

[Type text]



Appointment Scheduling Process



Appointment Scheduling Process for Collect and Prepaid Shipments

This document will explain the process Carriers must go through in order to be able to schedule appointments at the DCs through Lean Logistics.

Prepaid Vendors do have the ability to secure delivery appointments for their carriers (not advised, but is possible for Truck Load shipments). Appointments should not be secured by the vendor if the freight is shipping with a Less-than Truck Load (LTL) carrier.

The process of appointing shipments on Lean Logistics (Collect and Prepaid are both explained in the document)

- I. Prepaid Shipments - The vendor should have already associated the BOL number with the Purchase Order (or multiple purchase orders if on the same BOL) number.

The document also explains how to manage appointments.

- Managing an already Scheduled Appointment
 - Rescheduling an Appointment
 - Cancelling an Appointment
 - Editing Appointment Details (Change BOL number, SCAC code, Trailer number) of Secured Appointment
- Scheduling issues relating to no available appointments in the ETA week or delayed delivery date for expedited shipments
- Miscellaneous
 - Unexpected Error Message
 - Late/Missed appointments – When to cancel the appointment and when to reschedule
 - Assistance Icon Messages
 - Alternate Search Methods
 - Managing Appointment Alerts – Needs to be created in order to receive alerts regarding appointment changes

Appointment Scheduling Process

A. Accessing the Appointment Scheduling Page

1. Log-in to the Lean Logistics website using the Username and Password you registered with Lean Logistics.
 - a. If you do not have a Username and Password, please view the document describing the Lean Logistics Registration Process. The document will explain the process that is required to request access from Toys R Us on the Lean Logistics website (Note: May take up to 24-48 hours to be granted access by a Toys R Us Team Member).
2. After log-in to the user should be directed to the Appt Scheduling Page.

- a. If you are directed to a page with two options, select “Appointment Scheduling”.

Select	Type	Operation
<input checked="" type="radio"/>	APPOINTMENT SCHEDULING	APPT SCHEDULING
<input type="radio"/>	SUPPLIER INBOUND MANAGEMENT	PREPAID SHIPMENTS PRE-PLANNING PROCESS

B. Search for the PO(s) to Schedule

1. The search criteria are different depending on the freight terms of the Purchase Order. Please see the instructions below.

Steps for Collect, Prepaid, and Import Shipments – Black
Collect Shipments - Green
Prepaid Shipments – Blue
Import Shipments - Orange

- 2. Type the 10-digit Purchase Order Number in the “TRU PO#” field.
 - a. Multiple PO numbers can be searched at one time by separating them by a comma.
 - b. Note: Shipments can also be searched by BOL number in top field.
 - i. It is not necessary to search by BOL number and PO number at the same time.
 - ii. Please note that when searching by the BOL number, if the vendor has not grouped the PO with the BOL number, the search will return no results found.

- 2. Type the TRU Routing ID in the “Route ID, PRO#, BOL#” field.
 - a. Multiple TRU Routing IDs can be searched at one time by separating them by a comma.

- 2. Type the TRU PRO Number in the “Route ID, PRO#, BOL#” field.

The screenshot shows the LEANLOGISTICS user interface for appointment scheduling. At the top right, the user is identified as GEOFFREY THE GIRAFFE (ToysRUs2) with links for Update User Information, Request Access, Advisor Management, Customer Support, and Log Out. The account is TOYS R US and the operation is APPT SCHEDULING. The main heading is 'Appointment Scheduling Shipment Search' with a sub-heading 'Appointment Stop Type' and a 'Delivery' radio button selected. A search bar contains a 'Search' button and a 'Clear' link. Below this, there are two search sections. The first section, 'Search by a Reference Number(s)', includes a note: 'SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST'. It features input fields for 'ROUTE ID, PRO#, BOL#' and 'TRU PO#', a 'Geography' dropdown, and a 'CITY, ST/PRV' dropdown. The second section, 'Search by Appointment(s)', includes a note: 'ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON."'. It features a 'Confirmation #' input field, a 'Geography' dropdown, and a 'CITY, ST/PRV' dropdown. At the bottom left, there is a 'My Appointments' checkbox and a help icon.

3. Enter the Geography of the destination DC by clicking on the “City, ST/PRV” link.

Name	City	St./Prv.	Postal Code	Country	Search
<input type="text"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="Search"/>
No results found.					

