

Gate Booking Reservation Portal

The reservation portal for unloading delivered goods is intended for suppliers, direct carriers, groupage transport companies, parcel delivery companies, and companies that arrange container imports.

Violating the instructions for suppliers and carriers may result in a lower rating (score), additional charges, or restricted access to the Gate Booking service (e.g., cancellation of reservations or account deactivation).

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1. Important Information:

- 1.1 The supplier must check with the carrier whether the delivery will be a direct delivery from a single supplier or if the carrier operates a groupage service for multiple suppliers.
 - 1.1.1. Direct delivery from a single supplier – the unloading slot can be booked either by the supplier using their own transport or by the carrier.
 - 1.1.2. Groupage service for multiple suppliers – the unloading slot must be booked by the carrier.
 - 1.1.3. If the supplier uses their own transport, the reservation is managed by the supplier in their own account.
 - 1.1.4. If the supplier does not have their own transport, the reservation must be managed by the carrier in their own account.
 - 1.1.5. If the supplier uses a combination of their own transport and an external carrier, the reservation must be created by the party making the delivery. The supplier does not create reservations for the carrier, and the carrier does not create reservations for the supplier.
 - 1.1.6. If a carrier transfers a transport order to another carrier, only one reservation can be created in the system. This reservation is created by the carrier who has access to the system. If both carriers have access, the reservation is made by the one who delivers the shipment.
- 1.2 When transport is arranged by a groupage transport company, the carrier creates a single reservation for all the suppliers being delivered.
- 1.3 In the case of parcel delivery (courier), the unloading reservation is created only by the parcel delivery company (courier), not by the supplier.
- 1.4 Goods may only be delivered based on a valid Gate Booking reservation (REZ) that includes properly filled-in ALZA order references (OB*) / SSCC and correctly specified transport units (pallets). Reservations without completed references will be canceled and cannot be used to initiate goods receipt. All points apply to both suppliers and carriers.
 - 1.4.1. It is recommended to create the Gate Booking reservation (REZ) only when the supplier or carrier knows the exact number and type of transport units (pallets) and the assigned ALZA order references (OB*) / SSCC. If an existing reservation is edited, the system recalculates the transport units (pallets) based on warehouse capacity and may suggest a new date. The deadline for confirming the number of pallets is 13:00, two days before the reservation date.

- 1.4.2. SSCC codes can only be entered into the reservation if the delivery notes have been sent via EDI at the time of entering the SSCC codes into the Gate Booking (REZ) reservation. If the SSCC codes are inactive (delivery notes not sent via EDI), the reservation will be canceled.
- 1.4.3. The listed ALZA orders (OB*) and SSCC codes must match the volume and type of the announced pallets in the Gate Booking (REZ) reservation. Significant discrepancies may result in cancellation.
- 1.4.4. ALZA orders (OB*) and SSCC codes in the reservation must be active (ordered but not yet delivered). Future reservations with outdated orders (closed or canceled) will be canceled after review and cannot be used for delivering goods under different, unlisted ALZA orders (OB*).
- 1.4.5. The Gate Booking (REZ) reservation date must match the delivery date in the ALZA order (OB*). Significant discrepancies may result in cancellation.
- 1.4.6. ALZA orders (OB*) verified during vehicle unloading must match the announced orders and SSCC codes in the Gate Booking (REZ) reservation. Discrepancies may lead to delivery refusal.
- 1.5 If a reservation is delayed or not used on the unloading day, the supplier or carrier must immediately contact the destination warehouse by email and copy info.logistika@alza.cz. Without confirmation from the destination warehouse, delayed reservations are not guaranteed to be processed or accepted. Unused reservations without prior notice may result in a lower score, additional charges per the Framework Agreement, or restricted access to Gate Booking services.
- 1.6 If the supplier provides the Gate Booking reservation number to the carrier for delivery purposes, the supplier is responsible for informing the carrier about the supplier and carrier instructions before delivery. This rule applies to all types of Gate Booking registrations. The instructions are strictly binding for all suppliers, carriers, and final delivery parties (or any entity delivering goods to ALZA warehouses using a Gate Booking (REZ) number or other pre-approved identifier).
- 1.7 One Gate Booking (REZ) unloading reservation can be used for only one vehicle.
- 1.8 One vehicle may use only one reservation. Combining multiple Gate Booking (REZ) reservations into one vehicle is not allowed. If a supplier or carrier has multiple reservations for the total number of pallets in a vehicle or duplicate reservations created by two entities, the unloading will not be carried out and will be refused.
- 1.9 The supplier and carrier must ensure that the number and definition of transport units (pallets) in the Gate Booking (REZ) reservation match the actual delivery. A deviation of up to 10% (up or down) in the number of pallets is tolerated. If loose goods are delivered without pallets, the option "Loose goods without pallets" must be selected in the reservation. Incorrect pallet definitions or deviations beyond the allowed tolerance may result in delivery refusal.
- 1.10 Creating duplicate or multiple reservations for the same ALZA reference (OB*) is not allowed, even if the supplier or carrier does not know the exact delivery date. A single ALZA reference (OB*) intended for full delivery may only have one Gate Booking (REZ) reservation. Reservations should only be created when the delivery date, exact references, and number and type of pallets are known.
- 1.11 Creating Gate Booking (REZ) reservations with a higher number of pallets than the listed ALZA references (OB*) for the purpose of gradually adding references is not allowed. Increasing the number of pallets is only permitted after adding the correct references that match the actual reserved pallet count.
- 1.12 The ALZA Gate Booking administrator reserves the right to cancel selected future reservations without providing a reason, even if the reservations meet the basic conditions. The supplier or carrier will be informed of the planned cancellation via the email address provided in the Gate Booking company registration.

