

# Quick Guide to Rescheduling an Appointment

## Introduction

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

Note – this Quick Guide is for the NEO UI

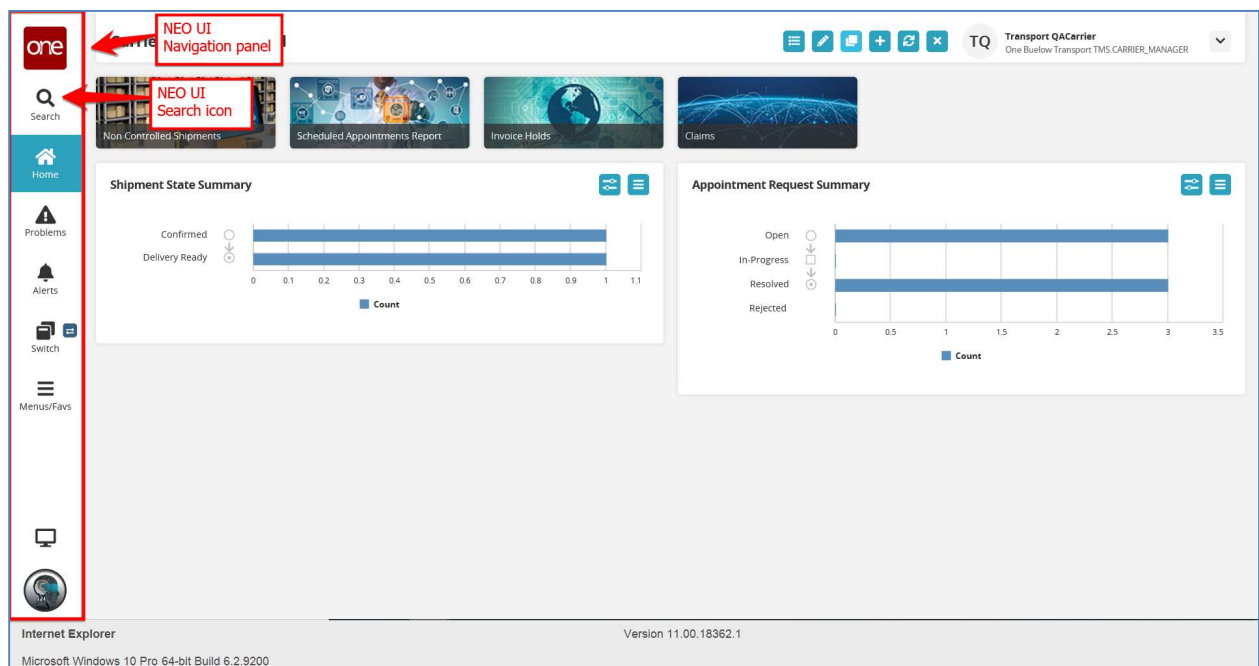
## Rescheduling an Appointment

1. Login to the One Network system.
2. Find the Shipment or Movement that you want to reschedule an appointment for.

To find the Shipment or Movement, you can use the **Search** icon located on the left side bar Navigation panel.

When you select the **Search** icon, a **Search** slide out appears for you to enter your search criteria.

In the **Search By** field, please choose the correct drop-down choice such as “**Shipments - by Shipment No**” or “**Shipments - by Movement No**”. Click the **Search Options** link to see the **Retrieve For** field. The default choice is “Last 30 Days” – if you want to look for Shipments or Movements whose Pickup Date is older than 30 days, select one of the other choices from the drop-down list.



The screenshot displays the NEO UI interface. On the left, a vertical navigation panel is highlighted with a red box and labeled "NEO UI Navigation panel". A search icon is also highlighted with a red box and labeled "NEO UI Search icon". The main content area features two summary charts: "Shipment State Summary" and "Appointment Request Summary". The "Shipment State Summary" chart shows a bar for "Confirmed" at approximately 1.0 and "Delivery Ready" at approximately 1.1. The "Appointment Request Summary" chart shows bars for "Open" at approximately 3.0, "In-Progress" at approximately 3.0, "Resolved" at approximately 3.0, and "Rejected" at approximately 3.0. The browser status bar at the bottom indicates "Internet Explorer" and "Version 11.00.18362.1".

3. Enter your search value (i.e. Shipment Number or Movement Number) in the **Search** field and then press the **Search** button on the **Search** slide out or press the **Enter** key on your keyboard.

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

A list of matching Shipment Numbers / PO Numbers or Movement Numbers displays after pressing the **Enter** key on your keyboard or pressing the **Search** icon next to the **Search** field.

4. Locate the Shipment Number / PO Number or Movement Number that you want to reschedule an appointment for. Note - the Shipment Number / PO Number is listed under the **Shipment** column – the Movement Number is listed under the **Movement** column.

