



Movement

by project44



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1. Introduction to Movement



Movement

by project44

Movement by project44™ is the leading real-time supply chain visibility platform that helps shippers, carriers, and logistics professionals manage supply chains by delivering visibility, workflow, and insights for goods in transit. Powered by the largest multimodal network, Movement connects and empowers teams to manage exceptions, streamline shipment operations, automate manual processes, and collaborate to resolve issues for customers—all from a single platform. Customers and partners can experience the value of Movement through the user interface or direct API connections.

NOTE: Some features described in this guide will not be available unless they have been enabled.

1.1. Support

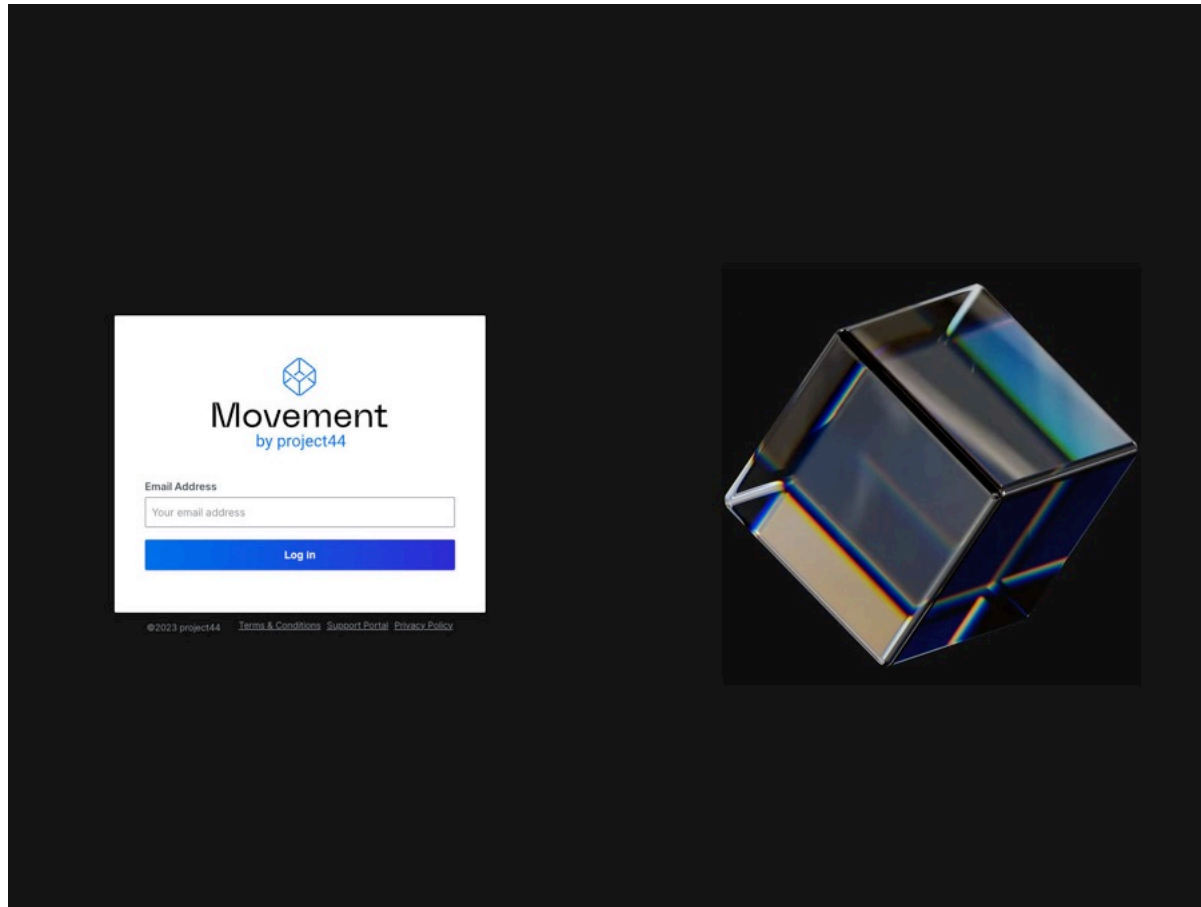
If you encounter any issues or have questions, please contact your dedicated project44 representative or reach out to our Global Support team at <support@project44.com>..