4. Click “Search” with no search criteria entered.


Name	City	St./Prv.	Postal Code	Country	Select
<input type="text"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="Search"/>
5801 RIALTO	RIALTO	CA	92378	US	<input type="radio"/>
5801 STOCKTON	STOCKTON	CA	95206	US	<input type="radio"/>
6001 JOLIET	JOLIET	IL	60435	US	<input type="radio"/>
6301 MT OLIVE	FLANDERS	NJ	07836	US	<input type="radio"/>
7701 MIDLOTHIAN	MIDLOTHIAN	TX	76065	US	<input type="radio"/>
8301 FREDERICK	FREDERICK	MD	21704	US	<input type="radio"/>
8801 MCDONOUGH	MCDONOUGH	GA	30252	US	<input checked="" type="radio"/>
9201 YOUNGSTOWN	YOUNGSTOWN	OH	44509	US	<input type="radio"/>
9501 LEES SUMMIT	LEES SUMMIT	MO	64082	US	<input type="radio"/>

5. Select the radio button of the destination DC.


6. The city and state will populate into the Geography field.

[Type text]

Account TOYS R US Operation : APPOINTMENT SCHEDULING

Appointment Scheduling Shipment Search 

Appointment Stop Type

Delivery **Search** 

Clear

Search by a Reference Number(s)

SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST


ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)

ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON.

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments 

7. Click "Search"



[Type text]



B. Search Results

IF THE SEARCH RETURNS “NO RESULTS FOUND” FOR PREPAID SHIPMENTS THE VENDOR MAY NOT HAVE PERFORMED THE PRE-PLANNING PROCESS.

PLEASE REACH OUT TO THE VENDOR TO CONFIRM THAT THIS PROCESS HAS BEEN COMPLETED.

1. Shipments that have been **properly** grouped by the vendor will show up in the “Appointed or pre-grouped” section.
 - a. If the shipment didn’t fall in this section, reach out to the prepaid vendor regarding properly grouping the BOL with the PO number (next screen shot will show incorrectly grouped POs).
1. Collect Shipments will always appear in the section “Appointed or pre-grouped” under the consolidation reference of the TRU Routing ID.
1. Import Shipments will always appear in the section “Appointed or pre-grouped” under the consolidation reference of the TRU PRO#.



[Type text]

Search by a Reference Number(s)
 SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)
 ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE" ICON.

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments ?

Appointed or pre-grouped

Delivery Location	Ref #	Status Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select
8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US 🚚	TRU PO#: 8801508057	Open 12/24/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	5,697	0	49,485 lb	5,119 cu ft	
Consolidation Ref : 1817185 Carrier: ABCD	TRU PO#: 8801496691	Open 12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	964 lb	164 cu ft	Single Appointment Action <input type="text" value="-- Choose --"/> <input type="button" value="Go"/>
			Total	--	6,107	0	50,448 lb	5,283 cu ft	Manage Combined Appointment <input type="checkbox"/> Combined Appointment Action <input type="button" value="Go"/>

[Select All](#)

2. Shipments that have not been properly grouped by the vendor will show up in the “Unappointed and not grouped” section of the search results.
 - a. If the shipment falls in this section, reach out to the vendor regarding properly grouping the BOL with the PO number.

[Type text]

Search by a Reference Number(s)
 SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)
 ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON."

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments

Unappointed and not grouped

Delivery Location	Ref #	Status Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select
8801 MCDONOUGH MCDONOUGH, GA 30252 US	TRU PO#: 8801508057	Open 12/24/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	5,697	0	49,484.52 lb	5,119.2 cu ft	<input checked="" type="checkbox"/> Select All
	TRU PO#: 8801496691	Open 12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	963.5 lb	164 cu ft	<input checked="" type="checkbox"/>
Selected Total					6,107		50,448.02	5,283.2	<input type="button" value="Appoint Selected"/> <input type="button" value="Consolidate Selected"/>

Selecting an Appointment Time

- ***If the trailer will arrive with multiple BOL numbers (Typically LTL shipments)....***
Please skip to step B on how to schedule multiple BOL numbers for one appointment time.

