



### Rescheduling and Cancelling an Appointment in EEM

If a user needs to reschedule or cancel an appointment in EEM, they must follow the steps below. Appointments that are rescheduled or cancelled more than 24 hours in advanced, will not receive a Supplier Scorecard Violation.

#### To Cancel an Appointment:

1. The user will login and navigate to the Appointments user interface.
2. The user will search for an appointment ID or pick from the scheduled list.

The screenshot shows the 'Appointments' user interface. At the top, there are 'Actions' and 'Tools' dropdown menus. Below them is a search bar with 'Appointment:\*' and a date range filter set to 'Suggested start date/time:\* From Today' to 'Next Week'. The main area displays a table with columns: Business Partner, Carrier, Appointment ID, Suggested Start Date/Time, Appointment Type, Appointment Status, Shipment, Purchase Order, and ASN. Two rows are visible, both with a status of 'Scheduled'.

Business Partner	Carrier	Appointment ID	Suggested Start Date/Time	Appointment Type	Appointment Status	Shipment	Purchase Order	ASN
4192	ABCL	55011498	5/26/21 08:00	Live Unload	Scheduled		PO000000326	\
4192	ABCL	55011520	5/27/21 08:00	Live Unload	Scheduled		PO000000335	\

3. The user will select the check box associated to the desired appointment. Then select Edit.

This is a close-up of the appointment list from the previous screenshot. The first row is selected, and its checkbox is checked. The 'Edit' button in the bottom toolbar is highlighted with a red box.

Carrier	Appointment ID	Suggested Start Date/Time
ABCL	55011498	5/26/21 08:00
ABCL	55011520	5/27/21 08:00
EXLA	55011432	5/27/21 09:00
ABCL	55011494	5/27/21 09:30
ABCL	55011518	5/27/21 10:00
ABCL	55011522	5/28/21 08:00
ABCL	55011524	5/28/21 09:00

Buttons: Add, Approve, **Edit**, Check in, Reject, Email

4. The user will navigate to additional details tab.





- The user will scroll down and check the cancel box. After checking the cancel box, the user will select the reason code as "Cancel Appointment".

Canceled:  Cancel reason code:

- Click Save. When the Appointment UI screen is refreshed, the appointment has now been changed to a Canceled status.



<input type="checkbox"/>				Carrier	Appointment ID	Suggested Start Date/Time	Appointment Type	Appointment Status
<input type="checkbox"/>				TJNQ		5/27/21 08:00	Live Unload	Canceled

- The Appointment has now been canceled.



### To Reschedule an Appointment:

Users may choose to reschedule an appointment rather than cancel the entire appointment. Rescheduling an appointment will keep all of the same information on the appointment (Appointment ID, business partner, carrier, Purchase Order, etc.). The only thing that will change when an appointment is rescheduled is the date and time.

1. The user will login and navigate to the Appointments user interface.
2. The user will search for an appointment ID or pick from the scheduled list.

Appointments

Quick filter Appointment:\* Suggested start date/time:\* From Today To Next Week

Displaying 1 - 19 of 19 (0 selected)

			Business Partner	Carrier	Appointment ID	Suggested Start Date/Time	Appointment Type	Appointment Status	Shipment	Purchase Order	ASN
<input type="checkbox"/>				4192	ABCL	55011498	5/26/21 08:00	Live Unload	Scheduled	PO000000326	\
<input type="checkbox"/>				4192	ABCL	55011520	5/27/21 08:00	Live Unload	Scheduled	PO000000335	\

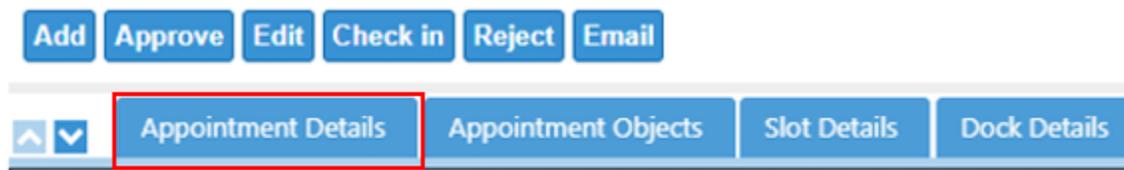
3. The user will select the check box associated to the desired appointment. Then select Edit.

Displaying 1 - 7 of 7 (1 selected)

			Carrier	Appointment ID	Suggested Start Date/Time	
<input checked="" type="checkbox"/>				ABCL	55011498	5/26/21 08:00
<input type="checkbox"/>				ABCL	55011520	5/27/21 08:00
<input type="checkbox"/>				EXLA	55011432	5/27/21 09:00
<input type="checkbox"/>				ABCL	55011494	5/27/21 09:30
<input type="checkbox"/>				ABCL	55011518	5/27/21 10:00
<input type="checkbox"/>				ABCL	55011522	5/28/21 08:00
<input type="checkbox"/>				ABCL	55011524	5/28/21 09:00

Add Approve Edit Check in Reject Email

4. The user will navigate to Appointment Details tab.



5. The user clicks on the calendar icon next to "Suggested start date/time"



Appointment Details | Appointment Objects | Slot

Facility\*: VABCFACILITY

Suggested start date/time\*: 5/26/21 08:00

Appointment type\*: Live Unload

Appointment ID: 55011498

Carrier: ABCL

Business partner: 4192

Equipment code: 53FT

6. The user will select the date in which they would like to reschedule the appointment.

June, 2021						
<<	<	Today	>	>>		
wk	Sun	Mon	Tue	Wed	Thu	Fri Sat
21			1	2	3	4 5
22	6	7	8	9	10	11 12
23	13	14	15	16	17	18 19
24	20	21	22	23	24	25 26
25	27	28	29	30		
Time:		13 : 58				
Select Time						

7. Once the new date has been selected on the calendar, click Recommend Time Slots for the EEM system to recommend available time slots for this appointment based on the estimated delivery date.

Calendar | Cancel | Validate | **Recommend Time Slots** | Save

8. If a time is not available on the date you selected, you will receive an error message saying “No slot capacity available”. If you receive this message, please choose another appointment day. Once you have chosen the start time and end time of the appointment, click select.

Start-Time:4/20/21 12:30 Departure-Time:4/20/21 13:30 Appointment Slots:Dock - able  
 Start-Time:4/20/21 12:15 Departure-Time:4/20/21 13:15 Appointment Slots:Dock - able  
 Start-Time:4/20/21 12:00 Departure-Time:4/20/21 13:00 Appointment Slots:Dock - able

**Select** | Cancel

9. Click Save. The appointment suggested start date/time has now been rescheduled.