2. Access Request

Please send your request for access to the new Gate Booking system to: info.logistika@alza.cz

To register, please provide the following information:

1. Company name, address, and phone number
2. Company ID number (IČO)
3. Whether you are a supplier with internal transport or a carrier
4. If you are a supplier with internal transport and will also use an external carrier, who will the external carrier be? (We verify the carrier's registration.)

5. Name, email, and phone number of the Gate Booking account administrator, who will manage and assign additional users
6. ALZA OB* reference number related to the delivery

You will then receive an electronic invitation to the email address provided in your request. One email address can only be used for one company. A unique email cannot manage multiple companies.

Important Notes:

- It is not allowed to create a Gate Booking account for a carrier under the supplier's company name. Carriers and collection services must request separate access.
- If the supplier does not have their own transport, a supplier account will not be created.
- Registration of a supplier with their own transport in combination with an external carrier is conditional on the use of their own transport. If the supplier does not use the account for their own transport, the supplier account will be deactivated. The account is not intended for viewing the system only.
- By registering in the Gate Booking system, the supplier and carrier acknowledge that if access is provided to a third party outside the applicant's company, the Gate Booking account may be deactivated or canceled.
- Only the person whose email is listed in the registration and who has active access granted by the account administrator within the same company may use the access.
- A reservation cannot be used simultaneously for both a new delivery and service (SET) – each type must have its own separate registration and corresponding reservation. These cases are handled at different gates. Reservations for new deliveries referencing ALZA OB* order numbers are not to be used for notifying returns, complaints, or any other shipments where the required OB* order number is not provided. If the reservation is created incorrectly, the shipment may be refused.
- For consolidated shipments (multiple suppliers on one vehicle), as well as for shipments from a single supplier containing multiple delivery notes, a consolidated summary (one consolidated delivery note) must be provided with the shipment. Receipt is confirmed with one signature on the summary; individual delivery notes are not signed.

3. Logging into the Application and Language Settings

- On the reservation portal website, enter your login credentials.
- After logging in, the application's home page will appear.
- The default language of the application is English.
- To change the language, click on the circle with your initials. A menu will appear where you select Settings.
- The language settings will be displayed.
- From the dropdown, select your preferred language.
- Click the button to save the settings, and the application will switch to the selected language.
- **Forgotten password:** If you enter an incorrect password, the system will offer the option to reset your forgotten password.

4. Own Company – Users

- By clicking on your company name in the left menu, a list of users will be displayed.
- The first user created by Alza is automatically assigned the Administrator role.
 - The Administrator role can create additional users for the company.
 - Each user logs into the application using their own login credentials.

- To create a new user, click the + Create User button.
- A form will appear where you enter the required information.
- By clicking the Create button, the user is created and an invitation is sent to their email, which they use to log into the application.
- After saving, you will see the list of users for your company.
- In the Status column, you can see whether the user has already logged into their account.

