

bol.com[®] Supply Chain Portal

MANUAL
SUPPLY CHAIN PORTAL
BOL.COM

FOR CARRIERS

Version 1.0 – Nov 2020

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VERSIONS

Version	Date	Portal version	Comment	Auteur(s)
1.0	26-11-2020	051	Translated version	Joost Hartsink & Stefan van de Sande (bol.com)

bol.com
Papendorpseweg 100
3528 BJ Utrecht, The Netherlands

Postbus 8080
3503 RB Utrecht,
The Netherlands

E-mail

supplier@bol.com

Website

<http://www.bol.com/>



INTRODUCTION

This document is the user manual of the bol.com Supply Chain Portal for Carriers.

The URL for the Supply Chain portal (SCP) is:

<http://supplierportal.bol.com/>

The main purpose of the Supply Chain Portal is to create an efficient process and offer an easy to use platform to exchange order and delivery related messages between suppliers, carriers and bol.com.

This manual is focused on carriers who will use the Supply Chain Portal. In case you have comments about this manual please contact us via supplier@bol.com.

Enjoy the new feature of planning Fast Lane reservations in the Supply Chain Portal.

PORTAL ACCOUNT

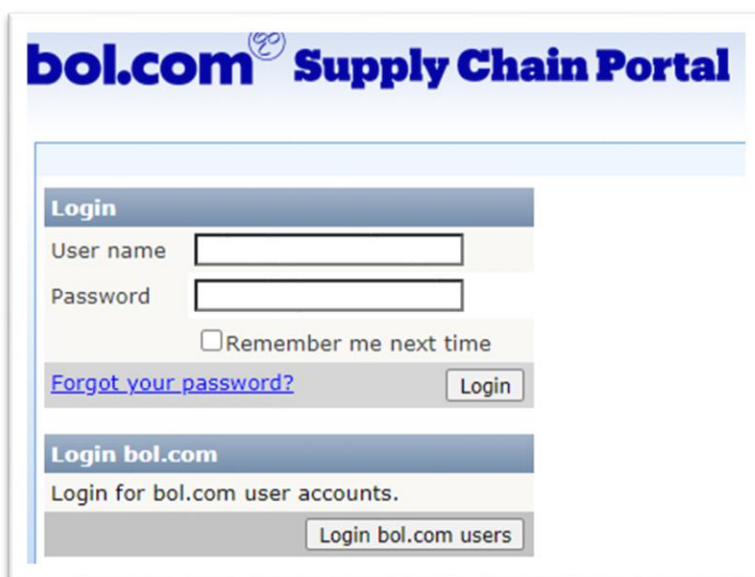
Every user of the SCP needs an account to sign in on the Supply Chain Portal. Please contact supplier@bol.com if you require a new account.

You will receive an e-mail from no_reply@supplierportal.bol.com. Please check your SPAM-folder as well. Activate your account by clicking on the activation link in the e-mail.

LOGIN

If you access the SCP via the URL you will see the following login screen. Please use the login details provided in the activation e-mail.

Your e-mail address is the User name.



The image shows a screenshot of the bol.com Supply Chain Portal login interface. At the top, the bol.com logo and 'Supply Chain Portal' are displayed. Below this is a 'Login' section with a blue header. It contains two input fields: 'User name' and 'Password'. Below the password field is a checkbox labeled 'Remember me next time'. To the left of the 'Login' button is a blue link that says 'Forgot your password?'. Below the 'Login' section is another section with a blue header that says 'Login bol.com'. Underneath, it says 'Login for bol.com user accounts.' and has a 'Login bol.com users' button.

Fig 1: Login screen SCP

ACTIVATE YOUR ACCOUNT

When you log in to the portal for the first time your account needs to be activated. You can activate your account via the activation link in the initial e-mail. In this e-mail your password is also provided.

