Quick Guide to Confirming a Soft Appointment Made by the Shipper

One Network Enterprises™

Introduction

This document provides a quick guide for Carriers and Vendors explaining how to confirm a soft appointment that was made by your Shipper using the One Network system.

Appointments are typically scheduled by Carriers or Vendors, but the Shipper has the ability to schedule as well. The Shipper can schedule a soft appointment which is used to "reserve" an appointment date/time slot for the Carrier or Vendor. This soft appointment will last for a defined period of time before the appointment's start time. Before that time expires, the Carrier or Vendor would need to confirm the soft appointment to a regular/confirmed type of appointment – if that is not done, when the time expires, the soft appointment would be cancelled.

Confirming a Soft Appointment

1. Login to the One Network system as a Carrier or Vendor.

2. Find the Shipment or Movement where the Shipper has scheduled a soft appointment that you wish to confirm.

   On the **Shipment Summary** screen, you can tell that a soft appointment has been made as it displays with the words **Confirm Live** with an icon next to it representing a soft appointment.

3. Select the **Confirm Live** link, and the **Appointment Reservation** screen displays.

Under **Appointment Type**, it will show **Soft** indicating this is a soft appointment and next to that will be a **Confirm** link.

Under **Remaining Time**, it displays the amount of time before the soft appointment expires – if a soft appointment expires, it will then be cancelled.

Under the **Reservation** section, you can see the start date/time for the soft appointment that was made by the Shipper.

4. To confirm this soft appointment, select the **Confirm** link under **Appointment Type**.

   Once done, a success message displays and under **Appointment Type** it will show **Confirmed** indicting that this soft appointment has now been moved to a regular/confirmed appointment.
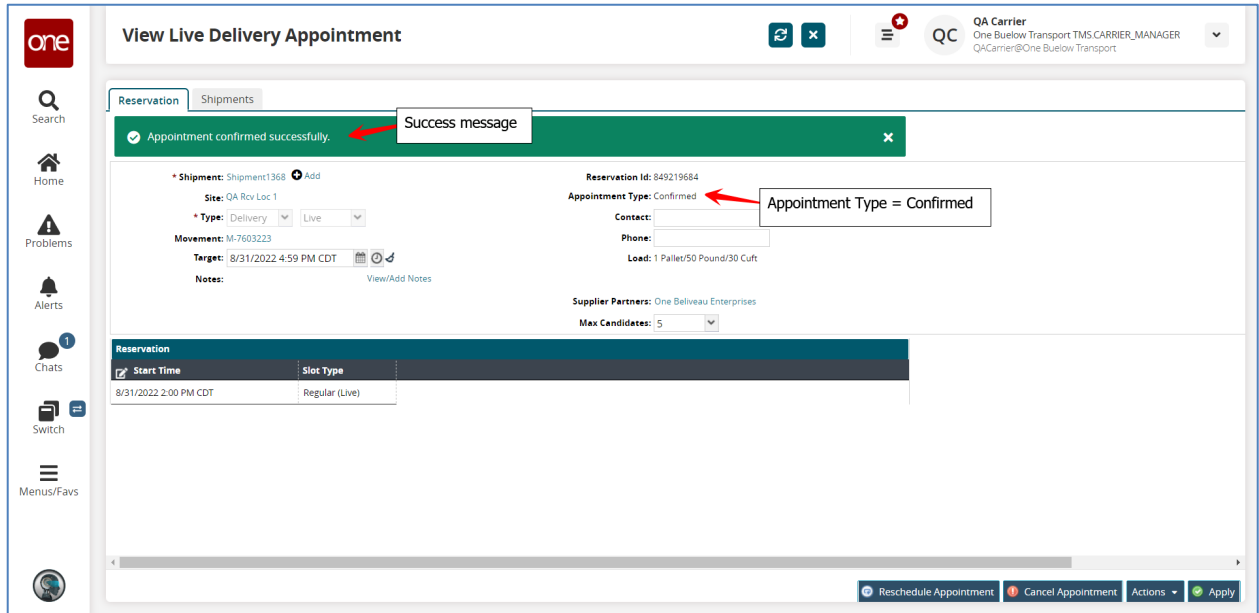
5. If you return to the **Shipment Summary** screen and refresh it, you will now see that is shows as a confirmed appointment with an appointment reservation ID number.