5. Reservations

5.1 System Deadlines for Reservation Management

Creating a Reservation:

- No later than 3:00 PM for a reservation scheduled for the next day.
- After 3:00 PM, the system will offer the next available slot, which may be two days later.
- Reservations can only be made for time slots currently displayed in the system.

Cancelling a Reservation:

- Until 1:00 PM, two days before the reservation date. After this time, cancellation is no longer possible.

Modifying Pallets in an Existing Reservation:

- Until 1:00 PM, two days before the reservation date. After this time, pallet quantities cannot be changed.
- When modifying pallets in an existing reservation, the system may suggest a completely different time slot than originally booked. After saving the changes, the updated reservation time becomes valid if it was changed.

Modifying OB* References, SSCC, and Notes in an Existing Reservation:

- Until 3:00 PM, one day before the reservation date. After this time, references can no longer be modified.
- Reference changes are intended for minor corrections only and not for completely replacing the originally entered OB* and SSCC references.
- It is not allowed to create reservations with a higher number of pallets than indicated in the OB* references for the purpose of gradually adding them later.

Restrictions for Late Reservations:

- If a reservation is created after 1:00 PM, two days before the reservation date, it becomes immediately binding, and the following restrictions apply:
 - It cannot be canceled.
 - The number of pallets cannot be modified.
 - References can still be modified until 3:00 PM, one day before the reservation date.

5.2 Creating a Reservation

- Reservations are created in the Bookings Calendar tab. A complete overview of all reservations can be found in the Bookings Overview tab.

- It is not allowed to create duplicate reservations for the same references.
- Creating reservations without valid ALZA references (OB*) or using fictitious data is not allowed. Such reservations will be automatically canceled, and in case of detection of incorrect reservation creation, the user account may be deactivated.
- Goods delivered without prior reference notification in the reservation shall not be accepted and will be subject to refusal.
- To create a reservation, click the Create Reservation button.
- A window will appear where you fill in the required information.
- Required fields:
 - **Warehouse**
 - **Vehicle type**
 - The supplier is required to deliver the goods using a type of vehicle with a trailer that can be unloaded at a standard loading ramp. It must meet the ramp height according to the instructions for the specific warehouse; in Gate Booking, this is the Truck vehicle type. Vehicles that do not meet the parameters (height/width of the loading area) are the Van vehicle type, but for this type, a maximum of 6 pallets is acceptable for unloading.
 - A parcel company (courier) is systemically set for the Parcel Transport service. For this type, transport units are not entered, and the unloading slot is created for one hour. A maximum of 6 pallet positions of parcels can be delivered in one one-hour Parcel Transport slot.
 - A company transporting containers is systemically set to Small Container (2 hrs) / Large Container (3 hrs) and selects this option, which determines the unloading time.
 - MDA – Large White Goods (refrigerators, freezers, washing machines, dryers, cookers, dishwashers, and similar products) – must be delivered exclusively as loose goods without pallets; the same applies to the way it is indicated in the reservation. These are generally products marked with a pictogram indicating the possibility of using side clamping jaws (clamp). Such products can only be handled on a truck loading dock and in the Gate Booking system they are marked with the vehicle type MDA.
 - **Number of physical pallets and loose goods without pallets**
 - After selecting the vehicle type Van or Truck, fields for entering the number of pallets or loose goods without pallets will appear.
 - Loose goods without pallets are determined according to the area used by the loose goods in the vehicle, which would take up the space of a physical pallet with dimensions 120×80 cm.
 - If pallets are stacked (double-stock), the number of pallets is entered, not the pallet positions.
 - It is not allowed to create reservations with a higher number of pallets than the listed OB* references for the purpose of gradually adding them.
 - If we have parcels up to a volume of 0.5 m³, 1 virtual pallet is entered. The number of parcels is not entered. In the reservation note, indicate that these are parcels, their number, and references.
 - Transport units – parcels for the Van and Truck types are accepted up to a volume of 0.5 m³ or 30 parcels per delivery, and 1 virtual pallet is entered.
 - For carriers transporting goods for multiple suppliers, the condition applies that above a volume of 0.5 m³, a Parcel Transport gate reservation is required, and it is not allowed to transport pallet units and loose goods. The gate is used for handling individual parcels.
 - For suppliers, the condition applies that on the day of delivery, parcels must not exceed a total volume of 0.5 m³ or 30 parcels. The same rule applies to suppliers even if they send parcels via courier. If the volume exceeds 0.5 m³ or 30 parcels, the goods must be sent on a pallet.
- **Optional fields** – can be added after the reservation is created. They serve for faster processing upon arrival for unloading:
 - Vehicle license plate