FORGOT PASSWORD

If you have forgotten your password, select "*Forgot your password*" in the login screen

1. Fill in your "*user name*" (= e-mail address)
2. Answer the secret question
3. You will receive an e-mail with a new password

SCP ACCOUNT

If you have logged in you have access to the 'Account' menu:

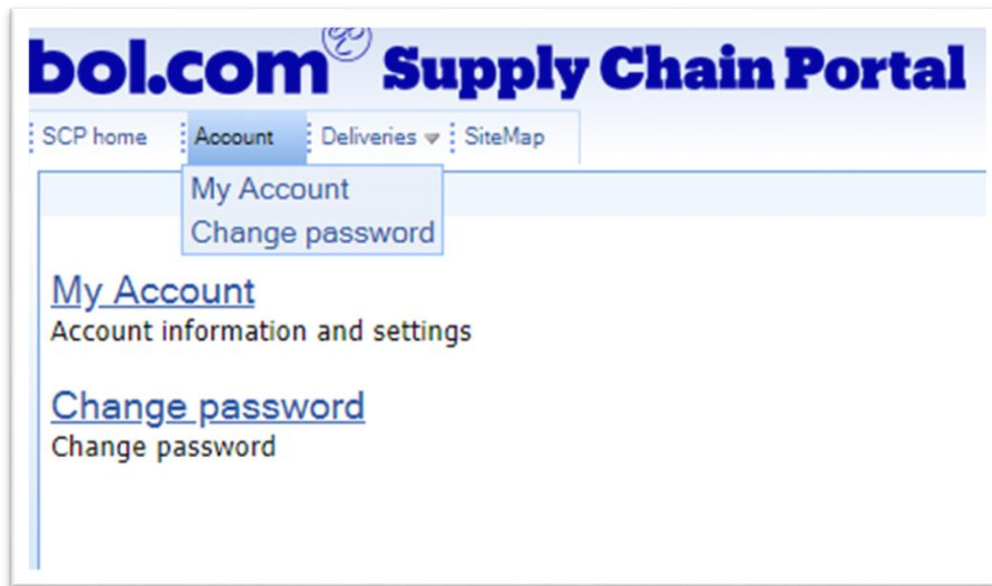


Fig 2: SCP Account settings

This menu contains the following subjects:

- 1. My Account**
Here you can see and change your user account information
- 2. Change password**
Here you can change you SCP password

MY ACCOUNT

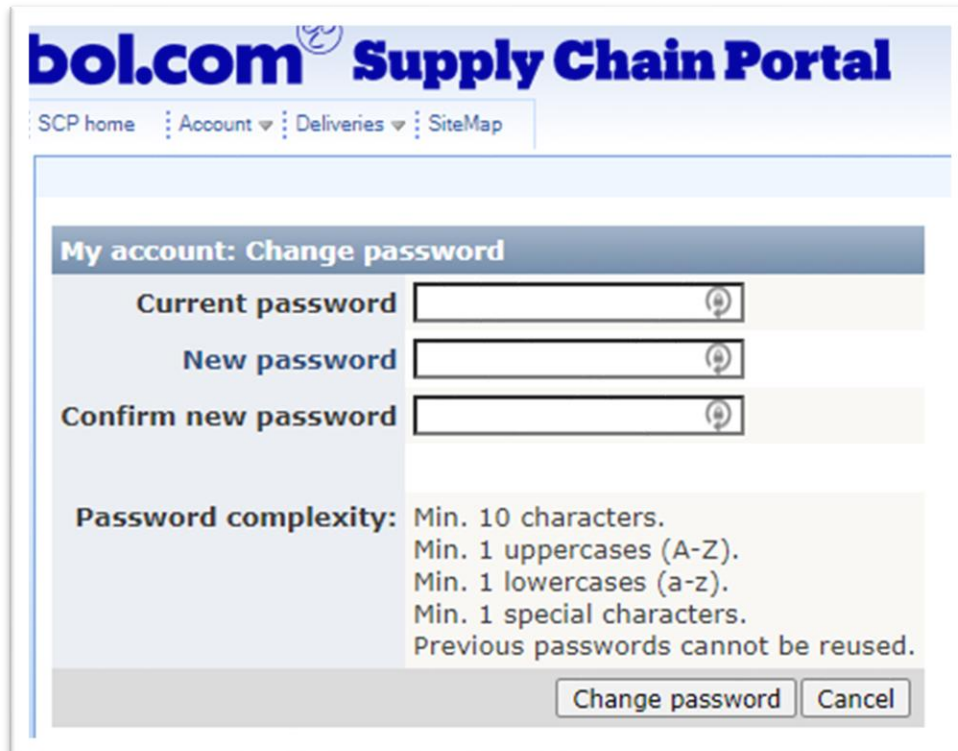
Via 'My account' your account details are accessible.

