

## Introduction

This document provides a quick guide explaining how to subscribe to an Alert in the One Network system.

Throughout the day, many events occur within the One Network System. These events can trigger alerts that users may subscribe to, which keeps the user aware of certain things occurring or not occurring in the system. An event can be something such as a shipment being updated or a shipment not being delivered.

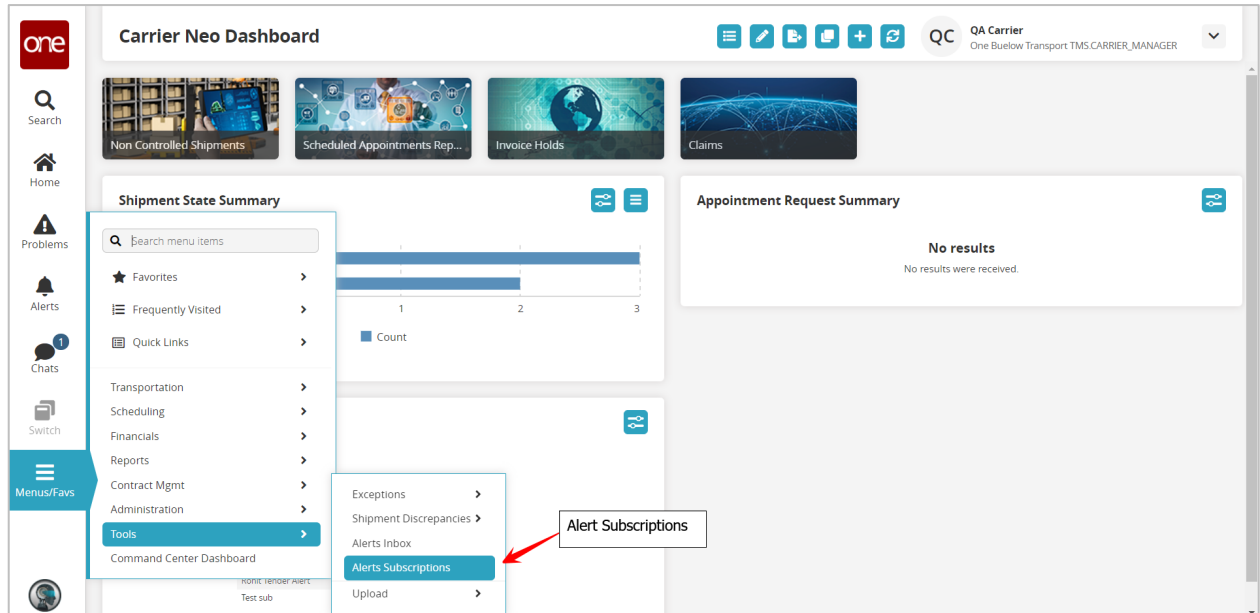
An alert can happen when a specific event occurs – these are referred to as event-based alerts. When a shipment is tendered would be an example of an event-based alert – the event is the tendering itself.

An alert can also happen if an event does not occur within a specified time threshold - these are referred to as time-based alerts. An example of a time-based alert is using the Tender In Jeopardy alert type. You can subscribe to this alert and then specify a threshold time which would indicate the amount of time before the tender expires.

Note – this Quick Guide is for the NEO UI

## Subscribing to an Alert

1. Login to the One Network system.
2. Navigate to Menus/Favs -> Tools -> Alerts Subscriptions.



3. The **Alerts Subscriptions** screen displays with a list of your current alert subscriptions.

Note: To view or edit the details for an existing alert subscription, select the **Alert Subscription name link** under the **Subscription Name** column.

To create a new alert subscription, click the **New Subscription** button.

The screenshot shows the 'Alerts Subscriptions' interface. At the top, there is a search bar and a 'My Subscriptions' tab. Below the search bar, there are filter options. The main area contains a table with the following columns: Subscription Name, Subscription Type, Partner Types, Priority, and System Del. The table lists various alert subscriptions, such as 'Spot Bid Tender (Yes)', 'Spot Bid Tender Reject', and 'Movement Cancelled Alert'. A red arrow points to the 'Subscription Name' column header, which is labeled 'Alert Subscription name link'. Another red arrow points to the 'New Subscription' button at the bottom right of the table, which is labeled 'New Subscription button'. The bottom of the screen shows 'Viewing 1-29 of 29' and buttons for 'Export to CSV', 'New Subscription', and 'Actions'.

