



Appointment Scheduling

Carrier User Guide

This document provides step by step instruction for Americold carrier online Appointment Scheduling



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Create user account

You need to request an account in i-3PL.

This can be achieved by sending an email to servicedesk@americold.com with the following information:

- First name
- Last name
- Carrier Name
- Carrier SCAC code
- Email address for appointment notification communication

Please include in your email that you would like to have access to “Carrier Appointment Scheduling”.

Login to i-3PL

Go to <https://www.i-3pl.com/Login.aspx> and enter your credentials

The image shows a screenshot of the i-3PL login page. At the top, there is a blue header bar with the i-3PL logo on the right. Below the header, the main content area has a white background with the title "Login to your Account" centered. There are two input fields: "Username" with a person icon and "Password" with a lock icon. Below these fields is a large orange "Sign In" button. At the bottom of the white area, there are two links: "Forgot your user id?" and "Forgot your password?". The entire form is enclosed in a blue border, and at the very bottom, there is a blue bar with the text "Need to sign up for an account?" in white.

Access Facility (warehouse)

From the drop down menu

Appointment Management

Please select a facility

---Please select---

Choose a facility

Continue

Select the facility that you wish to create an appointment or review existing appointments.

Appointment Management

Please select a facility

---Please select---

- Anaheim
- Brent's Warehouse
- City of Industry
- Test Location 123
- Training Account
- Vernon 2
- Vernon 3

Press continue to access the facility:

Appointment Management

Please select a facility

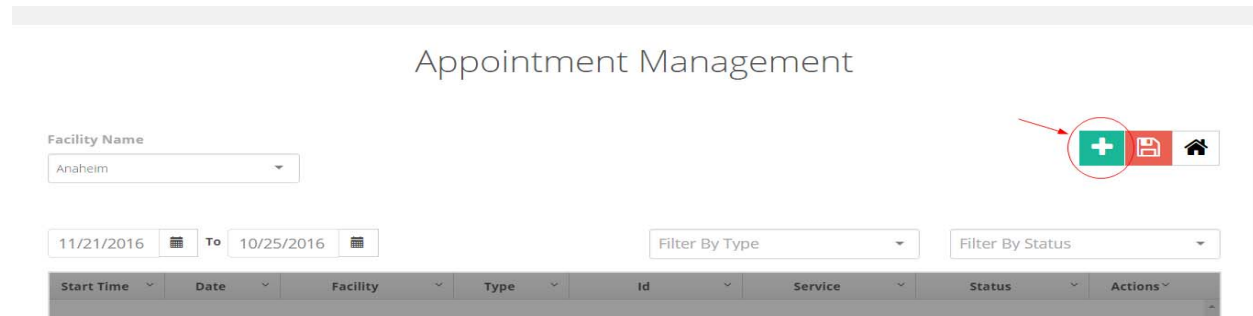
Anaheim

Continue

Create Appointment

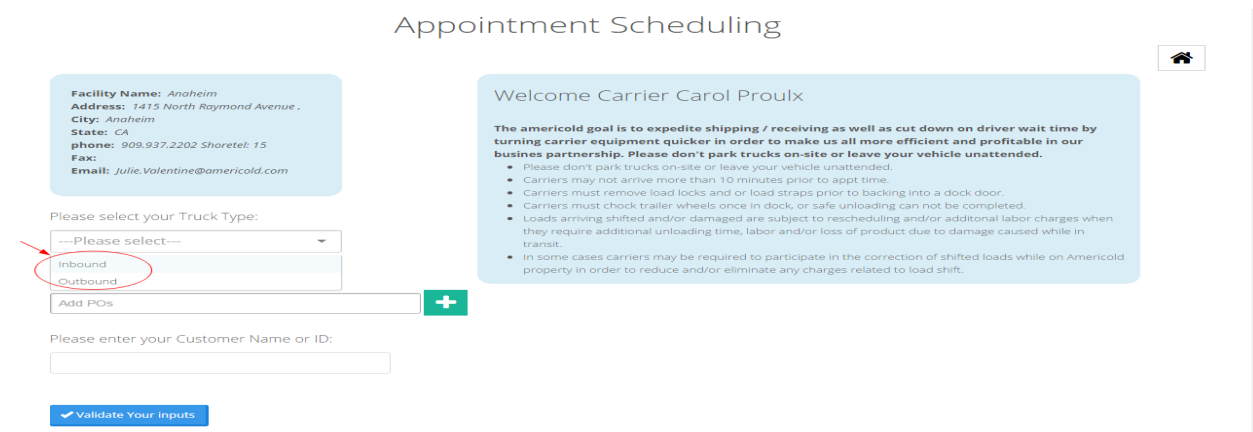
Step #1 --- select “+” sign

From the Appointment Management screen, select the plus “+” sign



Step #2 --- Select truck type

From the Appointment Scheduling screen, the scheduler needs to select from the drop down menu the truck type, which is either an Inbound or an Outbound appointment.



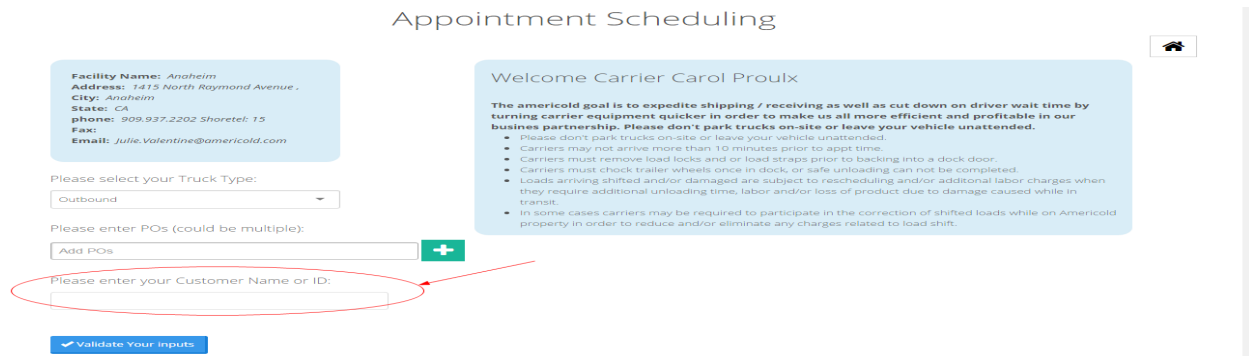
Step #3 --- Enter PO information

When booking an appointment four scenarios can occur:

- Carrier wants to book an appointment without PO or load number
- Carrier wants to book an appointment with a PO that does not exist yet in Americold’s system
- Carrier wants to book an appointment with multiple POs or a load number
- Carrier wants to book an appointment for a route with multiple stops

Appointment without PO or load number

In this scenario, the carrier can leave the PO field blank, but he will need to enter the customer name or ID.



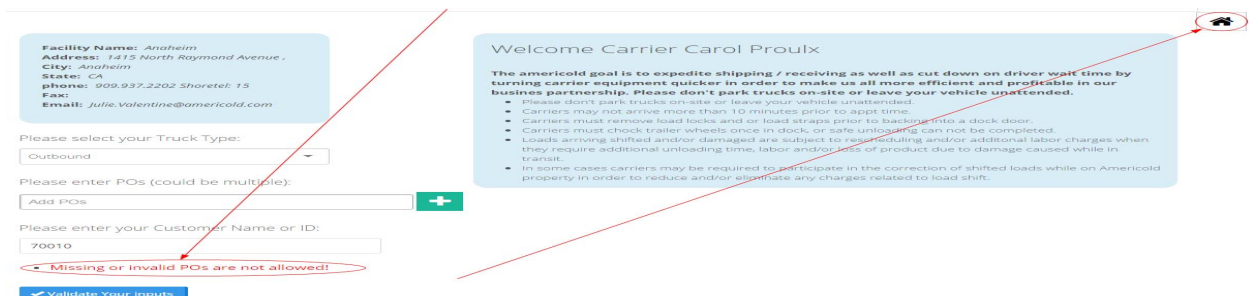
If you know your customer ID, please use this information. If not, you can enter the first few characters of the customer name and the system will display a dropdown list of customer associated to these values (see example below).



Next step is to validate your inputs.

Based on facility/client configuration (agreement), you may or may not be able to move forward and book an appointment without PO.

If an appointment without PO is not allowed, we will display an error message (see below) and you will not be able to complete your appointment.



Appointment Scheduling User Guide

If this scenario occurs, appointments will not be authorized until we receive a valid PO in our system.