Use the 'Edit' button to change the details if necessary.

You can also change your e-mail address but be aware your user name will be unchanged.

CHANGE PASSWORD

Via "Change password" you can change your password



The screenshot shows the 'bol.com Supply Chain Portal' interface. At the top, there is a navigation bar with links for 'SCP home', 'Account', 'Deliveries', and 'SiteMap'. Below this is a section titled 'My account: Change password'. This section contains three input fields: 'Current password', 'New password', and 'Confirm new password', each with a password strength indicator icon. Below the input fields is a 'Password complexity' section listing requirements: 'Min. 10 characters.', 'Min. 1 uppercases (A-Z).', 'Min. 1 lowercases (a-z).', 'Min. 1 special characters.', and 'Previous passwords cannot be reused.'. At the bottom of the form are two buttons: 'Change password' and 'Cancel'.

Fig 3: SCP Change password

IMPORTANT: There are various requirements for the complexity of your password. These are listed in the heading 'Password complexity'.

This chapter describes the functionality and screens for the carriers. The functionalities that are described are related to the delivery process to the DC's of bol.com via the Fast Lane procedure.

SLOT BOOKING PAGES

The tab 'Slot booking' will show you the possibility to create a new slot booking and access to an overview of all slot bookings which have been made.

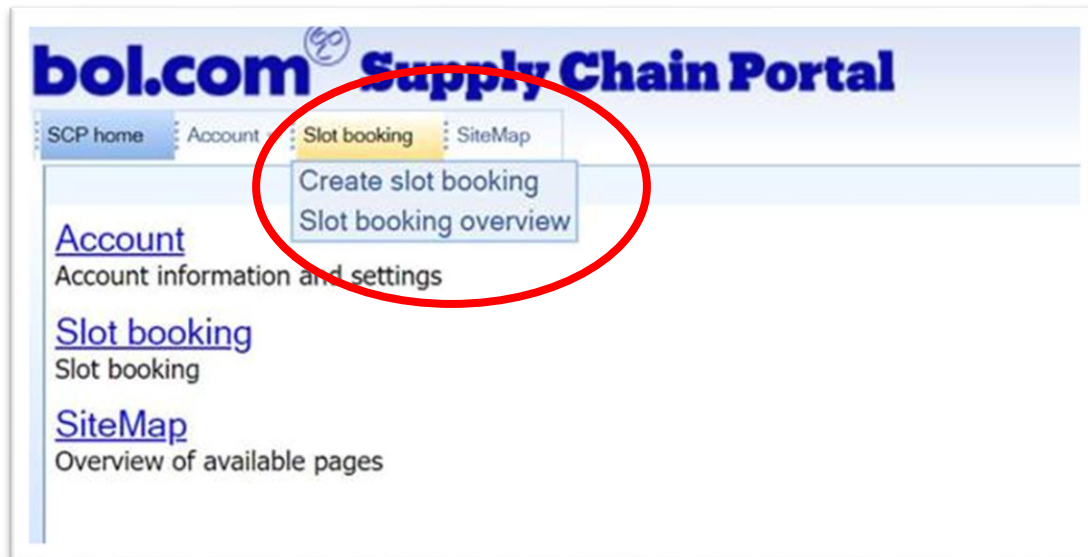


Fig 4: Slot booking menu

This menu contains the following subjects:

- 1. Create slot booking**

A wizard to create a slot booking in the SCP. In this process you will be given some options to find a slot booking suggestions; delivery location and delivery date. In the next step; the wizard will show the available timeslots for delivery. The last step contains an option to print the shipment label of the Fast lane reservation.

