

Who should use Descartes Dock Appointment Scheduling Portal to book appointments for Suppliers or Hauliers?

Role into Ocado CFCs	Appointments to be Booked by:
Suppliers delivering direct to Ocado CFCs	Suppliers should appoint a Primary Logistics Contact who will be the main person responsible for booking appointments.
Suppliers delivering into Ocado CFCs via a third party haulier, consolidator or transhipper	Your third party haulier, consolidator or transhipper should coordinate your deliveries into Ocado CFCs via the Descartes Dock Appointment Scheduling Portal. You will be responsible for liaising with your haulier and ensuring that they are forwarded any relevant timeline updates and training invites. (Please see Haulier FAQs for more details)
Suppliers solely using the Ocado Primary Network to deliver into Ocado CFCs	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.
Suppliers delivering into Ocado CFCs via the Primary Network and Direct	The Ocado Primary Network team will handle appointment booking for deliveries via our Primary Network Hauliers. For the sites which you are delivering to directly, you will need to appoint a Primary Logistics Contact who will be the main person responsible for booking appointments.
Suppliers delivering into Ocado CFCs via the Primary Network and a third party haulier, consolidator or transhipper	The Ocado Primary Network team will handle appointment booking for deliveries via our Primary Network Hauliers. For the sites which you are delivering into via a third party haulier, consolidator or transhipper, your logistics provider should coordinate your deliveries into Ocado CFCs via the Descartes Dock Appointment Scheduling Portal software.
Suppliers delivering into Ocado CFCs for both Ocado Retail and Morrisons.	Suppliers delivering into Ocado CFCs on behalf of both Morrisons and Ocado Retail will be set up as a “carrier” in the Descartes Dock Appointment Scheduling Portal software and will be able to book separate and mixed appointments for both retailers.