You will need to go back to the home page, please use the home icon.



If appointments without a PO are allowed, then we can move on to the next stop, which will be to enter a service.

Facility Name: Anaheim
Address: 1415 North Raymond Avenue,
 City: Anaheim
 State: CA
Phone: 909.937.2202 | **Shoreline:** 15
Fax:
Email: julia.valentine@americaid.com

Please select your Truck Type:
☐ Outbound

Please enter PO's (could be multiple):
 Add PO's

Please enter your Customer Name or ID:
 72600

Please select your Service Type:
☒ L-Please select--
☐ Breakdown
☐ Other

Welcome Carrier Carol Proulx

The AmericaId goal is to expedite shipping & receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

- Carriers may not arrive more than 15 minutes prior to appointment.
- Please don't park trucks on-site or leave your vehicle unattended.
- Carriers may not park more than 15 minutes prior to appointment.
- Carriers must check trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted or damaged are subject to contributing additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- On-site deck repairs will be required to participate in the collection of pinned loads while on AmericaId property in order to reduce and/or eliminate any charges related to board shift.

Appointment with a PO that does not exist in Americold's system

Enter your PO number in the PO field and validate your input.

Facility Name: Anaheim
Address: 1413 North Raymond Avenue.
City: Anaheim
State: CA
Phone: 909.937.2202 ShoreTel: 13
Email: julie.valentine@americold.com

Please select your Truck Type:

Outbound

Please enter POs (could be multiple):

14527 Add POs

Add POs

Please enter your Customer Name or ID:

73600

14527 is not found in i3pl!

Validate my inputs.

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on site or leave your vehicle unattended.

- Please don't park trucks on-site or leave your vehicle unattended.
- Carriers may not arrive more than 15 minutes prior to appointment.
- Carriers must remove load locks and/or load straps prior to backing into a dock door.
- Carriers must check trailer wheels once in dock or safe unloading area for free completion.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss or product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

If the PO does not exist in our system, you will be required to enter the client name or client ID.

If you know your customer ID, please use this information. If not, you can enter the first few characters of the customer name and the system will display a dropdown list of customer associated to these values (see example below).



The screenshot shows a search results page with a pink header bar containing the text "Please enter your Customer Name or ID:". Below the header, a search bar contains the text "AR". A red arrow points to the search bar. The search results are displayed in a table with a blue header row. The first row of results is highlighted in blue and contains the text "ARLOWE SPECIALTY FOODS CO. (70015)".

Customer Name	Customer ID
APPLEGATE FARMS	70010 (70010)
ARLOWE SPECIALTY FOODS CO.	(70015)
ARMOUR-ECKRICH MEATS LLC-JMFG	(70016)
BLAKE'S TURKEY FARM	70022 (70022)
CAESAR'S PASTA	70025 (70025)
CEDARLAND NATURAL FOODS	70030 (70030)
GARDEN PROTEIN INT'L	(70145)
GEN MILLS/CASCADIAN FARMS	(70150)

Next step is to validate your inputs.

✓ Validate Your inputs



Appointment Scheduling User Guide

Based on facility/client configuration (agreement), you may or may not be able to move forward and book an appointment without PO.

If an appointment without PO is not allowed, we will display an error messages (see below) and you will not be able to complete your appointment.

The screenshot shows the 'Appointment Scheduling' interface. On the left, there is a facility information box for Anaheim. Below it, the user is prompted to select a truck type (Outbound), enter POs (Add POs button), and enter a customer name or ID (70010). A red arrow points to the 'Add POs' button, and a red circle highlights the error message: 'Missing or invalid POs are not allowed!'. Below the error message is a 'Validate Your Inputs' button. On the right, there is a 'Welcome Carrier Carol Proulx' message with a list of instructions for carriers.

Facility Name: Anaheim
Address: 1415 North Raymond Avenue .
City: Anaheim
State: CA
phone: 909.937.2202 ShoreTel: 15
Fax:
Email: Julie.Valentine@americold.com

Please select your Truck Type:
Outbound

Please enter POs (could be multiple):
Add POs

Please enter your Customer Name or ID:
70010

Missing or invalid POs are not allowed!

