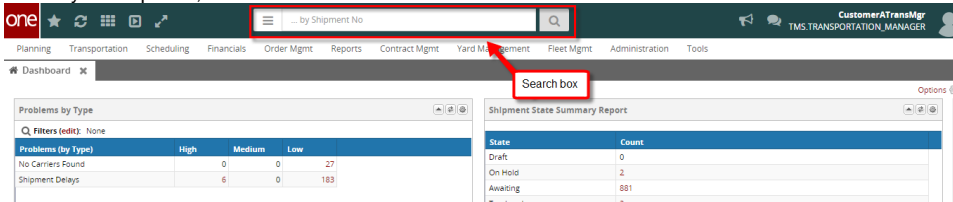# Appointment Scheduling

## Introduction

This document provides an explanation for carriers and vendors on how to schedule an appointment using the One Network system.

## Appointment Scheduling

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.
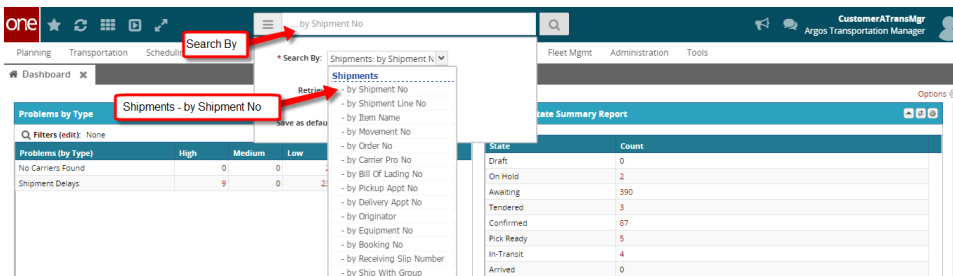


4. Type your PO number in the **Search** box.

> ⊘ **Important**
>
> 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.
> It can be entered either before or after the PO number.

5. After entering the 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 scheduling a pickup appointment, click on **Live** or **Drop** located under the **Pickup** column.
   • If scheduling a delivery appointment, click on **Live** or **Drop** located under the **Delivery** column.
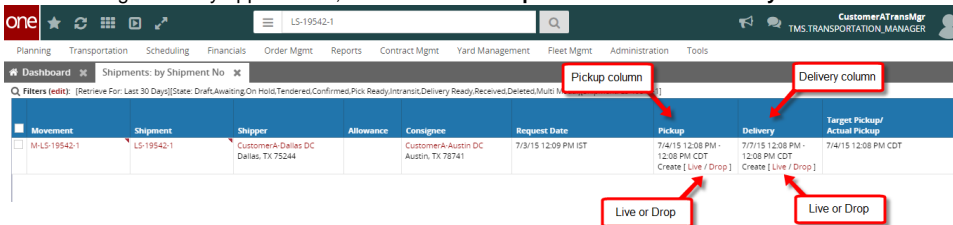


7. An **Appointment** page is displayed with a list of available appointment times.
8. To define how many appointments are to be displayed on the page for that shipment, select one of the choices from the drop-down list in the "**Max Candidates**" field – the choices are 5, 4, 3, 2 and 1.

> ⚠ 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.

9. Select the radio button next to the desired appointment time.

10. Click **Save** to schedule an appointment.



11. A success message appears on the **Appointment** page along with the **Reservation ID** (confirmation number). This confirms that the appointment has been scheduled successfully.



When first scheduling the appointment, to find the available appointments for a different day and/or time, change the date and/or time in the "**Target**" field, then click outside of this field or click the **Get Candidates** icon. The list of appointments will be refreshed 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.



12. Select the radio button next to the desired appointment time.
13. Click **Save** to schedule an appointment.
14. If the hub has configured the system, you must enter a reason to change the target date.
15. Select a choice from the drop-down list under the "**Reason Code**" field.

**16.** Click **Save**.