2. Get Started with Movement

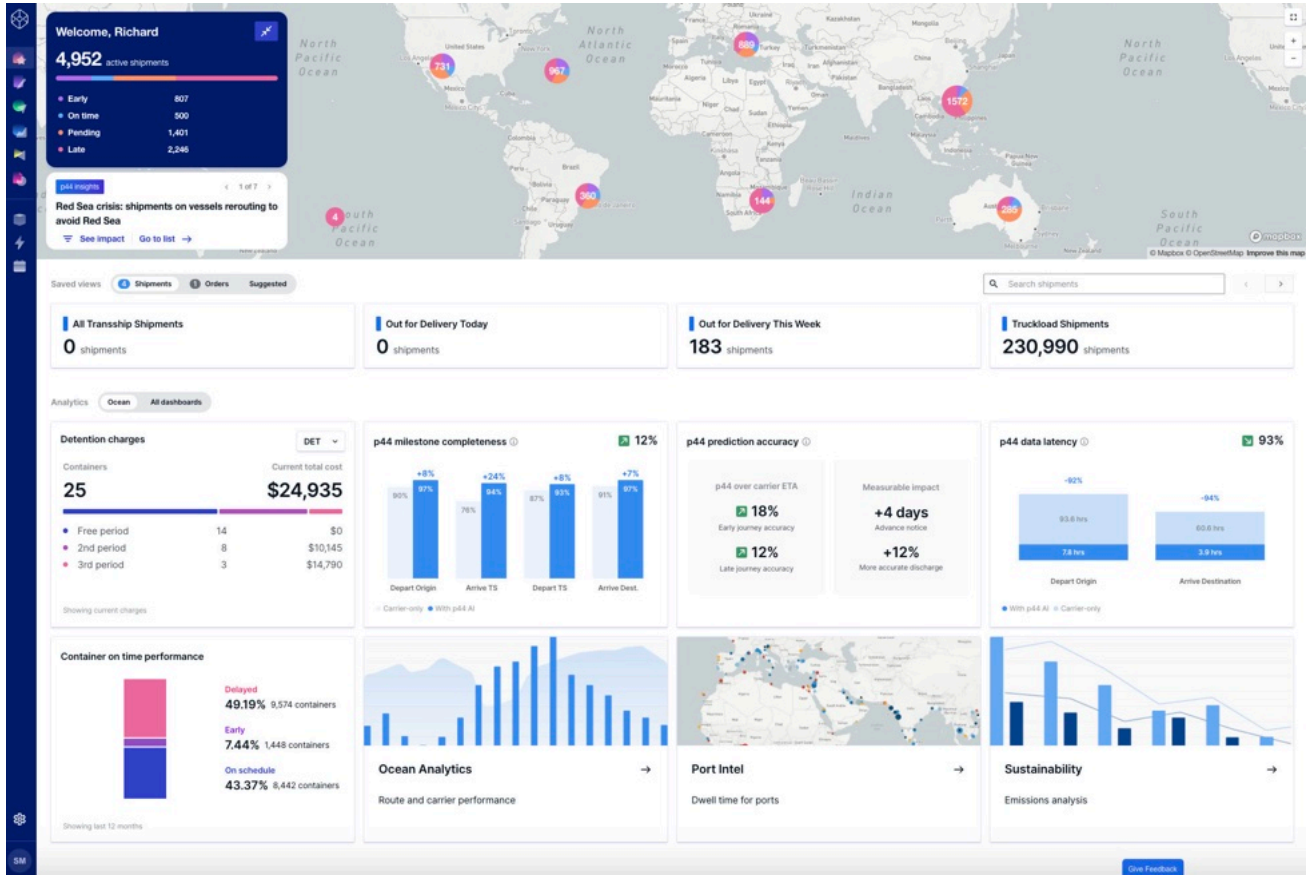
2.1. Sign In to Movement

To sign in to Movement, on the project44 Movement welcome page type your email address and click **Next**.

- North America: movement.project44.com/login
- Europe: movement.eu.project44.com/login

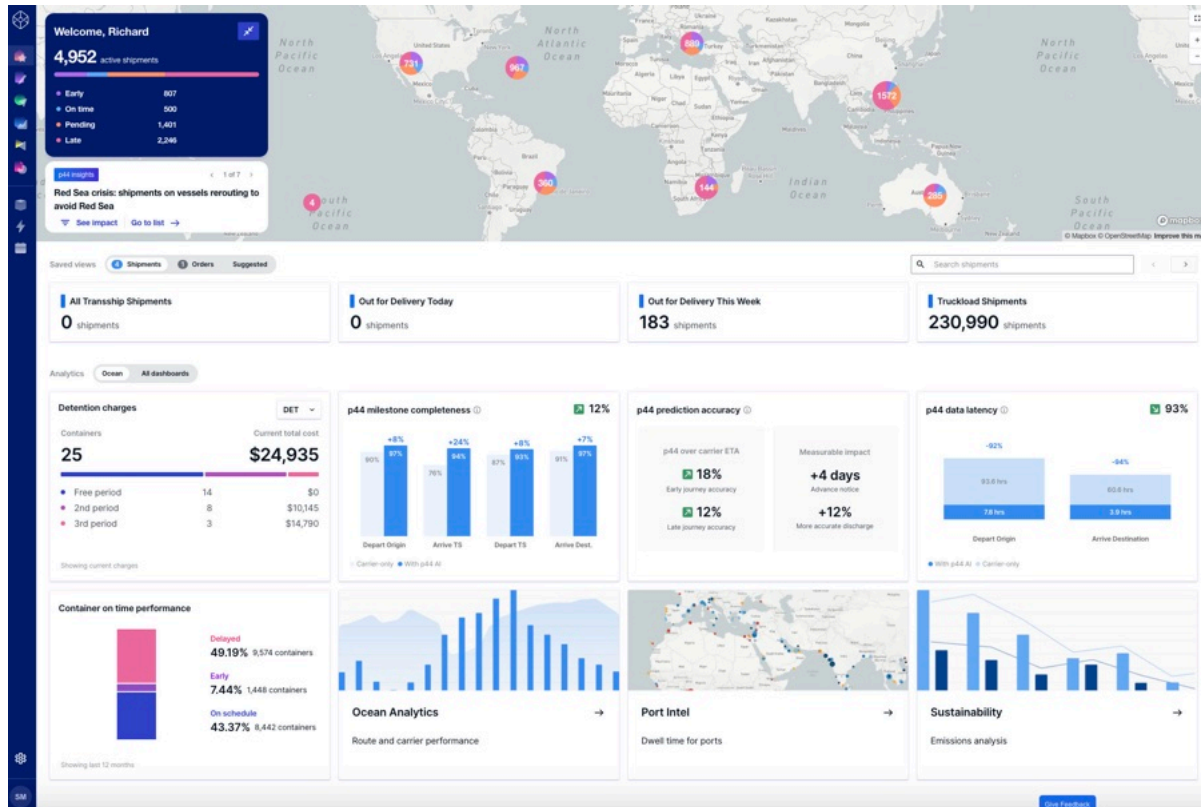


The [Overview \[10\]](#) page appears along with the [Sidebar \[12\]](#).



2.2. Overview

The Overview page is divided into three areas: Map, Views, and Analytics.



Map

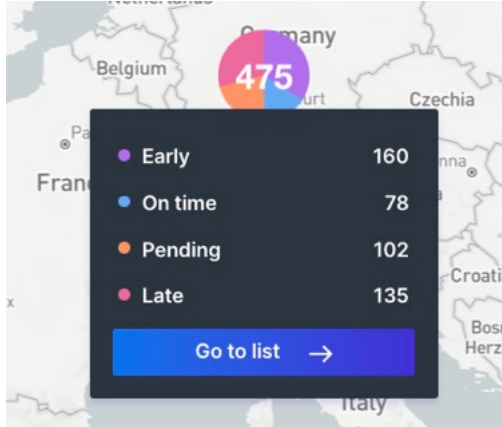
The map shows all of your tracked shipments with number bubbles indicating the number of shipments in that particular geographic area.

The Shipments tile in the upper-left corner displays the total number of active shipments (In Transit, Idle, and At Stop) and the number of shipments with an ETA of Early, On Time, or Late. This ETA is not just the final ETA; it can be for an intermediate stop. A shipment is considered Pending when no ETA is available.

Below the Shipments tile is the p44 Insights tile. This tile displays summary views of your shipments affected by current global events that are highlighted by project44. Click the **arrow** buttons to cycle through the insights. Click **See Impact** to zoom in on the map to view your shipments affected by that event. Click **Go to list** to view a list of your shipments affected by that event.