Subscription Name	Subscription Type	Partner Types	Priority	System Del
<a href="#">Spot Bid Tender (Yes)</a>	RegularSubscription			Yes
<a href="#">Spot Bid Tender Reject</a>	RegularSubscription			Yes
<a href="#">Movement Cancelled Alert</a>				Yes
<a href="#">Spot Bid Tender Cancelled</a>	RegularSubscription			Yes
<a href="#">AlertOnShipmentReady for Delivery174283</a>				Yes
<a href="#">Shipment Auto Tender Alert</a>				Yes
<a href="#">Spot Bid Tender (No)</a>	RegularSubscription			Yes
<a href="#">Spot Bid Accept (No)</a>	RegularSubscription			Yes
<a href="#">AlertOnShipmentAppointment Scheduled174283</a>				Yes
<a href="#">Shipment Updated Alert</a>	RegularSubscription		Med	Yes
<a href="#">Spot Bid Tender Accept</a>	RegularSubscription			Yes
<a href="#">AlertOnShipmentAppointment Scheduled - Delivery174283</a>				Yes
<a href="#">AlertOnShipmentConfirmed174283</a>				Yes
<a href="#">Spot Bid Reject (No)</a>	RegularSubscription			Yes
<a href="#">AlertOnShipmentAppointment Cancelled174283</a>				Yes

4. After clicking the **New Subscription** button, the **New Subscription** screen displays.

This screen is divided into 3 sections: **Alert Information**, **Alert Type**, and **Alert Filters**.

Note - the fields under the **Alert Filters** section will change depending on what type of alert is selected in the **Alert Information** section.

The screenshot shows the 'New Subscription' interface. On the left is a navigation sidebar with icons for Search, Home, Problems, Alerts, Chats, Switch, and Menus/Favs. The main content area is titled 'New Subscription' and contains the following sections:

- Alert Information:** Subscription Name (text input), Category (dropdown: Additional Charge Request Task), Neo Dashboard Category Name (text input), Alert Type (dropdown: Approve), Publish (checkbox), Active (checkbox: checked), Priority (dropdown), and a note: 'When Published, other users in your enterprise can "join" this subscription to receive alerts.'
- Alert Type:** Subscription Type (dropdown: Regular Subscription), Email Delivery Option (dropdown: None), Secondary Delivery Option (dropdown: None), System Delivery (checkbox: checked), and Alert Digest Delivery Schedule (text input with search icon).
- Alert Filters:** A message stating 'There are no filters for this Alert.'
- Additional Information:** Display Fields section with checkboxes for Movement Number, Pickup Date, Shipper, Associated Shipment Numbers, Delivery Date, and Consignee.

A 'Create Subscription' button is located at the bottom right of the form.

5. Enter and select information in the **Alert Information** section of the screen.

Note: Fields marked with an asterisk symbol (\*) are required.

- **Subscription Name** field - enter a name for your alert
- **Category** field - select one of the available categories from the **Category** drop-down list. If you want to subscribe to an alert based on the Movement or Shipment, select the **Movement** or **Shipment** category option.
- **Alert Type** field – once you select a **Category**, the list of corresponding **Alert Types** will become available. Select one of the available **Alert Types** from the **Alert Type** drop-down list. If you selected the **Shipment** Category, you can pick a specific alert such as **Shipment Not Delivered** or you can pick a general type of alert such as **Shipment Event Alert** which you would then specify the event for this alert in the **Alert Filters** section of the screen.

6. Next enter information in the **Alert Type** section of the screen.

This section allows you to send this alert to two different email addresses as well as to send the alert to the system so you can see it within the application.

- For the **Email Delivery Option** field, select one of the selections from the drop down list – **Alternate Email, Email, or None**

Note – If you select the **Email** option from the drop down list, it will default to the email address specified for your username. The **Alternate Email** option from the drop down list will allow you to enter any email address.

- For the **Secondary Delivery Option** field, select one of the selections from the drop down list – **Alternate Email, Email, or None**

Note – If you select the **Email** option from the drop down list, it will default to the email address specified for your username. The **Alternate Email** option from the drop down list will allow you to enter any email address.

