

Dock Scheduler: Cancel/Reschedule Appointments

Existing Dock Scheduler appointments are visible on the **Review Pending & History** page. From this page, you can cancel existing appointments and make them available for rescheduling. Once you cancel an appointment, it then becomes visible on the **Shipment Scheduling** page if you need to reschedule it.

1. On the **Review Pending & History** page, locate the appointment you would like to cancel or reschedule.
2. In the action column, click the **X** icon next to the shipment you would like to cancel or reschedule.


Action	Confirmation	Shipment(s)	Orders	Client Orders	Status	Apt. Date	Warehouse	Payment Type	On-Time	Carrier	Line Items	Delivery Method	Trailer #	Weight	Pallets	Units
	CON-161279-24	KBX-17291681-24	AD30540 AD30541		Cancelled	Mar 12, 2024 5:00 AM	Chips and Dip (Roth) - 95330 (Roth) [Chips and Dip - 95330 (Roth)]	Outbound Prepaid	Yes	The Grand Trunk	2.0	Live Unload		30240	24	1440
	Awaiting Approval	KBX-17291681-24	AD30540 AD30541	AD30540, AD30541	Special Request	Feb 28, 2024 11:00 AM	Chips and Dip (Roth) - 95330 (Roth) [Chips and Dip - 95330 (Roth)]	Outbound Prepaid	Yes	The Grand Trunk	2.0	Live Unload		30240	24	1440

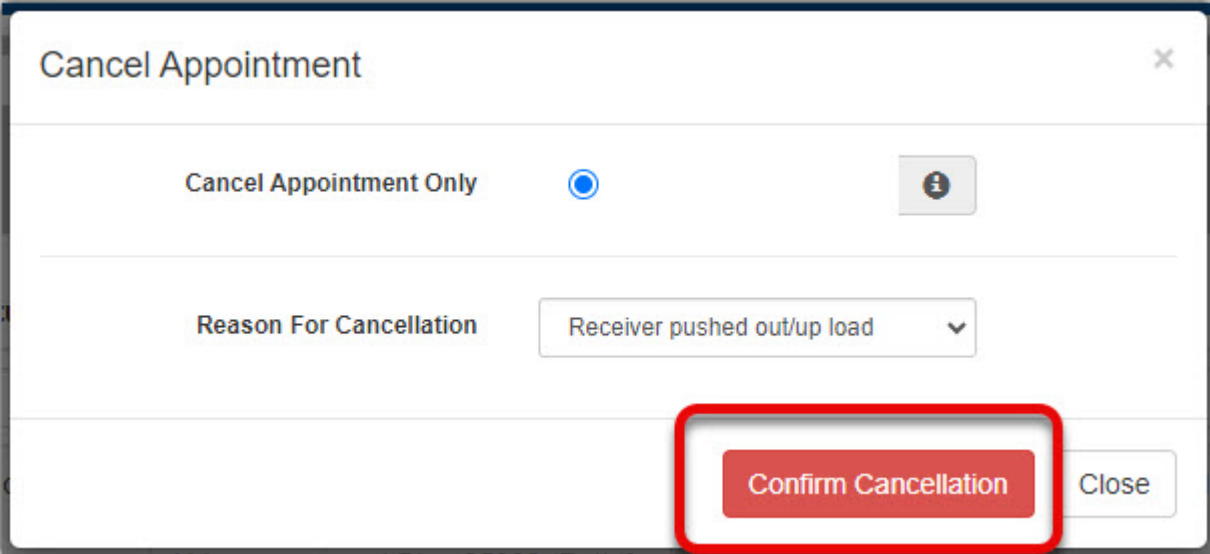
3. Select **Cancel Appointment Only** so that shipment details are maintained in the system.

Cancel Appointment

Cancel Appointment Only

Cancelting the appointment only will cancel your appointment time but all shipment details will be maintained. After canceling you can find your shipment on the shipment schedule page.

4. Select the reason for cancellation. 
5. Once reason for cancellation has been selected, click **Confirm Cancellation**.



Cancel Appointment ×

Cancel Appointment Only ?

Reason For Cancellation: Receiver pushed out/up load ▼

Confirm Cancellation Close

6. The appointment status will show as cancelled and the shipment can now be found in the **Shipment Schedule** page if you need to reschedule it.
7. To reschedule, locate the shipment on the **Shipment Scheduling** page and follow scheduling directions from **Dock Scheduler - Scheduling a Pickup/Delivery Appointment**.