



HENRY SCHEIN®

RDV LOGISTIQUE

User's manual

This manual is available on our website

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I. FIRST TIME LOGIN

a. Account creation

Website address: <https://rdv-logistique.henryschein.fr/>

The site is available 24/7.

- Select "Create your account"

Henry Schein RDV Logistique

2 Rue de la Flotière, 37300 Joué-Mac-Tours

Log in

Email address *

Password *

* Required fields

[Forgotten password](#)

☐ Remember me

[Create your account](#)

[Instructions for use](#)

- Fill out the form
- ATTENTION fill in your full details to ensure receiving appointment's confirmations.

Add provider account

Company name *

Name *

Firstname *

Phone number *

Email address *

Enter your email address again *

Password * (Password must contain at least 8 characters)

Enter your password again *

Interface language *

--Please select language--

--Please select language--

French

English

[Add provider account](#)

[Return](#)

b. Confirmation mail

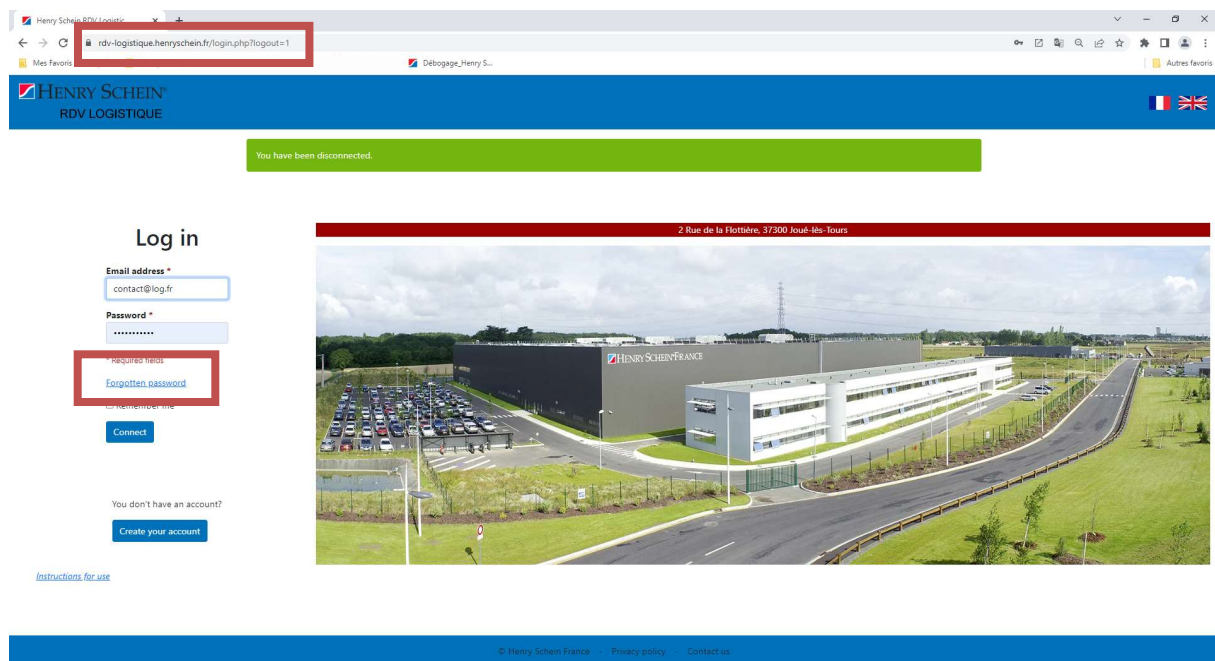


ATTENTION, validate your account to finalize your registration.

You can now make an appointment on our platform

II. MAKING APPOINTMENT

a. Identification



If you have forgotten your password, you can reset it by clicking on "[Forgotten password](#)"

b. Conditions for appointment

To make an appointment on our platform, you will need:

- The name of the carrier who will deliver
- Order number(s) to be delivered
- The delivery note(s)
- The number of pallets

Depending on the number of pallets to be delivered, different delivery slots will be suggested.

The timing to make an appointment is minimum 24 hours.

The annual schedule is available, so you can anticipate your appointments as much as possible.

An appointment can be modified (additional information, number of pallets) until the evening before your date of appointment.