- Select the checkbox next to the **System Delivery** field if you want the alert to be seen in the application under your **Alert Inbox**

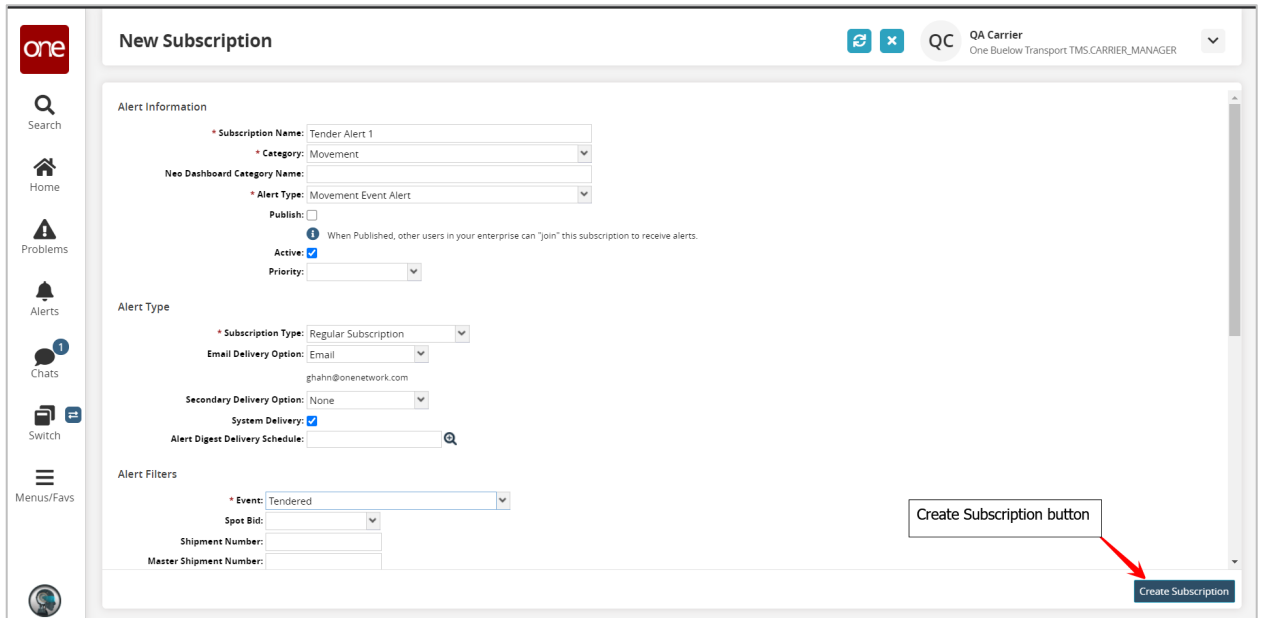
7. Enter information in the **Alert Filters** section of the screen.

This section allows you to specify certain filter criteria that needs to be met for this alert.

For example, the **Alert Filters** section may include a **Ship From Site** field (depending on which alert type you selected). You could then specify a **Ship From Site** which means you would only get this alert for Shipments that contain this **Ship From Site**.

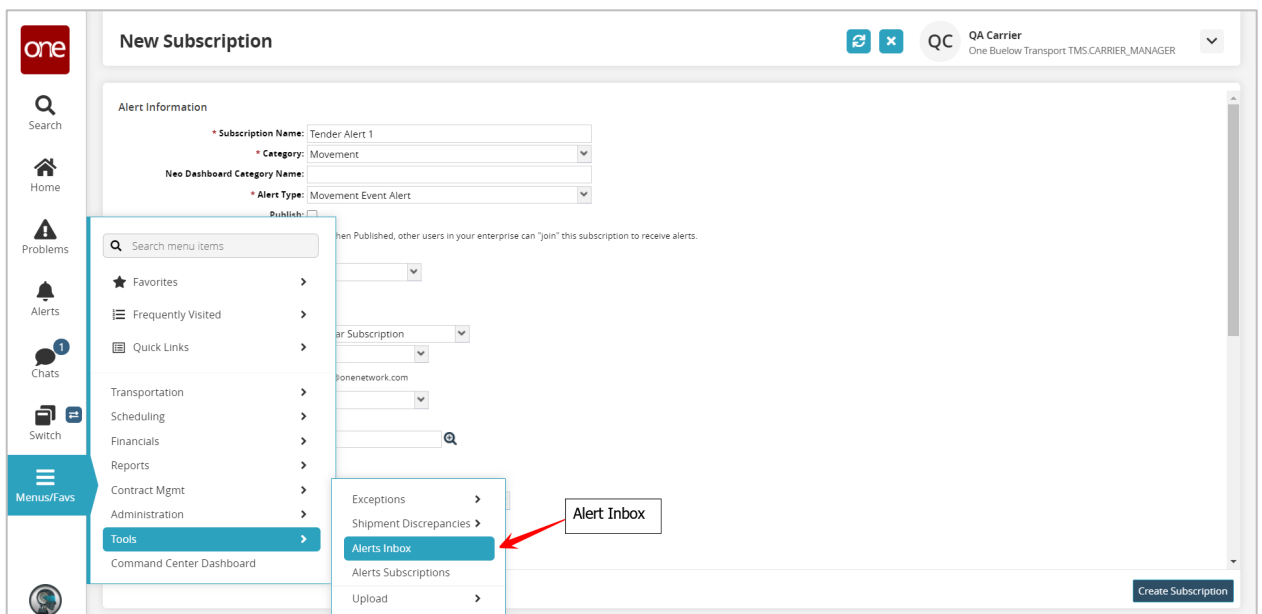
- Once all the information has been entered on the **New Subscription** screen, click the **Create Subscription** button on the bottom right of the screen.