- Driver's full name
- Driver's phone number

- By clicking the Continue button, you enter the vehicle's arrival time for unloading.
- In the time selection, only available slots for the selected warehouse on the given date will be displayed.
- In the next step, you enter the ALZA order numbers (OB*) – it is important to provide a complete list of orders corresponding to the announced number of transport units. An incomplete list may lead to reservation cancellation.
 - Orders are added by clicking the mouse cursor on the “+” symbol.
 - Orders can be entered manually using the keyboard or pasted using the CTRL+V keyboard shortcut. If you have entered an order manually and want to add another one, you must press the Enter key. When inserting orders in bulk, they must be copied from the source file in the correct format – each order must be listed on a separate line.
 - To edit an order, double-click on it with the mouse cursor.
 - To copy all entered orders, use the “Copy” button.
 - To delete all entered orders, use the “Clear” button.
 - Each reference must have the correct format and length and must be listed separately on a new line. If any reference is not in the correct format, the system will display a warning and you will not be able to proceed until the format is corrected.
 - The system checks the references even after the reservation is created. If any reference is fictitious, the listed references do not match the number of announced transport units, or if the reference has already been delivered to the warehouse, the reservation may be canceled and Gate Booking services restricted.
- Then you enter the SSCC codes – here you fill in the SSCC codes that were sent in the delivery note via EDI.
- By clicking the Continue button, the reservation summary is displayed.
- In the final step, you can enter a note or additional information about the shipment.
- After clicking the Create button, the reservation is saved. To display it in the calendar, search for the date on which the reservation was created.
- The system will display the information including the assigned gate number, to which the reservation was automatically assigned.

5.3 Editing a Reservation

- By clicking on a saved reservation, you can make certain changes.
 - Driver Information
 - Additional Information
 - Changing the date and number of pallets, if the system allows changes before the cutoff time.
 - This function is used only in necessary cases and is not intended for repeated changes to the reservation. Proper delivery is expected on the originally scheduled date.
 - The system regularly monitors changes to reservations. Repeated changes may result in restricted access to the Gate Booking system.
 - Deleting a Reservation
 - This function is used only in necessary cases. The system regularly monitors reservation cancellations, and excessive use of this function may result in restricted access to the Gate Booking system.
- If you need to add or change driver or vehicle information, click on the saved reservation and select the action: Driver Information
- A window will appear where you can enter the required details and click: Save

- If you want to add or change a note that was entered when the reservation was created, select the action: Additional Information
- A window will appear where you can enter the note
- After entering the information, select the action: Save
- If the cutoff time for editing or canceling the reservation has already passed and you need to make a correction to the note or reference, you can use the “i” icon next to the specific reservation in the Reservation Overview tab.

5.4 Reservation Overview

- The Bookings Overview tab provides a summary of reservations for the selected period, with options to edit or delete them entirely.
- To create new reservations, please switch to the Bookings Calendar tab.

6. Contacts

- The Contacts page displays the department’s opening hours, contact email, and phone number.
- For communication with the warehouses, please use email as the primary method. The displayed phone number is for informational purposes only and does not serve as a technical support hotline for suppliers. If a request is sent via email, the warehouse will respond through email communication. Phone contact will only be prioritized if the situation or nature of the request requires it.
- If you do not have access to the system, please use the central email address info.logistika@alza.cz for all communication.
- If your request concerns a specific warehouse, please use one of the following email addresses:
 - LC Chrástany (CZ) – prijem.chrastany@alza.cz
 - LC Úžice (CZ) – prijem.uzice@alza.cz
 - LC Zdiby (CZ) – prijem.zdiby@alza.cz
 - LC Budapešť (HU) – hulc1.warehouse@alza.hu
 - LC Bernolákovo (SK) – SKLC3.prijem@alza.sk
 - LC Senec (SK) – lcs.prijem@alza.sk