

Quick Guide to Scheduling an Appointment



Introduction

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

Note – this Quick Guide is for the NEO UI

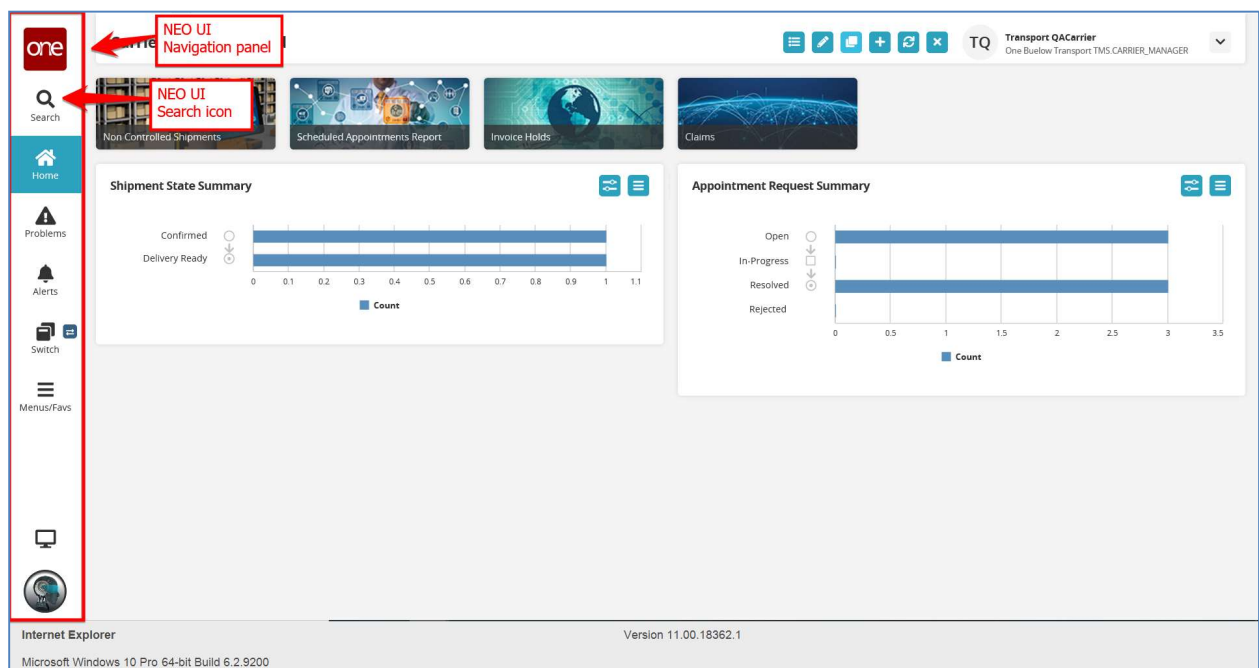
Scheduling an Appointment

1. Login to the One Network system.
2. Find the Shipment or Movement that you want to schedule 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.



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 schedule 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 scheduling a pickup appointment, click on the **Live** link or **Drop** link located under the **Pickup** column.

If you are scheduling a delivery appointment, click on the **Live** link or **Drop** link located under the **Delivery** column.

Note – based on how the Shipper has the system configured, you may only see the **Live** link or only the **Drop** link or you may see both.

The screenshot shows a web interface for 'one' with a sidebar containing navigation icons for Search, Home, Problems, Alerts, Chats, Switch, and Menu/Favs. The main content area is titled 'Shipment4511 - Shipments : by Shipment No' and includes a search filter and a table of shipment details. The table has the following data row:

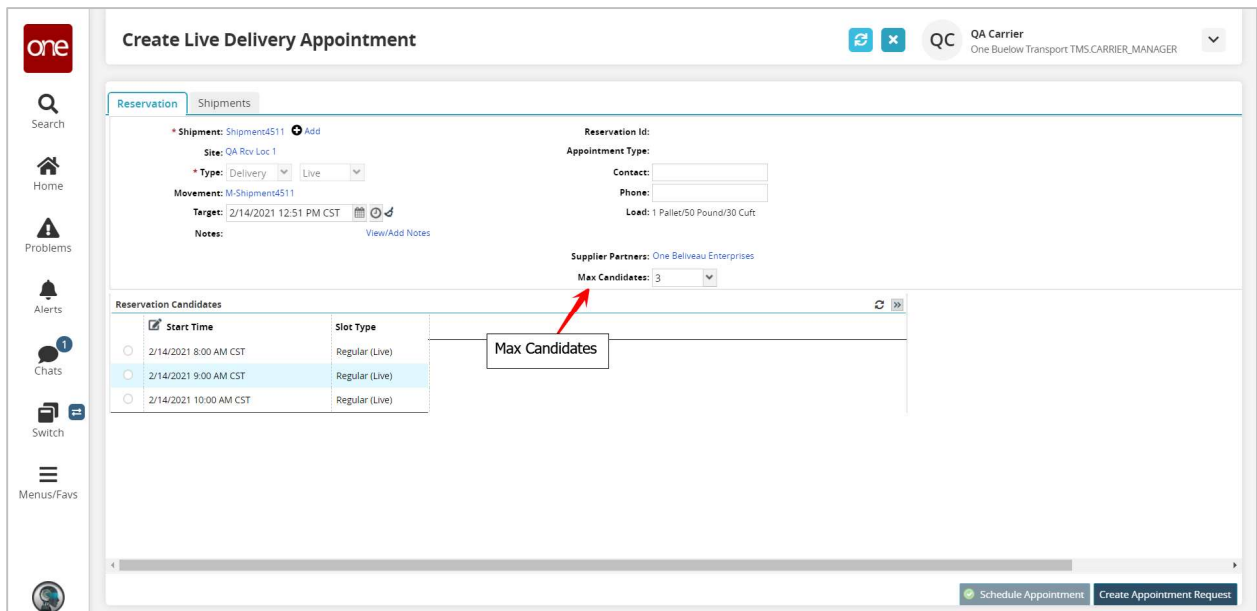
Movement	Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/Status	Carrier	Eq/ Stops/ Size	Qty/ Weight/ Volume	Cost	Shi Grc
M-Shipments4511	Shipment4511	QA Ship Loc 1 Charlotte, NC 28212	QA Rcv Loc 1 Oaks, PA 19456	2/13/2021 12:51 PM - 12:51 PM CST Create [Live / Drop]	2/14/2021 12:51 PM - 12:51 PM CST Create [Live / Drop]	History Tracking Charges	Confirmed/ Accepted	One Buelow Transport	Dry Van	1 Pallet/ / 50 Pound/ 30 Cuft	432.50 USD	

At the bottom of the table, there are buttons for 'Export to CSV', 'Map Selected', 'View Route', and 'Actions'. The page indicates 'Viewing 1-1 of 1'.

