

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.

one	Shipment13	68 - Shipm	ents : by Shiរុ	oment No		* 8 ×	⊒ 0 (QA Carrier One Buelow Transport QACarrier@One Buelow	TMS.CARRIER_MANAG v Transport	er 🗸
Q	Q Filters (edit): [State:	Awaiting,Tendered,Co	nfirmed,Pick Ready,Intransi	it,Delivery][Retrieve	For: Last 30 Days][Shipment: Shipmen	(1368)				F-1
earch	Movement	Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/ Status	Carrier	Eq/ Stops/ Size
me	M-7603223 N	Shipment1368	QA Ship Loc 1 Charlotte, NC 28212	QA Rcv Loc 1 Oaks, PA 19456	8/30/2022 4:59 PM - 4:59 PM CDT Appt Required	8/31/2022 2:00 PM - 3:00 PM CDT [Confirm Live 2]	History Tracking Charges	Confirmed/ Appointment Scheduled - Delivery	One Buelow Transport	Dry Van
olems					Soft appointment	t that is waiting to		-		
e rts					be confirmed					
0										
its										
Favs										
	4							_	_	,
)	Viewing 1-1 of 1							Expor	t to CSV View Route	e Actions

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.

vi	iew Live Delivery Appointment	C QC QA Carrier One Buelow Transport TMSCARRIER, MANAGER ▼ QACarrier@One Buelow Transport QACarrier@One Buelow Transport
Search Res Home Problems	ervation Shipments * Shipment: Shipment 1366 Add Site: 0A Roy Lot * Type: Delivery V Live V Movement: Kr-563223 Target: 8/31/2022 4:59 PM CDT 0 0 0 Notes: View/Add Notes	Reservation ld: 649219684 Appointment Type: Soft Confirm Remaining Time: 1D 16H 47M Contact: Phone: Lead: 1 Pallet/50 Pound/30 Curt: Remaining time before the soft appointment expires
Alerts Persection of the section of	rvation Slot Type 2022 2:00 PM CDT Regular (Live)	Suppler Partners: One Belveuu Enterprises Max Candidates: 5 V
Switch	Soft Appointment Date/Time made by the Shipper	
		Reschedule Appointment Actions •

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

one	View Live Delivery Appointment			æ ×	≡ (1	CarrierATransMgr TEST1 CarrierTransMgr®ole CarrierATransMgr@CarrierA	•
Q Search Home	* Shipment: AutoCheck/Lifts: Add More Site: CustomerAData DC * Type: Delivery W Uve W Treget Date: 25/11/2022 16/54 CST W 0/4	Reservation ID: 65/02/24 Appointment Type: EX Conferen Remaining Time: 210 DT ISIM Centers: Phane:					
Problems	Tenentia	Laad Suppler Partners: CustomerA Max Candidates: 3					
Alerts	P ^P Start Time Slot Type 25/11/22 10:00 CST Regular						
Switch Menus/Favs							
			2	Reschedule Appointment			
۲	Reservation Shipments				@ Resched	dule Appointment / ctions +	Apply

5. Follow the reschedule steps including reason code population.

one	View Live Delivery Appointment			Image: State
Q Search	* Shipment: AutoScheduleTest Add Mare Site: CustomerA-Datas DC * Type: Delivery V Date	Reservation fit: 849769224 Appointment Type: Soft Confirm Remaining Time: 210 17H SBM		
Home	Target Date: 25/11/2022 16:54 CST 0 0 0	Contact: Phone: Load:		
Problems		Supplier Partners: CustomarA Max Candidates: 3		
Alerts	Reservation [2 ⁴ Start Time Elist Type 25/11/22 10:00 CST Regular			
Switch			X.	
Menus/Favs			• Reson Code v Description Reschedule Appointment C Cose	
	Reservation Shipments			
Litter litter 0.600 or	anabunik com lamalnublic franderDanal izn7clau/COW SchadulinaWidea##			Reschedule Appointment Actions - Apply

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



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

one	View Live Delivery Appointment			8×	≡ ст	CarrierATransMgr TEST1 CarrierTransMgrRole CarrierATransMgr@CarrierA	•
Q Search	Appointment rescheduled successfully.	×					
~	Shipment: AutoScheduleTest Add More	Reservational 010700221	Operating Hours: 25/11/2022 00:00 EST - 26/1	1/2022 00:00 EST			
Home	Site: CustomerA-Dallas DC	Appointment ype: Soft Confirm	Capacity Information				
	Target Date: 25/11/2022 16:54 CST	Remaining Terres Die felten	Capacity Type A Maximum Used	Remaining			
Problems	Notes: View/Add Notes	Phone:	Reason Unable to Schedule	40			
		Load:	on Target Date:				
.		Supplier Partners: CustomerA					
Alerts		Max Candidates: 3 💙					
_ 0	Reservation						
Chats	Z [*] Start Time Slot Type						
a 🗉	Lorinza moo can region						
Switch							
=							
Menus/Favs							
	Reservation Shipments						
					Reschedule	Appointment Actions •	Apply

8. 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.

one	View Live Delivery Appointment	Image: Second
Q Search	Reservation Shipments Appointment confirmed successfully.	×
Home Problems Alerts	Shipment: Shipment: Sie C Add Site: CA Rov Loc 1 Type: Delivery V Love V Movement: M-7603223 Target: 8/31/2022 4:59 PM CDT 100 0 0 Notes: View/Add Notes	Reservation Id: 849219684 Appointment Type: Confirmed Contect Phone: Load: 1 Paller/50 Pound/30 Cut: Supplier Partners: One Bellveau Enterprises Max Candidates: 5
Chats Chats Switch	Reservation Slot Type 2f Start Time Slot Type B/31/2022 2:00 PM CDT Regular (Live)	
۲	¢.	Reschedule Appointment Gracel Appointment Actions Actions Actions

9. 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.

Ship	ment136	8 - Shipme	ents : by Ship	ment No		* 2 ×	=○ (QA Carrier One Buelow Transport QACarrier@One Buelow	TMS.CARRIER_MANAG	SER
Q Filter	's (<u>edit</u>): [State: Av	vaiting,Tendered,Con Shipment	irmed,Pick Ready,Intransit	Delivery][Retrieve Consignee	For: Last 30 Days][Shipment: Shipment 	Delivery	Links	State/ Status	Carrier	Eq/ Stops
	M-7603223 🕅	Shipment1368	QA Ship Loc 1 Charlotte, NC 28212	QA Rcv Loc 1 Oaks, PA 19456	8/30/2022 4:59 PM - 4:59 PM CDT Appt Required	8/31/2022 2:00 PM - 3:00 PM CDT [849219684 Live]	History Tracking Charges	Confirmed/ Appointment Scheduled -	One Buelow Transport	Size Dry
						/				
					Confirmed appointr Appointment Reser	nent with an vation ID number				