On the map you can zoom in or out by clicking the **+** and **-** buttons on the right side. You can also enter Full Screen Mode by clicking the **Full Screen Mode** button located above the zoom buttons. Press the **Esc** key to exit Full Screen Mode.

Click a number bubble to see the number of shipments that are Early, On Time, Pending, or Late in that geographic area.



Click the **Go to list** button to view a list of those shipments.

Views

There are three tabs of views: Shipments, Orders, and Suggested.

The Shipments and Orders tabs show high-level data of your [saved views \[75\]](#) of shipments and orders.

The Suggested tab shows summary data of shipments affected by trending events. These are defined by project44.

Each tile shows the number of orders or shipments for the view and contains a link to the respective Shipments or Orders view page.



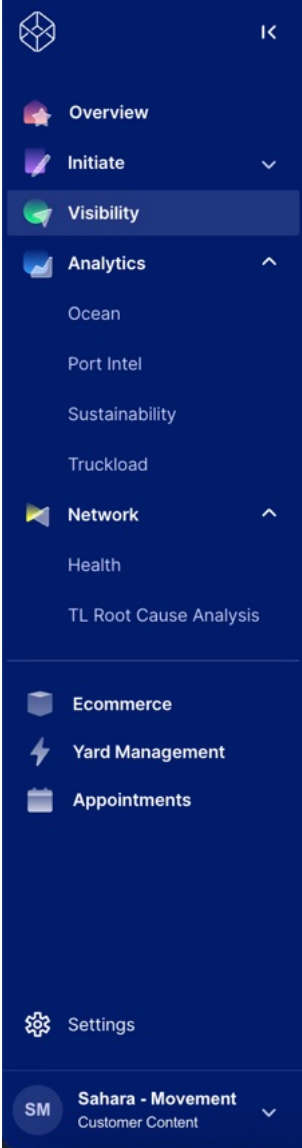
Analytics

There are two tabs for Analytics: Ocean and All Dashboards. The dashboards provide summary views of data trends such as Milestone Completeness, Data Latency, and Container On Time Performance. Each dashboard contains a link to the detailed view in [Analytics \[104\]](#).

2.3. Sidebar

On the left side of the screen are several buttons. Click the button or the options under each to use that feature.

Button	Function
	Overview: Displays an overview of the status of your shipments.
	Visibility: View and search shipments [16] and orders [58] .
	Analytics: View Ocean Analytics [104] , Port Intel , Sustainability [121] , Truckload Analytics [123] , and LTL Analytics [133] .
	Network: View your Directory [142] of carriers, view the Health [143] of your Truckload network and Truckload Tracking and Root Cause Analysis [155] .
	<p>Settings: Open the Developer Portal, configure notifications [188], manage users, manage Over The Road locations, open the Network Management Center (NMC), and manage Carrier Credentials [201].</p> <p>For more information refer to Settings [187].</p> <p>NOTE: Settings are only available for users who have Customer Administration permissions.</p>

Button	Function
	<p>User Icon: Icon on the bottom left corner of the page. Click this icon to sign out of Movement [13].</p>
	<p>Right Arrow: Appears when the cursor hovers over the Movement icon in the upper-left corner of the screen. Click this to expand the sidebar.</p>  <p>The image shows a dark blue sidebar menu with the following items from top to bottom: a home icon with a left arrow, 'Overview', 'Initiate' with a dropdown arrow, 'Visibility' (highlighted), 'Analytics' with an up arrow, 'Ocean', 'Port Intel', 'Sustainability', 'Truckload', 'Network' with an up arrow, 'Health', 'TL Root Cause Analysis', 'Ecommerce', 'Yard Management', 'Appointments', 'Settings' with a gear icon, and a user profile section with 'SM', 'Sahara - Movement', and 'Customer Content' with a dropdown arrow.</p>
<p>Click the Left Arrow in the upper-right to collapse the sidebar.</p>	

2.4. Sign Out of Movement

To sign out of Movement,

1. In the lower left corner of the screen, click the **User** icon.



2. Click **Sign Out**.

3. Visibility in Movement

Visibility enables you to filter, search, and view your shipments and orders.

▼ All shipments 256,830 results 📄

Mode	Status	Arrival timing	On-time status	Origin	Destination	Carrier	More filters	Search by identifier	Add columns
Shipment ID	Current state	Current carrier	Origin	Destination	Arrival time	Initial planned			
BOL 648021941782	At stop	Transduna	Sahara - Dortmund DC Dortmund, Nordrhein-Westfalen, DE	SAH511800-EU Brno, Jihomoravský kraj, CZ	Jul 31, 2024 12:16 EDT +9 hrs	Jul 31, 2024 0			
BOL 377728906823	In transit	WERNER ENTERPRISES INC	Abimar Foods Inc Ablene, TX, US	Sahara - Lebec DC Lebec, CA, US	Aug 02, 2024 09:05 EDT	Aug 02, 2024			
BOL 429313981597	In transit	Girteka Logistics	Furlong DO Brasil SA Cachoeirinha RS Cachoeirinha, RS, BR	Atlas Auto - Belo Horizonte Plant Contagem, MG, BR	Aug 01, 2024 06:23 EDT	Aug 01, 2024			
BOL 358941242472	Unknown	-	-	-	-	-			
BOL 102056952589	In transit	Girteka Logistics	Atlas Auto - Sorocaba Plant Sorocaba, SP, BR	INDUSTRIA AGRO-PERTENCES EIRELI Cachoeira Do Sul, RS, BR	Jul 31, 2024 09:53 EDT	Jul 31, 2024 0			
BOL 468468374716	In transit	Transduna	Desicor - Industrias, S.A Murtosa, PT13, PT	Sahara - Moscow DC Solnechnogorsky , RUMOS, RU	Aug 01, 2024 06:14 EDT +44 mins	Aug 01, 2024			
CONT TEMU0733195	In transit	Yang Ming	Laem Chabang Laem Chabang, Chon Buri, TH	Izmit Izmit, Kocaeli, TR	Sep 21, 2024 07:16 EDT -5 hrs	Sep 21, 2024			
BOL 888896427128	In transit	US XPRESS INC	Sahara - Alachua DC Alachua, FL, US	Sahara - Alachua DC Alachua, FL, US	Jul 31, 2024 10:29 EDT	Jul 31, 2024 1			
BOL 236073060990	Unknown	-	-	-	-	-			
CONT OOI 118768287	In transit	COSCO	Santos	Chongqing	Aug 23, 2024 11:06 EDT	-			

1 - 20 of 256830 < Previous Next >

[Give Feedback](#)

Click **Visibility** then either **Shipments** or **Orders** to view the corresponding list page. Clicking **Shipments** opens the [All Shipments View \[16\]](#). Clicking **Orders** opens the [All Orders View \[58\]](#).

