

B&H Photo Video Carrier Reservations - Quick Start Guide

Technical Requirements


Browsers: C3 Reservations is optimized for: Internet Explorer 7, Firefox 3 or higher, Chrome 1

Flash Player: version 10.2 or higher is required (must be installed from each browser used)

- Use this link to verify which version is installed, if any: <http://www.adobe.com/software/flash/about/>

Login Process

1. Go to: <https://www.bhphotovideo.com/appt>
2. Enter the **Username** and **Password** you were provided. Note that passwords are case-sensitive
(If this is the first time your logging in you will be prompted to change your password).
3. Click the **Login** button. You will access the self-service appointment desk.

 **Forgot your password?** Click the button, enter your email address and you will receive a temporary password.

Home Screen

- 1 - Action buttons** to request, reschedule, cancel or change the content (e.g. PO#) of the selected appointment
- 2 - your active appointments** (today and future)
- 3 - Search feature** (type in a reference # to find an

appointment (including past and canceled deliveries)

- 4 - Filter feature** (type in characters to narrow down the list of appointments (e.g. account, date)

Request an Appointment in 3 Steps

Click on the **New Reservation** button (+).

Step 1 - What:

- **Shipment Details:**
 - Enter the BOL # and the PO # (if available)
 - Click on the **Add PO** button. --- Repeat for additional BOLs and POs.
- **Reservation Details:**
 - Truck Size: 53" FT, 40" FT, etc.

- Click on the **Next Step** arrow button.

Step 2 - Where: Select the proper warehouse.

Note: Only one warehouse per reservation.

- Click on the **Next Step** arrow button.

Step 3 - When:

- Use the **Calendar** button to select a date.
 - The appointment times available for that date will be listed on the right.
- Select a time (note: if no time is returned you can still request a day appointment and this appointment will be reviewed and approved or reject)
- Click on the **Request** button.
 - Back in the home screen, the appointment appears in the list of active appointments.



Approval Process:

- Your appointment request will sent to the appointment coordinator and appear in **Yellow** the grid.
- Once it is approved:
 - Your appointment will turn green.
 - You will receive an email confirmation.
 - The system generates a unique 'Reference #' for each appointment confirmed.
It will appear on your email confirmations and can be used to search for an appointment, as well as to check in by the kiosk at the receiving dock

Reschedule an Appointment

1. Select the appointment in the list.
2. Click on the **Amend** button.
3. Select the new date and time for the delivery appointment.
 - As for the new appointment process, only the available appointment times will be listed.
4. Select a reason code and enter a comment to justify your request.
5. Click on the **Yes** button to save your request.
 - ✓ Back in the home screen, the appointment now appears in orange.
 - ✓ The appointment coordinator will have visibility on your request.
 - ✓ You will receive an email notification indicating whether it was accepted or rejected.







Change the Details of an Appointment

1. Select the appointment in the list.
2. Click on the **Amend** button.
3. Make the change(s) to the details (e.g. BOL # or PO#, Pallet count)
4. Select a reason code and enter a comment to justify your request.
5. Go on the when step and click on the **Amend** button to save your request.
 - ✓ Back in the home screen, the appointment now appears in orange.
 - ✓ The appointment coordinator will have visibility on your request.
 - ✓ You will receive an email notification indicating whether it was accepted or rejected.

Cancel an Appointment

1. Select the appointment in the list.
2. Click on the **Cancel** button.
3. Select a reason code and enter a comment to justify your cancelation.
4. Click on the **Yes** button to confirm your action.
 - ✔ An email confirmation will be sent to you and the appointment coordinator and the appointment will no longer be listed on your home screen.

Color Codes

Scheduled Reservation (not yet approved)  02/05/2012 09:00 AM PO(1): PO222222	Yellow color <ul style="list-style-type: none"> Reservation waiting for the scheduler's approval.
Approved Reservation  02/05/2012 09:00 AM PO(1): PO222222	Green color (and reference #) <ul style="list-style-type: none"> Approved reservation
Amended Reservation (rescheduling request)  02/05/2012 09:00 AM PO(1): PO222222	Orange color and (🕒) icon <ul style="list-style-type: none"> Reservation for which the carrier/vendor has filed a request to reschedule (waiting for approval).
Amended Reservation (request to change content)  02/05/2012 09:00 AM PO(1): PO222222	Orange color and (🛒) icon <ul style="list-style-type: none"> Reservation for which the carrier/vendor has requested a change to the details / PO info (waiting for approval).
Completed Reservation  Today 11:00 AM PO(1): PO222222	Gray color <ul style="list-style-type: none"> Reservation that has been flagged as <i>Arrived</i> (by the business users)
Reservation with attached file  02/05/2012 09:00 AM PO(1): PO222222	Paper clip icon (📎) Regardless of their status (scheduled, approved, amended or completed) reservations with attached files (e.g. BOL, manifest) are identified by a paper clip icon. <ul style="list-style-type: none"> Double-click on the reservation to access its details and view the file.