- ***If the trailer will arrive with one BOL number (Typically TL Shipments)....***
Start at step A

- ***Import Shipments should skip to step C....***

A. Scheduling a trailer that will contain 1 BOL

1. Select "Manage Appointment" from the drop down menu, and select "Go" next to the drop down menu.

Search by a Reference Number(s)
SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL#	<input type="text"/>	Geography	<input type="text" value="MCDONOUGH, GA"/>	<small>* CITY, ST/PRV</small>
TRU PO#	<input type="text" value="8801508057, 8801496691"/>			

Search by Appointment(s)
ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON.

Confirmation #	<input type="text"/>	Geography	<input type="text"/>	<small>* CITY, ST/PRV</small>
----------------	----------------------	-----------	----------------------	-------------------------------

My Appointments

Appointed or pre-grouped

Delivery Location	Ref #	Status Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select
8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US	TRU PO#: 8801508057	Open 12/24/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	5,697	0	49,485 lb	5,119 cu ft	
Consolidation Ref : 1817165 Carrier: ABCD	TRU PO#: 8801496691	Open 12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	984 lb	164 cu ft	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <small>Single Appointment Action</small> <input type="text" value="-- Choose --"/> <input type="text" value="-- Choose --"/> <input type="text" value="Manage Grouping"/> <input type="text" value="Manage Appointment"/> <input type="text" value="Update Appointment Details"/> </div> <div style="margin-right: 10px;"> <input type="button" value="Go"/> </div> <div> <small>Manage Combined Appointment</small> <input type="checkbox"/> </div> </div>
Total				--	6,107	0	50,448 lb	5,283 cu ft	<div style="display: flex; align-items: center;"> <div style="margin-right: 10px;"> <small>Combined Appointment Action</small> <input type="button" value="Go"/> </div> <div> <small>Select All</small> </div> </div>

2. Skip to Step C to select an available appointment time.



[Type text]



B. Scheduling a trailer that will contain multiple BOL numbers

1. Ensure that the SCAC code for both BOL numbers is correct and the same. If they are not, please see the section detailing how to update a grouping.
2. Click the check box “Manage Combined Appointment” for each of the BOL numbers that will be arriving on the appointment.
3. Select the “Combined Appointment Action” “Go” button at the bottom right of the page.

Search by a Reference Number(s)
 SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * CITY, ST/PRV
 TRU PO#

Search by Appointment(s)
 ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON.

Confirmation # Geography * CITY, ST/PRV
 My Appointments ?

Appointed or pre-grouped

Delivery Location	Ref #	Status	Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select
8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US	TRU PO#: 8801496691	Open	12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	964 lb	164 cu ft	Single Appointment Action -- Choose -- [Go] <input checked="" type="checkbox"/> Manage Combined Appointment
Consolidation Ref: 165AW689 Carrier: ABCD				Total	--	410	0	964 lb	164 cu ft	
8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US	TRU PO#: 8801508057	Open	12/24/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	5,697	0	49,485 lb	5,119 cu ft	Single Appointment Action -- Choose -- [Go] <input checked="" type="checkbox"/> Manage Combined Appointment
Consolidation Ref: 1817165 Carrier: ABCD				Total	--	5,697	0	49,485 lb	5,119 cu ft	

Combined Appointment Action [Go] Select All

2. The date in the center of the screen is the day that is currently selected.

Available Times - select an available appointment

LIVE TRAILER

No LIVE TRAILER appointments found for the day of 01/21/2012.

Please click on "Next Day" OR "Previous Day" or enter a date to retrieve available appointments

<<Previous Day Date 01/21/2012 Show open Appointments Next Day>>

Cancel

Shipment Information

a. If "No LIVE (DROP) TRAILER appointments found for the day of XX/XX/XXXX" is displayed there, there are no available appointment times still open to select from on that day.

Available Times - select an available appointment

LIVE TRAILER

No LIVE TRAILER appointments found for the day of 01/21/2012.

i. Please see the section relating to *requesting* the DC to move the appointment if nothing is available on the desired day of delivery.

Available Times - select an available appointment

LIVE TRAILER

No LIVE TRAILER appointments found for the day of 01/21/2012.

