

FAQ on Time Slot Booking in platbricks

In the documents we have provided to you, you will find detailed descriptions of the processes described here.

1. How do I access the booking portal?

The access link will be sent to the email address stored in the system for your supplier. The email will be sent by platbricksnoreply@bertelsmann.de.

For inbound deliveries you will receive an email 10 days before the delivery date.

For outbound deliveries you will receive an email once the delivery is ready to be picked up.

Open the link provided in the email and complete the verification process. After successful verification, you will receive a second email. The link contained in this email will take you to the booking system.

2. Can another employee make the booking?

Yes. You can add a secondary time booking contact by clicking the “+” next to the relevant delivery and entering the desired email address.

3. How do I know that the booking was successful?

After the booking has been completed successfully, a confirmation mail containing the booking details will be sent to the email address you provided during the booking process.

The confirmation includes a **QR code** and a **reference code**. **These codes are unique to each delivery.**

4. What does the driver need to beachten on the delivery day?

Drivers need either the **QR code** or the **reference code** from the booking confirmation to register on the delivery day. Drivers cannot register without one of these codes.

Please ensure that the driver receives the correct booking confirmation and the corresponding access details. The codes can be provided either in printed or electronic form.

You can find detailed instructions for the registration process in the documents we sent you.

5. By when can I reschedule a booked time slot?

An already booked time slot can be rescheduled no later than **the day before the scheduled time slot**.

6. What can I do if the vehicle or driver details change?

When registering on site, drivers must check and, if necessary, complete the details stored in the system. This ensures that the information remains accurate even in the event of changes.

If you are aware of the changes before the delivery day, you can also update them in platbricks.

7. What should I do if I do not receive an email?

Please check your spam or junk mail folder first. Also make sure you put in the correct email address.

If you still cannot find the email, please contact your designated contact person.