- **Down arrow:** Click the **Down** arrow next the name of the current view to view the list of saved views. For more information refer to [Manage Filtered Views \[74\]](#) and [Open the List of Saved Views](#).
- **Search Shipments** field: Use this field to search shipments by entering shipment identifiers. For more information on how to search shipments refer to [Search Shipments \[19\]](#).
- **Search Orders** field: Use this field to search orders by entering order identifiers. For more information on how to search orders refer to [Search Orders \[61\]](#).
- **Quick Filters:** Quickly sort the Shipments List or Orders List by Mode, Status, Arrival Timing, On-time Status, Origin, Destination, or Carrier by clicking the filter. For more information refer to [Quick Filter buttons](#).
- **More Filters:** Opens the [Filters \[20\]](#) panel, where you can configure the filters in more detail.
- **Columns:** Opens the [Columns \[85\]](#) panel, where you can choose to add or remove columns of data from view.
- **Export:** [Export a list of shipments \[18\]](#).

3.1. Navigate

Click a tab to view the information on that page.

In addition to the use of a mouse or touchpad, there are several keyboard shortcuts you can use to navigate from tab to tab.

- **Arrow** keys move across the screen.
- **CTRL + Number** changes the selected tab to the selected number (1 for first tab, 2 for second tab, etc.).
- **X** removes the tab from navigation and brings you to the next tab to the right. If there is no tab to the right, it brings you to the Visibility page.
- **Back Arrow** returns you to the Shipment List page.
- [Search Shipments \[19\]](#)
- [Quick Filter Buttons](#)
- [Shipment Details Page \[40\]](#)
- [Search Orders \[61\]](#)
- [Filter Orders \[59\]](#)
- [Order Details Page \[63\]](#)

3.2. All Shipments View

When **Shipments** is selected in the Visibility menu, the All Shipments View is displayed, showing all of your shipments.

Mode	Status	On-time status	Origin	Destination	Carrier	More filters
CONT	CMAU516148	In transit	CMA CGM	Houston Houston, Texas, US	Antwerpen Belgium, Flanders, BE	
CONT	TRHU7611021	Completed	-	-	-	
CONT	BBCU3226099	Completed	-	-	-	
CONT	MSMU6512232	Completed	-	-	-	
CONT	OCNU1268670	Unknown	ACLU	New York New York City, New York, US	Antwerp Antwerpen, Flanders, BE	
CONT	TCLU9887698	Completed	-	-	-	
CONT	CKDU2233810	Completed	-	-	-	
CONT	TCKU6904433	Unknown	CMDU	Savannah Savannah, Georgia, US	Groß-Umstadt Groß-Umstadt, Hesse, DE	
CONT	MSMU7411890	Completed	-	-	-	
CONT	OOLU2199732	In transit	OOCL	Altamira Altamira, Tamaulipas, MX	Antwerpen Belgium, Flanders, BE	
CONT	CMAU1287991	Unknown	CMDU	Altamira Altamira, Tamaulipas, MX	Antwerp Antwerpen, Flanders, BE	
CONT	MSDU8132106	All stop	MSC	Altamira Altamira, Tamaulipas, MX	Antwerpen Belgium, Flanders, BE	

You can [search shipments \[19\]](#), [filter the list](#), [display/hide the columns \[85\]](#), [manage custom views \[74\]](#), and [export a list of shipments \[18\]](#).

The following information is displayed for each shipment in the list.

- **Shipment ID:** Number that identifies the shipment. To view the [details of the shipment \[40\]](#), click the ID. Can be one of the following.
 - Bill of Lading
 - Booking number
 - Order number
 - Tracking number

- House air waybill
 - Waybill
 - Wagon ID
 - Vehicle identification number
 - House bill of lading
 - Container ID
 - PRO number
 - Air waybill
 - Rail Car ID
 - Train number
 - Serial number
 - Customer reference
- **Current State:** The current state of the shipment: In Transit, Completed, At Stop, Scheduled, Unknown, Idle, or Action Required. Icons indicate the current mode of transportation for the shipment (Ocean, Rail, Parcel, Air, LTL, Truckload, Barge).



NOTE

Scheduled shipments have not yet started tracking.

- **Origin:** Origin address, including location name, city, state, and country.
- **Destination:** Destination address, including location name, city, state, and country.
- **Current Carrier:** SCAC or name of the Carrier.
If a single mode shipment, displays the Carrier on the shipment. If a multi-mode shipment, displays the current Carrier.
- **Arrival Time:** For In Transit shipments, displays the ETA to the final destination. For Completed shipments, displays the actual time of delivery of the shipment. All times are based on the location settings of your web browser.



Dec 23, 2022 12:00 EST **On Time**



Dec 23, 2022 12:00 EST **On Time**




Dec 25, 2022 13:00 EST **+2 Days**




Jan 24, 2023 10:26 EST **-4 Days**

Color	Description
Blue	On time as measured against to the Planned Delivery date and time.
Purple	Early as measured against the Planned Delivery date and time.
Red	Late as measured against the Planned Delivery date and time.

- **Planned Arrival:** The planned arrival date of the shipment to its final destination.