Please click on "Next Day" OR "Previous Day" or enter a date to retrieve available appointments

<<Previous Day Date 01/21/2012 Show open Appointments Next Day>>

Cancel

Shipment Information

3. A different day can be displayed by clicking either the "Previous Day" or "Next Day" link.

i. Note: A different date can also be entered in the "Date" field and clicking "Show open Appointments".

4. Select the radio button next to the desired appointment time.
 - a. Drop appointment times: This is the time the trailer will be arriving at the DC to be dropped.
 - b. Live appointment times: This is the time the trailer will be unloaded at the DC.

5. Enter the appropriate shipping information into the text field boxes.
 - a. “Comments” field – Comments entered in the free-form text field are displayed to the scheduler.
 - i. Comments are not required when securing the initial appointment. Subsequent updates to the appointment do require comments.
 - b. “Trailer” field – If unknown at time of scheduling leave blank. Once trailer number is known please return to the appointment and update the trailer number. Details on how to update the appointment information will be discussed in the managing appointments section.

6. Select the “Submit Request” button to confirm the appointment time on the date shown.

7. The Appointment Confirmation
 - a. “Current Appt” – The date and time of the appointment
 - b. “Confirmation #” – The Toys R Us Appointment number needed to check in with at the DC.

[Type text]

Appointment Confirmed
Schedule Appointment

Appointment Information

Current Appt	01/18/2012 18:00	Delivery Location	8801 MCDONOUGH MCDONOUGH, GA 30252 US 🗺️	Trailer #	DST5000423
Confirmation #	2945491	Consolidation Reference	1234567	Driver	GEOFFREY
Appt. Status	CONFIRMED			Vehicle #	123321
Type	LIVE TRAILER				

Comments Enter comments for the scheduler in this field.

[Previous Shipment Search](#) [New Shipment Search](#)

Managing Appointments

A. Rescheduling Or Cancelling a Secured Appointment

1. Search for previously appointed shipment by typing the BOL number in the “Route ID, PRO#, BOL#” field OR the PO number(s) in the “TRU PO#” field.
 - a. Note: Appointment number can be used to search in the “Confirmation #” field.

Appointment Stop Type
 Delivery

Search by a Reference Number(s)
 SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)
 ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE" ICON.

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments

Appointed or pre-grouped

Delivery Location	Ref #	Status	Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select	
8801 MCDONOUGH MCDONOUGH, GA 30252 US	TRU PO#: 8801496691	Open	12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	984 lb	164 cu ft		
Consolidation Ref : 1234567 Carrier: ADBC											
	TRU PO#: 8801467852	Open	11/05/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	111	0	337 lb	56 cu ft	<div style="border: 1px solid gray; padding: 2px;"> Single Appointment Action Manage Appointment <input type="button" value="Go"/> -- Choose -- Manage Grouping Manage Appointment </div>	
Total						--	521	0	1,301 lb	220 cu ft	
Appointment Status		Priority		Confirmation #		Consolidation Ref		Trailer # Driver # Vehicle #			
01/18/2012 18:00 CONFIRMED		--		2945491		1234567		DST5000423 GEOFFREY 123321			
Comment Enter comments for the scheduler in this field.											

2. Enter the destination city and state of the DC into the “Geography” field and then click “Search”.
3. Select “Manage Appointment” from the drop down menu and click “Go”.



[Type text]



- ***If cancelling the appointment....***
Please skip to step C.

- ***If rescheduling the appointment....***
*Start at step B. If you are rescheduling because of a delay, please refer to the **Miscellaneous section** of this document to determine when to reschedule vs when to cancel and secure a new appointment number.*

B. Rescheduling the Appointment - LEAN allows an appointment to be rescheduled up until 8 hours from the start of the appointment.

1. Verify the correct type of unload is selected for the unload appointment type.

The screenshot shows a web interface for scheduling an appointment. The title is "Schedule Appointment". Under "Appointment Information", there are fields for "Current Appt" (set to "--"), "Appt. Status" (set to "--"), "Type" (set to "LIVE TRAILER"), and "Comments". To the right, "Delivery Location" is listed as "8801 MCDONOUGH, MCDONOUGH, GA 30252 US" with a location pin icon. Below this is a section titled "Available Times - select an available appointment". It features a dropdown menu currently set to "LIVE TRAILER". Below the dropdown, the text "appointments found for the day of 01/24/2012." is displayed. Underneath, there are links for "LIVE TRAILER" (highlighted in blue), "DROP TRAILER", and "Please click on 'Next Day' OR 'Previous Day' or enter a date to retrieve available appointments".

