



Opendock®

Carrier User Guide

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Opendock


Carrier Portal (www.opendock.com)

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Carrier Portal

Account Registration & Login

1



Are you a carrier, broker, or dispatcher?

OpenDock allows carriers, brokers, and dispatchers to book, update and cancel dock appointments with warehouses.

Login

2 Register for FREE

3

Register for **Free** today

First Name

Last Name

Email

Password

Company Name

Search...

Country

United States

Mobile Number


Country code +1

Mobile Number

Register

Already registered? [Login](#)

4



Thank you for registering!

Please click on the link below to finalize your registration.

Finalize registration

You can copy and paste this link below into your browser:
http://opendock.development/app/validate-email?email=cpollard@appointmentplus.com&verification_token=229872

Regards,
The OpenDock Team

5

Sign in to OpenDock

Don't have an account? [Register](#)

EMAIL

PASSWORD

Forgot Password?

Login

Email verified! Please login.

Steps:

1. Go to [Opendock.com](https://opendock.com)
2. Click 'Register for FREE' button
3. Fill out registration form
4. Verify email
5. Sign in!

Schedule an Appointment

Opendock

FIND WAREHOUSE

1 APOD Search

SEARCH RESULTS Showing 1 - 4 of 4 warehouses

APOD Logistics - APOD HQ
555 Fun Lane Scottsdale, AZ 85054

2 SCHEDULE

APOD Logistics - APOD Missoula
2020 Glacier National Way Missoula, MT 59801

APOD Logistics - APOD New York
555 Broadway New York, NY 10001

APOD Logistics - APOD Seattle
444 N. East Ave Seattle, WA 98101

APOD Logistics
Online Scheduling System

Home Appointments Account Log Out

Appointment Locator

3 Select load type
Frozen Goods

Select Dock
Inbound

Date
May 2020

Sun	Mon	Tue	Wed	Thu	Fri	Sat
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Select Appointment Time
Inbound

4 Wednesday, May 20, 2020 8:00am Book it

Wednesday, May 20, 2020 8:30am Book it

Wednesday, May 20, 2020

Wednesday, May 20, 2020

Wednesday, May 20, 2020

Selected Appointment

Dock Inbound
Load Type Frozen Goods
Date Wednesday, May 20, 2020
Start Time 8:00am

Please complete the following information.

PO Number

Trailer Number

Special Instructions

E-mail Confirmation and Reminders
Confirmation and reminder e-mails for this appointment will be sent to (separate additional e-mail addresses by cpollard@appointmentplus.com)

Select SMS Appointments reminder preference (optional)

☒ Send SMS Appointments reminders

Mobile Number 1 Example 000-000-0000

☐ Do not send SMS Appointments reminders

5 Finalize Appointment

Appointment Confirmed - Clutter

Message

Appointment Confirmed

on behalf of AppointmentPlus sent by AppointmentPlus

You are now confirmed for your appointment.

Date
Wednesday, January 22, 2020

Location
APOD HQ

Time
10:30am

Dock
USS Enterprise

Load Type
Inbound

PO Number
23423423

Confirmation Number
11099

We look forward to seeing you! Please visit opendock.com to book another appointment.

Thanks!