 **NOTE**
For Truckload shipments, the Planned Delivery time is based on the start time of the stop's appointment window.

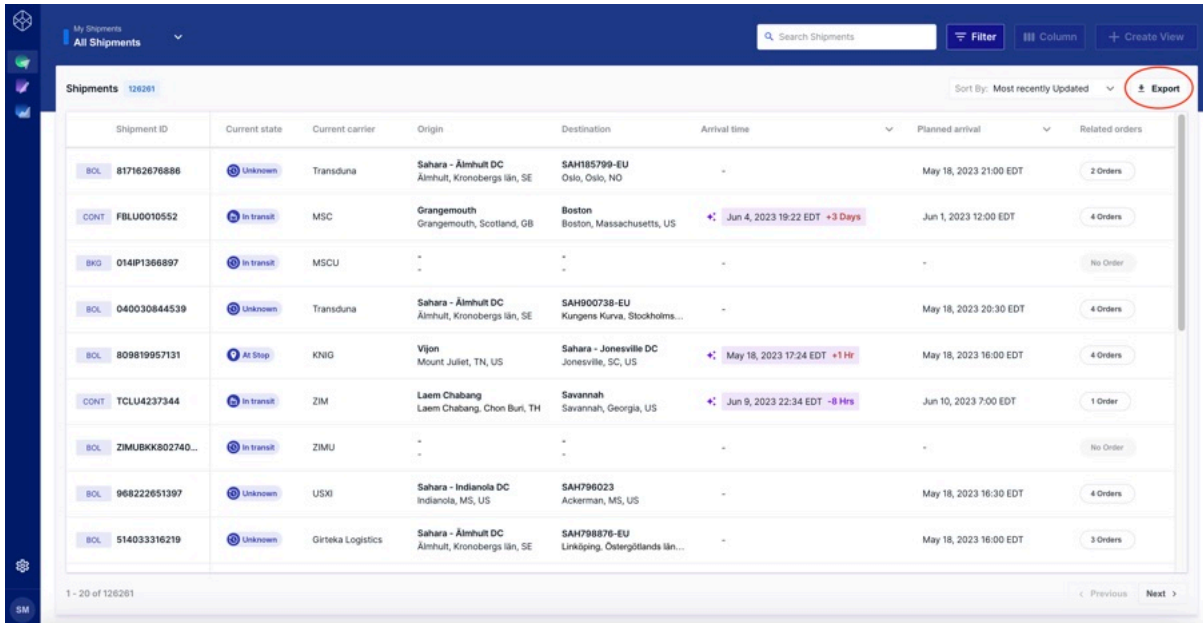
 **NOTE**
To quickly understand on-time performance compare the Estimated Actual Arrival to Planned Arrival.


- **Related Orders:** Indicates whether there are any related orders to the shipment. If there are related orders, the number is shown on a button that can be clicked in order to [view those orders \[20\]](#).

3.2.1. Export a List of Shipments

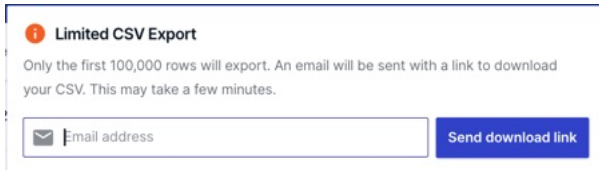
To export a list of [shipments \[16\]](#),

1. Once you have the list you want to view, click the **Export** button.



 **NOTE**
Up to 100,000 shipments can be exported at one time. Anything more will not be included in the export.

A pop-up window appears.



2. Type your Email Address and click the **Send Download Link** button.
3. The list is exported to a .CSV file and a link is sent to your email address. You can download the file. In order to access the download, you must be logged into the same account used to create it. The download link expires after seven days.
The export reflects the search, filter, and sorting parameters you used in Movement.

For shipments, the .CSV file contains the fields displayed in the list (even in a saved view), including:

- Primary shipment identifier type and value
- Current route segment information (identifiers, values, [ex: Vessel Name] and transportation mode)
- Current state and time
- Current carrier
- Shipment attributes and values
- p44 shipment ID
- Related shipment IDs
- Last updated date
- Origin stop location (name, type/value, address, city, state, latitude and longitude)
- Destination stop location (name, type/value, address, city, state, latitude and longitude, port code)
- Stops 2-12 (name, address, city, state, latitude and longitude, port code, start and end time AT_STOP)
- Destination arrival estimated time
- Destination arrival planned time

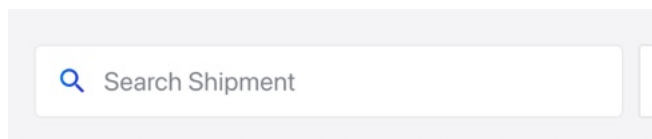


NOTE

The order in which these appear in the .CSV file is not affected by any [changes to the column order \[85\]](#).

3.3. Search Shipments

At the top of the [Shipments List page \[16\]](#) is the Search field.



To search for a shipment,

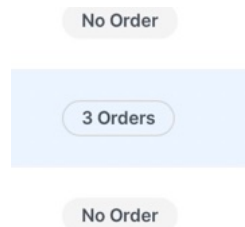
1. Type one of the following into the Search Shipment field:
 - Attribute Value
 - Identifier Value

- Stop Location: Location name, Address lines, City, State, Country, Postal code
- Order: Identifier value, Additional identifier value, Tag value, Supplier name
- Load: Identifier value, Description
- Sharing: Originating tenant name, Recipient tenant name
- The prefixes of names are allowed. For example, typing "Chi" in the Search field will return results for Chicago and other places beginning with those letters.

2. Press the **Enter** key.
A list of the shipments matching those terms appears.

3.4. View Related Orders

To view orders related to a shipment, on the [Shipments List page \[16\]](#), in the row of the shipment click the button in the Related Orders column that indicates the number of Related Orders.



The Related View panel appears.

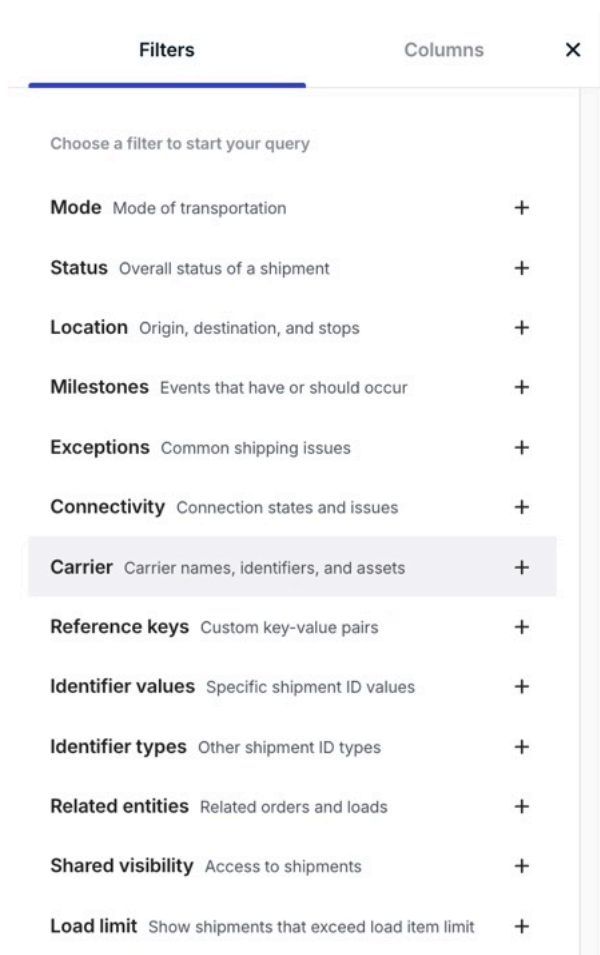
Shipment ID	Current State	Origin	Destination	Current Carrier	Est.(Act.) Arrival	Planned
BOL 415990559562	In transit	Weyerhaeuser Corporation Curitiba, PR, BR	Sonoco Conceicao Do Para, MG, BR	-	Jul 22, 2022 6:07 +10 Hrs	Jul 21,