- 2. Slot booking overview**

In this overview you will find all slot bookings which are already have been made in the SCP. In this overview there are possibilities to sort and filter on several attributes. In this overview there is also an option to print the shipment label or to cancel the reservation.

SLOT BOOKING CREATION WIZARD

Creating a delivery moment at a bol.com distribution center contains four steps via the wizard. The wizard will guide you easy through the whole process.

IMPORTANT: Every delivery should be pre announced up front by the supplier. It is also mandatory that all deliveries contain a bol.com shipment label. In figure #5 you will find an example of a regular shipment label of bol.com. Deliveries without a bol.com shipping label cannot be accepted and run the risk of being refused at arrival. Make sure you have a regular bol.com shipment label on the actual delivery and a Fast Lane shipment ready while delivering at our DC's.


Ship to	Docdata Pompweg 1 5154 NC Waalwijk Netherlands	bol.com
Packlist nr.	10002981	 1 0 0 0 2 9 8 1
Delivery date	25-04-2020	
Supplier	512/Speelgoed bv	
Quantity items	155	
		3 colli
Supply Chain Portal Bol.com: http://supplierportal.bol.com/		© 2014 www.incore.nl

Fig 5: bol.com shipment label

STEP 1: SELECT DELIVERY DATE

The first step of the wizard is to select a delivery date and a delivery address.

Create slot booking	Select delivery date
Step 1: Select delivery date	Delivery date <input type="text" value="17-04-2020"/>
Step 2: Select delivery time	Delivery address <input type="text" value="13-dc/BFC: bol.com Fulfillment center"/>
Step 3: Confirm	
Step 4: Done	<input type="button" value="Next"/>

Fig 6: Slot booking wizard: select delivery date and address

Table 1 gives an overview of the addresses of bol.com DC's which you can select in the wizard.

Table 1: bol.com distribution centra addresses

'Delivery address' in SCP	bol.com DC address
10-dc/Ingram Micro	Veerweg 16, 5145 NS Waalwijk
13-dc/BFC: bol.com Fulfillment Center	Mechie Trommelenweg 1, 5145 ND Waalwijk
15-dc/BFC XL	Inundatiedok 34, 3439 JJ Nieuwegein

After selecting the delivery date and delivery address use the button "next" to continue.

IMPORTANT: One slot booking is valid for one delivery at one delivery address.

If you need to deliver at several locations on the same day it is necessary to book a slot for each delivery. If you need to deliver with multiple trucks on one day for ne location, multiple bookings are required.

STEP 2: SELECT DELIVER TIME

In this step you can choose an available time for the delivery. The delivery time can be chosen on a whole or half hour. See figure #7 for an example. The available times are based on the available capacity at our DC.

To select a delivery time please select one of the radio buttons of your preferred delivery time.

IMPORTANT: We expect the driver to be at our DC between the selected delivery time and 15 minutes afterwards. For example; you have selected a delivery time of 10.00am, we expect the driver between 10.00am and 10.15am at our DC.

Create slot booking

Step 1: Select delivery date

Step 2: Select delivery time

Step 3: Confirm

Step 4: Done

Select delivery time (Fastlane)

6:00 9:00 12:00 15:00
 6:30 9:30 12:30 15:30
 7:00 10:00 13:00 16:00
 7:30 10:30 13:30 16:30
 8:00 11:00 14:00 17:00
 8:30 11:30 14:30

Fig 7: Slot booking wizard: select delivery time

When you have selected a delivery time please continue the process by pressing "Next" in the screen.

