

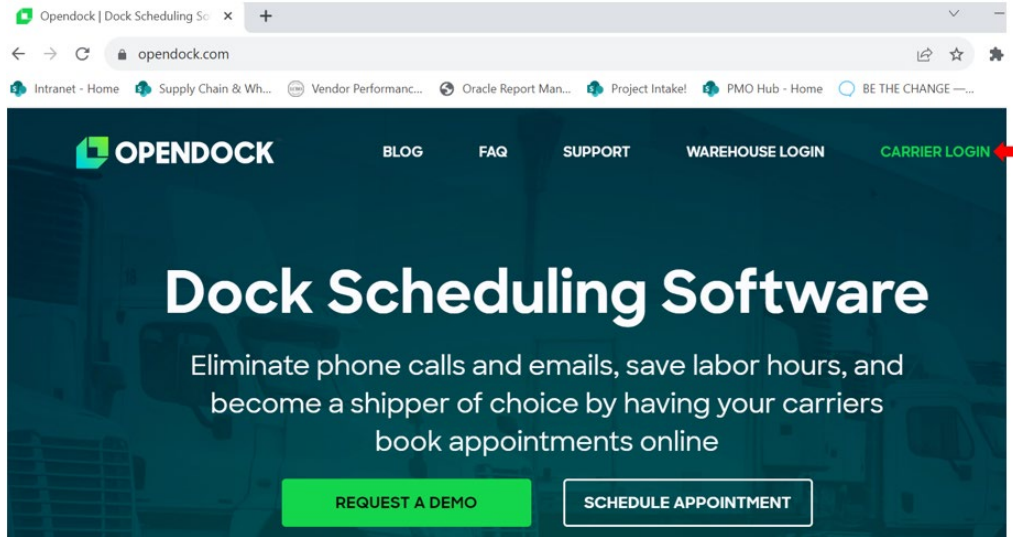
# Opendock Manual

## How to Book an Appointment

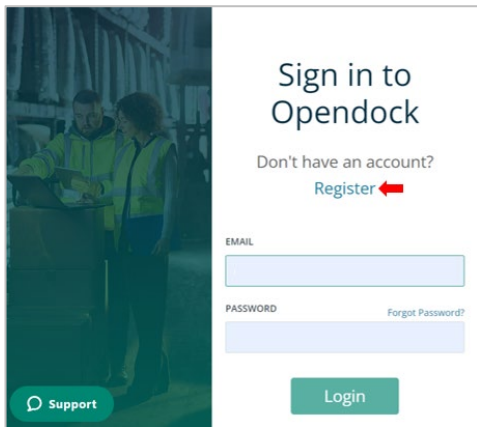
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## SECTION 1: ACCOUNT REGISTRATION / LOGIN

- a) To book appointments at Trillium you must first register an Opendock account. Go to [opendock.com](https://opendock.com) and click on "CARRIER LOGIN"



- b) If you don't have an account, click on "Don't have an account? Register."

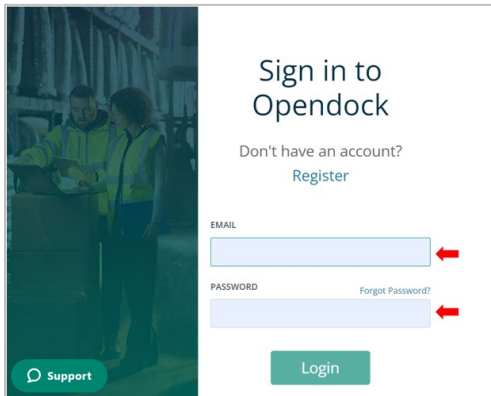


Complete the form to Register. You will receive an email to verify the account. Click the "Finalize Registration" button to complete the process. You can now login to Opendock.

Go to [opendock.com](https://opendock.com) and click on "Carrier Login."