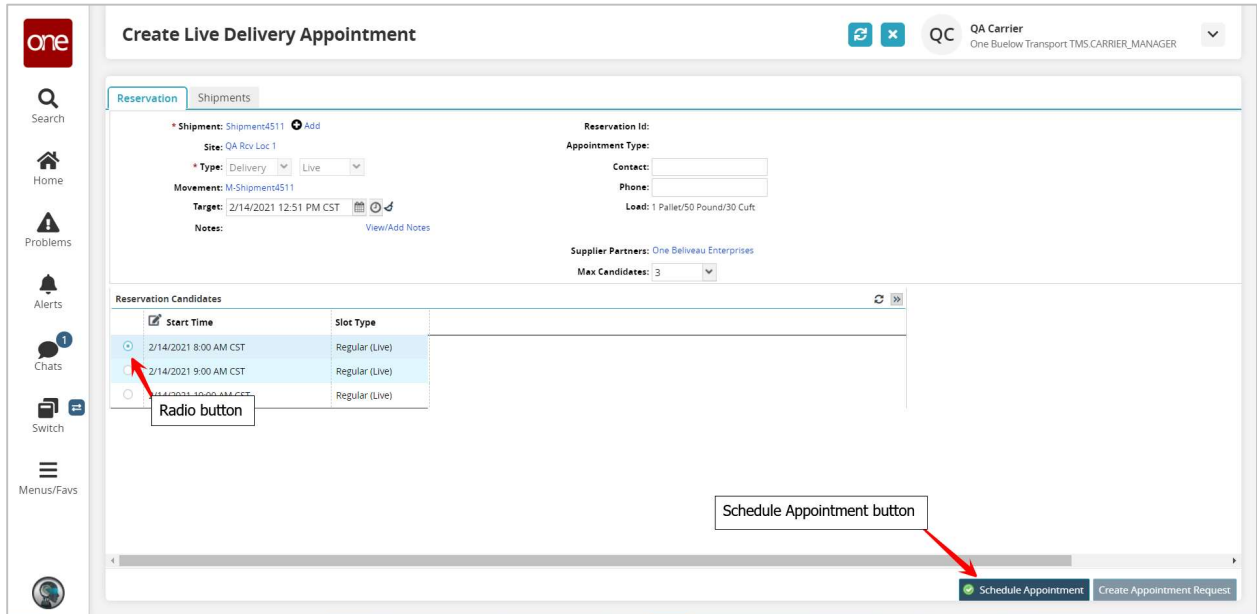
5. After selecting the appointment link, the **Appointment** screen displays with a list of available appointment times.

To define how many appointments you want displayed on the screen, select one of the choices from the drop-down list in the **Max Candidates** field. Available choices are 5, 4, 3, 2 and 1.

Note – if there are no appointment times available in the system, the screen will show “**No Appointments Available**”. If this happens, please contact your Shipper to request an appointment or press the **Create Appointment Request** button if available.

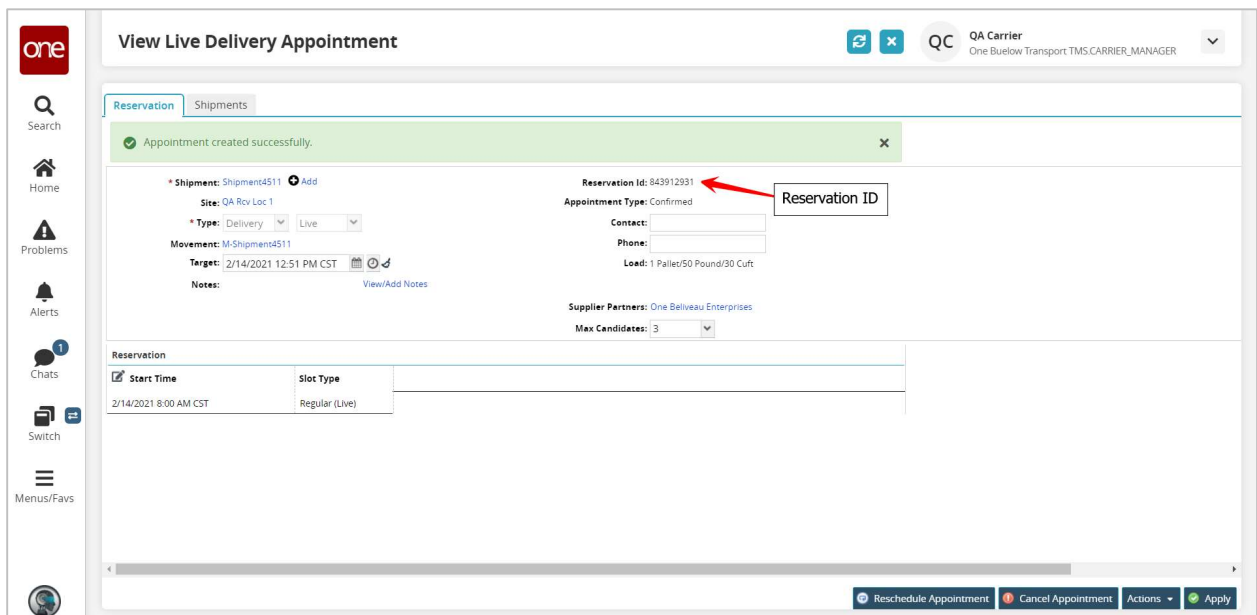


6. Select the radio button next to your desired appointment time and then click the **Schedule Appointment** button on the bottom right corner of the screen to schedule the appointment.