Please make sure to follow the reserved slots.

c. Fill out the form

The screenshot shows the 'Create appointment' form with several annotations:

- Carrier Name ***: A dropdown menu with the text '--Please select carrier--'. A red arrow points to it from a red box containing the text: "Choices from the drop-down list. If the carrier is not informed please inform us road the form 'contact us'".
- Supplier(s) name(s) ***: A text input field with the placeholder '(Please select supplier(s) from the list)'. Below it is a section for 'Selected suppliers:'.
- Order number(s) ***: A text input field with the placeholder '(Please enter order number(s) concerned by clicking on "+" button below)'. Below it is a blue '+' button.
- Attachment(s) ***: A section with a yellow highlight and a red arrow pointing to a 'Browse' button. The text says: "Packing slip or Purchase order are **OBLIGATORY**. Without this element your appointment will be canceled".
- Pallet size ***: Radio buttons for 'Standard format 120 x 80' (selected) and 'Other format'.
- Pallet number ***: A text input field with the placeholder 'ex : 1'.
- Return Europe pallets**: A checkbox with the text '(Check box if you want to return Europe pallets)'. Below it are radio buttons for 'Format standard 120 x 80' (selected) and 'Autre format'.
- Dangerous substances**: A checkbox with the text '(Check box if it is dangerous substances)'. Below it are text input fields for 'Nombre de palettes *' (placeholder 'ex : 10') and 'Nombre de mètres plancher *' (placeholder 'ex 0.1 ou').
- Chartering**: A checkbox with the text '(Check box if it is chartering)'.
- Email address ***: A dropdown menu with the text '--Please select email address--'.
- Phone number ***: A text input field.
- Date ***: A date picker showing '16/11/2022'.

The footer of the form contains the text '© Henry Schein France - Privacy policy' and a red box around the 'Contact us' link.

Facing problem for making appointments, having question? Our team remains at your disposal, you will find our contact details in **contact us** (thank you for using email as preferred choice).

d. Confirm the appointment

Supplier(s) name(s) *

(Please select supplier(s) from the list)

Selected supplier(s):

Order number(s) * (Please enter order number(s) concerned by clicking on "+" button below)

Attachments * (Purchase order, delivery order... You can insert several files simultaneously)

Browse

No file selected

Pallet size * Please select a delivery schedule

Standard format 120

Pallet number * (ex: 120)

Return Europe pallets

Dangerous substances

Chartering (Check box)

Email address *

Phone number *

Date *

23/11/2022

Delivery schedule * Please select a delivery schedule

Comments (optional)

* Required fields

Save appointment

You can choose the day of delivery as well as an available time slot.

If the mention "No slot available on this date" appears, it is because unfortunately we are full for this day, thank you for booking an appointment on another day.

e. Confirmation email

You will receive an email confirming your appointment

Test : ' Your Henry Schein appointment

Henry Schein RDV Logistique <rdv.logistique@henryschein.fr>

Hello,

We confirm your appointment for 09/09/2022 10:00

! The modification of an appointment is possible until 9PM the day before the appointment.

The deletion of an appointment is possible up to 24 hours before the appointment.

In case of problem, you can contact us in response to this email.

Sincerely,

Répondre Répondre à tous Transférer mar. 06/09/2022 09:54

III. MOVE OR CANCEL AN APPOINTMENT

a. Find your current appointments

In the Menu at the top right, select My Account and then My Appointments.

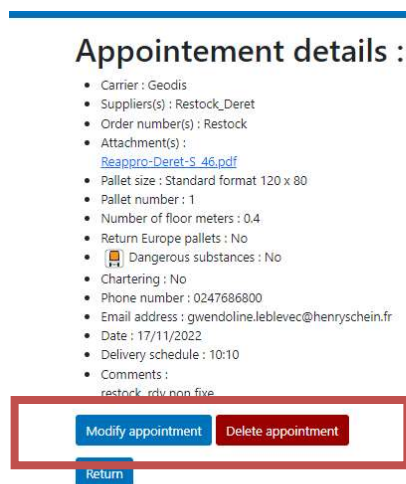


You will have the list of all your future and past appointments.

b. Modify an Appointment

You can modify or delete a future appointment from this menu by clicking on it.

The modification is done on the same page as the appointment.



The modification of an appointment is possible until 9PM the day before the appointment.

The deletion of an appointment is possible up to 24 hours before the appointment

IV. CONTACTS

In case of problem when making an appointment, you can contact us:

Preferred choice is by email:

rdv.logistique@henryschein.fr

Or

In case of emergency by phone at +33 2 47 68 00 00 ask for extension 233-4466