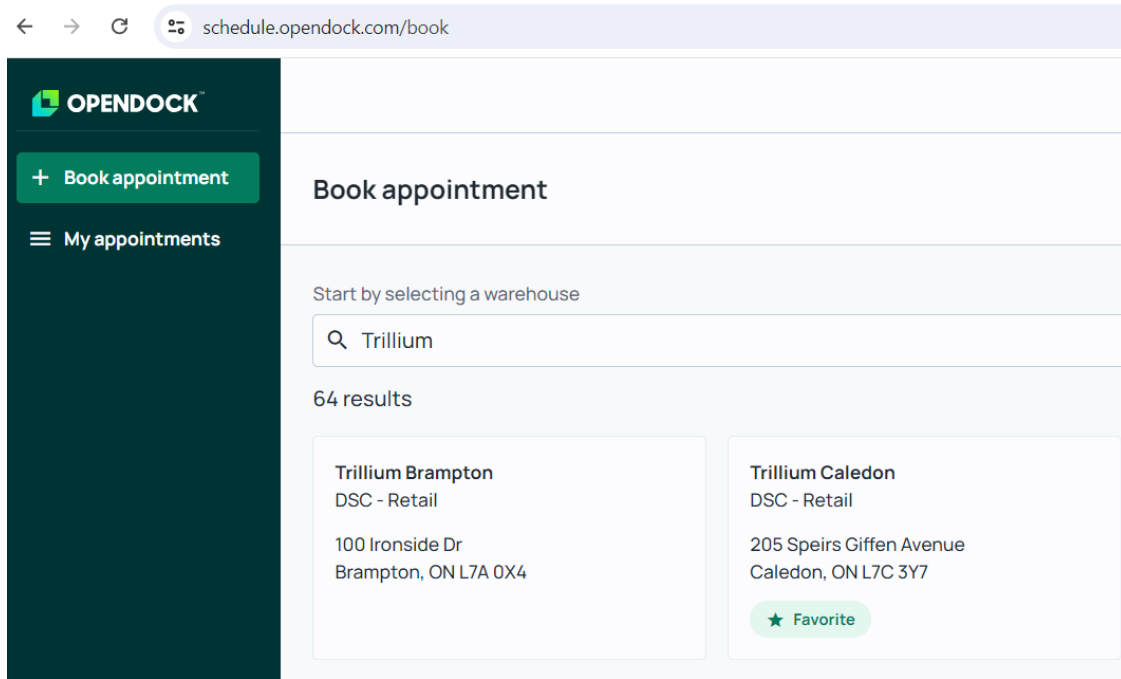
Note: Each user must have their own Opendock account

- c) If you have already registered, enter your email address and password and click "Login."