You will receive a message on the screen that the alert was successfully created.



- Once an alert is triggered, you will get an email message to the email address you specified on the alert plus the alert will be sent to the system if you selected the **System Delivery** checkbox.

- To view alerts sent to the system, navigate to Menus/Favs -> Tools -> Alerts Inbox.



11. The **Alerts Inbox** screen displays with a list of alerts that were sent to the system.

Note – this would be for the alerts where you selected the **System Delivery** checkbox.

The **Alerts Inbox** screen will list the date the alert was sent under the **Date** column as well as the name of your alert under the **Subscription** column.

You can filter and search for specific alerts by selecting the “Filters (edit)” link and then entering filter information and then pressing the **Search** link.

The screenshot shows the 'Alerts Inbox' interface. On the left is a navigation sidebar with icons for Search, Home, Problems, Alerts, Chats, Switch, and Menus/Favs. The main area contains a table of alerts. The table has columns for Priority (with a red triangle icon), Mail (with an envelope icon), Date, Ref No, Subscription, and Subject. The subjects include messages like 'Shipment Number # "Shipment9114" saved to confirmed.' and 'Shipment # "Shipment2295" tendered'. At the bottom right of the table area, there are buttons for 'Export to CSV', 'New Subscription', and 'Actions'.

Priority	Mail	Date	Ref No	Subscription	Subject
▲	✉	2/2/2021 3:55 PM PST	Shipment9114	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment9114" saved to confirmed.
▲	✉	2/2/2021 3:55 PM PST	Shipment3417	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment3417" saved to confirmed.
▲	✉	2/2/2021 3:30 PM PST	Shipment4571	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment4571" saved to confirmed.
▲	✉	2/2/2021 3:30 PM PST	Shipment4571	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment4571" saved to confirmed.
▲	✉	2/2/2021 3:24 PM PST	Shipment2295	Rohit Tender Alert	Shipment # "Shipment2295" tendered
▲	✉	2/2/2021 3:24 PM PST	Shipment2295	Carrier Shipment Tendered Alert	Shipment # "Shipment2295" tendered
▲	✉	2/2/2021 3:24 PM PST	Shipment4571	Rohit Tender Alert	Shipment # "Shipment4571" tendered
▲	✉	2/2/2021 3:24 PM PST	Shipment4571	Carrier Shipment Tendered Alert	Shipment # "Shipment4571" tendered
▲	✉	2/1/2021 11:42 AM PST	GH-CarrierGroup-Shipment-1	AlertOnShipmentConfirmed174283	Shipment Number # "GH-CarrierGroup-Shipment-1" saved to confirmed.
▲	✉	2/1/2021 11:42 AM PST	GH-CarrierGroup-Shipment-1	AlertOnShipmentConfirmed174283	Shipment Number # "GH-CarrierGroup-Shipment-1" saved to confirmed.
▲	✉	2/1/2021 11:39 AM PST	GH-CarrierGroup-Shipment-2	Rohit Tender Alert	Shipment # "GH-CarrierGroup-Shipment-2" tendered

12. On the **Alerts Inbox** screen, you can mark an alert as “read” by selecting the envelope symbol for the alert. The envelope symbol changes to an open envelope to signify to you that you have already read and acknowledged this alert.

The screenshot shows the 'Alerts Inbox' interface. On the left is a navigation sidebar with icons for Search, Home, Problems, Alerts, Chats, Switch, and Menus/Favs. The main area displays a table of alerts. A red arrow points to the envelope icon in the 'Mail' column of the first row. A callout box with the text 'Select the envelope symbol to mark this alert as read' is positioned over the arrow. The table has columns for Priority, Mail, Date, Ref No, Subscription, and Subject. At the bottom right, there are buttons for 'Export to CSV', 'New Subscription', and 'Actions'.

