




# Dock Scheduler: Special Requesting Appointments

In Dock Scheduler, if your desired appointment is not available when you click **Get Times**, click the **Special Request** button to request a different time.

1. Orders that allow for changes to appointment dates will have an **Edit** icon next to the date. Click the **Edit** icon next to the date.

Action	Company	Shipment(s)	Pickup Date	Delivery Date
	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
  	Dips and Chip	KBX-17291681-24	03/15/2024	03/15/2024

2. Select the desired date and then click on the green checked box to confirm the new date.

**Pickup Date**

- 03/14/2024
- 03/13/2024
- 03/12/2024
- 03/15/2024
- 03/16/2024
- 03/17/2024
- 03/18/2024
- 03/19/2024
- 03/20/2024
- 03/21/2024
- 03/22/2024
- 03/23/2024
- 03/24/2024
- 03/25/2024
- 03/26/2024
- 03/27/2024
- 03/28/2024
- 03/29/2024

3. If your desired time is available, follow the steps to schedule an appointment by clicking the **clock** icon, selecting a time and then clicking **Schedule**.

Your Shipment/Orders Cancel Special Request Schedule

Carrier/Broker	The Grand Trunk	Duration in Minutes	60
Trailer #		Pickup Date	Mar 21, 2024
Warehouse	Chips and Dip (Roth) - 95330 (Roth)]	Available Dates	3/21/2024 v
Partition	02	Available Times	03/21/2024 2:00 PM v

4. If your desired time is not available or no times are available at all, you can submit a special request by clicking the **Special Request** button.

Your Shipment/Orders Cancel Special Request Schedule

Carrier/Broker	The Grand Trunk	Duration in Minutes	60
Trailer #		Pickup Date	Mar 21, 2024
Warehouse	Chips and Dip (Roth) - 95330 (Roth)]	Available Dates	3/21/2024 v
Partition	02	Available Times	03/21/2024 2:00 PM v

5. Fill out all fields on the form and then click **Submit Request**.

### Special Request X

Timeslots are not available for the date and/or time that you requested.

Please complete this form to initiate the Special Request process and we will do our best to accommodate it.

If your request requires a date change, please contact the buyer for approval.

Please allow time for your request to be processed. You can check the status of your special request in the [Review Pending & History](#) screen.





Requested Warehouse:	<input type="text" value="Chips and Dip (Roth) - 95330 (Roth)"/>
Requested Partition	<input type="text" value="02"/>
Requestor Name:	<input type="text"/>
Requestor Phone:	<input type="text" value="(555) 222-3333 x0000"/>
Requestor Email:	<input type="text" value="name@example.com"/>
Requestor Role:	<input type="text" value="Client"/>
Requested Date:	<input type="text"/>
Requested Time:	<input type="text"/>

6. The special request will now show in **Review Pending and History** until it is either approved or rejected.

Review Appointments

Scheduled Appointments

Search

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