Validate Your Inputs

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

- Please don't park trucks on-site or leave your vehicle unattended.
- Carriers may not arrive more than 10 minutes prior to appt time.
- Carriers must remove load locks and/or load straps prior to backing into a dock door.
- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

If this scenario occurs, appointment will not be authorized until we receive a valid PO in our system. You can either re-enter your information (to revalidate) or go back to the home page, please use the home icon.

If appointment without PO is allowed, then we will proceed to the next step, which is to select a service.

The screenshot shows the 'Appointment Scheduling' interface. On the left, there is a facility information box for Anaheim. Below it, the user is prompted to select a truck type (Outbound), enter POs (Add POs button), and enter a customer name or ID (72600). A red arrow points to the 'Add POs' button, and a red circle highlights the 'Please select your Service Type:' dropdown menu, which has 'road' and 'sea' options. On the right, there is a 'Welcome Carrier Carol Proulx' message with a list of instructions for carriers.

Facility Name: Anaheim
Address: 1415 North Raymond Avenue .
City: Anaheim
State: CA
phone: 909.937.2202 ShoreTel: 15
Fax:
Email: Julie.Valentine@americold.com

Please select your Truck Type:
Outbound

Please enter POs (could be multiple):
Add POs

Please enter your Customer Name or ID:
72600

Please select your Service Type:
Please select...
road
sea

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

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- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
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- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.



Appointment Scheduling User Guide

Book an appointment with multiple POs or a load number

To book an appointment with multiple POs, you can copy or enter one PO at the time and press enter to add POs.

Facility Name: Anaheim
Address: 1415 North Raymond Avenue .
City: Anaheim
State: CA
phone: 909.937.2202 Shoretel: 15
Fax:
Email: julie.valentine@americold.com

Please select your Truck Type:
Outbound

Please enter POs (could be multiple):
6290836 x 6293383 x 6282518 x Add POs +

Please enter your Customer Name or ID:

✓ Validate Your Inputs

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

- Please don't park trucks on-site or leave your vehicle unattended.
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- Carriers must remove load locks and or load straps prior to backing into a dock door.
- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

Appointment for a route with multiple stops

When booking an appointment with multiple stops, please proceed with entering the POs for the first stop, in this example we entered POs 6293383 & 6282518.

Facility Name: Anaheim
Address: 1415 North Raymond Avenue .
City: Anaheim
State: CA
phone: 909.937.2202 Shoretel: 15
Fax:
Email: julie.valentine@americold.com

Please select your Truck Type:
Outbound

Please enter POs (could be multiple):
6293383 x 6282518 x Add POs +

Please enter your Customer Name or ID:

✓ Validate Your Inputs

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

- Please don't park trucks on-site or leave your vehicle unattended.
- Carriers may not arrive more than 10 minutes prior to appt time.
- Carriers must remove load locks and or load straps prior to backing into a dock door.
- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

Click on the plus sign

Facility Name: Anaheim
Address: 1415 North Raymond Avenue .
City: Anaheim
State: CA
phone: 909.937.2202 Shoretel: 15
Fax:
Email: julie.valentine@americold.com

Please select your Truck Type:
Outbound

Please enter POs (could be multiple):
6293383 x 6282518 x Add POs +

Please enter your Customer Name or ID:

✓ Validate Your Inputs

Welcome Carrier Carol Proulx

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- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

A new field will be created to capture POs for the second stop

Please enter POs (could be multiple):

6293383 x

6282518 x

Add POs

+

Add POs

+

Enter POs for the second stop, in this example I entered PO 6292798.

Please enter POs (could be multiple):

6293383 x

6282518 x

Add POs

+

6292798 x

Add POs

+

Add POs

+

The current application allow you to create a route with a maximum of 6 stops.

Please enter POs (could be multiple):

6293383 x

6282518 x

Add POs

+

6292798 x

Add POs

+

Add POs

+

Add POs

+

Add POs

+

Add POs

+

Step #4 --- Enter service type

The service is by definition, the type of load you are handling.

For example:

A service type can be:

- Inbound cooler
- Inbound freezer
- Outbound cooler
- Outbound freezer
- Floor load (none palletize)
- Rail Inbound
- Rail outbound

This service type will dictate the time slot availability and duration.

