

Quick Guide to a Supplier Rescheduling and Confirming a Soft Appointment



Introduction

This document provides a quick guide for Supplier 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 Suppliers, 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 Carriers or Suppliers. This soft appointment will last for a defined period of time before the appointment’s start time. Before that time expires, the Carriers or Suppliers 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 Supplier.
2. Find the Shipment or Movement where the Shipper has scheduled a soft appointment that you wish to confirm.

The screenshot displays the One Network system interface. The top header shows the 'one' logo and the title 'Shipment1368 - Shipments : by Shipment No'. The user is logged in as 'NOC Hub User' with the role 'QASanity User Administrator'. The interface includes a sidebar with navigation icons for Search, Home, Problems, Alerts, Chats, Switch, and Menus/Favs. The main content area shows a table of shipments with the following columns: Movement, Shipment, Shipper, Consignee, Pickup, Delivery, Links, State/Status, Carrier, and EY/Steps/Size. The table contains one row for Shipment 1368, with a red arrow pointing to the 'Delivery' column which shows '8/31/2022 2:00 PM - 3:00 PM CDT [1603223 Live (Z)]'. The status is 'Confirmed/ Appointment Scheduled - Delivery'. At the bottom, there are buttons for 'Export to CSV', 'View Route', and 'Actions'.

Movement	Shipment	Shipper	Consignee	Pickup	Delivery	Links	State/Status	Carrier	EY/Steps/Size
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 [1603223 Live (Z)]	History Tracking Charges	Confirmed/ Appointment Scheduled - Delivery	One Buelow Transport	Dry Van

3. Select the **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.

The screenshot displays the 'View Live Delivery Appointment' interface. The 'Appointment Specification' section shows the following details:

- Site: QA Rcv Loc 2
- Appointment Type: Soft (with a Confirm link)
- Load: Load
- Reservation Id: 848998894
- Carrier: [Searchable field]
- Max Candidates: 3
- Remaining Time: 17D 18H 29M

The 'Reservation Candidates' table lists the following candidate:

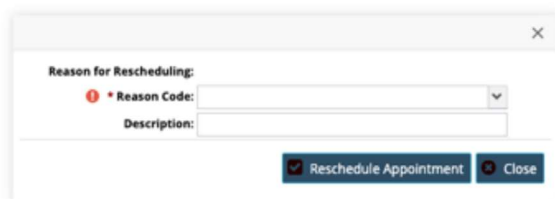
Start Time	End Time	Dock Door	Duration	Slot Type
10/21/22 9:00 am CDT	10/21/22 10:00 am CDT	QA Rcv Loc 2 DD 1	1 H	Scheduled Regular (Live)

The 'Reservation Capacity' table shows 'No Data'.

At the bottom right, there are buttons for 'Reschedule Appointment', 'Cancel Appointment', 'Save', and 'Actions'.

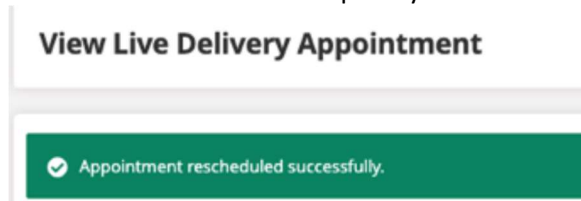
4. To Reschedule this soft appointment, select the **Reschedule Appointment** button in the lower right side of the screen.

5. Follow the reschedule steps including reason code population

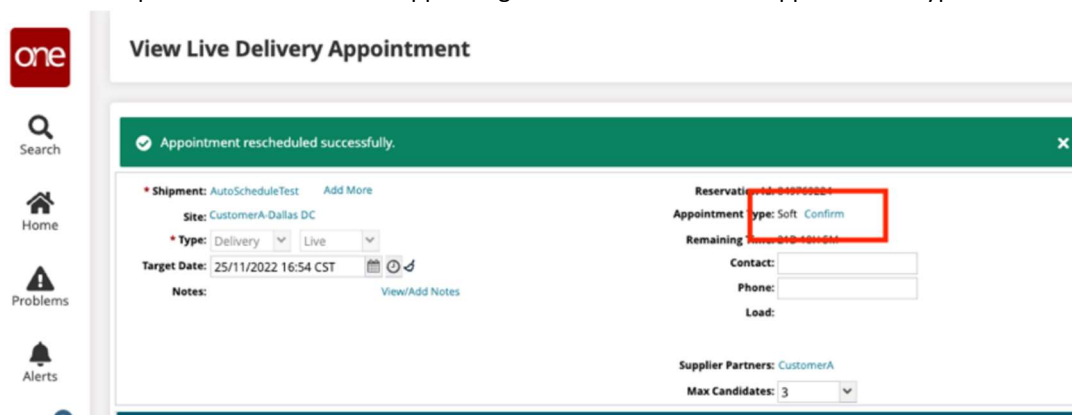


A dialog box titled "Reason for Rescheduling:" with a close button (X) in the top right corner. It contains a red asterisk icon and a label "Reason Code:" followed by a dropdown menu. Below this is a "Description:" label followed by a text input field. At the bottom, there are two buttons: "Reschedule Appointment" (with a checkmark icon) and "Close" (with an X icon).

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



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



A screenshot of the "View Live Delivery Appointment" page. The left sidebar contains the "one" logo and navigation icons for Search, Home, Problems, and Alerts. The main content area has a green banner with "Appointment rescheduled successfully." Below this, the appointment details are displayed. On the right side, the "Appointment type: Soft" is shown with a "Confirm" link highlighted by a red rectangle. Other details include "Reservation ID: 849700024", "Remaining Inventory: 849-101-556", "Contact:", "Phone:", "Load:", "Supplier Partners: CustomerA", and "Max Candidates: 3".

8. 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.

View Live Delivery Appointment

Reservation Shipments

✓ Appointment confirmed successfully. **Success message**

* Shipment: Shipment1368 + Add

Site: QA Rcv Loc 1

* Type: Delivery Live

Movement: M-7603223

Target: 8/31/2022 4:59 PM CDT View/Add Notes

Notes:

Reservation Id: 849219684

Appointment Type: Confirmed

Contact:

Phone:

Load: 1 Pallet/50 Pound/30 Cuft

Supplier Partners: One Beliveau Enterprises

Max Candidates: 5

Start Time	Slot Type
8/31/2022 2:00 PM CDT	Regular (Live)

9. 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.

Shipment1368 - Shipments : by Shipment No

Q Filters (edit): [State: Awaiting,Tendered,Confirmed,Pick Ready,Intransit,Delivery ...][Retrieve For: Last 30 Days][Shipment: Shipment1368]

Movement	Shipment	Shipper	Consignee	Pickup	Delivery
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Confirmed appointment with an Appointment Reservation ID number