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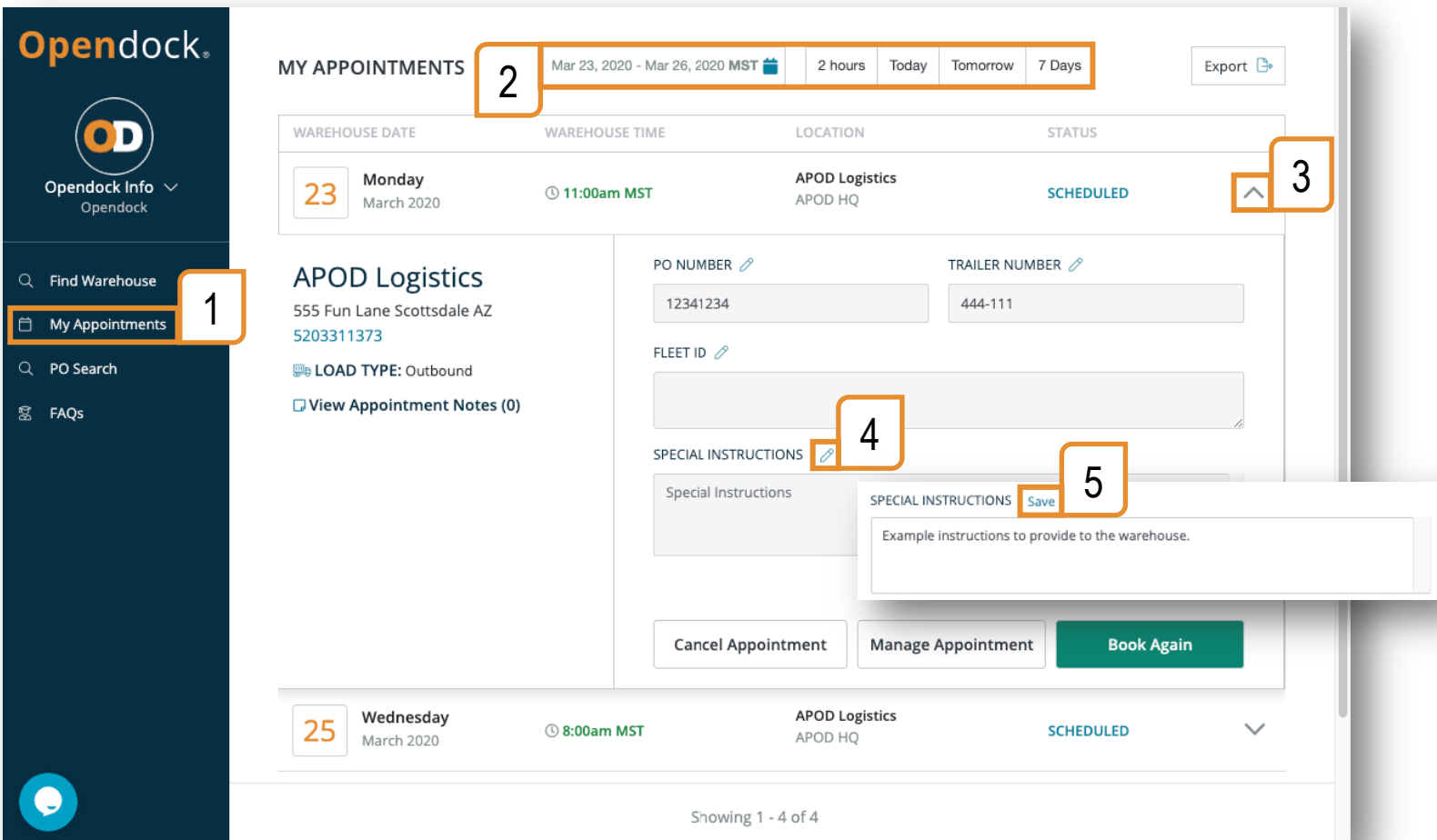
Steps:

1. Search for warehouse name and click 'Search'
2. Click the 'Schedule' button
3. Select accurate Load Type
4. Pick a date & time
5. Fill out information & click 'Finalize Appointment'
6. You'll receive a confirmation email!

Edit an Appointment

Steps:

1. Click 'My Appointments'
2. Select a date range and click 'Apply'
3. Click the appointment dropdown
4. Click the pencil  button to edit the field
5. Click 'Save' to save your changes



The screenshot shows the OpenDock 'My Appointments' page. The interface includes a sidebar with navigation links: 'Find Warehouse', 'My Appointments' (highlighted with a callout 1), 'PO Search', and 'FAQs'. The main content area displays a table of appointments. The first appointment is for 'Monday March 20' at '11:00am MST' at 'APOD Logistics APOD HQ', with a status of 'SCHEDULED'. A date range filter 'Mar 23, 2020 - Mar 26, 2020 MST' is selected (callout 2). A dropdown arrow next to the appointment (callout 3) is clicked, revealing a form for editing. The form contains fields for 'PO NUMBER' (12341234), 'TRAILER NUMBER' (444-111), 'FLEET ID', and 'SPECIAL INSTRUCTIONS'. The 'SPECIAL INSTRUCTIONS' field is highlighted with a callout 4. A 'Save' button is visible next to the 'SPECIAL INSTRUCTIONS' field (callout 5). At the bottom of the form are buttons for 'Cancel Appointment', 'Manage Appointment', and 'Book Again'. The second appointment in the table is for 'Wednesday March 20' at '8:00am MST' at 'APOD Logistics APOD HQ', also with a status of 'SCHEDULED'. The page footer indicates 'Showing 1 - 4 of 4'.

