



FOR CARRIERS AND DISPATCHERS

# Carrier Reservation User Guide

How to book a dock appointment at a warehouse that schedules through LiveUnload.com, and how to change or cancel it afterwards.

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## No account needed

Open the warehouse's scheduling link and book. There is nothing to sign up for and no password.

## About two minutes

Enter your load details, pick a one-hour time, and get a confirmation by email.

## 24 hours' notice

Appointments are booked, moved and cancelled online up to 24 hours before the appointment time.

October 2026 edition · The screens in this guide show an example company. Your warehouse's name, locations and hours will appear in their place.

## What you need

- **The warehouse's scheduling link.** Each company has its own address, in the form **liveunload.com/company - name**. The warehouse or shipper sends it to you. It works in any current browser on a computer or phone.
- **The load reference for the shipment.** This is the PO, order, load, BOL or other reference number the warehouse gave you. Most warehouses only accept references they are expecting, so enter it exactly as it was given to you.
- **Your carrier name.**
- **An email address you can check.** Your confirmation is sent there, and you need the same address later to change or cancel the appointment.

## How appointments work

- Each appointment is a **one-hour window** at one warehouse location.
- One load reference gets **one appointment**. To move it, change the existing appointment instead of booking a second one.
- Times are on a **24-hour clock in the warehouse's own time zone**, which is shown on the screen. 13:00 is 1:00 PM.
- You must book **at least 24 hours ahead**. Earlier times on the calendar are marked "Requires 24 hours' notice".

The screenshot displays the 'Live Unload' Carrier Appointment Portal. At the top, there's a header with the 'Live Unload' logo and navigation links for 'Schedule' and 'Manage appointment'. Below the header, the page title is 'Book your delivery time.' with a sub-instruction: 'Enter the load reference provided by the warehouse, select the correct location, and reserve one available one-hour appointment.' A progress bar indicates three steps: '1 Delivery', '2 Time', and '3 Confirmation', with '1 Delivery' being the current step.

The main form area is titled 'Appointment details' and includes the note 'No account or carrier login is required.' It contains several input fields:
 

- Appointment type:** Two buttons, 'Live unload' (selected, with subtext 'Delivery to warehouse') and 'Live load' (with subtext 'Pickup from warehouse').
- Warehouse location:** A dropdown menu labeled 'Choose a warehouse'.
- Load reference:** A text input field with placeholder text 'PO, load, BOL, or reference number'.
- Carrier name:** A text input field with placeholder text 'Carrier company'.
- Scheduling email:** A text input field with placeholder text 'dispatcher@carrier.com'.

Below these fields, there's a note: 'Use the unique PO, order, load, BOL, or other reference supplied for this shipment.' At the bottom of the form, there's another 'Choose a warehouse' field and a blue 'Find appointment times' button. The footer of the page includes links for 'Terms of Service', 'Privacy Policy', and 'Help: support@liveunload.com'.

The scheduling portal. The company you are booking with is named in the bar under the header. **Schedule** books a new appointment; **Manage appointment** changes an existing one.

## 1 Enter the appointment details

1. Choose the **appointment type**: **Live unload** if you are delivering to the warehouse, **Live load** if you are picking up.
2. Choose the **warehouse location**. Its address appears underneath so you can check you have the right building. Its opening hours and time zone are shown at the bottom left.
3. Type the **load reference**, your **carrier name** and your **scheduling email**.
4. Select **Find appointment times**.

1 Appointment details

No account or carrier login is required.

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Appointment type

Live unload

Delivery to warehouse

Live load

Pickup from warehouse

Warehouse location

Omaha Distribution Center

4200 Dock Street  
Omaha, NE 68110

Load reference

PO4471823

Carrier name

Midwest Freight Lines

Scheduling email

dispatch@midwestfreight.example

Use the unique PO, order, load, BOL, or other reference supplied for this shipment.

07:00–15:00 · America/Chicago · 1/hour

Find appointment times

Step 1, filled in for a delivery.

**If the reference is not accepted**, check the number and the warehouse location first. If both are right, the warehouse has not entered that reference yet; contact them and ask them to add it.

## 2 Pick a date and time

1. Choose the **appointment date**. The times for that day appear below it.
2. Select an **Available** time. It turns blue. Greyed-out times cannot be chosen: they are **Booked**, **Closed**, or inside the 24-hour notice period.
3. If a **security check** appears above the buttons, wait for it to finish or tick the box. It confirms you are a person and usually takes a second.
4. Select **Reserve appointment**. **Back** returns to step 1 without booking anything.