Priority	Mail	Date	Ref No	Subscription	Subject
▲	✉	2/2/2021 3:55 PM PST	Shipment9114	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment9114" saved to confirmed.
▲	✉	2/2/21		ShipmentConfirmed174283	Shipment Number # "Shipment3417" saved to confirmed.
▲	✉	2/2/21		ShipmentConfirmed174283	Shipment Number # "Shipment4571" saved to confirmed.
▲	✉	2/2/2021 3:30 PM PST	Shipment4571	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment4571" saved to confirmed.
▲	✉	2/2/2021 3:24 PM PST	Shipment2295	Rohit Tender Alert	Shipment # "Shipment2295" tendered
▲	✉	2/2/2021 3:24 PM PST	Shipment2295	Carrier Shipment Tendered Alert	Shipment # "Shipment2295" tendered
▲	✉	2/2/2021 3:24 PM PST	Shipment4571	Rohit Tender Alert	Shipment # "Shipment4571" tendered
▲	✉	2/2/2021 3:24 PM PST	Shipment4571	Carrier Shipment Tendered Alert	Shipment # "Shipment4571" tendered
▲	✉	2/1/2021 11:42 AM PST	GH-CarrierGroup-Shipment-1	AlertOnShipmentConfirmed174283	Shipment Number # "GH-CarrierGroup-Shipment-1" saved to confirmed.
▲	✉	2/1/2021 11:42 AM PST	GH-CarrierGroup-Shipment-1	AlertOnShipmentConfirmed174283	Shipment Number # "GH-CarrierGroup-Shipment-1" saved to confirmed.
▲	✉	2/1/2021 11:39 AM PST	GH-CarrierGroup-Shipment-2	Rohit Tender Alert	Shipment # "GH-CarrierGroup-Shipment-2" tendered



- To delete an alert message, select the checkbox next to the alert message and click the **Actions** button and select **Delete Checked**.

The screenshot shows the 'Alerts Inbox' interface. A table lists several alerts with columns for Priority, Mail, Date, Ref No, Subscription, and Subject. The third row is selected, and a red arrow points to the checkbox in the first column, labeled 'Checkbox'. At the bottom right, there is an 'Actions' dropdown menu with 'Delete Checked' selected, indicated by a red arrow and a label 'Delete Checked'.

Priority	Mail	Date	Ref No	Subscription	Subject
<input type="checkbox"/>		2/2/2021 3:55 PM PST	Shipment9114	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment9114" saved to confirmed.
<input type="checkbox"/>		2/2/2021 3:55 PM PST	Shipment3417	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment3417" saved to confirmed.
<input checked="" type="checkbox"/>		2/2/2021 3:30 PM PST	Shipment4571	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment4571" saved to confirmed.
<input type="checkbox"/>		2/2/2021 3:30 PM PST	Shipment4571	AlertOnShipmentConfirmed174283	Shipment Number # "Shipment4571" saved to confirmed.
<input type="checkbox"/>		2/2/2021 3:24 PM PST	Shipment2295	Rohit Tender Alert	Shipment # "Shipment2295" tendered
<input type="checkbox"/>		2/2/2021 3:24 PM PST	Shipment2295	Carrier Shipment Tendered Alert	Shipment # "Shipment2295" tendered
<input type="checkbox"/>		2/2/2021 3:24 PM PST	Shipment4571	Rohit Tender Alert	Shipment # "Shipment4571" tendered
<input type="checkbox"/>		2/2/2021 3:24 PM PST	Shipment4571	Carrier Shipment Tendered Alert	Shipment # "Shipment4571" tendered
<input type="checkbox"/>		2/1/2021 11:42 AM PST	GH-CarrierGroup-Shipment-1	AlertOnShipmentConfirmed174283	Shipment Number # "GH-CarrierGroup-Shipment-1" saved to confirmed.
<input type="checkbox"/>		2/1/2021 11:42 AM PST	GH-CarrierGroup-Shipment-1	AlertOnShipmentConfirmed174283	Shipment Number # "GH-CarrierGroup-Shipment-1" saved to confirmed.
<input type="checkbox"/>		2/1/2021 11:39 AM PST	GH-CarrierGroup-Shipment-2	Rohit Tender Alert	Shipment # "GH-CarrierGroup-Shipment-2" tendered

- Another way to view the alerts sent to the system is to add the **Alert Summary** widget to your **NEO Dashboard** which can then be used to view alerts.

Select an alert to go to the alert detailed information.

The screenshot shows the 'Carrier Neo Dashboard' with various widgets. The 'Alert Summary' widget is highlighted with a red arrow and labeled 'Alert Summary widget'. It displays two sections: 'Movement' with a count of 1 and 'Shipment' with a count of 19. Below these are lists of alert types and their counts.

Movement	Shipment
1	19
Movement Cance... 1	AlertOnShipment... 6
	Carrier Shipment ... 6
	Rohit Tender Alert 6
	Test sub 1