Order Number	Order Status	Origin	Destination	Supplier	Supplier Ready Date	Order Due Date
PO PO14457710	Accepted	- Curitiba, PR, BR	- Conceicao Do Para, MG, BR	-	Jul 20, 2022 21:00	Jul 21, 2022 21:00
PO PO09046586	Accepted	- Curitiba, PR, BR	- Conceicao Do Para, MG, BR	-	Jul 20, 2022 21:00	Jul 21, 2022 21:00
PO PO63938957	Accepted	- Curitiba, PR, BR	- Conceicao Do Para, MG, BR	-	Jul 20, 2022 21:00	Jul 21, 2022 21:00

Having both the shipment and order information available on the Related Views screen enables you to assess risks without needing to open the [Details pages \[40\]](#).

3.5. Open the Filters Panel for Shipments

In addition to the [Quick Filter buttons](#), there are more detailed filters available in the Filters and Columns panel that can be used to sort the [Shipments List \[16\]](#) and the [Orders List \[58\]](#). To open the Filters panel, click the **More Filters** button.



You can choose the following filters.

- **Mode:** The mode of transport for the shipment anywhere along the route.
- **Status:** Along with the current status, all of the different statuses a shipment has been in within the last 90 days.
- **Location:** The locations along the route of a shipment.
- **Milestones:** The events for a shipment (for example, Arrival, Departure, Gate In Full, Out for Delivery, etc.).
- **Exceptions:** Filter shipments at risk of demurrage or detention.
- **Connectivity:** The Connectivity status for Truckload shipments.
- **Carrier:** The current carrier of the shipment.
- **Reference Keys:** The customer-specific reference keys.
- **Identifier Values:** Specific shipment ID values such as Vessel or Vehicle ID.
- **Identifier Type:** Shipment identifiers such as Waybill, Bill of Lading, Container ID, Booking Number, etc.).
- **Related Entities:** Order Identifiers (Purchase Order, Sales Order, etc.), Order Tags, Order Date, or Load Items (SKU, UPC).
- **Shared Visibility:** Access to shipments via who they have been shared with or who provides the visibility.
- **Load Limit:** Shipments that exceed the load limit.

As a filter is selected, the list automatically changes to reflect the chosen criteria.

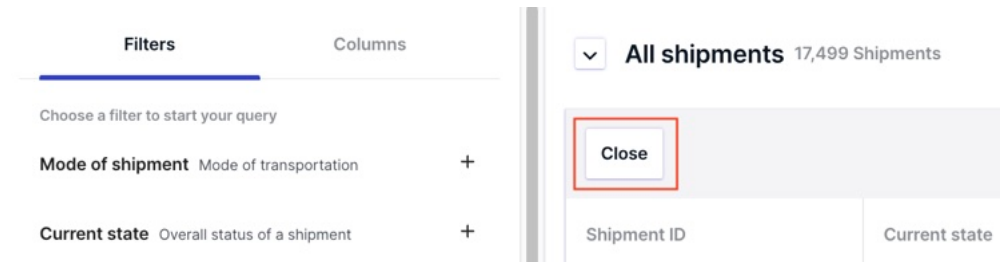
Click the **X** to close the filter.

Click **Add Filter** to add another filter criteria.

Click **Clear All** to remove all selections.

Click the **Save View** button to save a filtered view for future use. For more information refer to [Manage Filtered Views \[74\]](#).

Click the **Close** button to close the Filters and Columns panel.



3.6. Filters Panel Details

In the [Filters \[20\]](#) panel for Shipments there are several filters: Mode, Status, Location, Milestones, Exceptions, Connectivity, Carrier, Reference Keys, Identifier Values, Identifier Types, Related Entities, Shared Visibility, and Load Limit.

Filters	Columns	X
Choose a filter to start your query		
Mode Mode of transportation		+
Status Overall status of a shipment		+
Location Origin, destination, and stops		+
Milestones Events that have or should occur		+
Exceptions Common shipping issues		+
Connectivity Connection states and issues		+
Carrier Carrier names, identifiers, and assets		+
Reference keys Custom key-value pairs		+
Identifier values Specific shipment ID values		+
Identifier types Other shipment ID types		+
Related entities Related orders and loads		+
Shared visibility Access to shipments		+
Load limit Show shipments that exceed load item limit		+

Mode

Mode of transport anywhere along the route. Provides you with shipments where this mode has existed at any point along the route. You can select the following Modes.

- LTL
- Truckload
- Parcel
- Air
- Ocean
- Rail
- Barge



TIP

After you have selected a mode (or modes), use the **Only show shipments currently in this mode of transport** toggle switch to view shipments that are **currently** in those selected modes of transport.

Status

The Status for active shipments within the previous 90 days. This includes the state that a shipment is currently in during its lifecycle within the last 90 days.

- **Unknown:** Shipment is awaiting an event to be pushed to it to begin tracking.
- **In Transit:** Shipment has been pushed an event that indicates it is in transit from its current point to its next point.
- **Completed:** Shipment has completed its journey and will now cease tracking.
- **Idle:** Shipment is not moving.



NOTE

Idle only applies to Truckload.

- **Scheduled:** Connection with the carrier established, but no events, stops, or locations are available yet.
- **At Stop:** Shipment has been pushed an event that indicates it has entered one of the stops along its route.
- **Action Required:** A carrier identifier or (unknown) equipment identifier is missing.



NOTE

Action Required only applies to Truckload.

Location

Route filters are applied to the entire route of the shipment. Select from the following options.

- **Origin:** Shipments that are originating from a specified location. This filter will always apply against the absolute origin.
- **Destination:** Shipments that are destined for a specified location. This filter will always apply against the absolute destination.
- **Current Stop:** Shipments at or in transit to a specified location.
- **Any Stop:** Shipments that have a specific location in the route, regardless of origin or destination. Additionally, when selecting the underlying conditions and criteria, they will be applied to the entire route. For example, if you filter by *Any Stop that is not country code US*, if a shipment has a stop in the US it will be excluded from the results.
- **All Stops:** Shipments at all location types.
- **Geo-coordinates:** Specific geo-coordinates. Opens a map where you can move around and zoom in to choose a location. Click **Save** and the coordinates are selected.