2 Select a time  
PO4471823 · Omaha Distribution Center · America/Chicago

Appointment date

10/16/2026

Available one-hour appointments

Appointments require at least 24 hours' notice.

|                    |                    |                    |                    |
|--------------------|--------------------|--------------------|--------------------|
| 07:00<br>Available | 08:00<br>Booked    | 09:00<br>Available | 10:00<br>Available |
| 11:00<br>Booked    | 12:00<br>Available | 13:00<br>Available | 14:00<br>Available |

By reserving an appointment you agree to the [Terms of Service](#) and [Privacy Policy](#).

Back

Reserve appointment

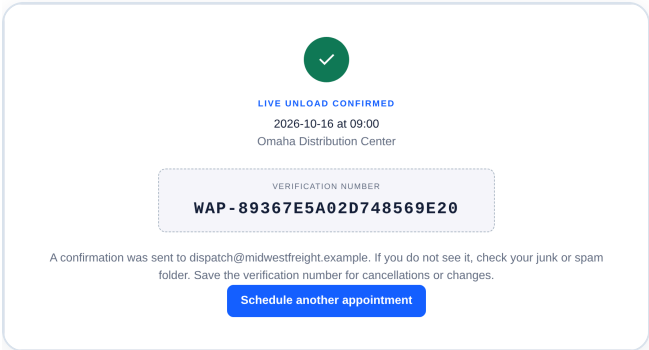
Step 2. 09:00 is selected; 08:00 and 11:00 are already taken.

**The time is not held until you select Reserve appointment.** If another carrier takes it first, you will be asked to pick a different one.

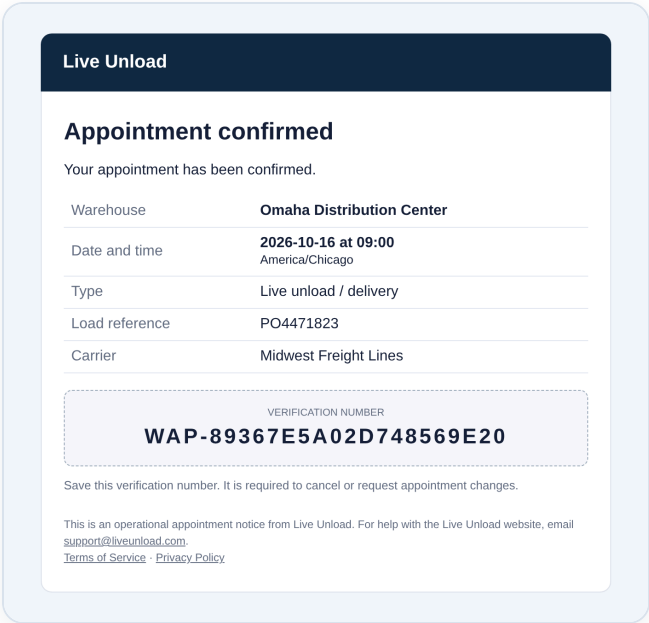
BOOK AN APPOINTMENT

### 3 Save your confirmation

The confirmation screen shows the date, time, warehouse and your **verification number**, which starts with **WAP -**. The same details are emailed to your scheduling email within a minute or two, with a subject that begins "Appointment confirmed".



The confirmation screen.



The confirmation email.

**Keep the verification number.** It is the only way to change or cancel the appointment online, together with the email address you booked with. Pass it to your driver as well.

#### If the email does not arrive

Check your spam or junk folder for a message from **Live Unload**. If the screen itself says the confirmation email could not be delivered, the appointment is still saved: write the verification number down before you leave the page.

#### Booking more than one load

Select **Schedule another appointment** and repeat the steps with the next load reference. Each load gets its own verification number.

AFTER YOU BOOK

# Change, cancel, or report a delay

- 1. Open the same scheduling link and select **Manage appointment** at the top right.
- 2. Enter your **verification number** and the **email used to schedule**, then select **Find appointment**.
- 3. Your appointment is shown with its current status. Choose one of the three actions below.

| To             | Do this                                                                                                                                                                           | When                                  |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Reschedule     | Choose a <b>new date</b> and a <b>new time</b> , then select <b>Reschedule</b> . Times that are taken are marked "Booked". Your verification number stays the same.               | Up to 24 hours before the appointment |
| Cancel         | Select <b>Cancel appointment</b> . The time is released for other carriers. To deliver the load later, book it again.                                                             | Up to 24 hours before the appointment |
| Report a delay | Select <b>Report delay</b> , then <b>contact the warehouse</b> to agree a new time. Reporting a delay tells the warehouse you are running late; it does not move the appointment. | Any time, including the last 24 hours |

Verification number

WAP-89367E5A02D748569E20

Email used to schedule

dispatch@midwestfreight.example

Find appointment

Find the appointment.