2. A different day can be displayed by clicking either the "Previous Day" or "Next Day" link.
 - i. Note: A different date can also be entered in the "Date" field, and clicking "Show open Appointments".

3. The available appointment time(s) for that day are displayed.

Account TOYS R US Operation : APPT SCHEDULING

Schedule Appointment

Appointment Information

Current Appt	01/18/2012 18:00	Delivery Location	8801 MCDONOUGH MCDONOUGH, GA 30252 US	Trailer #	DST5000423
Confirmation #	2945491	Consolidation Reference	1234567	Driver	GEOFFREY
Appt. Status	CONFIRMED			Vehicle #	123321
Type	LIVE TRAILER				
Comments	Enter comments for the scheduler in this field.				

Available Times - select an available appointment

LIVE TRAILER ▾

18:00 19:00

Please click on "Next Day" OR "Previous Day" or enter a date to retrieve available appointments

<<Previous Day Date 01/18/2012 Show open Appointments Next Day>>

Comments

Consolidation Reference

Carrier *

Trailer #

Driver

Vehicle #

4. Select the radio button next to the desired reschedule appointment time.
5. Make any changes necessary to update with the appropriate information.
 - a. Provide a comment in the "Comments" field as to the reason the appointment is being rescheduled.
6. Select the "Submit Request" button to confirm the new appointment.

[Type text]

Account TOYS R US		Operation : APPT SCHEDULING	
Appointment Confirmed			
Schedule Appointment			
Appointment Information			
Current Appt	01/19/2012 19:00	Delivery Location	8801 MCDONOUGH MCDONOUGH, GA 30252 US
Confirmation #	2945523	Consolidation Reference	1234567
Appt. Status	CONFIRMED	Trailer #	DST5000423
Type	LIVE TRAILER	Driver	GEOFFREY
Comments	Moved to next day because of transit delay.		
		Vehicle #	123321
		<input type="button" value="Previous Shipment Search"/> <input type="button" value="New Shipment Search"/>	

7. The Appointment Confirmation

- a. The confirmation number will not change, but the “Current Appt” should reflect the new appointment date and time.

C. Cancelling a Previously Scheduled Appointment

1. Provide a comment in the “Comments” field as to the reason the appointment is being cancelled.
2. Click the “Cancel Appointment” button at the bottom of the page.

[Type text]

Account TOYS R US Operation : **APPT SCHEDULING**

Schedule Appointment

Appointment Information

Current Appt	01/18/2012 18:00	Delivery Location	8801 MCDONOUGH MCDONOUGH, GA 30252 US	Trailer #	DST5000423
Confirmation #	2945491	Consolidation Reference	1234567	Driver	GEOFFREY
Appt. Status	CONFIRMED			Vehicle #	123321
Type	LIVE TRAILER				
Comments	Enter comments for the scheduler in this field.				

Available Times - select an available appointment

LIVE TRAILER ▾

18:00 19:00

Please click on "Next Day" OR "Previous Day" or enter a date to retrieve available appointments

<<Previous Day Date 01/18/2012 Show open Appointments Next Day>>

Comments

Consolidation Reference

Carrier *

Trailer #

Driver

Vehicle #

Submit Request **Cancel Appointment** Cancel

3. Click "Ok" to confirm the cancel appointment request.

Delivery Location 8801 MCDONOUGH
MCDONOUGH, GA 30252 US

Consolidation Reference

Message from webpage

ⓘ This will cancel the current appointment.
Click OK to continue.

OK Cancel

date to retrieve available appointments

Date 01/18/2012 Show open Appointments

Submit Request **Cancel Appointment** Cancel

4. The user receives confirmation that the appointment has been cancelled.

[Type text]

Account: TOYS R US		Operation: APPT SCHEDULING	
Appointment Canceled			
Schedule Appointment			
Appointment Information			
Current Appt:	01/18/2012 18:00	Delivery Location:	8801 MCDONOUGH MCDONOUGH, GA 30252 US
Appt. Status:	VOIDED	Trailer #:	DST5000423
Type:	LIVE TRAILER	Driver:	GEOFFREY
Vehicle #:		Vehicle #:	123321
Comments:	Enter comments for the scheduler in this field.		
<input type="button" value="Previous Shipment Search"/>		<input type="button" value="New Shipment Search"/>	

5. The appointment status will not show as “voided”.

D. Updating Appointment Details Without Rescheduling Appointment

1. Search for previously appointed shipment by typing the BOL number in the “Route ID, PRO#, BOL#” field OR the PO number(s) in the “TRU PO#” field.
 - a. Note: Appointment number can be used to search in the “Confirmation #” field.
2. Enter the destination city and state of the DC into the “Geography” field and then click “Search”.