Add Warehouse Favorites

Opendock®

FIND WAREHOUSE

1 APOD Search

SEARCH RESULTS Showing 1 - 4 of 4 warehouses

- APOD Logistics - APOD HQ
555 Fun Lane Scottsdale, AZ 85054
- APOD Logistics - APOD Missoula
2020 Glacier National Way Missoula, MT 59801
- APOD Logistics - APOD New York
555 Broadway New York, NY 10001
- APOD Logistics - APOD Seattle
444 N. East Ave Seattle, WA 98101

2 Add to Favorites

3 Successfully Added APOD Logistics to Favorites

YOUR FAVORITES

- APOD Logistics
APOD HQ
Scottsdale, AZ
- APOD Logistics
APOD Missoula
Missoula, MT
- APOD Logistics
APOD New York
New York, NY

RECENTLY SCHEDULED

- APOD Logistics
APOD Seattle
Seattle, WA
- APOD Logistics
APOD New York
New York, NY
- APOD Logistics
APOD Missoula
Missoula, MT

Steps:

1. Search for warehouse name and click 'Search'
2. Click the ☆ button
3. The page will reload, and the warehouse will be added to the 'Your Favorites' section

Search Appointments by PO Number

The screenshot shows the Opendock web application interface. On the left is a dark blue sidebar with the Opendock logo and navigation links: 'Find Warehouse', 'My Appointments', 'PO Search' (highlighted with a callout '1'), and 'FAQs'. The main content area is titled 'PO SEARCH'. At the top of this area is a search bar (callout '2') containing the text '123123' and a 'Search' button. Below the search bar is a table with columns: DATE, TIME, LOCATION, and STATUS. The first row shows '14 TUESDAY January 2020', times '10:00am MST (Local)' and '9:00am PST (Warehouse)', location 'APOD Logistics APOD Seattle', and status 'SCHEDULED'. Below the table, there's a section for 'APOD Logistics' with address '444 N. East Ave Seattle WA 333333333'. To the right of this section are input fields for 'PO NUMBER' (callout '3' and containing '123123'), 'TRAILER NUMBER', 'FLEET ID', and 'DROP TRAILER?'. There is also a link to 'View Appointment Notes (0)'.

Steps:

1. Click 'PO Search'
2. Type a PO Number and click 'Search'
3. All appointments with PO Numbers that contain the search term will be listed.
E.g. Searching for "1234" will return appointments with PO Numbers "0123456" and "12345566".

Edit Profile & Change Password

Steps:

1. Click '▽' button next to your username to display the menu
2. Click 'Edit Profile'
3. Upload a photo
4. Update your password
5. Click 'Save Changes'

The screenshot shows the Opendock user interface. On the left is a dark blue sidebar with the Opendock logo and navigation links: 'Find Warehouse', 'My Appointments', 'PO Search', and 'FAQs'. The main content area is white and contains a profile form. The form has two columns. The left column contains fields for 'First Name' (Opendock), 'Last Name' (Info), 'Company Name' (Opendock), and 'Country' (United States). The right column contains fields for 'Mobile Number' (Country code: +1, Phone number: (480) 222-2222), 'Time Zone' (US/Arizona), and 'Email' (OpendockInfo@Opendock.com). Below the form is a section for 'Upload Picture' with the Opendock logo. At the bottom right, there is a 'Change Password' section with fields for 'Current password...', 'New password...', and a 'Change Password' button. A 'Sign Out' button is located in the sidebar. Numbered callouts 1 through 5 highlight specific elements: 1 points to the dropdown arrow next to the 'Opendock Info' header; 2 points to the 'Edit Profile' button in the sidebar; 3 points to the 'Upload Picture' button; 4 points to the 'Change Password' button; and 5 points to the 'Save Changes' button.

Opendock

Opendock Info ▾ 1

2 Edit Profile

Sign Out

Find Warehouse

My Appointments

PO Search

FAQs

First Name

Opendock

Last Name

Info

Company Name

Opendock

Country

United States

Mobile Number

Country code +1 Phone number (480) 222-2222

Time Zone

US/Arizona

Email

OpendockInfo@Opendock.com

4 Password

Current password...

