

Canceling Appointments

Quick Guide

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1. Canceling Appointments

Users can cancel existing appointments for controlled or non-controlled shipments. Steps for pickup and delivery appointments are the same.

Complete the following steps to reschedule an appointment:

1. Click **Menus/Favs > Transportation > Search Shipments** for controlled shipments, and click **Menus/Favs > Transportation > Non-Controlled Shipments** for to search for non-controlled shipments. The search page displays.
2. Search for shipments as necessary. See the "Searching Shipments" or "Searching for Non-Controlled Shipments" section in the *NEO Online Help* for more information.
3. Click the link for the appointment reservation identification number under the **Pickup or Delivery** column. (Example: [15143 Live])

The screenshot shows the 'Non-Controlled Shipments' search results page. The table contains the following data:

Shipment	Cost	Shipper	Consignee	Pickup	Delivery	Target Pickup/Actual Pickup	Target Delivery/Actual Delivery	Arrived Location/Arrived Date
Ship-NC-QA3-05032024-3	No Cost	RTVN4000QA3Site12 AutoRTVN4000QA... Forthworth, TX 76199	RTVN4000QA3Site11 AutoRTVN4000QA... Dallas, TX 75001	3/8/2024 12:00 AM EST [553351 Live]	3/12/2024 2:23 AM EDT	3/8/2024 2:23 AM EST/ 3/5/2024 5:48 AM EST	3/12/2024 2:23 AM EDT/ 3/5/2024 5:54 AM EST	
Ship-NC-QA3-05032024-2	No Cost	RTVN4000QA3Site12 AutoRTVN4000QA... Forthworth, TX 76199	RTVN4000QA3Site11 AutoRTVN4000QA... Dallas, TX 75001	3/8/2024 2:00 AM EST [553350 Live]	3/12/2024 2:23 AM EDT	3/8/2024 2:23 AM EST/ 3/5/2024 5:48 AM EST	3/12/2024 2:23 AM EDT/ 3/5/2024 5:54 AM EST	
Ship-NC-QA3-05032024-6	No Cost	RTVN4000QA3Site12 AutoRTVN4000QA... Forthworth, TX 76199	RTVN4000QA3Site11 AutoRTVN4000QA... Dallas, TX 75001	3/8/2024 2:23 AM - 2:23 AM EST	3/12/2024 2:23 AM EDT	3/8/2024 2:23 AM EST	3/12/2024 2:23 AM EDT	
Ship-NC-QA3-05032024-7	No Cost	RTVN4000QA3Site12 AutoRTVN4000QA... Forthworth, TX 76199	RTVN4000QA3Site11 AutoRTVN4000QA... Dallas, TX 75001	3/8/2024 2:23 AM - 2:23 AM EST	3/12/2024 2:23 AM - 2:23 AM EDT	3/8/2024 2:23 AM EST	3/12/2024 2:23 AM EDT	
Ship-NC-QA3-05032024-8	No Cost	RTVN4000QA3Site12 AutoRTVN4000QA... Forthworth, TX 76199	RTVN4000QA3Site11 AutoRTVN4000QA... Dallas, TX 75001	3/8/2024 2:23 AM - 2:23 AM EST	3/12/2024 2:23 AM - 2:23 AM EDT	3/8/2024 2:23 AM EST	3/12/2024 2:23 AM EDT	

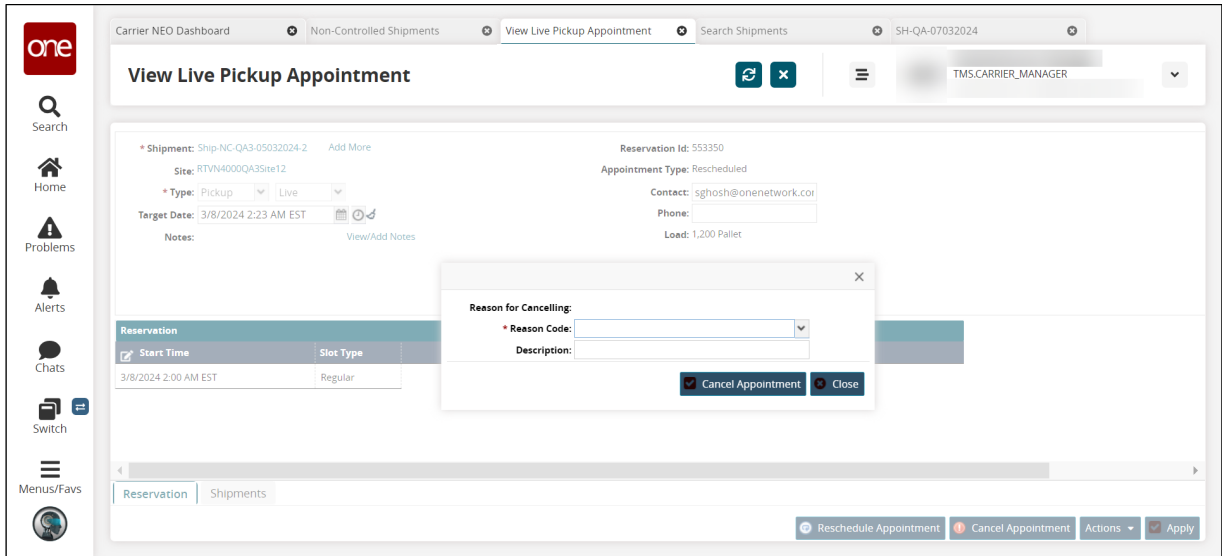
In this case, the View Live Pickup Appointment page displays when the live delivery appointment reservation ID link is clicked.

The screenshot shows the 'View Live Pickup Appointment' page. The details are as follows:

- Shipment:** Ship-NC-QA3-05032024-5
- Site:** RTVN4000QA3Site12
- Type:** Pickup (Live)
- Target Date:** 3/8/2024 2:23 AM EST
- Reservation ID:** 553353
- Appointment Type:** Confirmed
- Contact:** [Redacted]
- Phone:** [Redacted]
- Load:** 1,200 Pallet
- Supplier Partners:** AutoRTVN4000QA3Shipper1
- Max Candidates:** 3

Start Time	Slot Type
3/8/2024 6:00 AM EST	Regular

- Click the **Cancel Appointment** button.
A popup window displays.



- Select a value for the ***Reason Code** field from the dropdown menu.
- Type in the appropriate information for the **Description** field.
- Click the **Cancel Appointment** button.
A green success bar displays.