C3 Solutions

C3 Reservations for Suppliers and Carriers

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1. INTRODUCTION

1.1 Technical Requirements

Browsers:

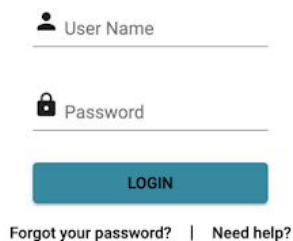The two latest major versions of the following browsers are supported:
- Chrome
- Edge/Edge (Chromium)
- Firefox
- Safari

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

*Subject to change.

1.2 Login Process

1. Go to: **https://www.c3reservations.com/CustomerName/**
2. Enter the **Username** and **Password** you were provided (note that passwords are case-sensitive).
3. Click the **Login** button to access the home page.
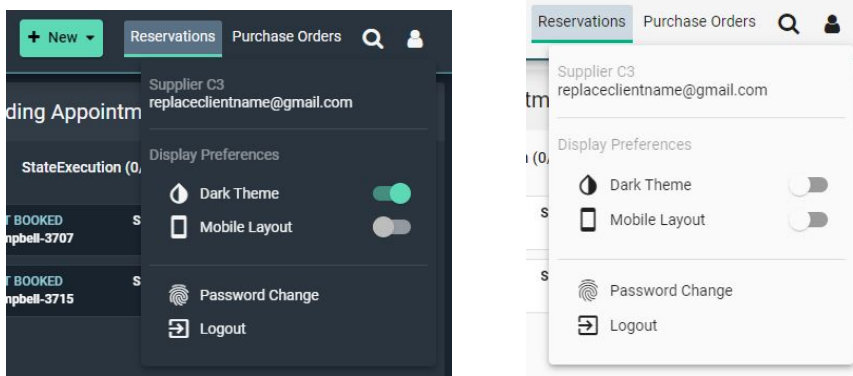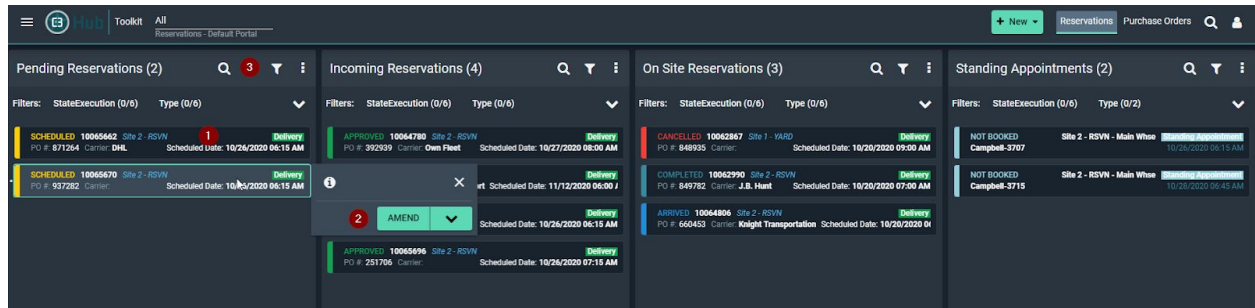
Forgot your password?
Click the Forgot? link, enter your username and email address to receive a temporary password by email.

1.3 Display Options

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

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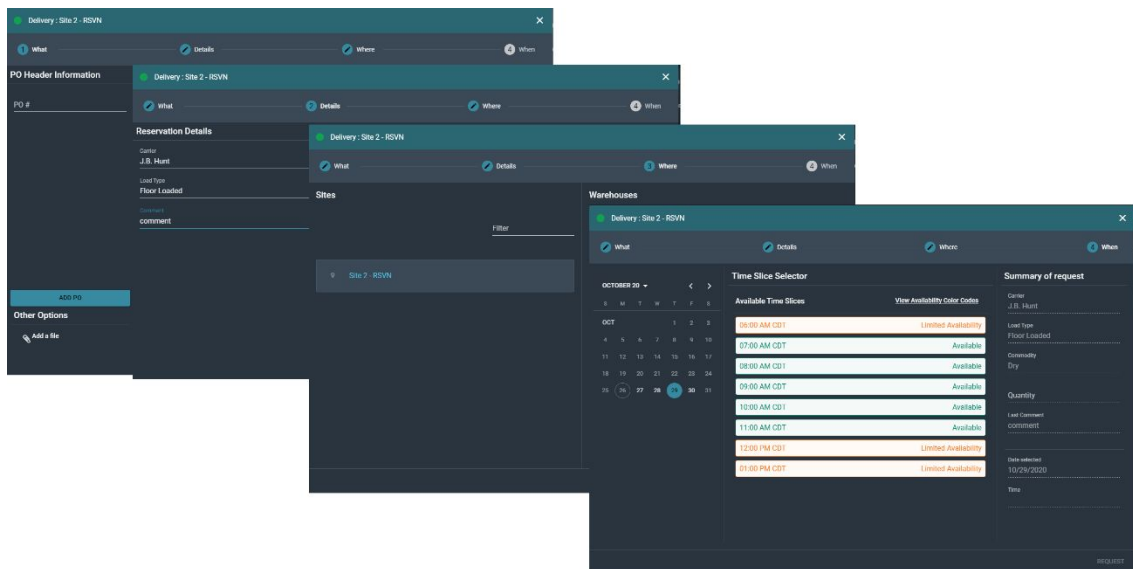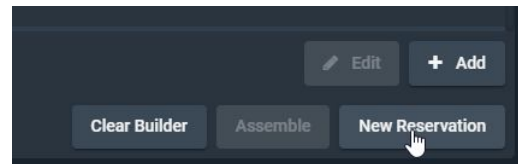
Step 1 - What: whether you had selected POs before entering the screen, you can add them here.

