# Quick Guide to Appointment Scheduling

Introduction

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

Appointment Scheduling

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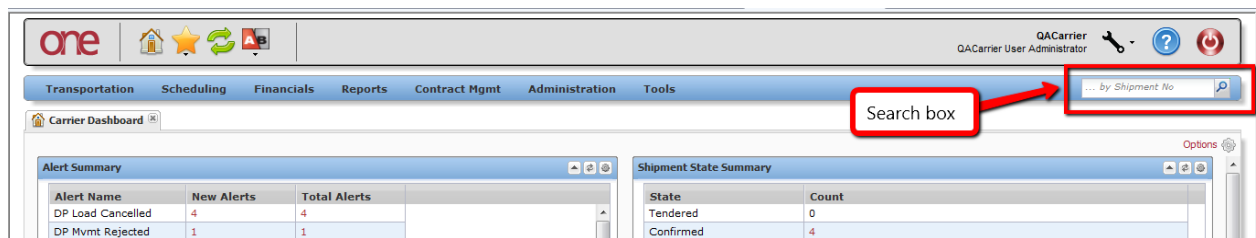
3. When you first click into the Search box, you will see a "**Search By**" field and a "**Retrieve For**" field.

   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.
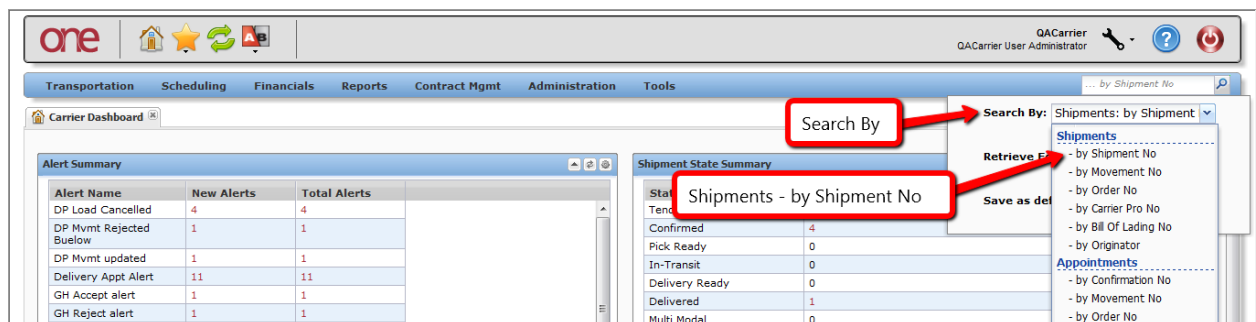
4. Type in your PO number in the Search box

    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 scheduling a pickup appointment, click on the word **LIVE** or **DROP** located under the **Pickup** column.

    If scheduling a delivery appointment, click on the word **LIVE** or **DROP** located under the **Delivery** column.
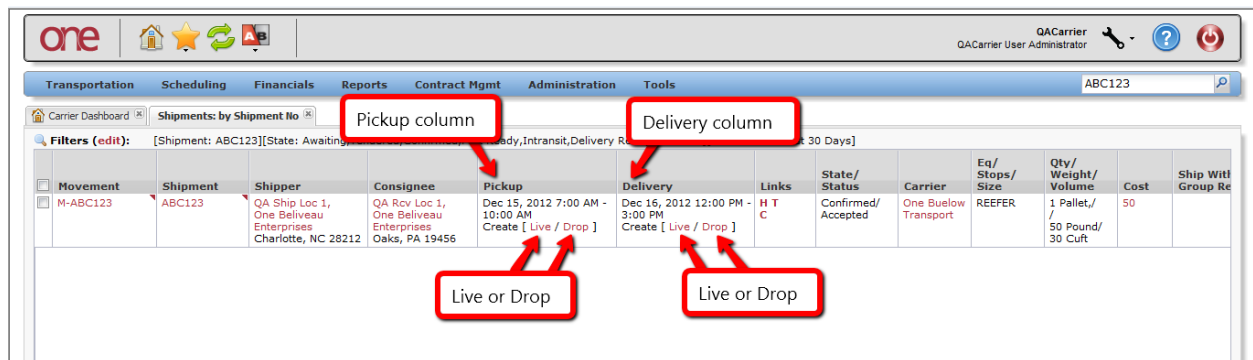
7. An Appointment screen will then be displayed with a list of available appointment times. To define how many appointments to be displayed on the screen for that shipment, select one of the choices from the drop-down list in the "**Max Candidates**" field – choices are 5, 4, 3, 2 and 1.