[Type text]

Search by a Reference Number(s)
 SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)
 ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON."

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments ?

Appointed or pre-grouped

Delivery Location	Ref #	Status Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select
8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US 📍	TRU PO#: 8801496691	Open 12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	964 lb	164 cu ft	
Consolidation Ref : 165AW889 Carrier: ABCD									
Total				--	410	0	964 lb	164 cu ft	

Single Appointment Action

-- Choose --

-- Choose --

Manage Grouping

Manage Appointment

Update Appointment Details

Go

Combined Appointment Action

Select All

3. Select "Update Appointment Details" from the drop down menu and select "Go".
4. Change the Trailer Number and/or Carrier SCAC code.

[Type text]

LEANLOGISTICS® BECOME USER ADMINISTRATION User: ToysRUs3
Admin: WarrenA
[Close Window](#)

Account: TOYS R US Operation: APPOINTMENT SCHEDULING

[Schedule Appointment](#)

Appointment Information

Current Appt	12/19/2012 16:30	Delivery Location	8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US	Carrier	ABCD
Confirmation #	3838382	Instructions	Please provide the correct SCAC code when scheduling an appointment	Trailer #	X18158
Appt. Status	CONFIRMED	Consolidation Reference	165AW689	Driver	
Type	LIVE TRAILER			Vehicle #	
Comments					

Update Appointment Details

Comments:

Consolidation Reference:

Carrier: *

Trailer #: (circled in red)

Driver:

Vehicle #:

5. Provide a comment in the "Comments" field regarding what changes were made.
6. Click "Submit Request"

Account: TOYS R US Operation: APPOINTMENT SCHEDULING

Appointment Details Updated (circled in red)


[Schedule Appointment](#)

Appointment Information

Current Appt	12/19/2012 16:30	Delivery Location	8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US	Carrier	ABCD
Confirmation #	3838382	Instructions	Please provide the correct SCAC code when scheduling an appointment	Trailer #	T12358
Appt. Status	CONFIRMED	Consolidation Reference	165AW689	Driver	
Type	LIVE TRAILER			Vehicle #	
Comments	Updating Trailer Number				


Scheduling Issues Related to No Available Appointments

- Within the ETA week for normal shipments or expedited shipments that would experience delays because of appointment issues)
 1. Schedule the shipment for the first available appointment in the future. The future appointment should be scheduled for the same type of unload.
 2. Once the appointment is confirmed, click on the “Assistance Icon”.

Account TOYS R US		Operation : <u>APPT SCHEDULING</u>	
Appointment Confirmed			
Schedule Appointment			
Appointment Information			
Current Appt	01/19/2012 19:00	Delivery Location	8801 MCDONOUGH MCDONOUGH, GA 30252 US 
Confirmation #	2945523	Consolidation Reference	1234567
Appt. Status	CONFIRMED	Trailer #	DST5000423
Type	LIVE TRAILER	Driver	GEOFFREY
Comments	Moved to next day because of transit delay.		
		<input type="button" value="Previous Shipment Search"/> <input type="button" value="New Shipment Search"/>	

3. This will bring up a new window that will allow you to write an email directly to the schedulers and inbound managers at the appropriate DC.

Assistance Message

- Instructions
- This message is intended to provide assistance with questions regarding third party appointment scheduling.
 - If this message is initiated at a specific location, the location will be specified.
 - If no appointment location was specified, a Postal Code and country will be required.
 -  This image indicates that someone is available to receive your assistance message.
 - A user must be available to receive the message or it may not be sent.