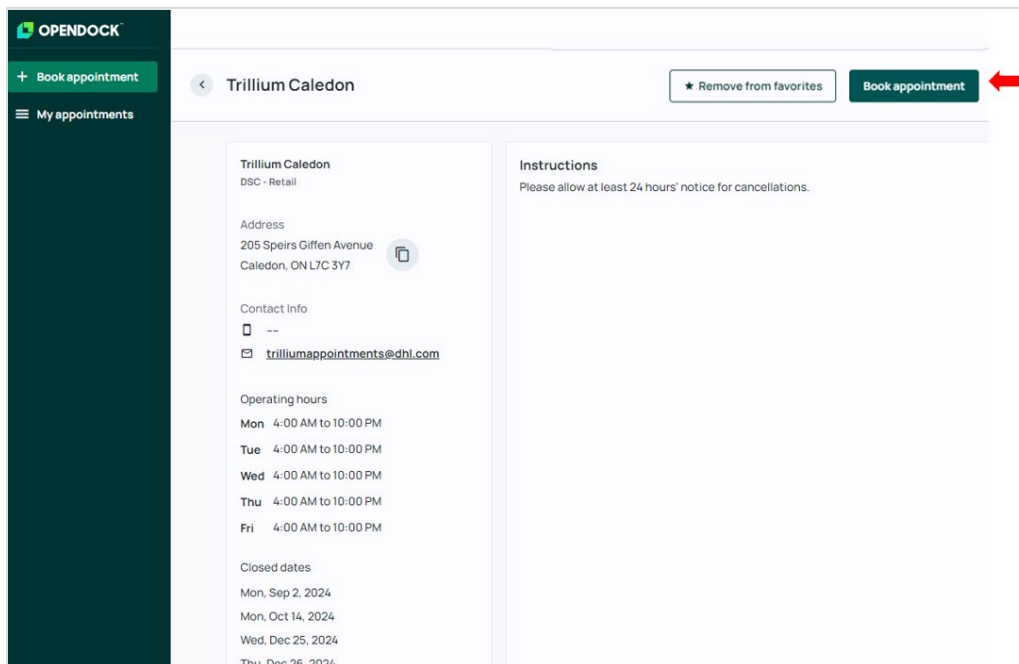
## SECTION 2: BOOKING AN APPOINTMENT

- a) Once logged in, you will be directed to the main portal page. Type in “Trillium” under the Find Warehouse header and then click “Search.” Note, for Specialty Services Agents, please select **Trillium Caledon**.



**Tip:** To add Trillium to your favourites, click the “☆” button to add this warehouse to your favourites. It will automatically appear on the right side of your screen the next time you login.

- b) You will be directed to an overview screen for the applicable warehouse. Click on “Book Appointment” to begin booking.



c) Next, review the Load Types in the list and select the applicable one:

**Summary**

DSC - Retail - Trillium Supply Chain  
205 Speirs Giffen Avenue, Caledon, ON L7C 3Y7  
Google Maps

Warehouse  Load Type  Dock  Date & Time  Appointment Details

### Select Load Type

Filter

Name	Direction	Operation	Equipment Type	Transportation Mode	Duration
Agent Pickup - Manual Loading (121 to 180 cases)	Outbound				90 Minutes
Agent Pickup - Manual Loading (181 to 240 cases)	Outbound				120 Minutes

d) Next, select your preferred date and time (Only available timeslots will appear).

**Select Date & Time**

← Dec 1st, 2023 - Dec 5th, 2023 →

Fri 12/01/2023	Sat 12/02/2023	Sun 12/03/2023	Mon 12/04/2023	Tue 12/05/2023
No availability	No availability	No availability	4:00 AM 4:15 AM 4:30 AM 4:45 AM 5:00 AM 5:15 AM 5:30 AM	4:00 AM 4:15 AM 4:30 AM 4:45 AM 5:00 AM 9:30 AM 9:45 AM

e) You will be directed to the “Appointment Details” page

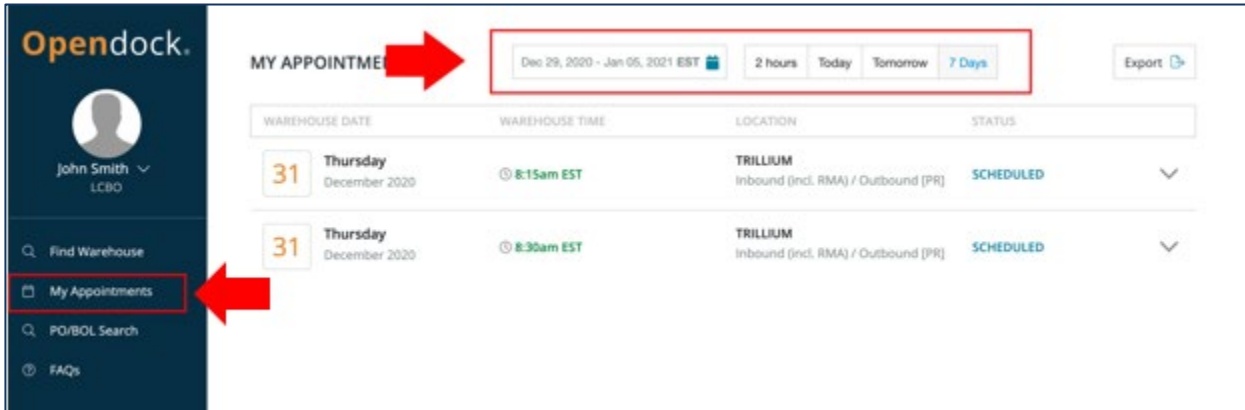
- Input **Trailer #**
- Select **Trailer Type** dropdown (Cargo Van; LTL/FTL Trailer; Passenger Vehicle; Straight Truck)
- Select **Order Type** dropdown
  - For Agent Pickups, use “**Pickticket**”
  - For E-Commerce (DDVP), use “**Purchase Order**”
  - For Returns, use “**RMA**”
- In the Shipment/PO 1-40 fields, enter the shipment numbers to be picked or PO/ASNs to be delivered or the RMAs to be returned. Note: only 1 shipment, PO or RMA per line
- Add any Appointment Notes and indicate any additional recipients to be emailed
- Click “REQUEST APPOINTMENT”