Select your service type

Facility Name: Anaheim
Address: 1415 North Raymond Avenue ,
City: Anaheim
State: CA
phone: 909.937.2202 Shoretel: 15
Fax:
Email: Julie.Valentine@americold.com

Please select your Truck Type:

Outbound

Please enter POs (could be multiple):

G220962 Add POs

Please enter your Customer Name or ID:

23064

Please select your Service Type:

---Please select---
LANDRYS
OUTBOUND_COOLER
OUTBOUND_FREEZER
S and S

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

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- Carriers may not arrive more than 10 minutes prior to appt time.
- Carriers must remove load locks and or load straps prior to backing into a dock door.
- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

Then click on "load available slots" to view available slots for this service type:

Facility Name: Anaheim
Address: 1415 North Raymond Avenue ,
City: Anaheim
State: CA
phone: 909.937.2202 Shoretel: 15
Fax:
Email: Julie.Valentine@americold.com

Please select your Truck Type:

Outbound

Please enter POs (could be multiple):

G220962 Add POs

Please enter your Customer Name or ID:

23064

Please select your Service Type:

OUTBOUND_COOLER

Load Available Slots

Welcome Carrier Carol Proulx

The americold goal is to expedite shipping / receiving as well as cut down on driver wait time by turning carrier equipment quicker in order to make us all more efficient and profitable in our business partnership. Please don't park trucks on-site or leave your vehicle unattended.

- Please don't park trucks on-site or leave your vehicle unattended.
- Carriers may not arrive more than 10 minutes prior to appt time.
- Carriers must remove load locks and or load straps prior to backing into a dock door.
- Carriers must chock trailer wheels once in dock, or safe unloading can not be completed.
- Loads arriving shifted and/or damaged are subject to rescheduling and/or additional labor charges when they require additional unloading time, labor and/or loss of product due to damage caused while in transit.
- In some cases carriers may be required to participate in the correction of shifted loads while on Americold property in order to reduce and/or eliminate any charges related to load shift.

The system will now search for slots availability

Please select your Service Type:

OUTBOUND_COOLER

Loading....

Load Available Slots

Step #5 --- Select slot availability

On the top of the page we display information related to your appointment

From the calendar, click on the date that you would like to book your appointment

Facility Name: Anaheim
Truck Type: Outbound
Service: OUTBOUND_COOLER
Client ID: 23064

Stop1: G220962
Stop2: No PO provided
Stop3: No PO provided
Stop4: No PO provided
Stop5: No PO provided
Stop6: No PO provided

Selected date is: Wednesday, October 19, 2016

Please select an open slot from below

October 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

You can scroll up and down to see all the available slots for the date selected

Service: OUTBOUND_COOLER
Client ID: 23064

Stop3: No PO provided
Stop4: No PO provided
Stop5: No PO provided
Stop6: No PO provided

Selected date is: Friday, October 21, 2016

Please select an open slot from below

October 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06

Friday, October 21, 2016	7:00 am	Book it!
Friday, October 21, 2016	8:00 am	Book it!
Friday, October 21, 2016	9:00 am	Book it!
Friday, October 21, 2016	10:00 am	Book it!
Friday, October 21, 2016	11:00 am	Book it!
Friday, October 21, 2016	12:00 pm	Book it!
Friday, October 21, 2016	1:00 pm	Book it!
Friday, October 21, 2016	2:00 pm	Book it!

Select time and click on the "Book it!" button

Please select an open slot from below

Friday, October 21, 2016	7:00 am	Book it!
Friday, October 21, 2016	8:00 am	Book it!
Friday, October 21, 2016	9:00 am	Book it!
Friday, October 21, 2016	10:00 am	Book it!
Friday, October 21, 2016	11:00 am	Book it!
Friday, October 21, 2016	12:00 pm	Book it!
Friday, October 21, 2016	1:00 pm	Book it!
Friday, October 21, 2016	2:00 pm	Book it!

Then click on “Book the appointment” button to confirm your appointment

Please confirm the following information.

Warehouse
Anaheim
Warehouse Address
, Anaheim, CA,
Date
Friday, October 21, 2016
Service Name
OUTBOUND_COOLER
Start Time
10:00 am

Book the appointment
Cancel

Your appointment will now be booked, and you will receive an email notification confirmation.

Email Example:

Carrier Name XXXX,

This is a confirmation to let you know that your reservation has been confirmed. If you need to cancel or reschedule your appointment, please call - (909)937-2221. Appt. Desk closes at 2:00PM (PT).