STEP 3: CONFIRM SLOT BOOKING

All information that is filled up to now will be shown in a summary of the slot booking which you have made. The summary contains:

- Delivery moment: Delivery date and time of the 'Fastlane' at our DC
- Delivery address: Selected distribution center of bol.com



The screenshot shows a two-column interface. The left column is titled 'Create slot booking' and lists four steps: 'Step 1: Select delivery date', 'Step 2: Select delivery time', 'Step 3: Confirm' (which is bolded), and 'Step 4: Done'. The right column is titled 'Confirm slot booking' and displays the appointment details: 'Appointment: 17-04-2020 10:00 (Fastlane)' and 'Delivery address: BFC: bol.com Fulfillment Center'. At the bottom right, there are two buttons: 'Previous' and 'Confirm slot booking'.

Fig 8: Slot booking wizard: Confirm slot booking

If the summary is correct use the button "Conform slot booking" to go to the last step of the wizard.

STEP 4: COMPLETE SLOT BOOKING

After confirming the slot booking, the screen will show an unique code called "Shipment id". In this final step there is an option to print the shipment label of the slot booking via the button "Print Shipment label".

IMPORTANT: To deliver with a slot booking / Fast lane procedure, the driver needs to handover this Shipment id-number of the Fast lane reservation. Via the intercom our porter at the warehouse will ask for this number, so be sure the driver has it ready. A printed shipment label of the Fast Lane reservation is preferable.



The screenshot shows a two-column interface. The left column is titled 'Create slot booking' and lists four steps: 'Step 1: Select delivery date', 'Step 2: Select delivery time', 'Step 3: Confirm', and 'Step 4: Done' (which is bolded and underlined). The right column is titled 'Slot booking 706959 created' and displays the appointment details: 'Appointment: 27/11/2020 13:00 (Fastlane)' and 'Shipment id: 706959'. Below this, there is a message: 'Please print out the shipment label and give this label to the driver who is delivering the shipment. The shipment id (on the label) is used for recognizing the shipment at the DC.' At the bottom right, there are three buttons: 'Print shipment label', 'Create new slot booking', and 'Done'.

Fig 9: Slot booking wizard: Complete slot booking

After finishing or printing the shipment label of the slot booking it is possible to book a new slot by pressing the "Create a new slot booking" button or you can go back to the home screen by pressing the "Done" button.

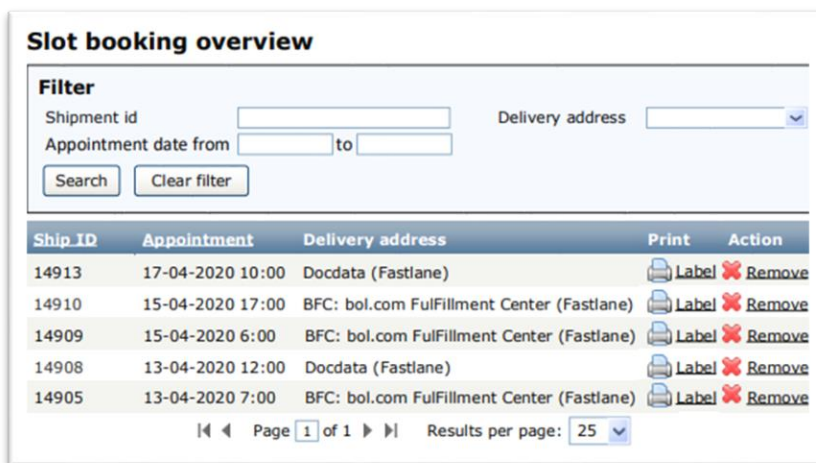
SLOT BOOKING OVERVIEW

After you have made a slot booking (Fast lane reservation) you can review these in the screen “Slot booking overview” in tab “Slot booking”. In the overview screen you can manage several things which are explained below.