f) Watch your emails for status updates

- You will receive emails on the status of appointments.
- Note you must book the appropriate load type for the size of the appointment. If you select an appointment that is either too big or too small, you will receive a warning in your confirmation email (eg. **Load Type, Agent Pick, is for quantities between 0001 and 0060. We calculated a quantity of 103 for your appointment. Please adjust the contents to meet load type selected or cancel and rebook for the appropriate load type.**)

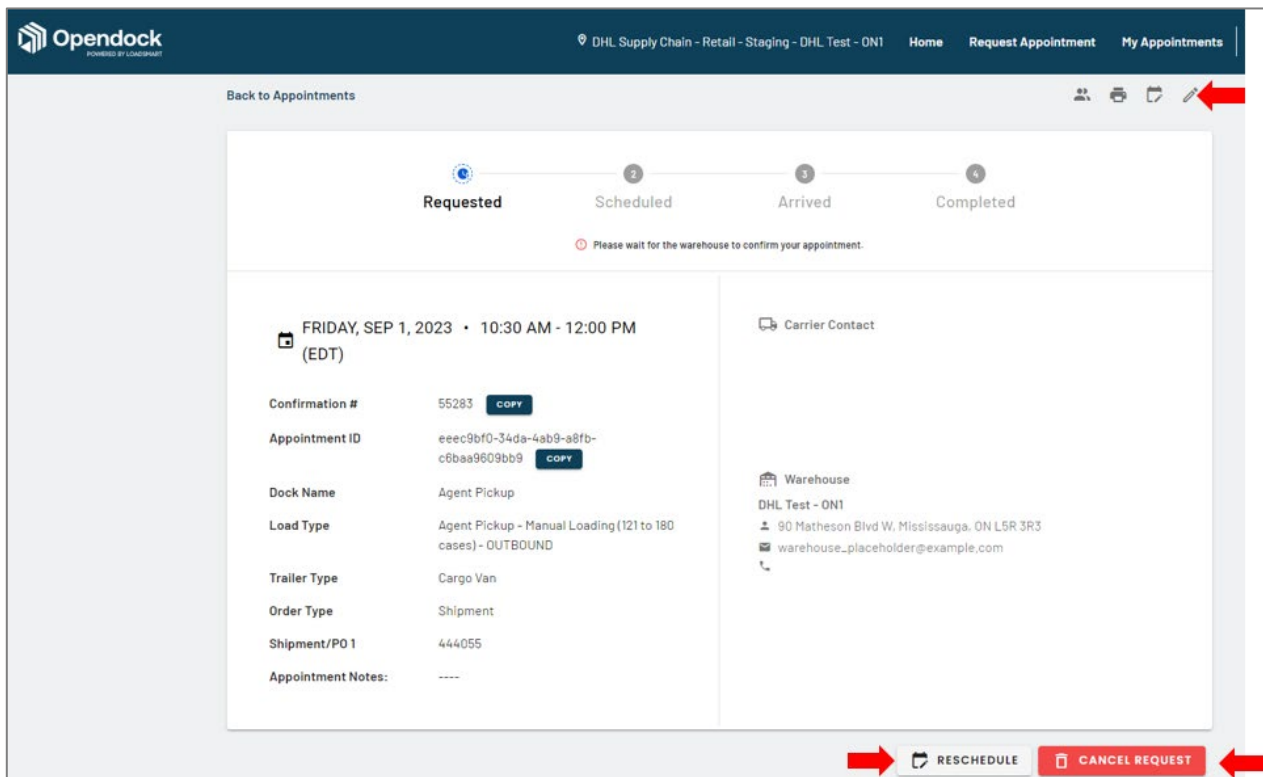
### SECTION 3: HOW TO SEARCH FOR APPOINTMENTS