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

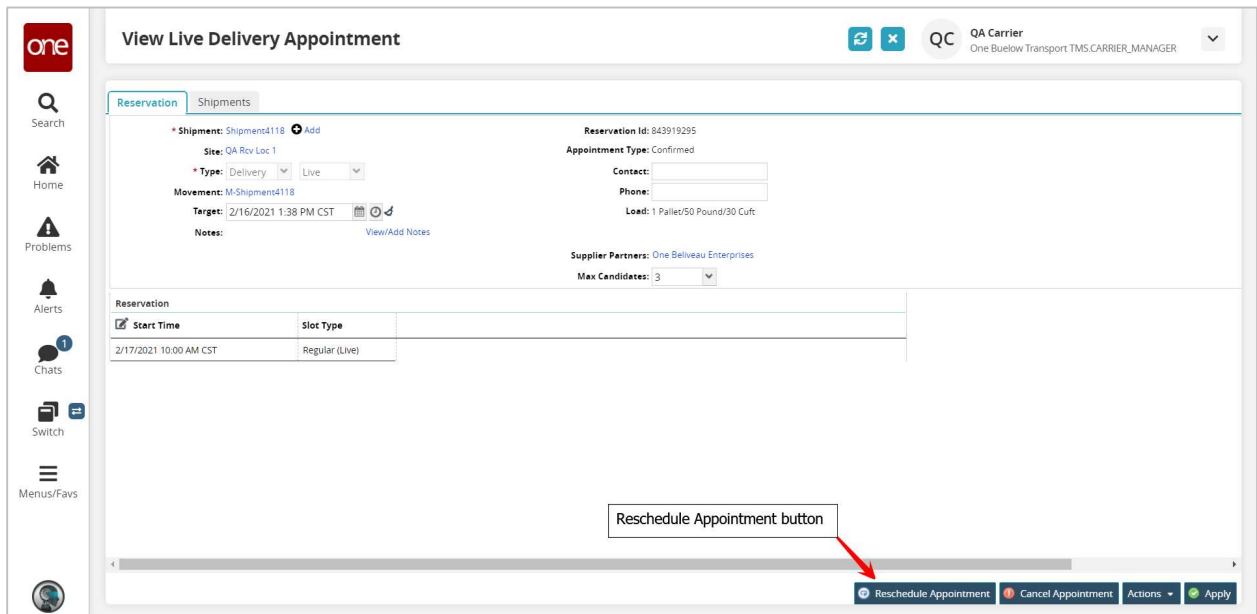
If you are rescheduling a delivery appointment, click on the Delivery Appointment Confirmation Number link located under the **Delivery** column.

The screenshot shows a web application interface for managing shipments. The main content area displays a table titled "shipment4118 - Shipments : by Shipment No". The table has several columns: Movement, Shipment, Shipper, Consignee, Pickup, Delivery, Links, State/Status, Carrier, Eq/ Stops/ Size, Qty/ Weight/ Volume, and Cost. The data row shows a shipment with a pickup appointment on 2/15/2021 and a delivery appointment on 2/17/2021. Two red arrows point to links in the Pickup and Delivery columns, which are labeled "Pickup Appointment Confirmation Number" and "Delivery Appointment Confirmation Number" respectively. The interface also includes a search bar, a sidebar with navigation icons, and a footer with "Viewing 1-1 of 1" and action buttons like "Export to CSV", "Map Selected", "View Route", and "Actions".

Movement	Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/Status	Carrier	Eq/ Stops/ Size	Qty/ Weight/ Volume	Cost
M-shipment4118	shipment4118	QA Ship Loc 1 Charlotte, NC 28212	QA Rcv Loc 1 Oaks, PA 19456	2/15/2021 8:00 AM - 9:00 AM CST [843919297 Live]	2/17/2021 10:00 AM - 11:00 AM CST [843919295 Live]	History Tracking Charges	Confirmed/ Appointment Scheduled - Pickup	One Buelow Transport	Dry Van	1 Pallet/ / 50 Pound/ 30 Cuft	43: USI