    Note – if there are no appointment times available in the system, the screen will show "**no data**". If this happens, please contact your Hub to request an appointment.

8. 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 schedule the appointment.

9. After clicking the **Save** button, you will see a success message on the Appointment screen along with the Reservation ID / Confirmation Number for the appointment.

   This confirms your appointment has been scheduled successfully.
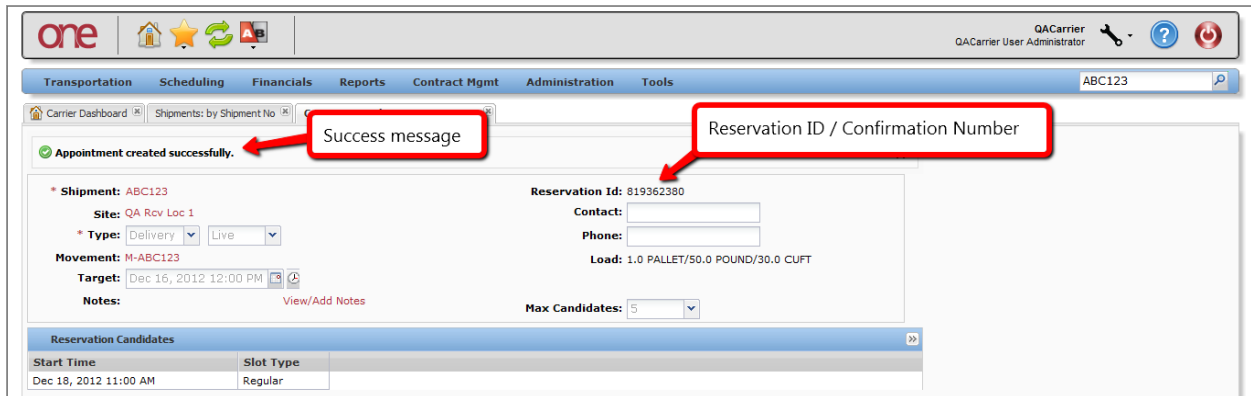
10. Note - When first scheduling the appointment, if you would like to find the available appointments for a different day and/or time, change the date and/or time in the "**Target**" field and then click outside of this field or click the **Get Candidates** icon – the list of appointments will be refreshed and will be based on this new date and time. To change the "**Target**" field back to its original date and time, click the **Reset Target Date** icon.
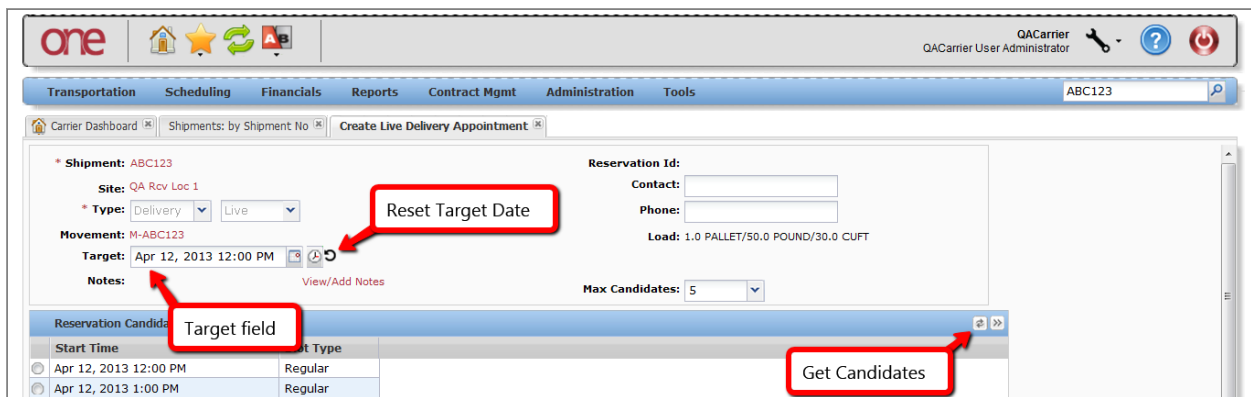
11. Select the radio button next to your desired appointment time and then click the **Save** button on the bottom right corner of the screen to schedule the appointment.

12. If the Hub has configured the system so a user has to enter a reason if changing the target date, a message will be displayed and you will need to select a choice from the drop-down list under the "**Reason Code**" field. Select one of the reason code choices and then click the **Save** button on the bottom right corner of the screen.