

Quick Guide to a Carrier Rescheduling and confirming a Soft Appointment



Introduction

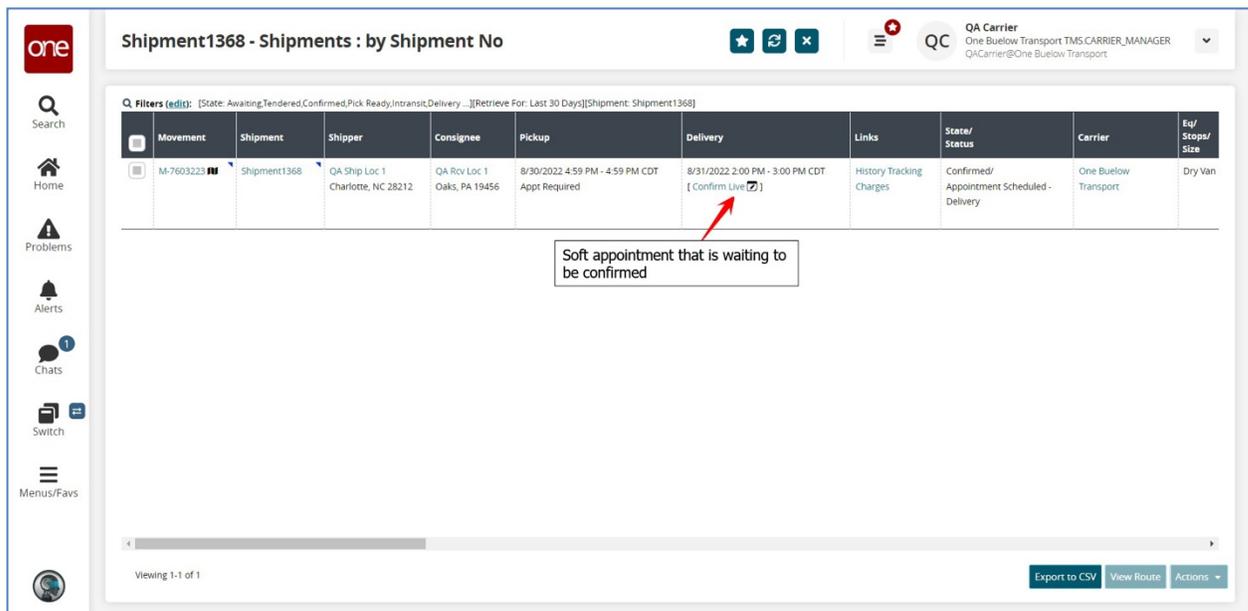
This document provides a quick guide for Carriers and Vendors explaining how to confirm a soft appointment that was made by your Shipper using the One Network system.

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.