- **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.

Subject: Reservation Approval: on for
Company's

🔲 Reservations

Hi,

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

Appointment Details:

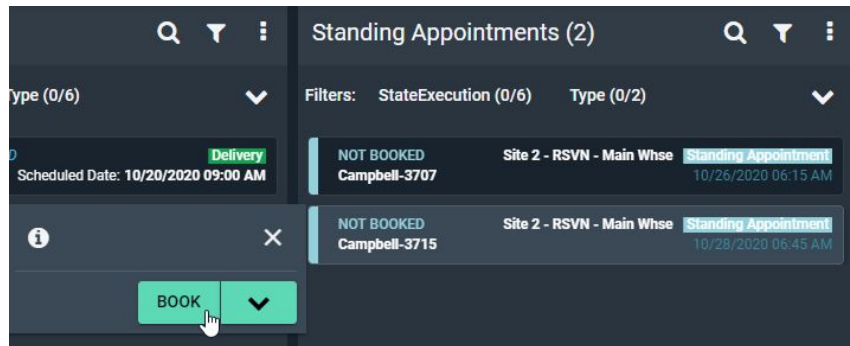|	
Date:	
Site:	
Delivery Address:	**1751 Richardson, Montreal, QC, H3K 1G6**
Carrier:	
Supplier:	
Appointment #:	
Pallets:	
Cases:	
Units:	
Comment:	

https://rsvntest.c3solutions.com/galderma

Best regards,
Company

## 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.
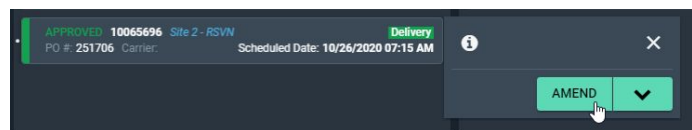
To make changes to the POs

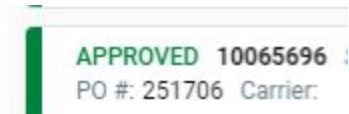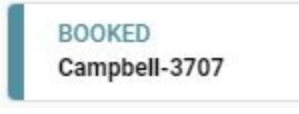From the What step: adjust the list of POs and pallet counts.

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.
  o   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.

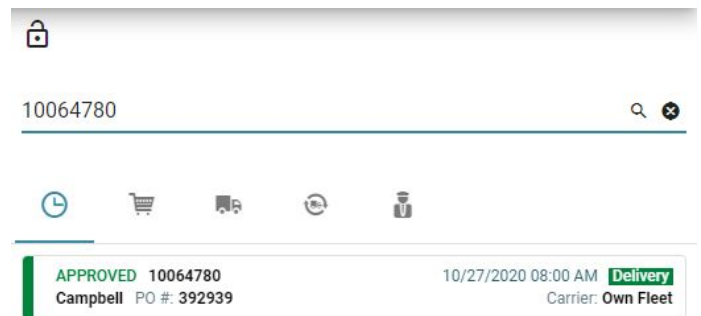You will receive an email notification indicating whether it was accepted or rejected.

4. COLOR CODES

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

Completed Appointment (Received)	COMPLETED 10062990 PO #: 849782 Carrier: **J.B**	**Grey status bar** Appointment that has been flagged as Received (by the SITE)
Cancelled or 'No Show' Appointment	CANCELLED 1 PO #: 848935	**Red status bar** 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).
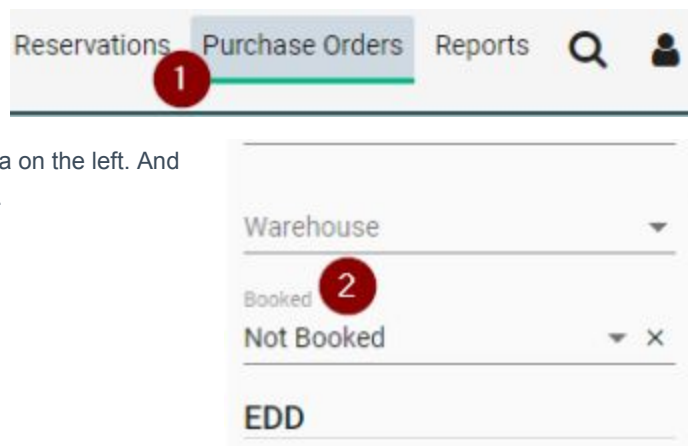
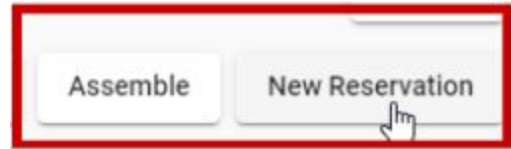   The matching POs or appointment(s) will be listed.

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

6. SEARCHING FOR UNBOOKED POs

1. From the Purchase Order view.

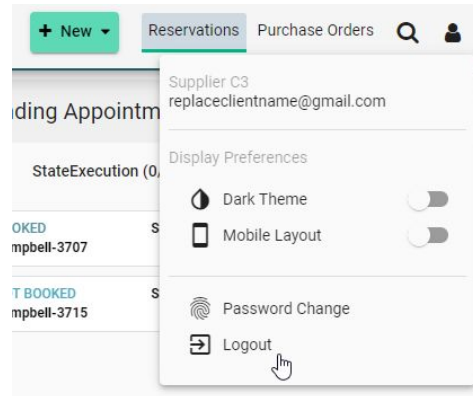2. Select the Not Booked filter from the criteria on the left. And hit Search from the bottom left of the page.