Appointment Rescheduling

Introduction

This document provides a quick guide for carriers and vendors on how to reschedule an appointment using the One Network system.

Appointment Rescheduling

1. Log on to the One Network system.
2. To find your shipment, click on Search.

3. A Search By field and a Retrieve For field appears:
   a. For the Search By field, make sure that you set “Shipments: by Shipment Number”.
   b. For the Retrieve For field, the default choice is “Last 30 Days”. 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 your PO number in the Search box.

   When entering your PO number in the Search box, you can enter a wildcard (*) symbol, if you do not know or do not want to enter the entire PO number. This can be entered either before or after the PO number.

5. After entering your PO number, press the Enter key.
6. A list of matching PO numbers is displayed. Find the desired PO number that is 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.

7. An Appointment page is displayed with the current scheduled appointment.
8. To reschedule an appointment, click on **Reschedule Appointment**.

9. A pop-up window is displayed in order to specify the reason for rescheduling this appointment.
10. Select one of the choices from the drop-down list under the "Reason Code" field.
11. Click on **Reschedule Appointment**.

12. A list of available appointment times is displayed.
13. Select the radio button next to the desired appointment time.
14. Click **Save** to reschedule the appointment.
15. A success message appears on the Appointment page along with the Reservation ID (confirmation number). This confirms that the appointment has been scheduled successfully.