Pilot Freight Services
Compass Online Scheduler Documentation

A. Compass Online Scheduler

Compass Online Scheduler is a tool developed by Pilot Freight Services to allow a consignee of a home delivery shipment to schedule a delivery appointment.

1. Authentication – Users must have shipment information to authenticate themselves as the consignee. Specifically, two pieces of information must be used, either:
   a. Shipment number and delivery zip code, or
   b. Order (reference) Number and delivery zip code
2. Availability – Several factors determine whether a shipment may or may not be scheduled online. Those factors may include, but are not limited to:
   a. Distance from one of Pilot's 65 nationwide domestic stations
   b. Home delivery service level requested. Some levels (like Pilot's Deluxe and Premier) entail specialized services, equipment, or personnel that cannot be scheduled online
   c. Current location of the freight. Pilot does not allow scheduling of deliveries until the freight is determined to be in possession by one of our stations or beyond agents.
3. Usage – The Compass Online Scheduler is contained on one single page form which looks like the following:

The form has four basic functions:

    a. Select a delivery date – Available dates will show in green, currently selected date highlighted in grey.

    b. Select a delivery timeslot – Depending on the date selected, a list of available timeslots will be populated in this list

    c. Email address confirmation – If Pilot has an email on file for this consignee, it will show in this field. An email is required in this field and is where the confirmation email will be sent.

    d. Phone number confirmation - If Pilot has a phone number on file for this consignee, it will show in this field. A phone number is required in this field, as it may be needed if there is an exception with this shipment.

Upon completing the form, the user is directed to a confirmation page, and an email is sent to the address specified.

B. Directing Your Customers to Compass Online Scheduler

Both Pilot and our customers agree that getting the delivery scheduled as soon as possible is advantageous. For Pilot, it means that we can build drivers routes sooner, and determine what other pickups and deliveries help optimize the route. For our customers, getting the appointment scheduled has shown to reduce the chance of buyer's remorse and increases the odds of completing the sale. Pilot has several methods to help bridge the gap between order and appointment quickly.

1. Compass Homepage
    a. http://www.pilotdelivers.com/Compass
        i. Simplest way to direct your customer to Compass, requires very little programming
        ii. Does require user input to authenticate
2. Pilot Tracking Pages
    a. See Pilot Tracking Services documentation for ways to incorporate QuickTrack links into your site or email.
    b. Pilot's tracking detail page includes a link to schedule appointment
    c. Depending on parameters sent in link, can have no user input needed
3. Link Directly into Compass Online Scheduler
    a. http://www.pilotdelivers.com/Compass/CustomerAccess.aspx?ProNum= XXXXXXXXX&ZipCode=ZZZZZ
        i. XXXXXXXXX = 9 digit numeric tracking (a.k.a. Pro) number
        ii. ZZZZZ = 5 digit US Zip Code
    b. Bypasses the Compass homepage, no input needed from the user
    c. Requires some programming to incorporate into your site or email