7. After clicking the **Schedule Appointment** button, a success message displays along with the Reservation ID / Confirmation Number for the appointment.

This confirms your appointment has been scheduled successfully.

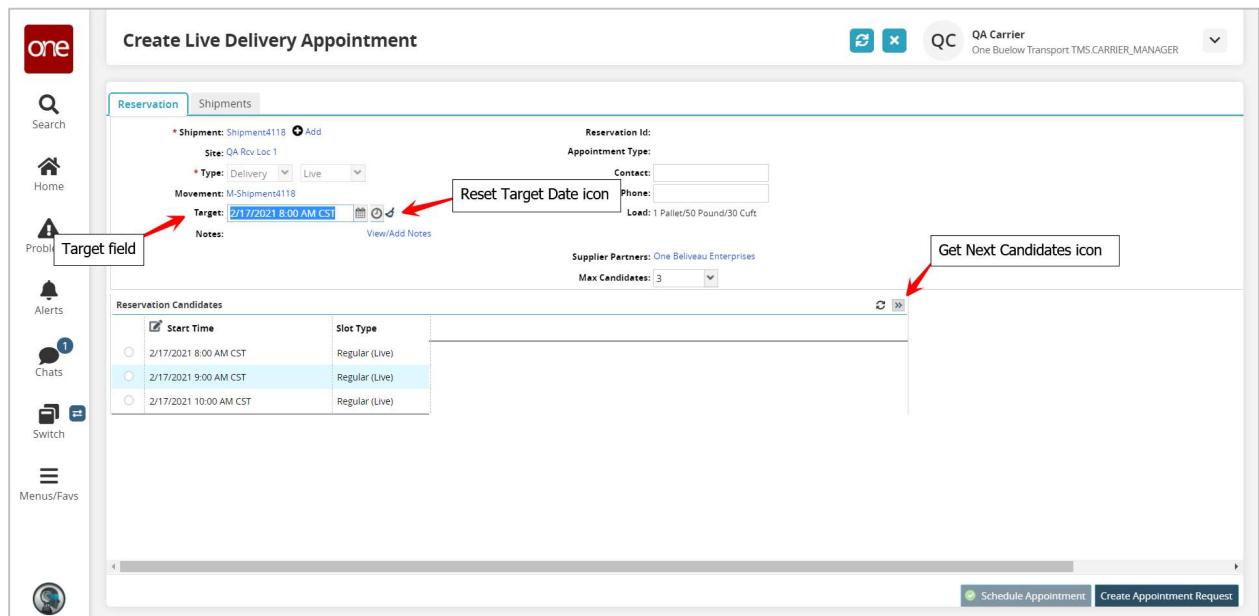


- Note - When first scheduling an appointment, if you would like to find available appointments for a different date and/or time, change the date and/or time in the **Target** field. The list of appointments will be refreshed and will be based on this new date and time.

You can also click the **Get Next Candidates** icon and the list of appointments will refresh to show the next group of available appointments.

Select the radio button next to your desired appointment time and then click the **Schedule Appointment** button to schedule the appointment.

Note - To change the **Target** field back to its original date and time, click the **Reset Target Date** icon.



- Based on how your Shipper has configured the application, you may have to enter a reason when you change the target date and select an appointment. A message displays prompting you to select a choice from the drop-down list under the **Reason Code** field.

10. Select one of the reason code choices when prompted and then click the **Schedule Appointment** button on the bottom right corner of the screen.

A success message displays that confirms your appointment has been scheduled successfully.