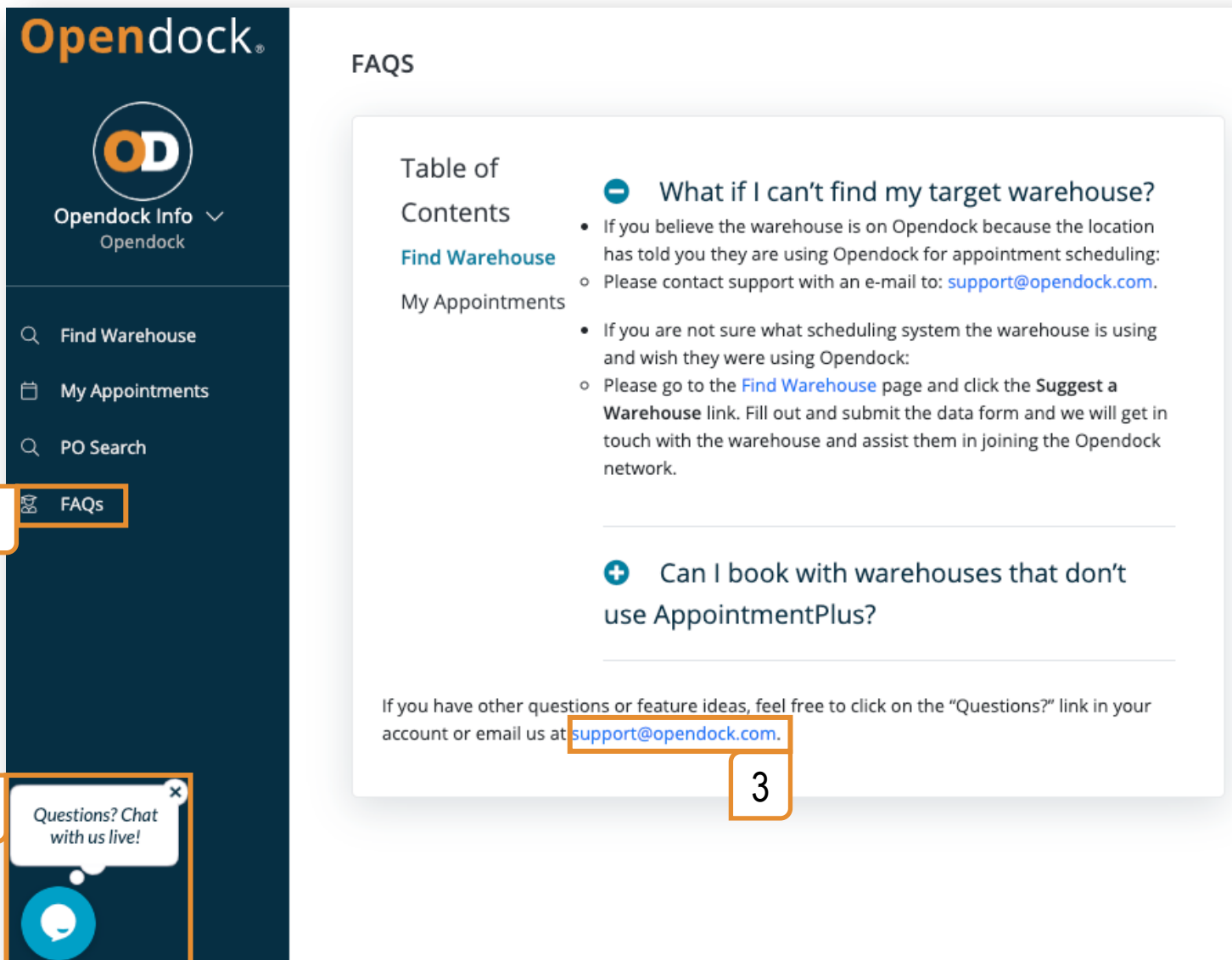
weak

New password... Change Password

3 Upload Picture

5 Save Changes

Carrier Support



Opendock
Opendock Info
Opendock

Find Warehouse
My Appointments
PO Search
FAQs

1

FAQS

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[Find Warehouse](#)
My Appointments

What if I can't find my target warehouse?

- If you believe the warehouse is on Opendock because the location has told you they are using Opendock for appointment scheduling:
 - Please contact support with an e-mail to: support@opendock.com.
- If you are not sure what scheduling system the warehouse is using and wish they were using Opendock:
 - Please go to the [Find Warehouse](#) page and click the **Suggest a Warehouse** link. Fill out and submit the data form and we will get in touch with the warehouse and assist them in joining the Opendock network.

Can I book with warehouses that don't use AppointmentPlus?

If you have other questions or feature ideas, feel free to click on the "Questions?" link in your account or email us at support@opendock.com.

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2 Questions? Chat with us live!

Steps:

1. Visit the FAQ page
2. Click the blue chat bubble talk with support
Mon-Fri, 8am-5pm (Arizona time)
3. Email Support@Opendock.com