2026-10-16

confirmed

09:00

Omaha Distribution Center · America/Chicago · PO4471823

24-hour change policy

Rescheduling and cancellation are available until 24 hours before the appointment in the warehouse time zone. Inside 24 hours, report a delay and contact the warehouse. The carrier and warehouse recipients receive email notices for completed changes.

New date

10/17/2026

New time

10:00

Cancel appointment

Report delay

Reschedule

[Look up another appointment](#)

Choose a new date and time, or cancel or report a delay.

A green message confirms each change, and you and the warehouse both receive an email about it. The 24 hours are counted in the warehouse's time zone.

# The same steps on a small screen

The portal works the same way on a phone or tablet. The steps, fields and buttons are identical; they are stacked in one column, and the times appear two across.

- The **Schedule** and **Manage appointment** buttons are under the Live Unload logo.
- Scroll down to reach **Reserve appointment** after choosing a time.
- The confirmation email can be opened on the phone, so the driver can show the verification number at the gate.

## Who to contact

### About the load or the dock

A missing load reference, dock hours, directions, running late, an appointment inside 24 hours, a lost verification number

**The warehouse you are delivering to.** They can look up, move or cancel your appointment themselves.

### About the website

A page that will not load, an error that does not go away, a security check that keeps failing

### support@liveunload.com

Say which company's link you were using and what the screen said.

## Quick answers

### Do I need an account?

No. There is no sign-up, login or password for carriers.

### I lost my verification number.

It is in the confirmation email. If you cannot find the email, contact the warehouse; they can see and change the appointment.

### Is my information shared?

Your carrier name and email are used to schedule the appointment and send notices about it. The Privacy Policy is linked at the bottom of every screen.

2 Select a time  
PO4471823 · Omaha Distribution Center · America/Chicago

Appointment date  
10/16/2026

Available one-hour appointments  
Appointments require at least 24 hours' notice.

|                    |                    |
|--------------------|--------------------|
| 07:00<br>Available | 08:00<br>Booked    |
| 09:00<br>Available | 10:00<br>Available |
| 11:00<br>Booked    | 12:00<br>Available |
| 13:00<br>Available | 14:00<br>Available |

By reserving an appointment you agree to the [Terms of Service](#) and [Privacy Policy](#).

Back

Reserve appointment

Step 2 on a phone.

## Messages you may see

| The screen says                                                                                        | What it means and what to do                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <i>This load reference is not available for the selected warehouse.</i>                                | The warehouse is not expecting that reference at that location. Check the number for typing mistakes and check you chose the right warehouse. If both are right, ask the warehouse to add the reference.    |
| <i>This load reference already has an active appointment.</i>                                          | Someone has already booked this load. Use <b>Manage appointment</b> with the verification number and scheduling email to see or change it. If you do not have them, contact the warehouse.                  |
| <i>That slot is full or closed, or this load reference already has an appointment.</i>                 | Another carrier reserved the time while you were choosing. The times refresh on their own; pick another one.                                                                                                |
| <i>Appointments require at least 24 hours' notice.</i>                                                 | The time you chose starts less than 24 hours from now. Choose a later time. For anything sooner, contact the warehouse.                                                                                     |
| <i>Appointment not found. Check the verification number and email.</i>                                 | The verification number and email do not match a booking. Copy the number from your confirmation email, including the <b>WAP</b> - at the front, and use the email address the appointment was booked with. |
| <i>Appointments cannot be cancelled or rescheduled online within 24 hours. Report a delay instead.</i> | The appointment starts in less than 24 hours. Select <b>Report delay</b> and contact the warehouse.                                                                                                         |
| <i>This appointment has been cancelled.</i>                                                            | A cancelled appointment cannot be changed. Book the load again from the <b>Schedule</b> screen.                                                                                                             |
| <i>Complete the security check and try again.</i>                                                      | The security check above the buttons has not finished. Wait a moment or tick its box, then try again. If it says it has expired, it reloads by itself.                                                      |
| <i>The security check is temporarily unavailable. Please try again.</i>                                | A temporary problem on the website's side. Try again in a minute. If it continues, email support@liveunload.com.                                                                                            |
| <i>The appointment could not be created. Please try again.</i>                                         | A temporary problem on the website's side; nothing was booked. Try again. If it continues, email support@liveunload.com.                                                                                    |