- a) To search for an appointment from the main Opendock portal page, click on “My Appointments” in the left-hand menu. At the top of the page, specify the date range you would like to view or simply select 7 Days for all appointments within the next 7 days. **Tip:** Use the export button on the top right corner if you’d like to export listed appointments to Excel.

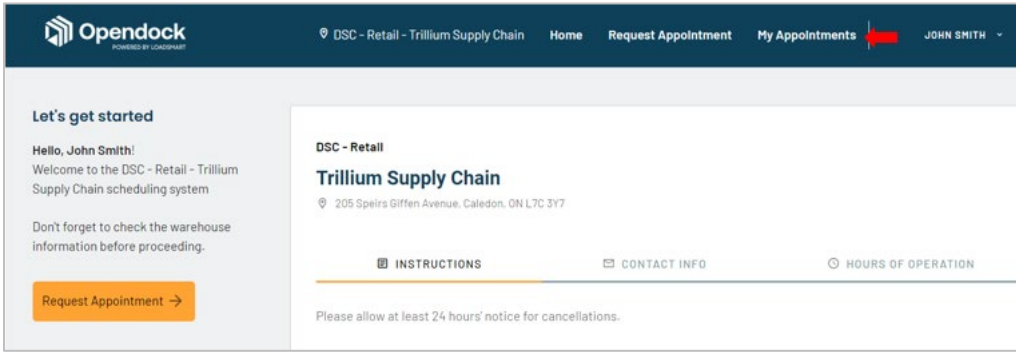


### SECTION 4: HOW TO CHANGE OR CANCEL AN APPOINTMENT

- a) Click on the appointment you would like to change or cancel to view more details.
- To Edit/View Appointment details click on the pencil icon
  - To reschedule appointment click the reschedule button
  - To cancel appointment click the cancel request

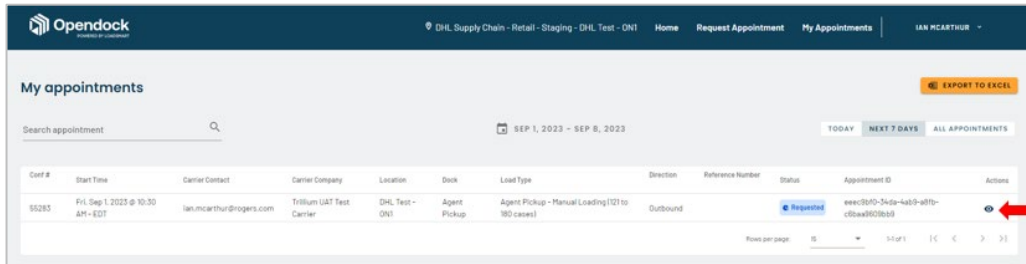


b) You can also Click on the My Appointments from the top banner



c) This will bring up a detailed view of all appointments.