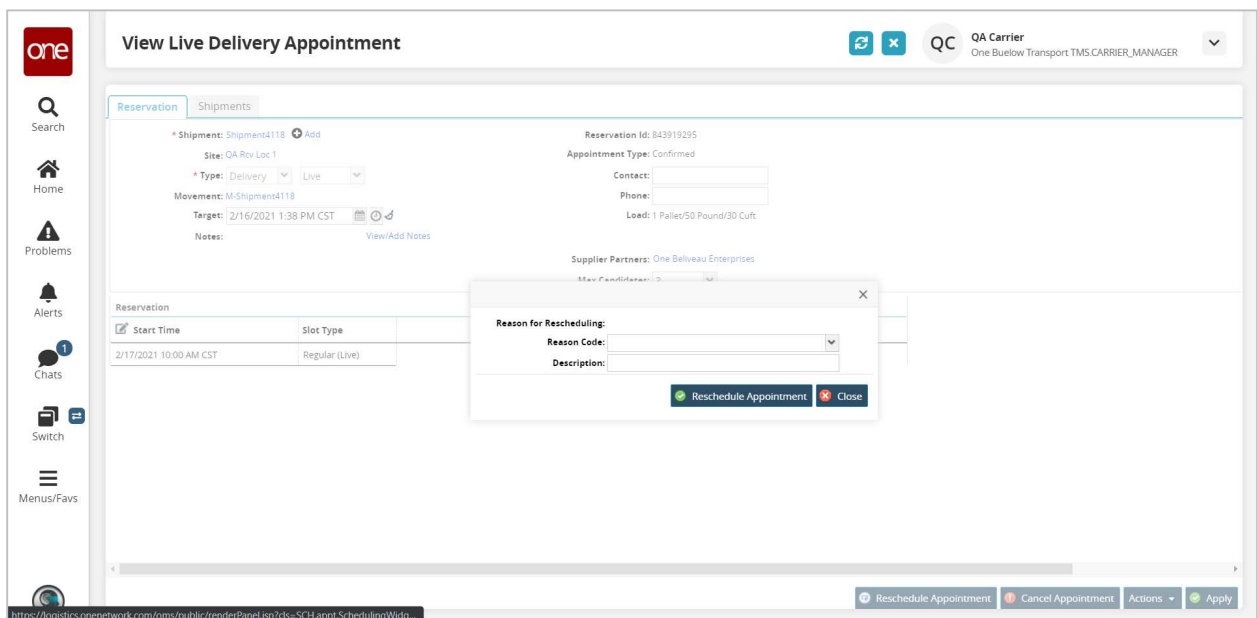
5. The **Appointment** screen displays with the current scheduled appointment.

To reschedule this appointment, click the **Reschedule Appointment** button.



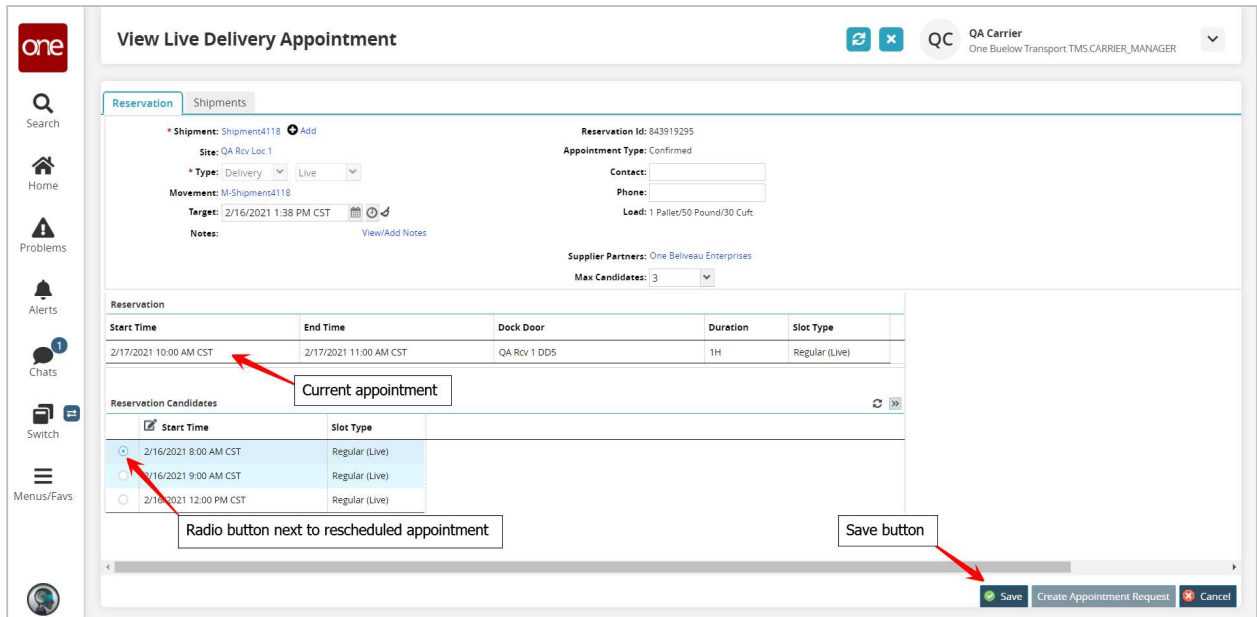
6. A popup window displays in order to specify the reason for rescheduling this appointment.

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.



7. A list of available appointment times displays along with the current appointment.

Select the radio button next to your desired rescheduled appointment time and then click the **Save** button on the bottom right corner of the screen to reschedule the appointment.



8. After clicking the **Save** button, a success message displays on the **Appointment** screen.

This confirms your appointment has been rescheduled successfully.