Rescheduling a Soft Appointment

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

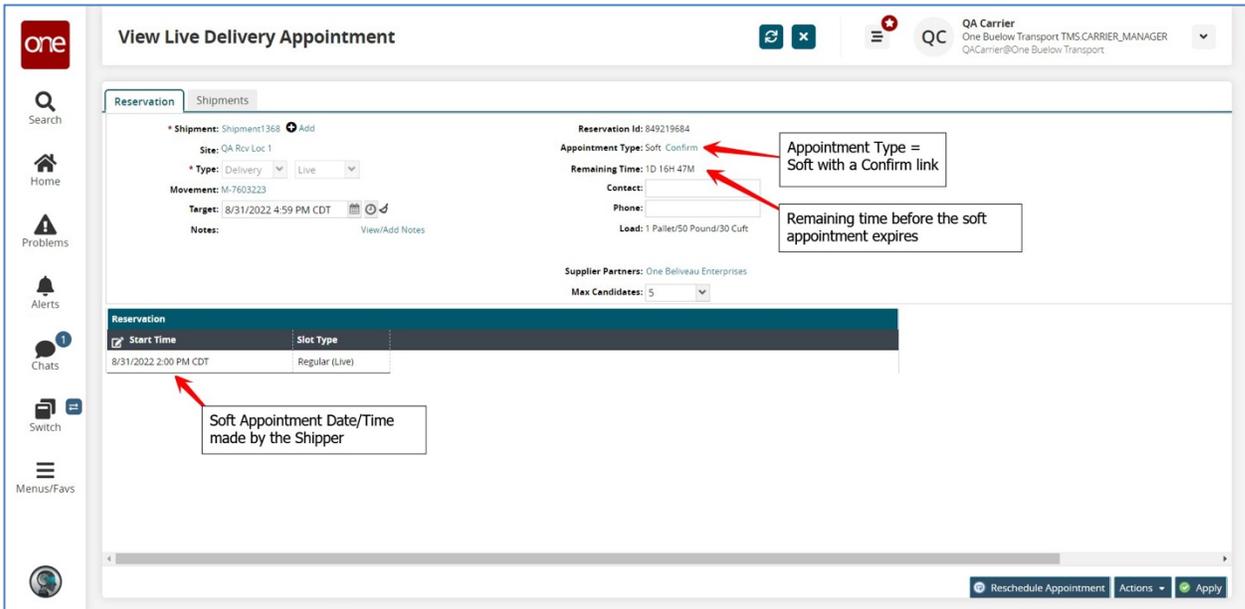


3. Select the **Confirm Live** link, and the **Appointment Reservation** screen displays.

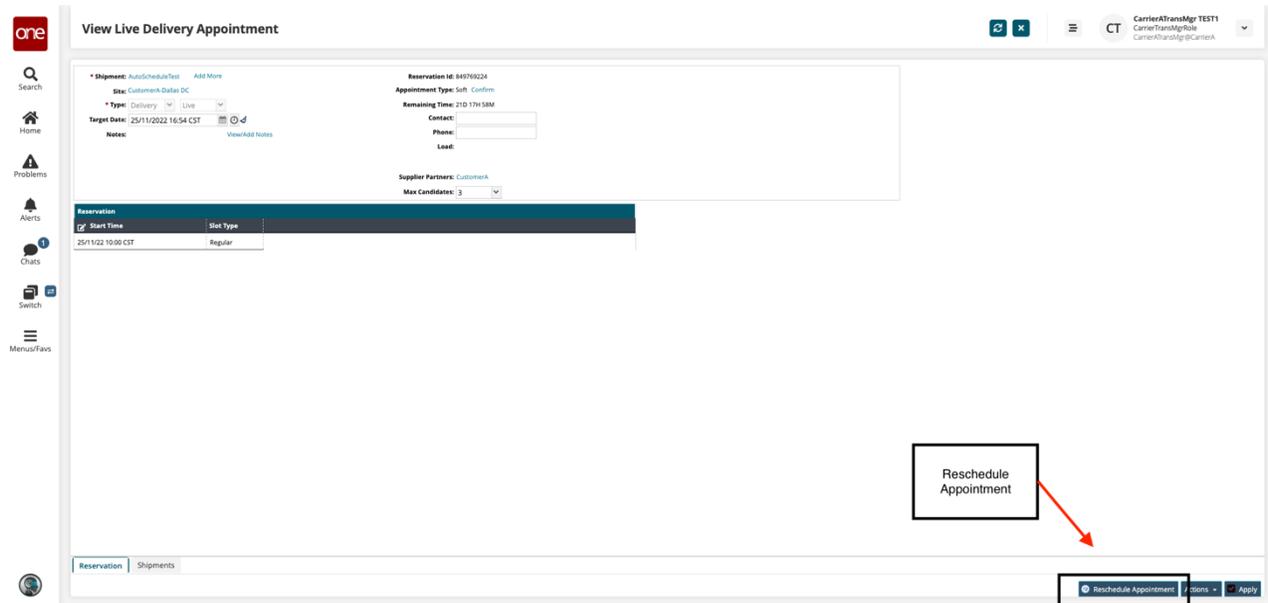
Under **Appointment Type**, it will show **Soft** indicating this is a soft appointment and next to that will be a **Confirm** link.

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

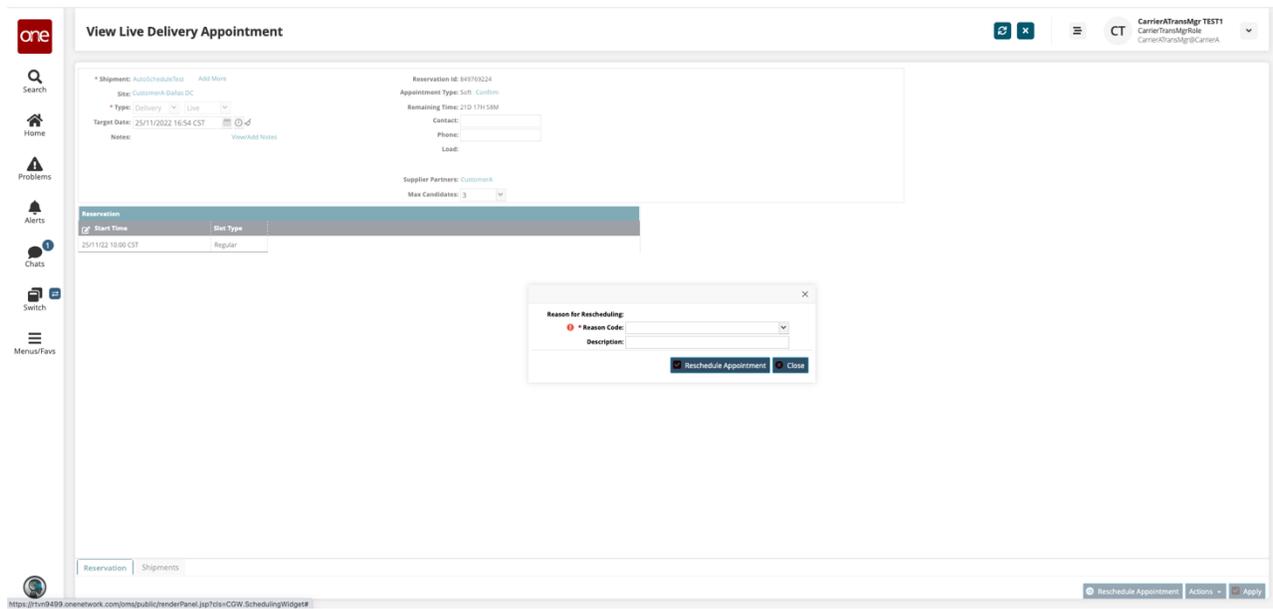
Under the **Reservation** section, you can see the start date/time for the soft appointment that was made by the Shipper.



