Quick Guide to Appointment Rescheduling



Introduction

This document provides a quick guide for Carriers and Vendors explaining how to reschedule an appointment using the One Network system.

Appointment Rescheduling

- 1. Login to the One Network system.
- 2. Find your Shipment by first clicking into the Search box (located in the upper right-hand corner of the screen) as shown below:

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Carrier Dashboard								,		Options	9
Alert Name	New Alerts	Total Alerts			Shipment State Summary	Count					î
DP Load Cancelled DP Mvmt Rejected	4	4		^	Tendered Confirmed	0 4					

3. When you first click into the Search box, you will see a "Search By" field and a "Retrieve For" field.

For the "Search By" field, please be sure that the drop-down choice is set to "Shipments: by Shipment Number".

For the "**Retrieve For**" field, the default choice is "Last 30 Days" – if you want to look for shipments whose Pickup Date is older than 30 days, select one of the other choices from the drop-down list.

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🟠 Carrier Dashboard 🛞						Search By	Search By:	Shipments: by Shipment
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Alert Name	New Alerts	Total Alerts			Stat Shipments	- by Shipment No	Save as de	- by Order No
DP Load Cancelled	4	4		<u>^</u>	Tend	5 1	•	- by Carrier Pro No
Buelow	1	1			Contirmed Rick Ready	4		- by Bill Of Lauling No
DP Mvmt updated	1	1			In-Transit	0		Appointments
Delivery Appt Alert	11	11			Delivery Ready	0		- by Confirmation No
GH Accept alert	1	1			Delivered	1		- by Movement No
GH Reject alert	1	1		E	Multi Modal	0		- by Order No

4. Type in your PO number in the Search box

IMPORTANT – When entering your PO number in the Search box, you can enter a wild card symbol if you do not know or do not want to enter the entire PO number. The wild card is the asterisk (*) symbol, and you can enter it either before the PO number or after the PO number.

- 5. After entering your PO number, hit the **Enter** key on your keyboard.
- 6. A list of matching PO numbers will be displayed. Find your desired PO number which would be located under the **Shipment** column.

If rescheduling a pickup appointment, click on the Appointment Confirmation Number located under the **Pickup** column.

If rescheduling a delivery appointment, click on the Appointment Confirmation Number located under the **Delivery** column.

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<u>ن</u> م	Carrier Dashboard (Shipments:	by Shipment No BC123][State: Awa	up column	Ready,Intransit,Delivery Re	Delivery co	olumn	ys]				
	Movement	Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/ Status	Carrier	Eq/ Stops/ Size	Qty/ Weight/ Volume	Cost
	M-ABC123	ABC123	QA Ship Loc 1, One Beliveau Enterprises Charlotte, NC 28212	QA Rcv Loc 1, One Beliveau Enterprises Oaks, PA 19456	Apr 8, 2013 7:00 AM - 11:00 AM Create [Live / Drop]	Apr 10, 2013 9:00 AM - 10:00 AM [819912755 Live]	H T C	Confirmed/ Accepted	One Buelow Transport	REEFER	1 Pallet,/ / 50 Pound/ 30 Cuft	190
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7. An Appointment screen will then be displayed with the current scheduled appointment. To reschedule this appointment, click the **Reschedule Appointment** button.

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🏠 Carrier Dashboard 💌 🛛 Shipment	s: by Shipment No 📧	View Live Delivery Appointment 🛞						
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Movement: M-ABC123			Lo	ad: 1.0 PALLET/50.0 POUND/30.	0 CUFT			
Target: Apr 10, 2013	12:00 PM 📑 🕭							
Notes:	View/A	dd Notes	Max Candidat	tes: 5 🗸				
Reservation Candidates								
Start Time	Slot Type							
Apr 10, 2013 9:00 AM	Regular							
Current a	ppointment	Resched	lule Appointme	ent button				
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8. A popup window will be displayed in order to specify the reason for rescheduling this appointment. Select one of the choices from the drop-down list under the "**Reason Code**" field and then click the **Reschedule Appointment** button on the popup window.

Transportation Schedulin	g Financials Reports	Contract Mgmt Administration Tools	ABC123
Carrier Dashboard 🖲 🏾 Shipments:	by Shipment No 🛞 🛛 View Live	Delivery Appointment 🛞	
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Movement: M-ABC123 Target: Apr 10, 2013 1	2:00 PM 🖪 🕑	Load: 1.0 PALLET/50.0 POUND/30.0 CU	JFT
Notes:	View/Add Note:	Reason for Rescheduling: * Reason Code:	
Start Time	Slot Type	Description:	
Apr 10, 2013 9:00 AM	Regular	Reschedule Appointment S Close	50

9. A list of available appointment times will be displayed. Select the radio button next to your desired appointment time and then click the **Save** button on the bottom right corner of the screen to reschedule the appointment.

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Carrier Dashboard 🗵 Shipments: b	y Shipment No 🛞 View Live	Delivery Appointment) 				
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A 10, 2013 11:00 AM	Regular						
Apr 10, 2013 12:00 PM	Regular				Save button		
Apr 10, 2013 1:00 PM	Regular						

10. After clicking the Save button, you will see a success message on the Appointment screen.

This confirms your appointment has been rescheduled successfully.

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Carrier Dashboard 🛎 Shipment:	s: by Shipment No 🗷 View Succ	ess message		*				
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* Type: Delivery 💌	Live 💌	Phone:						
Movement: M-ABC123		Load:	1.0 PALLET/50.0 POUND/30.0 C	CUFT				
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