

What do we mean when using the term haulier?

The term 'haulier' is used in this instance to describe **any party delivering goods into an Ocado Group CFC on behalf of a supplier**. It includes hauliers, consolidators, freight forwarders and any other relevant industry term.

Who will Ocado Group be contacting as the Descartes Dock Appointment Scheduling Portal Primacy Contact?

We will be contacting the **Primary Logistics Contact** that you have designated on the Supply Pilot Platform as our **primary contact** for Descartes Dock Appointment Scheduling Portal. This could be a Supplier or a Haulier contact. Please go on the Supply Pilot Platform and **ensure that the Primary Logistics Contact is up to date**. We will be sending the Descartes Dock Appointment Scheduling Portal login to that Primary Contact in preparation for launch and they will also have access to set up further Descartes Dock Appointment Scheduling Portal users within your or their organisation.

What if I deliver to Ocado CFCs via the Ocado Primary Network?

Suppliers using the Ocado Primary Network **do not need to liaise with their hauliers** regarding booking appointments in the Descartes Dock Appointment Scheduling Portal system. **This will be handled by the Ocado Primary Network team**.

Please note; If you deliver to some Ocado CFCs directly or with a haulier/consolidator that is not part of the primary network then you will still need to submit haulier details for these hauliers.

Do you require any haulier's to book delivery appointments into Descartes Dock Appointment Scheduling Portal on your behalf?

If your hauliers coordinate your deliveries into our Ocado CFCs, then **they will need to utilise Descartes Dock Appointment Scheduling Portal to book appointments**. You will be responsible for ensuring they are trained and informed of launch dates. It is vital that you clarify roles with your haulier in preparation for launch and make sure that they receive the training needed to successfully use Descartes Dock Appointment Scheduling Portal. **Please liaise with your haulier and forward them relevant training** and announcement emails.

Why am I submitting haulier details into Descartes Dock Appointment Scheduling Portal?

Within the Descartes Dock Appointment Scheduling Portal system, we need to set up haulier relationships so that you (or they) can correctly book appointments into Ocado CFCs.

If you deliver via a third party haulier and are the sole supplier on the vehicle, **you may book appointments directly in the Descartes Dock Appointment Scheduling Portal Software rather than through your haulier**. Booking details must be passed onto your haulier prior to arrival in order for them to check in.

How will my haulier be informed about Descartes Dock Appointment Scheduling Portal and how to book appointments?

You will be responsible for liaising with your haulier and ensuring that they are forwarded any relevant timeline updates and training invites or access to materials. **Please forward them the emails you receive.** They will be required to sign up for the same training that is available to you to ensure they also know how to use the system. **Please make sure that your hauliers are prepared** for the launch of Descartes Dock Appointment Scheduling Portal and ensure that you have clarified any questions with them.

Will my haulier require a login to Descartes Dock Appointment Scheduling Portal?

Hauliers require a Descartes Dock Appointment Scheduling Portal login **if they deliver appointments on behalf of one of more suppliers.** If you have not provided us with the Primary Logistics Contact for your haulier please confirm their details via Assign Your Logistics Contact on the Ocado Engage homepage.

My haulier uses a subcontractor to deliver my goods, so what do I respond to on the form?

We **only require the details of your main haulier**, not the subcontractor details.

Where should I go for questions?

Please contact inboundcompliance@ocado.com and put Descartes Dock Appointment Scheduling Portal in the title of the email if you have any questions surrounding haulier onboarding.

For questions surrounding IT issues, please see the Descartes Dock Appointment Scheduling Portal User Manual for escalation contacts.