- To Reschedule this soft appointment, select the **Reschedule Appointment** link in the lower right side of the screen



- Follow the reschedule steps including reason code population.



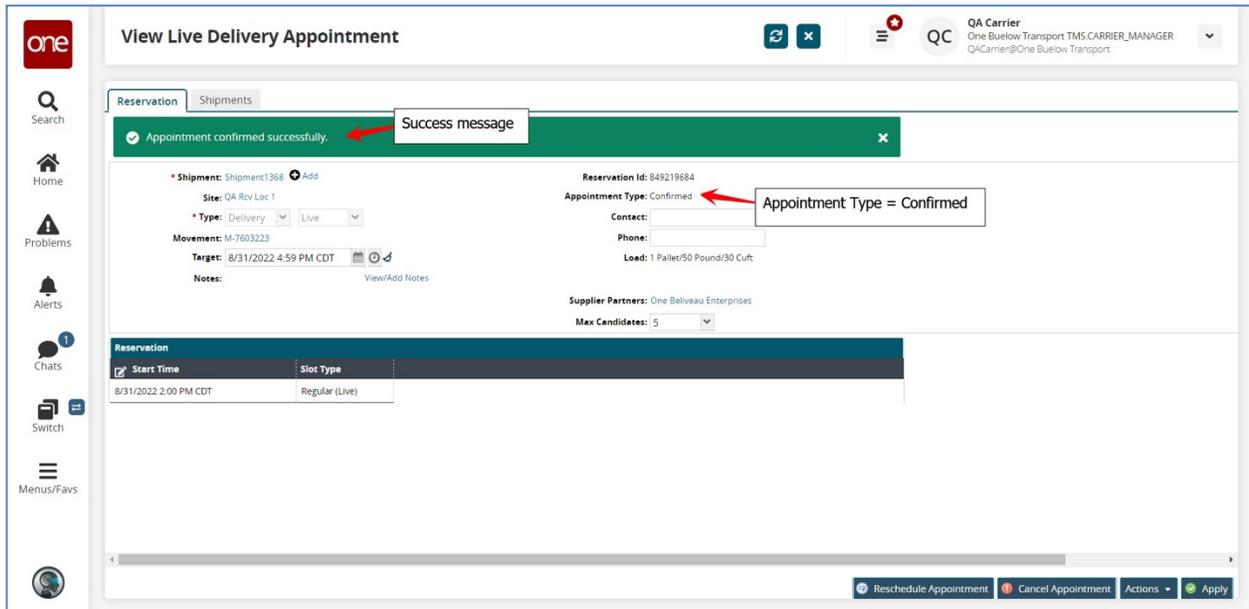
- Once the Reschedule is complete you will need will receive a message confirming the reschedule was successful.

The screenshot shows the 'View Live Delivery Appointment' page. At the top, a green notification banner states 'Appointment rescheduled successfully.' Below this, the main content area displays reservation details for 'Reservation ID: 849769224'. The 'Appointment Type' is 'Soft Confirm', and the 'Remaining Time' is '21D 18H 5M'. The 'Target Date' is '25/11/2022 16:54 CST'. A 'Capacity Information' table is visible on the right, showing 'Maximum' capacity of 50, 'Used' capacity of 2, and 'Remaining' capacity of 48. At the bottom right, there are buttons for 'Reschedule Appointment', 'Actions', and 'Apply'.

- The final step is to then confirm the appt using the **Confirm** Link under **Appointment Type**.

This screenshot is identical to the previous one, but with a red rectangular box highlighting the 'Confirm' link under the 'Appointment Type' field. The 'Appointment Type' is 'Soft Confirm', and the 'Confirm' link is highlighted in red.

- Once done, a success message displays and under **Appointment Type** it will show **Confirmed** indicating that this soft appointment has now been moved to a regular/confirmed appointment.



- If you return to the **Shipment Summary** screen and refresh it, you will now see that it shows as a confirmed appointment with an appointment reservation ID number.

