users

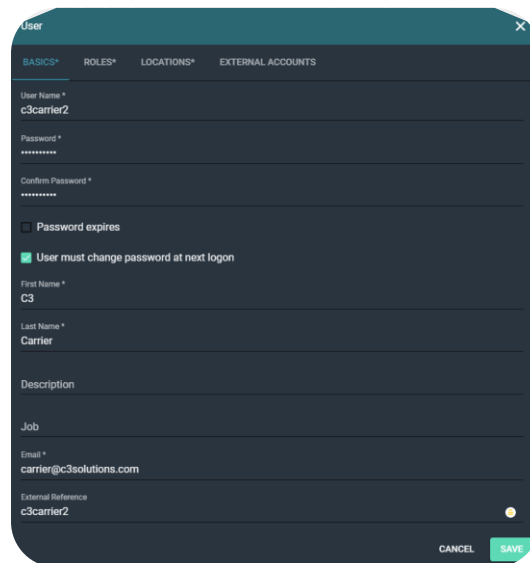
In the Users tab, click on + ADD





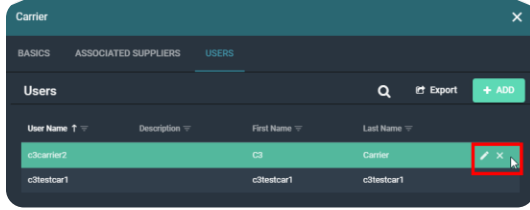
the Users creation widget will open, fill-up all information for this user and save. There are 3 mandatory sections to complete the creation of a new user: Basics, Roles, Locations.

- **Basics:** all basic information about the user (name, email address, password, etc.)
- **Roles:**
  - **Carrier/Supplier admin** can access the configuration (users, company information) and request reservations
  - **Carrier/Supplier User** can request reservations
  - **Reporting Read Only** gives the user access to reports, if any reports are shared with external portal users.
- **Locations:** Determines the sites which the user can request reservations for.
- **External Accounts:** This section is useful if there is a SSO system in place to log into C3. If this is in place, please contact the environment’s super user for more information.



### 6.3.2 Edit or delete users

In the Users tab, choose the user you want to delete and hover the mouse on the right of the user’s row, two icons appear: a pencil and a X. To edit the user information, click on the pencil, to delete it, click on the X.



## 7. NOTIFICATIONS

**Booking confirmation – The booking has been approved**

### THE WAREHOUSE GROUP

Kia ora,  
Welcome to TWG's new booking system.

#### BOOKING APPROVAL CONFIRMATION:North Island DC

**Appointment Details:**

Date:	19/04/2023 10:00 AM
PO:	27552958-1,27570926-1
Site:	North Island DC - DC01
Delivery Address:	92 Langley Road, Wiri, Auckland 2104, New Zealand
Warehouse:	844 - NI Grocery
Nominated Door:	DOOR 22B
Carrier:	MAINFREIGHT METRO
Supplier:	SC JOHNSON AND SON PTY LTD
Appointment ref:	10077956
Pallets:	33
Handling Units:	3,444
Comment:	

**Non Compliance – Supplier/Carrier failed to arrive for the appointment**

### THE WAREHOUSE GROUP

Kia ora,

#### NON COMPLIANCE NOTIFICATION: NO SHOW North Island DC

Appointment #:	10075760
Purchase Order:	27517023-1
Date:	17/04/2023 07:30 AM
Site:	North Island DC - DC01
Delivery Address:	92 Langley Road, Wiri, Auckland 2104, New Zealand
Warehouse:	844 - NI Grocery
Nominated Door:	DOOR 1
Carrier:	CARGO PLUS
Supplier:	COTTONSOFT LTD
Pallets:	60
Handling Units:	2,100
Comment:	

## Fault Notifications – Faults logged against the booking.

**FAULT NOTIFICATION:** South Island DC

The following faults have been found for:

Reservation Ref: 10072841  
 Supplier(s): HENZ-WATTIE LTD  
 Carrier: TEAH GLOBAL EXPRESS (TOLL)  
 17/04/2023 01:30 PM  
 South Island DC - SIDC

Ext Ref.	Name	Applied To	Imputed To	Supplier	PO Number	Product Code	Quantity Affected	Severity	Score	Cost	Minimum Cost	Maximum Cost	Applied Charges	Comment	Waive Reason	Waive Comment	Attachments
EarlyArrivalsUnplanned (Unplanned)	Reservation	TEAM GLOBAL EXPRESS (TOLL)	HENZ-WATTIE LTD					Medium	2	null			null	null			
EarlyArrivalsUnplanned (Unplanned)	Reservation	HENZ-WATTIE LTD						Medium	2	null			null	null			
SupplierQuality	Damaged Goods - Supplier Quality	PO Header	HENZ-WATTIE LTD	HENZ-WATTIE LTD	22495196-1		2.0	High	5	null			null	2 cartons damaged			
<b>Reservation Fault Summary</b>										<b>Total Score</b>	<b>0.0</b>			<b>Total Charge</b>	<b>0.0</b>		

A Fault has been added to the reservation  
 NgS mlti,  
 Tyson Allan  
 The Warehouse Group  
 Amngni: iu tangata, ia iā  
 Purpose: Helping Kiwis live better every day

Other reports include amendments, cancellations, driver inductions, etc.

## 8. SUPPORT & FEEDBACK



For support or feedback, Contact our friendly TWG support team at :  
[twgsupplierengagement@twgroup.co.nz](mailto:twgsupplierengagement@twgroup.co.nz)

For our team to provide you with the best support, please provide the following information :

<b>Site/s impacted</b>	<b>Is it only one site impacted?</b>
<b>User/s impacted</b>	<b>Is only one user impacted? What is the user's role in the application?</b>
<b>PC or device impacted</b>	<b>Is only one PC or device impacted?</b>
<b>Access</b>	<p><b>Are you able to access other websites?</b></p> <p><b>Do you experience any slowness when access other websites?</b></p> <p><b>Can you access C3 from allocation outside of your network or via a wired network?</b></p>

**Issue description**

Please provide a clear description of the problem faced by the user. Include key elements like Booking number, Purchase order, error message, etc.