

## QUICK REFERENCE GUIDE (QRG)

# Review Dock Appointments

### Purpose of this guide

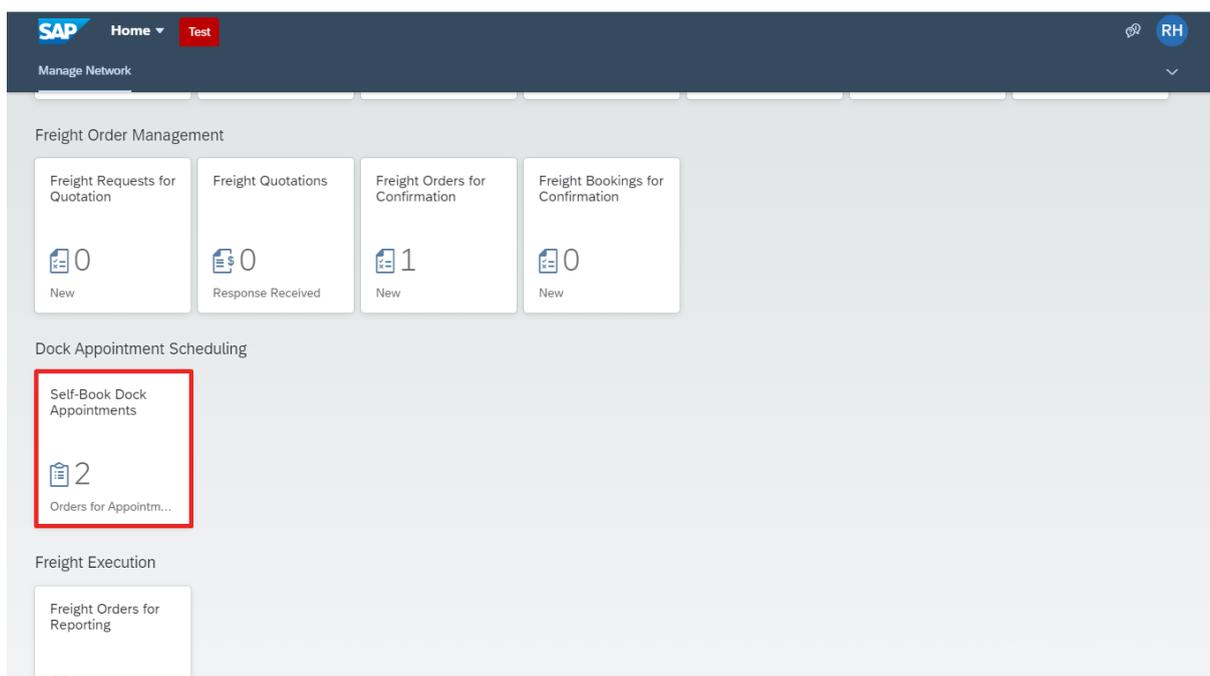
In this QRG you will learn how to 'Review Dock Appointments' when working with CSR.

This CSR guide provides instructions for Transport Partners on how to; 'Review Dock Appointments' in the LBN Portal.

Please follow the process steps and tips referenced below.

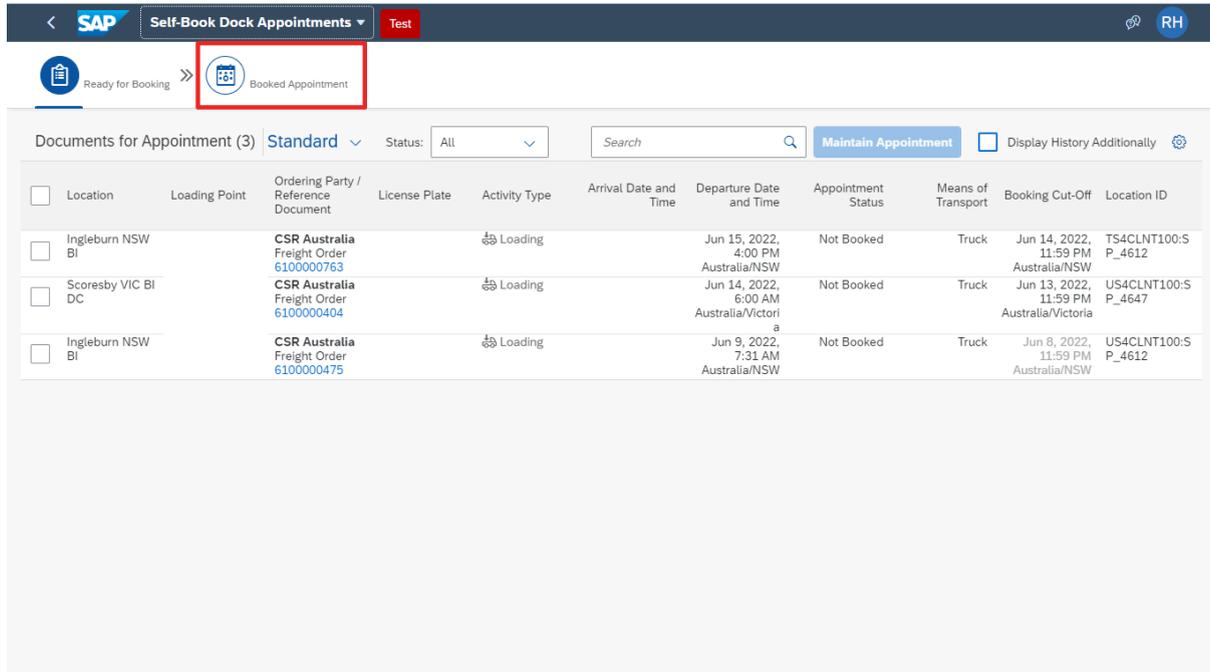
### Step 1

**Open** your SAP LBN Portal and **select** the **'Self-Book Dock Appointments'** tile.



## Step 2

Select the **'Booked Appointment'** button to view dock appointment details.

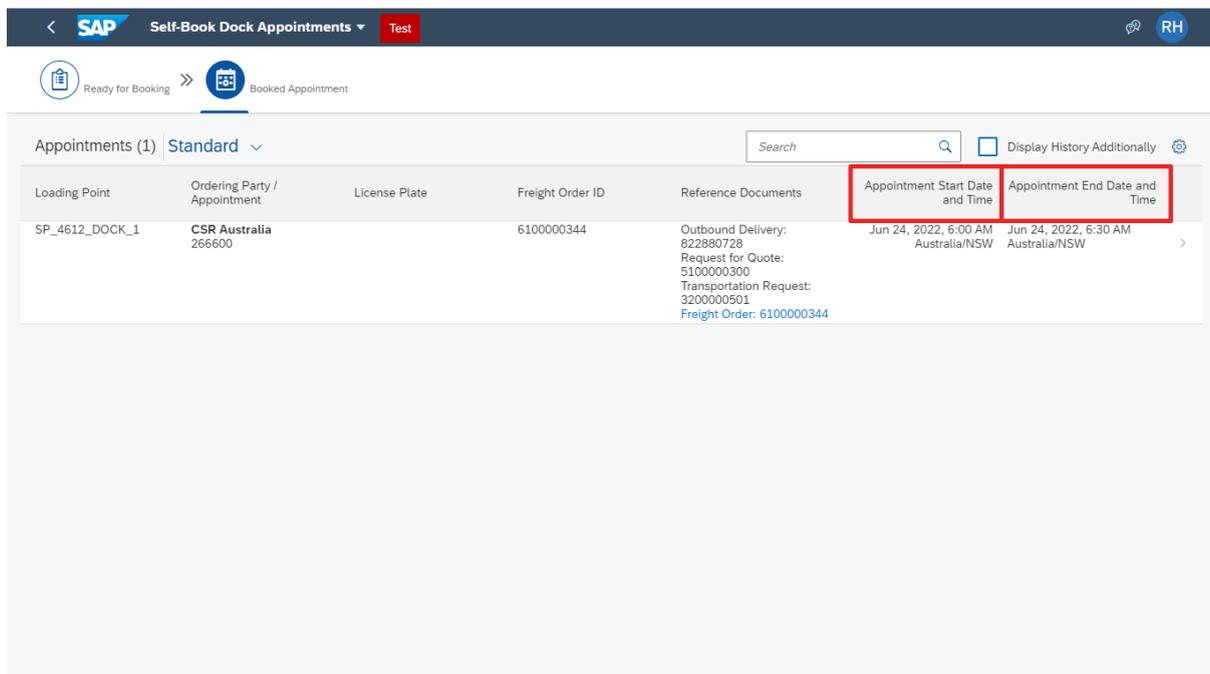


The screenshot shows the SAP Self-Book Dock Appointments interface. At the top, there is a navigation bar with the SAP logo, a dropdown menu for 'Self-Book Dock Appointments', and a 'Test' button. Below the navigation bar, there are two buttons: 'Ready for Booking' and 'Booked Appointment', with the latter highlighted by a red box. The main content area displays a table of documents for an appointment. The table has columns for Location, Loading Point, Ordering Party / Reference Document, License Plate, Activity Type, Arrival Date and Time, Departure Date and Time, Appointment Status, Means of Transport, Booking Cut-Off, and Location ID. Three rows of data are visible, all with an appointment status of 'Not Booked'.

Location	Loading Point	Ordering Party / Reference Document	License Plate	Activity Type	Arrival Date and Time	Departure Date and Time	Appointment Status	Means of Transport	Booking Cut-Off	Location ID
<input type="checkbox"/>	Ingleburn NSW BI	CSR Australia Freight Order 6100000763		Loading		Jun 15, 2022, 4:00 PM Australia/NSW	Not Booked	Truck	Jun 14, 2022, 11:59 PM Australia/NSW	TS4CLNT100:S P_4612
<input type="checkbox"/>	Scoresby VIC BI DC	CSR Australia Freight Order 6100000404		Loading		Jun 14, 2022, 6:00 AM Australia/Victoria	Not Booked	Truck	Jun 13, 2022, 11:59 PM Australia/Victoria	US4CLNT100:S P_4647
<input type="checkbox"/>	Ingleburn NSW BI	CSR Australia Freight Order 6100000475		Loading		Jun 9, 2022, 7:31 AM Australia/NSW	Not Booked	Truck	Jun 8, 2022, 11:59 PM Australia/NSW	US4CLNT100:S P_4612

## Step 3

Review the dock appointment **'start date and time'** and dock appointment **'end date and time'** columns.



The screenshot shows the SAP Self-Book Dock Appointments interface in a detailed view. At the top, there is a navigation bar with the SAP logo, a dropdown menu for 'Self-Book Dock Appointments', and a 'Test' button. Below the navigation bar, there are two buttons: 'Ready for Booking' and 'Booked Appointment', with the latter highlighted by a blue box. The main content area displays a table with one row of data. The table has columns for Loading Point, Ordering Party / Appointment, License Plate, Freight Order ID, Reference Documents, Appointment Start Date and Time, and Appointment End Date and Time. The 'Appointment Start Date and Time' and 'Appointment End Date and Time' columns are highlighted with red boxes. The 'Reference Documents' column contains a list of document types and IDs.

Loading Point	Ordering Party / Appointment	License Plate	Freight Order ID	Reference Documents	Appointment Start Date and Time	Appointment End Date and Time
SP_4612 DOCK_1	CSR Australia 266600		6100000344	Outbound Delivery: 822880728 Request for Quote: 5100000300 Transportation Request: 3200000501 <a href="#">Freight Order: 6100000344</a>	Jun 24, 2022, 6:00 AM Australia/NSW	Jun 24, 2022, 6:30 AM Australia/NSW

### **Some key tips to remember:**

- CSR Transport Hub will create and change bookings. As a Transport Partner, you are not required to perform any action. Your only responsibility is to review the dock appointment details and ensure that your nominated driver can meet this dock appointment shown within their legal working hours.
- If the driver/carrier cannot make the appointment, they should add a note to the Freight Order suggesting change of appointment.
- If there are any updates or changes to the dock appointment, Transport Partners will receive an appointment rescheduled email notification from CSR Transport Hub, to view the updated dock appointment details in the LBN Portal.
- Transport Partners should contact the Transport Hub if you do not have the correct sized truck requested OR if the time requested is unsuitable. You can update the driver details and licence plate as per the steps in the 'Confirming Driver Information' QRG.

**For more information or assistance regarding Review Dock Appointments**

For help you can call 1300 448 814 or for further information go to

[TransportSupport@csr.com.au](mailto:TransportSupport@csr.com.au)