



Opendock®

Carrier User Guide

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Opendock

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# Carrier Portal

# Account Registration & Login



3 Register for **Free** today

First Name

Last Name

Email

Password

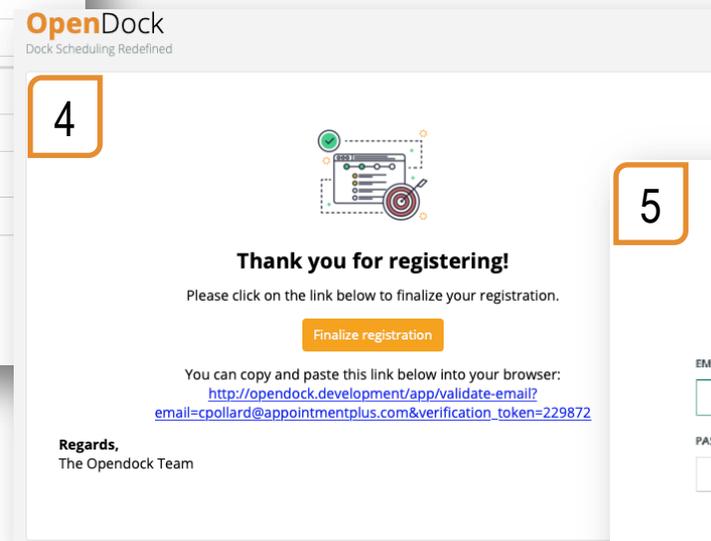
Company Name

Country

Mobile Number

Register

Already registered? [Login](#)



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

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 SCHEDULE

**APOD Logistics**  
Online Scheduling System

BOOK APPOINTMENT

Book Appointment

SELECT DATE AND TIME

January 10 - 14 [Next 4 Days >](#)

4 1:30 PM

2:00 PM

2:30 PM

3:00 PM

9:00 AM

9:30 AM

10:00 AM

10:30 AM

3 Inbound

YOUR INFORMATION

Carrier Name\*  
Opendock

Last Name\*  
Info

PO Number\*

Special Instructions

Appointment Notification Recipients.  
OpendockInfo@Opendock.com

5 FINALIZE APPOINTMENT

Appointment Confirmed - Clutter

Appointment Confirmed

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

6

## 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

**Opendock**

MY APPOINTMENTS **2** Mar 23, 2020 - Mar 26, 2020 MST 2 hours Today Tomorrow 7 Days Export

WAREHOUSE DATE	WAREHOUSE TIME	LOCATION	STATUS
<b>23</b> Monday March 2020	11:00am MST	APOD Logistics APOD HQ	SCHEDULED

**1** Find Warehouse  
**My Appointments**  
PO Search  
FAQs

**APOD Logistics**  
555 Fun Lane Scottsdale AZ  
5203311373

LOAD TYPE: Outbound  
View Appointment Notes (0)

PO NUMBER 12341234 TRAILER NUMBER 444-111

FLEET ID

SPECIAL INSTRUCTIONS

Cancel Appointment **3** Manage Appointment Book Again

**4** BOOK APPOINTMENT Appointments Account Settings

Showing 1 -

Welcome!

Welcome to our online appointment system, where you can schedule time for your next service.

Get Started

Account

Upcoming **14** Past **8** All Profiles

Appointments Account Settings

Date & Time Fri, March 20, 2020 8:00am For Opendock Info

Load Type Outbound

Location APOD HQ

Notes

RESCHEDULE

Add to Calendar

Print Confirmation

**5** Edit Appointment

## Steps:

1. Click 'My Appointments'
2. Select a date range and click 'Apply'
3. Click 'Manage Appointments'
4. Click on name in top right corner and select 'Appointments'
5. Click 'Edit Appointment'

# Add Warehouse Favorites

The screenshot displays the Opendock 'Find Warehouse' 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 titled 'FIND WAREHOUSE' and features a search bar with the text 'APOD' and a 'Search' button. Below the search bar, the 'SEARCH RESULTS' section shows four warehouse listings, each with a star icon, an information icon, and a 'SCHEDULE' button. The fourth listing, 'APOD Logistics - APOD Seattle', has a tooltip that says 'Add to Favorites' pointing to its star icon. A green notification banner at the bottom of the main area reads 'Successfully Added APOD Logistics to Favorites'. On the right side, there are two sections: 'YOUR FAVORITES' which lists three warehouses with star icons and 'SCHEDULE' buttons, and 'RECENTLY SCHEDULED' which lists three warehouses with 'SCHEDULE' buttons. Orange boxes and numbers 1, 2, and 3 are overlaid on the image to indicate the steps: 1. The search bar containing 'APOD'. 2. The star icon on the 'APOD Logistics - APOD Seattle' listing. 3. The green notification banner.

## 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

**Opendock**

**PO SEARCH**

2 123123 Search

DATE	TIME	LOCATION	STATUS
14 TUESDAY January 2020	10:00am MST (Local) 9:00am PST (Warehouse)	APOD Logistics APOD Seattle	SCHEDULED

**APOD Logistics**  
444 N. East Ave Seattle WA  
333333333

LOAD TYPE: Hollow Pursuits  
View Appointment Notes (0)

3 PO NUMBER 123123 TRAILER NUMBER

FLEET ID

DROP TRAILER?

1 PO Search

## 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'

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 



3

Upload Picture

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

5

Save Changes

# Carrier Support

The screenshot shows the Opendock website interface. On the left is a dark blue sidebar with the Opendock logo and navigation links: 'Opendock Info', 'Find Warehouse', 'My Appointments', 'PO Search', and 'FAQs'. The 'FAQs' link is highlighted with a red box and a '1' in a red box. The main content area is titled 'FAQS' and contains a 'Table of Contents' with links to 'Find Warehouse' and 'My Appointments'. Below this, there are two FAQ items: 'What if I can't find my target warehouse?' and 'Can I book with warehouses that don't use AppointmentPlus?'. The first FAQ item has a minus sign icon and a list of instructions. The second FAQ item has a plus sign icon. At the bottom of the FAQ section, there is a text prompt: '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](mailto:support@opendock.com).' The email address is highlighted with a red box and a '3' in a red box. In the bottom left corner of the sidebar, there is a blue chat bubble with a white speech bubble icon and the text 'Questions? Chat with us live!'. This chat bubble is highlighted with a red box and a '2' in a red box.

**Opendock**

OD

Opendock Info

Opendock

Find Warehouse

My Appointments

PO Search

1 FAQs

2 Questions? Chat with us live!

FAQS

Table of Contents

[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](mailto: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](mailto:support@opendock.com).

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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](mailto:Support@Opendock.com)