

Frequently Asked Questions	Answers
<i>I'm a supplier If my carrier makes my bookings, do I still have to register?</i>	No, you do not have to register however registering will provide you with visibility of the booking status of your Purchase Orders.
<i>I'm a Supplier/Carrier User who needs to register, how do I do this?</i> <i>I don't know who my administrator is?</i> <i>My Supplier/Carrier administrator is no longer with the business?</i>	Your administrator can register you to use the system. If you do not know who your administrator is or if they have left the business please contact Supplierregistrations@target.com.au
<i>How do I log out?</i>	Select the USER icon in Top Right hand corner of the screen. Then LOGOUT. 
<i>I have forgotten my password?</i>	You can re set this on the Login page or refer to Password and Reset guide on the supplier portal.
<i>How do I combine bookings?</i>	You can select multiple PO's on your dashboard by clicking on each PO and selecting ASSEMBLE. Please see the "How to guide – Assembling a PO's" on the Portal.
<i>Can I make a booking without a PO?</i>	No, in order to make a booking you must have a valid Target Purchase Order.
<i>I'm a Supplier and my carrier has advised me that they cannot make the timeslot. What do I do?</i>	You can amend your booking up until 24hours prior to your booking time.
<i>I'm a Supplier what if my carrier calls me and changes the truck type?</i>	You will need to amend your booking by changing the new Truck type.
<i>What if I need to split/ combine a booking after I have made it?</i>	You will need to CANCEL your booking and re book using the ASSEMBLE button
<i>I'm a supplier and I've received a delivery alert (i.e. Rejection/ No Show). What should I do?</i>	Contact your transport carrier to understand the issue and re-book for the earliest possible delivery time.
<i>How can I learn how to use the new booking system?</i>	All User Guides are available on the Supplier Portal. http://supplier.target.com.au/
<i>I am consolidating a reservation and an Error message appears?</i>	You will need to ensure that when you consolidate a reservation the PO's have a compatible Open to Buy/ Close by window.
<i>I can't see anywhere an ASN is mentioned.</i> <i>Does an ASN need to be sent prior to a booking and will it show when an order is selected / booked?</i>	The ASN process will not change with the new system. C3 Will not hold any information at this stage relating to the ASN. The ASN need to be in the ODBMS System 48 hours prior to delivery.
<i>My question wasn't answered above. Who can help me?</i>	You will need to contact your Target representative.