Once a stop is selected, apply location criteria.

- **Criteria:** There are several location types to choose from the drop-down. If more than one is selected AND logic is applied.
 - Location Name
 - Address
 - City
 - State
 - Country
 - Zip Code
 - Port Code
 - Location Code
 - Stop Type (more granular stop types than in the above selection such as transshipment port and transfer).
- **Conditions:** There are three choices: is, is not, or contains.
- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied.
 - The suggestion fields are populated by values that shipments have had historically. For example, a shipment that has a value of city "Memphis" will cause the suggestion to appear in the city drop-down.
 - Suggestions that are stop-specific will only populate if they appeared at that stop. For example, if "Chicago" has only ever been an origin, it will not appear as a suggestion when Destination is selected.
 - All values are NOT standardized by project44. What is displayed is what is provided by the customer or carrier (except for country code, which validates that they are in ISO standard). Therefore, you might see multiple options for one entity such as 'Memphis', 'memphis', or 'Meemphis' if that is what is submitted.

For more information on using this filter, refer to [Filter Shipments by Route Location \[34\]](#).

Milestones

The Milestones filter queries against the event list of each shipment and returns shipments where the selected event is present within a specified timeframe. The event list contains all events for a shipment. Each event contains three key attributes: event type, timestamps (estimated, actual, and planned), and locations. You can query for shipments that are hitting key milestones. For example,

- Shipments that are departing this week from China.
- Shipments that are estimated to arrive tomorrow in the Port of Los Angeles, CA, USA.
- Shipments that are 5 days late to discharge at the Port of Memphis.
- Shipments that arrived 5 days ago.

Select an Event type.



NOTE

Not all events pertain to every mode. To see which events pertain to each mode, refer to [Shipment Event Types by Mode \[55\]](#).

- **Events:** Any specific event that occurs around a shipment. The drop-down list provides the following choices.
 - **Arrival:** The shipment has arrived at the port or inland facility.

- **Departure:** The shipment has departed from the port or inland facility.
- **Load:** The shipment has been loaded onto the vessel or vehicle and is now officially in transit to the next stop.
- **Load onto Vehicle:** Cargo has been loaded onto plane. Or the shipment has been loaded/ramped at a stop.
- **Unload from Vehicle:** Cargo has been unloaded off plane. Or the shipment has been unloaded/deramped at a stop.
- **Manifest:** Confirmation of the number of items being shipped on a flight.
- **Delivery:** The cargo has been delivered to the consignee, or the shipment is being delivered to its final destination. This event can be used to indicate tracking for a shipment has ended.
- **Discharge:** The shipment has been discharged from the vessel.
- **Available:** The data/time when this shipment was available.
- **Dispatch:** The shipment has been created and is scheduled.
- **Picked Up:** The shipment has been picked up.
- **Out for Delivery:** The shipment is in transit to its final destination.
- **Flight Booked:** Flight booking information.
- **Consignee Notified:** The Consignee has been notified of the arrival.
- **Received from Shipper:** The shipment has been picked up from the shipper's origin.
- **Returned to Sender:** The shipment has been returned to the sender.
- **Gate in Empty:** The container has returned empty to the port.
- **Gate in Full:** The container has been brought back to the origin port of loading or to the place of receipt/destination to be loaded onto the ship.
- **Gate out Empty:** The container has left the origin port of loading, origin place of receipt, or port of discharge to be filled by the manufacturer or shipper. This event can be used to indicate tracking for a shipment has ended.
- **Gate out Full:** The container has left the port full at the origin, destination, or port of discharge to be unloaded.
- **Last Free Day:** Only the Planned Time condition applies for this event. This is not provided by default from Ocean carriers; it must come from terminal visibility or the customer must provide it.

Once an Event type is selected, you can apply timing and location criteria.

- **Timing Criteria:** Users may indicate the timing of an event via specified time parameters for Minutes, Hours, Days, Weeks, or Months.



NOTE

The time zones used in Movement are based on the user time zone. When using the static filter capabilities ("between" criteria), the selected dates are applied to the user's time zone, not the time zone where the selected event takes place. This could potentially provide results that do not match with someone in a separate time zone than you. project44 recommends using the relative date capabilities when sharing timing criteria across time zones since that will give you the most similar results returned.

- **Estimated Time** conditions:
 - **Between:** A specified date range. Opens a calendar selector. Selected date range goes from 12:00 AM on the start date to 11:59 PM on the end date.
 - **Is in the Next:** A relative range. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected date range goes from current date + selected threshold.

- Is in the Last: A relative range. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected date range goes from current date - selected threshold
- Is Late by: A comparison between the Actual time and Planned Time of the event. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected threshold returns shipments where the selected event was late by the selected threshold or more. For example, if I select Is Late By 5 days, shipments that were 5 or more days late are returned.
- Is Early by: A comparison between the Actual time and Planned Time of the event. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected threshold returns shipments where the selected event was early by the selected threshold or more. For example, if I select Is Early by 5 days, shipments that were 5 or more days early are returned.
- **Actual time** conditions:
 - Between: A specified date range. Opens a calendar selector. Selected date range goes from 12:00 AM on the start date to 11:59 PM on the end date.
 - Is in the Next: A relative range. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected date range goes from current date + selected threshold.
 - Is in the Last: A relative range. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected date range goes from current date - selected threshold
 - Is Late by: A comparison between the Actual time and Planned Time of the event. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected threshold returns shipments where the selected event was late by the selected threshold or more. For example, if I select Is Late By 5 days, shipments that were 5 or more days late are returned.
 - Is Early by: A comparison between the Actual time and Planned Time of the event. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected threshold returns shipments where the selected event was early by the selected threshold or more. For example, if you select Is Early by 5 days, shipments that were 5 or more days early are returned.
 - Happened: An event that happened X number of days previous to the current date. Opens a threshold input with days. Returns shipments where the selected event happened. For example, if you select Discharge Happened 5 Days ago, shipments that were discharged 5 days ago are returned. Actual Time can be selected more than once. For example, for an event you can select Actual Time Happened 3+ days ago AND Actual Time Is in the last 7 days.
- **Planned Time** conditions:
 - Between: A specified date range. Opens a calendar selector. Selected date range goes from 12:00 AM on the start date to 11:59 PM on the end date.
 - Is in the Next: A relative range. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected date range goes from current date + selected threshold.
 - Is in the Last: A relative range. Opens a threshold input with minutes, hours, days, weeks, or months parameters. Selected date range goes from current date - selected threshold
- **Location Criteria:** Specifying location criteria within the event filter allows users to query for events happening at specific locations.
 - Location Name
 - Address
 - City
 - State
 - Country
 - Zip Code
 - Port Code
 - Location Code
 - Stop Type
- **Conditions:** is or is not.

- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied. All values are NOT standardized by project44 and display what is provided by the customer or carrier (except for country code, which validates that they are in ISO standard). Therefore, you might see multiple options for one entity such as 'Memphis', 'memphis', or 'Meemphis' if that is what is submitted.
- **Only show shipments with this most recent milestone:** When this toggle switch is ON only shipments where the selected milestone is the most recent event are shown.



TIP

When the Milestone and Route filters are used together, AND logic is applied. However, if the same event is happening at different locations along the route, there is no guarantee that the event is happening at the stops specified in the location filter.

- The Route filter queries the route stop list of the shipment and returns shipments that match the specified route criteria.

For example, you may query for shipments with an Origin of China and a Destination of LA AND with a departure event in the next five days. This queries for shipments moving along that route and that has a departure event happening in the next five days anywhere along the route. So the departure could be happening at the origin or a transshipment port. In order to specify where the event is happening along the route, you need to add that criteria to the Milestones filter using the location options (event stop type, event port code, etc).

The choices available in the drop-down lists are determined by which Event is selected. For examples on using this filter, refer to [Filter Shipments by Milestones \[36\]](#).

Exceptions

Find shipments with specific in-transit issues. There are two options.

- **At risk for demurrage:** Filters for ocean shipments that have Discharged and have **not** Gated Out Full.
- **At risk for detention:** Filters for ocean shipments that have Gated Out Full or Delivered to Destination, but have **not** Gated In Empty.
- **Transit Time:** Filters the time between the first event at the absolute origin and the first event at the absolute destination.

Connectivity

The Connectivity status for Truckload shipments.

- **Tracking Started:** The shipment is being tracked.
- **Tracking Stop:** Tracking has stopped.
- **Tracking Failed:** Tracking failed. Current state is Completed.
- **Unknown Equipment Identifier:** Shipment has not been tracked because the equipment identifier is unknown to project44. Current state is Action Required.
- **Missing Equipment Identifier:** Shipment has not been tracked because there is no equipment identifier. Current state is Action Required.
- **Tracking Ended by User:** Shipment tracked. Current state is Completed.

- **Tracking Timeout:** Shipment tracking started but has stopped. If tracking has timed out, then the current state is completed.
- **Driver Denied Tracking:** Shipment has not been tracked. Current state is Action Required.
- **Removed from Booking:** Ocean shipments (containers) that were flagged as removed from booking.

Carrier

Find shipments with a particular carrier. You can choose from the following carrier identifiers.

- Name
- IATA
- ICAO
- SCAC
- US DOT Number
- MC Number
- NMC ID
- Master ID

Reference Keys

These are customer-specific identifiers.

- **Conditions:** There are three choices: is, is not, or contains.
- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied.

Identifier Values

Specific shipment ID values.

- **Criteria:**
 - Bill of Lading
 - House bill of lading
 - Booking Number
 - Container ID
 - Order Number
 - PRO Number
 - Tracking Number
 - Air Waybill
 - House Air Waybill
 - Rail Car ID
 - Waybill
 - Train Number
 - Wagon ID
 - Serial Number
 - Vehicle Identification number
 - Customer Reference
- **Conditions:** There are three choices: is, is not, or contains.
- **Values:** click the **Click to Add** button to open a pop-up window where you can enter up to 200 IDs.

Identifier Type

The type of shipment identifier. Provides you with shipments based on the identifiers associated with the shipment. The same shipment can be returned given different identifiers if those identifiers are attached to

the shipment. For example, filtering for BOL could return a given shipment while filtering for Container ID would provide the same shipment as that shipment would have both attributes attached to it.



TIP

After you have selected an identifier, use the **Only show shipments with this as the primary identifier on the shipment** toggle switch to view shipments that have that identifier as the primary ID.

You can filter the following ID types.

- Bill of Lading
- Booking Number
- Order Number
- Tracking Number
- House Air Waybill
- Waybill
- Wagon ID
- Vehicle Identification number
- House Bill of Lading
- Container ID
- PRO Number
- Air Waybill
- Rail Car ID
- Train Number
- Serial Number
- Customer Reference

Related Entities

The Related Entities filter queries against related attributes, especially orders. This drop-down list has the following choices.

- **Order Identifier:** Ways to identify an order. The drop-down list contains the following choices.
 - Purchase Order
 - Sales Order
 - Advanced Shipment Notice
 - Warehouse Movement Order
- **Order tags:** The drop-down list contains the following choices.
 - Contract
 - Launch code
 - Order Load
 - Manufacturer
 - Promotion
 - Season
 - Vendor

- Analyst
- Order Carrier
- Category
- Commodity
- Department
- Director
- Family
- Group
- Manager
- Sector
- **Load Item:** The drop-down list contains the following choices.
 - SKU
 - UPC
 - Description
- **Order Date:** The drop-down list contains the following choices.
 - Supplier Ready Date
 - Order Due Date
- **Conditions:** There are three choices: is, is not, or contains.
For Order Date the conditions are: between, in the next, or in the last.
- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied.
For Load Item, more than one identifier number can be entered, separated by commas.
For Order Date, the choice is a Date Range selected in a calendar.

Shared Visibility

Filter by shipments that have been shared.

- **Criteria:** There are two choices:
 - Shared with
 - Visibility provided by
- **Conditions:** There are three choices: is, is not, or contains.
- **Values:** his field is searchable. If more than one value is applied, then OR logic is applied.

Load Limit

Filter by shipments that exceed the Load Limit. This is a checkbox.

3.7. Add Multiple Shipment Identifiers to a Filter

To add multiple shipment identifiers (AKA "bulk search") to a shipment filter,

1. In the [Shipment Filters panel](#), select **Identifier values**.
2. Select **Identifier** from the drop-down menu.
3. Select the type of identifier (Bill of Lading, Container ID, Waybill, etc.).
4. Select **is**.

Filters
Columns

Properties
🗑️

Identifier ▼

Bill of lading ▼

is ