Canceling Appointments

Quick Guide

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])

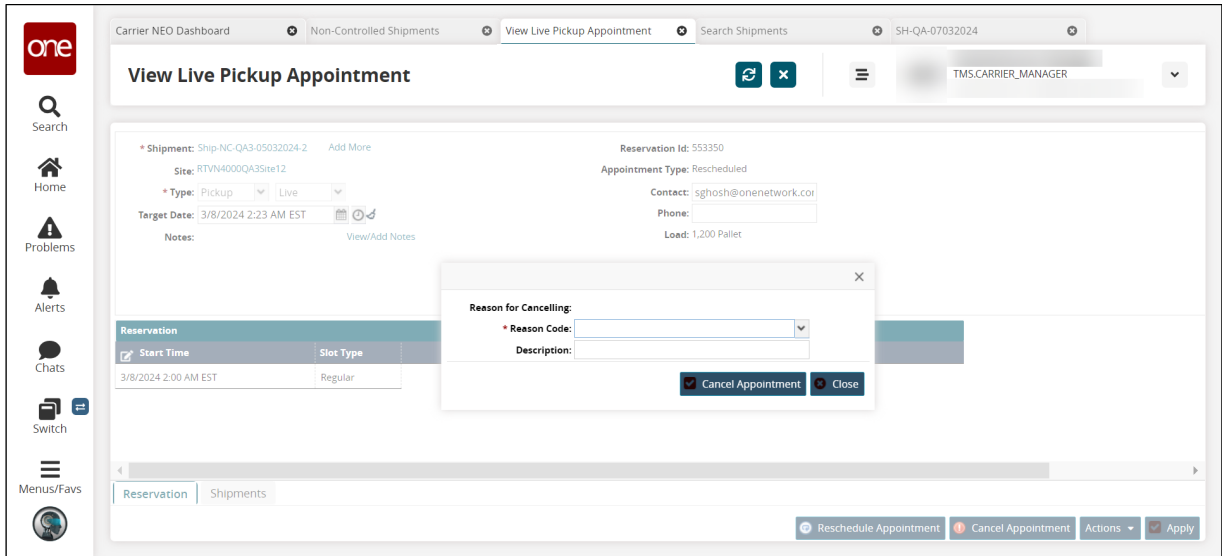In this case, the View Live Pickup Appointment page displays when the live delivery appointment reservation ID link is clicked.

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

5.   Select a value for the *__Reason Code__ field from the dropdown menu.
6.   Type in the appropriate information for the **Description** field.
7.   Click the **Cancel Appointment** button.
     A green success bar displays.