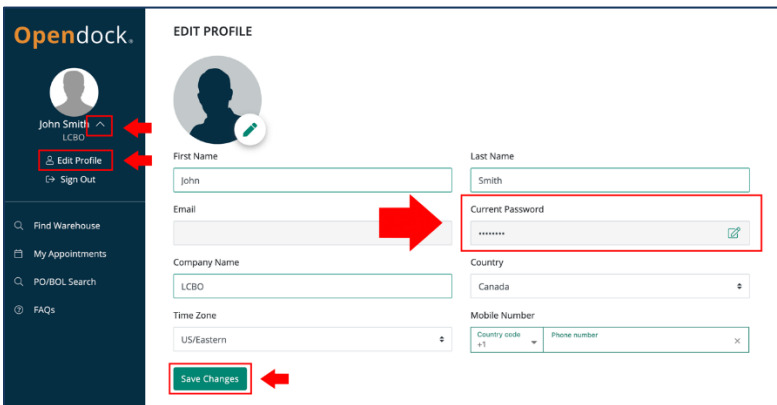
- You can change the date range by clicking on the dates, or use the quick filter buttons on the right
- You can also click the Export to Excel to get a copy of the table
- To edit the appointment, select the eye icon



### SECTION 5: EDIT PROFILE & CHANGE PASSWORD

a) If needed, you can edit your profile or change your password from the main page.

- To make changes to your profile, click the “∇” button next to the username and choose “Edit Profile.”
- In the password field, click the edit button. Enter your current password followed by your new password. Click “Save Changes” once complete.



## **SECTION 6: FREQUENTLY ASKED QUESTIONS**

1. **There are 2 Trillium warehouses (in Caledon and Brampton) – Can agents use either warehouse for pickups/returns of Specialty Services products?**  
Agents must use the Trillium Caledon warehouse for pickups/returns. There are no Specialty Services pickups/returns available at Trillium Brampton.
2. **Do all pickups and deliveries at Trillium require an appointment?**  
Yes. You can not enter Trillium without a Appointment Confirmation Number, Date and Time.
3. **How do I book an appointment at Trillium?**  
All appointments must be booked through [www.opendock.com](http://www.opendock.com).
4. **Can I book same day appointments? How far in advance can I book appointments?**  
For Agent Pickups: No same day appointments. Bookings can be made up to 7 calendar days in advance.  
For Inbound Deliveries: No same day appointments. Bookings can be made up to 30 calendar days in advance.
5. **What is the cutoff time to book next day appointments?**  
Bookings must be made for available timeslots by 2 PM.  
For Agent Pickups: Booking times are Monday – Friday from 6:15 AM to 5 PM.  
For Inbound Deliveries: Booking times are Monday – Friday from 6:15 AM to 8:30 PM.
6. **Can I select my own appointment time?**  
Yes. Select from the available slots at the time of booking. Unavailable time slots will not appear on Opendock.
7. **Can I book one appointment for multiple vehicles?**  
No. You must book one appointment for each vehicle/trailer/container entering the yard.
8. **Can I book one appointment for both an Agent pickup and an Agent return?**  
You must book two appointments. First make an appointment for the pickup; then make an appointment for the return. Try to select similar times for both appointments. In the Special Instructions field of the return, indicate the Appointment Number of the pickup appointment.
9. **Why am I getting an error message after booking my appointment?**  
Opendock includes some system validations. For example, if you enter an invalid Shipment ID/PO Number, you will receive an error message. Review details and correct.
10. **What are the statuses and errors in Opendock:**
  - Requested:**
    - When you **FINALIZE** or appointment or make changes in Opendock, you will receive an email indicating **Requested** status.
  - Confirmed:**
    - When all Shipment ID/PO Numbers entered are valid, you will receive an email indicating **Confirmed** status.
  - Correction Required:**
    - If all Shipment ID/PO Numbers in the appointment are invalid, correct within 1 hour or by the cutoff time, whichever comes first, starting from the time of the original appointment.

