

# One Network Dock Scheduling

The shipping and receiving appointment process is increasingly coming under focus as industry leaders seek to accelerate their supply chains. Today, this focus has intensified due to recently introduced transportation regulations.

Under the 2004 Federal Hours-of-Service Regulations, all pick-up and delivery hours are counted towards a driver's 14-hour on-duty limit. Time spent waiting for a dock door, as typical in a "first-come, first-served" approach, counts against available hours of service. Additionally, a driver's involvement in accessorial activities such as loading and unloading is also considered on-duty time.

As a result of the changes in regulations, the nation's leading carriers are indicating that if shippers and receivers do not improve their appointment scheduling and dock operations processes, they will likely see an increase in their transportation costs.

## Seeking a Solution

With the added pressure, all parties involved in the shipping and receiving appointment process are actively seeking a solution for improved scheduling. A common response is to deploy a system that manages the appointment scheduling process. All parties may have access to a system in which appointments can be managed online so that vendors and carriers can request and receive appointment confirmations over the Internet.

One Network leads the software industry in providing dock scheduling solutions. Introduced in 2001, One Network's system is the most adopted Internet-based scheduling system in operation with over 1200 transportation service providers and many large shippers and carriers scheduling thousands of appointments daily.

One Network's system completely automates the scheduling process, based on the business constraints of a facility and characteristics of an order or shipment. The system provides role-based interaction for all parties to auto-schedule, reschedule, manage their upcoming appointments, and track performance metrics. With this system, everyone is on the same page.

## An Industry Solution

Managing appointments over the Internet appears to be a solution for individual shippers and receivers. But the proliferation of disparate Internet-based systems continues to challenge the carriers and trading partners of these individual shippers and receivers. What is needed is a common solution for the entire industry.

E-commerce processes erode efficiency without commonality of systems. Today, dispatch and scheduling operations are interacting with an increasing number of Internet systems in their daily workflow and customer service tasks. Some commonality is critical for efficiency and industry adoption. If a shipper or receiver cannot make the process easier, then carriers will be less likely to adopt the change.

One Network's system is a true Network Application, meaning that carriers, shippers and receivers can interact with all their partners through a user and company-specific view under a single log-in. A carrier can manage appointments across multiple shippers and receivers through one Internet site and one easy process. The system also supports integration into carrier dispatch and shipper and receiver TMS systems, whereby a single connection provides information across multiple companies.

One Network's current customers are aggressively encouraging their trading partners to embrace this method of dock scheduling. Since the system is a Network Application, all the carriers and trading partners that adopt the system for one particular shipper or receiver, are then on the Network and available to schedule appointments for each new and existing company that utilizes the system. With this model, the industry avoids the introduction of hundreds of different scheduling applications and business processes.

One Network is encouraging the industry as a whole to consider standardization of processes and systems when evaluating solutions for improving appointment scheduling and dock operations. With a network approach, adoption of new improved processes will be accelerated and long-term efficiency will be increased.

Come join the hundreds of vendors and carriers already scheduling appointments online. To register, Please visit [www.onenetwork.com](http://www.onenetwork.com) and click the "Join Now" button. Please fill out the required fields and you will receive an email invitation to join One Network.

## Frequently Asked Questions

### What is One Network Enterprises, Inc?

One Network Enterprises, Inc. provides Supply Chain On-Demand services that enable business processes, transactions and connectivity within the enterprise and across the value chain. One Network partners with major retailers, distributors, manufacturers and logistics services providers to transform their legacy supply chains in order to increase sales, reduce operating costs and lower working capital requirements. To overcome the challenges associated with process change and technology deployment, One Network delivers adaptable, on-demand solutions and a risk-mitigated business approach to improve operations incrementally, one process and one success at a time.

### Why should I use One Network dock scheduling?

One Network dock scheduling helps eliminate many of the problems that occur with traditional phone and fax tender acceptance and appointment scheduling. Dock door appointments may be scheduled or rescheduled at any time, any day. Accepted tenders and appointments are recorded automatically and can be referenced at any time and carrier dwell time can be measured at each facility.

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## How do I join the One Network?

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## How do I schedule an appointment using One Network?

Once your company joins One Network, all you need to schedule an appointment is an order number or shipment tender and web browser. The user identifies the order for scheduling, One Network presents available times, and the user selects the optimal appointment. In less than fifteen seconds an appointment can be scheduled and confirmed, 24 hours per day, seven days per week, three hundred sixty five days per year.

## What type of training and support are available?

Once your company is registered, you can access One Network and download self-help recorded training files and view them at any time. You may also save and access these files as a refresher, or for training new employees. One Network also provides additional online meeting and training sessions that can enhance the user’s experience. Our customer support is available to assist your company is using One Network to its full potential.

## How much does it cost?

It’s quick and relatively inexpensive to get started.

Carrier Pricing - We charge a nominal one-time setup fee, of \$250, monthly user fee of \$50 and \$1.00 per appointment charged after your first fifty free appointments each month.

Vendor Pricing - We charge a nominal one-time setup fee, of \$500, monthly user fee of \$100 and \$1.00 per appointment charged after your first one hundred free appointments each month.

\*\*Payment of activation will be required prior to your company being activated on the One Network.

## What Benefits will I receive when I join One Network?

- 7 Major Retailers (25% of grocery retail) and Growing!
- Reduce inefficiencies presented by telephone. Giving you more control...improving your efficiencies
- Centralized appt visibility across multiple companies all on ONE system...vs a proprietary system for each Company!
- Instant visibility to turn times at customer facilities
- Ability to come to One Network and Secure Loads from it’s Network Logistics Partners
- Ability to enter and record “real-time” shipment status events (ex. Pick up, Delivered, Delayed, etc)
- Improved Dock, Yard, Driver, Tractor, and Trailer utilization based on advanced scheduling capabilities.
- Appointments are only given when capacity is available – reducing your dwell time

### **How am I invoiced?**

Customers are billed monthly and receive electronic invoices detailing monthly transactions. Activation fee will be invoiced upon registration. The first month will have pro-rated fees from date of registration until the end of the month.

### **Will joining the network expose my information to others, or expose my computer to Internet viruses?**

No, One Network uses a proactive approach towards information security and protection to ensure confidentiality, integrity, safety and availability of our systems and data. In conjunction with IBM, we use industry-best defense mechanisms and processes to detect and prevent unauthorized access and viruses.

### **What computer skills are needed to use One Network?**

A basic understanding of a computer, mouse and usage of the Internet is required. By using your web browser, One Network is easy to use, whether you have advanced computer/internet skills or if you are a new computer/internet user.

### **What are the technical requirements to use One Network?**

One Network requires only a web browser, Internet Explorer Version 6.0 or higher, to utilize the dock scheduling application.