Postal Code / Country: /

Name:

Email Address:

Message:

Receive a copy of this message:

Additional Email Addresses:

4. Enter the appropriate contact information into the fields.
 - a. The user enters the postal code of the destination DC and enters a message. The user can optionally choose to receive a copy of the email or have it emailed to another person by entering his or her email address in the field provided.

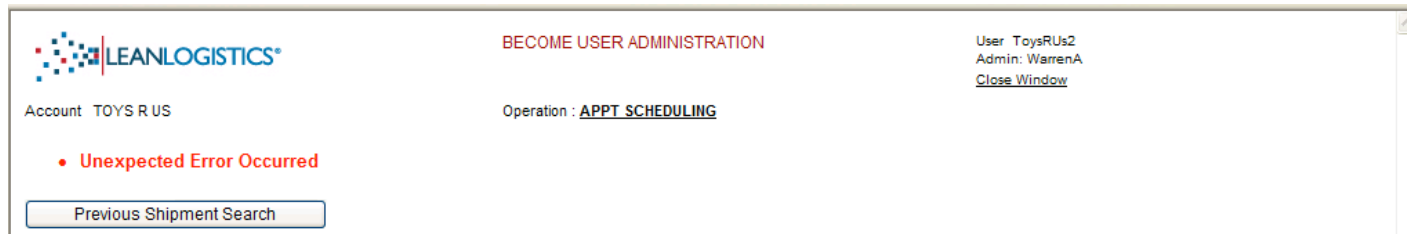
5. Enter a message detailing the appointment issue and click “send”.
 - a. Please provide in the message:
 - i. Appointment Number
 - ii. POs you are trying to schedule
 - iii. The ETA week of the POs
 - iv. The issue the user is experiencing
 - v. Date desired for new appointment

6. The schedulers and inbound management will review and evaluate the request and move the appointment if deemed appropriate.

Miscellaneous

A. “Unexpected Error Occurred” Message

- a. Lean Logistics will return this error message if the user violates the 8 Hour Notice or the 16 Hour Reschedule Cutoff
 - i. The user tries to reschedule an appointment within 8 hours of the schedule appointment.
 - (a) Please see below regarding Late or Missed/No Show Appointments.
 - ii. The user tries to select an appointment time that is within 8 hours of the current time.



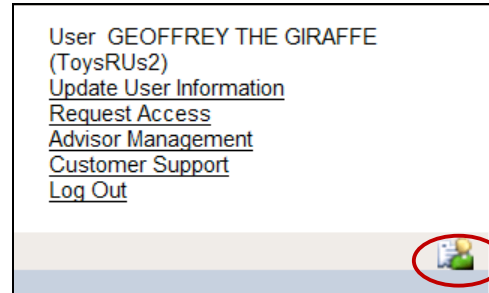
B. Late or Missed/No Show Appointments

- a. Late for Appointment
 - i. Reschedule the appointment in Lean to a new date/time if there are more than 8 hours until the current appointment.
 - ii. Contact the DC Scheduler through the “Assistance Icon” if within 8 hours of the appointment, but not past the appointment time.
- b. Missed/No Show for Appointment
 - i. The appointment must be “cancelled” and a new appointment scheduled if the trailer doesn’t arrive on the yard within 2 hours of the appointment time.

C. Assistance Icon

[Type text]

1. Selecting the Assistance icon in the upper right section of the Search page allows the user to type in a message to the TRU Logistics team. This can be used to announce that a PO cannot be appointed within its ETA week or to request other appointment information. The icon is found on other pages if there are any issues with the scheduling process.
 - a. The user enters the postal code of the destination DC and enters a message. The user can optionally choose to receive a copy of the email or have it emailed to another person by entering his or her email address in the field provided.



D. Alternate Search Methods to pull up a shipment.

- a. "ROUTE ID, PRO#, BOL#" field: If a purchase order or group of purchase orders have been consolidated or appointed previously, the field can be used to enter the bill of lading number (BOL) to search for that PO or group of purchase orders.
- b. "CONFIRMATION #" field: If appointed previously at the DC, the user can enter the appointment number in this field. Please note that once an appointment is cancelled, it will not be able to be used to pull up the shipment again.
- c. "My Appointments" check box: Selecting this checkbox, and then the Search button; the user can review appointments confirmed in the past 2 weeks within Lean Logistics.