You are confirmed for the following appointment:

Warehouse: Anaheim
Service: OUTBOUND_COOLER
Date: Friday, October 21, 2016
Time: 10:00am
Calendar: CHILL-DOCK
Stop #1: G220962
Confirmation Number: 8331

*****IMPORTANT INFORMATION*****

1. Upon arrival, the driver MUST have a valid Conf.# to check in. If not the driver will be turned away.
 2. Trailer must arrive pre-cooled to 0 - 20°F for Frozen product and 34-36°F for Cooler product.
 3. The following fees may apply: (To avoid late & reschedule fees, please notify us at least 2 hrs. prior to your scheduled appt. time.)
 - ▶ ALL FEES ARE PAYABLE BY ELECTRONIC CHECK (Com-Check; T-Check, etc)
 - ▶ We do not accept cash, money orders, personal checks, or debit/ credit cards.
 - ▶ If you are more than 60 minutes late for your scheduled appointment a late fee will be applied.
 - ▶ Your appointment then becomes a 'Work-In'.
 - ▶ If you have scheduled a 'Same Day' appointment, a Same Day fee will be applied.
-

Appointment management

View Appointments

From the appointment management page, you will be able to manage your existing appointments.

Appointment Management

Facility Name
Anaheim

+
 Save
 Home

10/19/2016
 To
 10/26/2016
 Outbound
 Scheduled

Start Time	Date	Facility	Type	Id	Service	Status	Actions
10:00 am	10/21/2016	Anaheim	Outbound	8331	OUTBOUND_COOLER	Scheduled	✎ ✖
12:00 pm	10/24/2016	Anaheim	Outbound	8140	OUTBOUND_FREEZER	Scheduled	✎ ✖

You can select a facility where you want to view appointments

Use the drop down menu and select facility

Facility Name

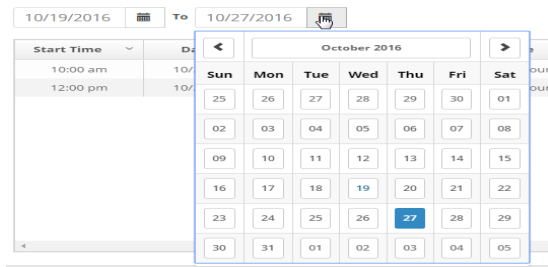
Please select

- Anaheim
- Brent's Warehouse
- City of Industry
- Test Location 123
- Training Account
- Vernon 2
- Vernon 3

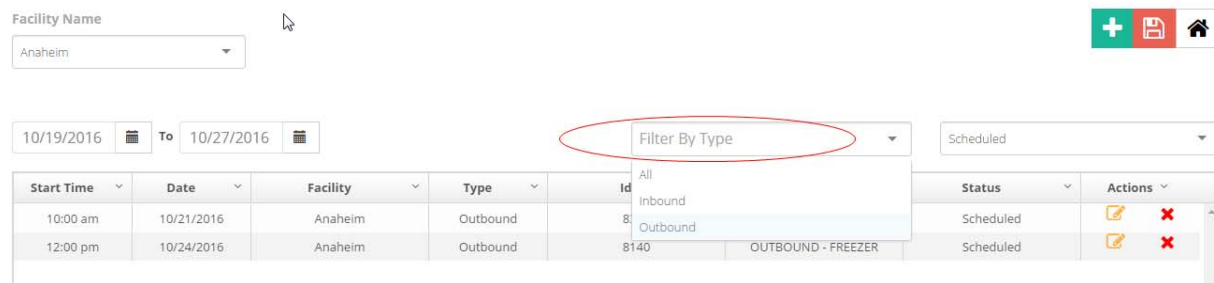
You can view appointments based on a date range:

10/19/2016
 To
 10/26/2016

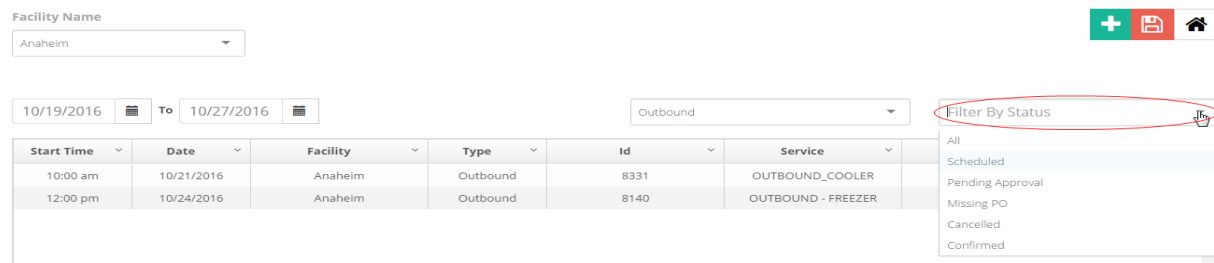
You either key in dates or click on calendar:



You can filter your appointments based on appointment type:

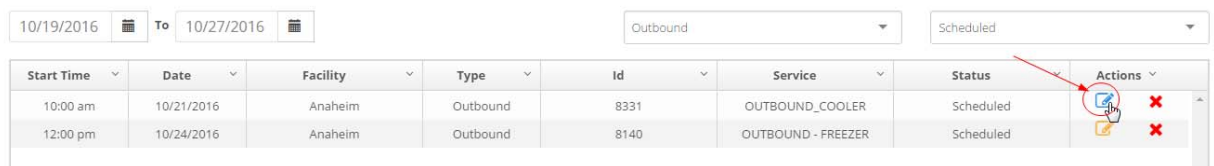


Or appointment status:



Update Appointments

You can update existing appointments by clicking on the Edit button:




You can add or remove POs from your appointment:

Please enter POs (could be multiple):



 Add POs 

Please enter POs (could be multiple):

 Add POs 




You can add stops to your appointment:

Please enter POs (could be multiple):

 Add POs 
 Add POs 



If you want to add or remove POs without modifying the appointments, when updates are complete, click on the “update with old time” button to retain the existing slot reserve to your appointment.

Please enter POs (could be multiple):

 Add POs 
 Add POs 
 

Please enter your Customer Name or ID:

Please select your Service Type:

You can also modify your appointment time by clicking on “Load Available Slots” which will bring you to the calendar page.

Service: OUTBOUND_COOLER

Client ID: 23064

Previous Time: 10:00 am, 2016/10/21

Stop3: No PO provided

Stop4: No PO provided

Stop5: No PO provided

Stop6: No PO provided

Selected date is: Wednesday, October 19, 2016

Please select an open slot from below

October 2016						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
26	27	28	29	30	01	02
03	04	05	06	07	08	09
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31	01	02	03	04	05	06





Cancel Appointments

To cancel an appointment, you just need to click on the “cancel” button.

Appointment Management

Facility Name: Anaheim

10/19/2016 To 10/26/2016 Outbound Scheduled

Start Time	Date	Facility	Type	Id	Service	Status	Actions
10:00 am	10/21/2016	Anaheim	Outbound	8331	OUTBOUND_COOLER	Scheduled	 
12:00 pm	10/24/2016	Anaheim	Outbound	8140	OUTBOUND_FREEZER	Scheduled	 

The system will prompt you to confirm the cancellation.

Are you sure to cancel this appointment?

(Optional) Please provide reason or comments for this cancellation

Cancel It! Go Back

Keep in mind as soon as an appointment is canceled you will not be able to reactivate this appointment. The time slot will be free up and available for other appointments.



Appointment confirmation status

When appointments are confirmed appointments are now in our Warehouse Management System, you will no longer be able to update or cancel your appointment. If an appointment needs to be modified or cancelled, you will need to contact the facility.

Appointment Management

Facility Name: Anaheim

10/19/2016 To 10/26/2016 Filter By Type Confirmed

Start Time	Date	Facility	Type	Id	Service	Status	Actions
11:00 am	10/19/2016	Anaheim	Outbound	6791	BRAD	Confirmed	 
6:00 am	10/20/2016	Anaheim	Inbound	6630	DDR	Confirmed	
7:00 am	10/20/2016	Anaheim	Outbound	6637	BRAD	Confirmed	
10:00 am	10/20/2016	Anaheim	Outbound	6636	BRAD	Confirmed	
6:00 am	10/21/2016	Anaheim	Inbound	7173	BRAD	Confirmed	
11:00 am	10/26/2016	Anaheim	Inbound	6634	DDR	Confirmed	