VIEW ALL SLOT BOOKINGS

In the slot booking overview screen you can see all bookings which are been made via your account. In this screen you also can manage those slot bookings. All slot bookings are presented in a table (see figure #10). In this table you can sort on “ship_id” (shipment-ID’s of the Fast lane reservations) or on “Appointment”-details (delivery date and time of the reservation).

In this overview screen there is also an option to filter on several details like “shipment_id,”Appointment date” and “Delivery address”.



The screenshot shows the 'Slot booking overview' page. At the top, there is a 'Filter' section with input fields for 'Shipment id', 'Appointment date from' to 'to', and a dropdown for 'Delivery address'. Below the filter are 'Search' and 'Clear filter' buttons. The main content is a table with the following data:

Ship ID	Appointment	Delivery address	Print	Action
14913	17-04-2020 10:00	Docdata (Fastlane)	Label	Remove
14910	15-04-2020 17:00	BFC: bol.com Fulfillment Center (Fastlane)	Label	Remove
14909	15-04-2020 6:00	BFC: bol.com Fulfillment Center (Fastlane)	Label	Remove
14908	13-04-2020 12:00	Docdata (Fastlane)	Label	Remove
14905	13-04-2020 7:00	BFC: bol.com Fulfillment Center (Fastlane)	Label	Remove

At the bottom of the table, there are navigation controls: 'Page 1 of 1' and 'Results per page: 25'.

Fig 10: Slot booking overview page

If there are no slot bookings in the system, the screen will show “No slot bookings to be presented”.

PRINT THE SLOT BOOKING LABELS

While making a slot booking via the wizard it is possible to print the shipment label of the slot booking. It is also possible to print out the shipment label via the “Slot booking overview” page. First search for the slot booking which you want to print by using the filter option or search it manually. If you have find the right slot booking you can print it easily by pressing the “Label” button at the end of the table. See also figure #11.



This is a close-up view of the table from Figure 10. The 'Label' button for the first row (Ship ID 14913) is circled in red.

Ship ID	Appointment	Delivery address	Print	Action
14913	17-04-2020 10:00	Docdata (Fastlane)	Label	Remove

Fig 11: Slot booking overview page – print shipment label

CANCEL / REMOVE SLOT BOOKING

In the slot booking overview screen it is possible to cancel/delete a slot booking. Search the slot booking which you want to cancel and push the “*Remove button*” (see picture #12). It is possible to remove a slot booking till 20.00pm the day before actual delivery.

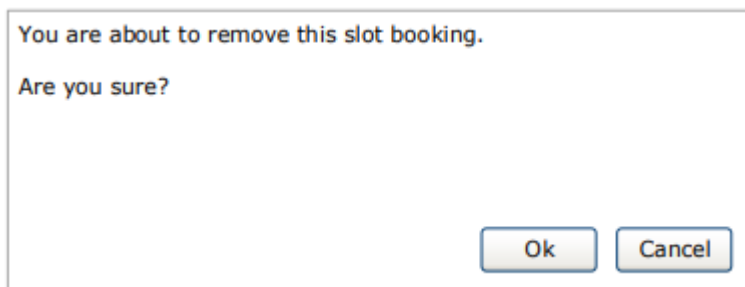
IMPORTANT: it is not possible to change the delivery time of current slot booking. If you need to change the delivery time of a booked time slot please make a new reservation via the wizard and cancel the obsolete slot booking.



Ship ID	Appointment	Delivery address	Print	Action
14913	17-04-2020 10:00	Docdata (Fastlane)	 Label	 Remove

Fig 12: Slot booking overview page – Cancel/remove a slot booking

After clicking the “*remove*” button a pop up will show up which asks to confirm or cancel the actual removal request. If you press “Ok” the slot booking will be deleted out of the system and you will receive an e-mail of this cancellation.



You are about to remove this slot booking.
Are you sure?

Fig 13: Confirm cancellation of slot booking