User: GEOFFREY THE GIRAFFE (ToysRU2)

[Update User Information](#)

[Request Access](#)

[Advisor Management](#)

[Customer Support](#)

[Log Out](#)

Account: TOYS R US Operation: **APPT SCHEDULING**

Appointment Scheduling Shipment Search

Appointment Stop Type

Delivery

Search by a Reference Number(s)

SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)

ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON."

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments

E. Managing Groupings

1. Search for the grouping by typing the BOL number in the “Route ID, PRO#, BOL#” field OR the PO number(s) in the “TRU PO#” field.
2. Enter the destination city and state of the DC into the “Geography” field and then click “Search”.

Search by a Reference Number(s)
 SEARCH BY TRU ROUTING ID, PURCHASE ORDER NUMBER OR PRO NUMBER - VALIDATE SEARCH BY ENTERING CITY AND STATE OF DESTINATION OR SELECTING DESTINATION DC FROM LIST

ROUTE ID, PRO#, BOL# Geography * [CITY, ST/PRV](#)

TRU PO#

Search by Appointment(s)
 ALL APPOINTMENTS MUST BE SET WITHIN THE ETA WEEK OF THE TRU PURCHASE ORDER(S). IF AN APPOINTMENT IS NOT AVAILABLE WITHIN THE ETA WEEK, REQUEST THE EARLIEST POSSIBLE APPOINTMENT DATE AND CONTACT TRU BY SELECTING THE "REQUEST ASSISTANCE ICON."

Confirmation # Geography * [CITY, ST/PRV](#)

My Appointments

Appointed or pre-grouped

Delivery Location	Ref #	Status Plan Date	Pickup Location	Priority	Pieces	Pallets	Weight	Volume	Select
8801 MCDONOUGH 830 HIGHWAY 42 SOUTH MCDONOUGH, GA 30252 US	TRU PO#: 8801496691	Open 12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470 US	--	410	0	964 lb	164 cu ft	Single Appointment Action <input type="text" value="-- Choose --"/> <input checked="" type="checkbox"/> <input type="button" value="Go"/> <input type="checkbox"/> <input type="text" value="-- Choose --"/> <input type="button" value="Manage Grouping"/> <input type="button" value="Manage Appointment"/> <input type="button" value="Update Appointment Details"/> <input type="button" value="Appointment Action Go"/> <input type="button" value="Select All"/>
Consolidation Ref: 165AW889 Carrier: ABCD			Total	--	410	0	964 lb	164 cu ft	

3. Select "Manage Grouping" from the drop down menu and select "Go".

[Type text]

Account TOYS R US

Operation : APPOINTMENT SCHEDULING

Appointment Information

Delivery Location 8801 MCDONOUGH
 830 HIGHWAY 42 SOUTH
 MCDONOUGH, GA 30252

Instructions Please provide the correct SCAC code when scheduling an appointment

Shipment Information

 'Consolidation Reference' field must match exactly to the data found within the REF(BL/BM) segment of the shipments ASN

Consolidation Reference Carrier

Ref #	Status Plan Date	Pickup Location	Pieces	Pallets	Weight	Volume	Sequence
TRU PO#: 8801498891	Open 12/17/2011	ORIGIN NOT APPOINTED HERE WAYNE, NJ 07470	410	0	963.5 lb	164 cu ft	0 <input checked="" type="checkbox"/>
Total			410	0	963.5	164	

4. Update/Edit the Grouping
 - a. Consolidation Reference - The Vendor's BOL Number
 - b. Carrier - The Delivering Carrier's SCAC Code.
5. Click "Update Shipments" to save the changes.

F. Managing Appointment Alerts

- Please create a profile for each Lean Logistics username.
- Creating an account and setting up alerts for a username is vital. Changes to the appointment (by DC Staff or Administrators) are communicated to the user through these alerts.

1. Select the "Advisor Management" link in the top right of the page.

[Type text]

- Existing profiles can be edited or removed by clicking the “Edit” or “Remove” link. If no profiles are created, select the “Create New Advisor Profile” link.

Company	Operation Type	Description	Action
TOYS R US	APPOINTMENT SCHEDULING	Default	Edit Remove

- Enter a description for the Alert and verify “Toys R Us” is selected in the drop down menu for Company. Select all of the event check boxes for notifications. Click “Submit” to save the preferences.