Dear Valued Supplier/Carrier

We are excited to share with you that **The Warehouse Group** has partnered with **C3 Reservations.**

C3 Reservations is a web-based dock appointment solution that allows our distribution centre operations to optimize inbound and outbound traffic. The features within the application will enable us to manage our dock productivity, expand visibility of our scheduled bookings and advance our supply chain partnership more effectively.

The C3 application is expected to deliver the following benefits

- Significantly improve booking processing time.
- Reduce Phone calls and emails.
- Access to real-time availability and progress of your delivery at each of our sites.
- Rescheduling a booking, due to supply chain disruptions, have become easier with our partners having mobile access to the self-help portal.
- Smoothing out peak periods help managing our labour requirements which mean carriers spend less time waiting at our DC gatehouse
- Supporting TWG sustainable living by enabling our partners to electronically upload files, removing the need for paper-based documentation.

C3 is an HTML Progressive Web based application, accessible through a web browser, on any device, including laptops, PCs, Tablets and Smart Phones. The Warehouse group will provide supply chain partners access free of charge. All that is required is for your users to have access to a Broadband connection.

What will change for YOU?

- We will shortly be asking our suppliers and carriers to schedule all their delivery appointments via the C3 Reservations Portal.
- Once your team have been set up and trained on C3 they will be able to access the C3 Portal and make bookings for their preferred days and times (if available).
- Most bookings will be automatically approved providing there is available capacity and, if not, our team will review and approve or suggest an alternative booking.
- Once bookings are approved you will receive an automatic email notification confirming the Date, time, QR Code and the purchase orders booked.
- On arrival at DC, delivery drivers will simply show the QR code, enabling our team to access the booking and direct the driver to the relevant DC door for unloading.

When will this happen:

- **Mid-February 2023** we will be approaching all suppliers and carriers to provide us with
  - o an email address (or Addresses) to which booking confirmations will be sent
  - o a contact or contacts who will be an admin person and internal trainer for your organisation once we progress to YOU (or your carrier) making bookings directly

- **On the 27th of February 2023** the TWG bookings team will start making bookings for deliveries in the new system
- **Phase 1 Rollout:** A limited number of key supplier and carriers will be invited to be part of the first wave rollout. TWG will provide workshop session from the **13th of March 2023** and support documents which will enable our supply partners to start making their bookings within the C3 system from the **27th of March 2023.**
- **Phase 2 Rollout**: From April 2023 we look to invite the next round of selected local suppliers to onboard and progressively go live in booking directly through C3 reservations.

We will be in contact with you soon, to provide further detail of the rollout process.

What we need from you as a first step:

Please confirm the below information by no later than the **4th of February 2023** to our bookings team at stockadmin@thewarehouse.co.nz

This information will be key to ensure that you receive your booking confirmations from the new system.

Company Name
We are a (supplier of goods/carrier) … (Indicate one)
Primary Contact   Name
                                     Role
                                     Email Address
                                     Phone number
Who normally books TWG deliveries? (indicate one)
- Supplier of the goods
- Carrier
Nominated Carrier

For more information or enquiries of the project please reach out to our team at: stockadmin@thewarehouse.co.nz

We look forward to working with you and your team as we embark on this new journey.

Kind regards

Jenny Epke