

## Frequently Asked Questions- Appointment Scheduling

Q- When should I schedule a purchase order delivery appointment in One Network?

- A. All PO's should be scheduled within 24-48 hrs of receipt to ensure appointment options are available for the expected due date.

Q- What is the cutoff for making an appointment on-line?

- A. Appointments can be scheduled up to 12hrs prior to the receiving shift.

Q- Can you explain the manual appointment request fee?

- A- If delivery appointment slots are available for the target date and one of those is not chosen, by submitting a manual request using the "Request Appointment" button a \$100 manual appointing fee will be charged. Manual appointment scheduling would also include emailing or calling for an appointment instead of scheduling through ONE Network.

Q- Can I request, cancel or reschedule my appointment within 12hrs prior to the receiving shift?

- A. Yes, there is a manual appointment request capability within One Network.

Q- Do I need to be a One Network member to schedule appointments?

- A. Yes, all appointments must be scheduled via the One Network system (exclusions Ponca City, Collington and Lancaster DC's).

Q- How do I become a One Network member?

- A. Visit [www.onenetwork.com](http://www.onenetwork.com) and click the "Join Now" button. After filling out the required fields, you will receive an email invitation to join One Network.

Q- Do I need to assign an appointment to all PO's?

- A. Yes, One Network provides the ability to include multiple PO's on a single appointment.

Q- Where can I find additional documentation on scheduling within One Network?

- A. <https://bis.onenetwork.com/web/albertsons/training;jsessionid=BCA0245F52C1EAF7BBB4C03128FA76B8>