- If you don't make any changes or all the new changes are still all invalid, the appointment will be canceled after 1 hour from the original appointment, or by the cutoff time, whichever comes first.

#### **Confirmed, with Errors:**

- If your appointment includes errors (e.g., invalid Shipment ID/PO Number) but has at least one valid Shipment ID/PO Number, you will receive an email indicating **Confirmed, with Errors** status.

#### **Canceled:**

- You may receive an **Appointment Cancellation** email for various reasons including:
  - If you cancel an appointment in Opendock
  - If you haven't made corrections to appointments in **Correction Required** status
  - If you miss an appointment at Trillium
  - If Trillium experiences a significant event stopping operations

#### **Appointment Reminders:**

- You may receive email reminders the day before upcoming appointments.

#### **Post Cutoff Changes:**

- You will receive this message if you make changes to appointments after 2PM cutoff.

#### **Post Cutoff Changes, With Errors:**

- You will receive this message if you make changes to appointments after 2PM cutoff, and the changes include errors.

#### **Order Not Found:**

- You may receive this error for various reasons including mistyped Shipment ID/PO Number.

#### **Order already Shipped:**

- You will receive this error if your Shipment ID/PO Number was already completed.

#### **Shipment already on other Appointment:**

- You will receive this error if your Shipment ID/PO Number was used in another appointment.

### **11. Do I really need to address error messages? What happens if I don't do anything?**

Address all errors right away. Appointments with errors run a risk of automatic cancellation.

### **12. What do I do if I get an "Order Not Found" error?**

Agent Pickups: Contact your B2B Service Representative

Inbound Deliveries: Contact [traffic@lcbo.com](mailto:traffic@lcbo.com)

### **13. Do I need to include all Shipment ID/PO Numbers on the appointment?**

Agent Pickups: You must include at all valid Shipment IDs.

Inbound Deliveries: You must include at least one valid PO Number in the Trailer/Container.

### **14. What should I do if I get a Correction Required notification?**

- This means all Shipment ID/PO Numbers entered in the appointment are invalid. You must correct within 1 hour or by the cutoff time, whichever comes first, starting from time of original appointment.
- If you don't make any changes or all the new changes are still all invalid, the appointment will be canceled after 1 hour from original appointment, or by the cutoff time, whichever comes first.

### **15. Can I cancel or change my appointment?**

Yes. If you must cancel, do so at least 2 hours **BEFORE** the appointment time (you can not cancel **AFTER** the appointment). To cancel the appointment: Go to the **Get Started** screen. Click **Appointments** on the top Right. Find the appointment. Click **Cancel Appointment**. A pop up will appear. Click **Confirm Cancellation**.

**16. Opendock is not letting me cancel my appointment. What should I do?**

This is likely because the appointment has already passed. After 6PM -- The missed appointment should be cancelled by Trillium.

**17. How can I reschedule my appointment?**

If you must reschedule, do so **BEFORE** the appointment time. To reschedule the appointment: Go to the **Get Started** screen. Click **Appointments** on the top Right. Find the appointment. Click **Reschedule Appointment**. Follow the steps to Reschedule.

**18. I missed my appointment, what do I need to do to rebook?**

Missed appointments are recorded as **No Shows**. Rebook to another date and time.

**19. How do I edit appointments?**

Go to the **Get Started** screen. Click **Appointments** on the top Right. Find the appointment. Click **Edit Appointment**. Make the change. Click **SAVE CHANGES**. Do not make any other changes until you receive the email notification and then refresh Opendock before clicking **EDIT Appointment** again.

**20. Why am I not getting any email notifications?**

Notifications are sent to the email address associated with the Opendock account. If you do not receive any notifications, check your junk mail.

**21. What is the best browser for Opendock?**

Google Chrome is recommended.

**22. I have an Opendock question – who can help me?**

Do not contact Opendock or use the Opendock chat feature. Review the [Trillium Supply Chain Facility](#) Help section on Doing Business with LCBO for details.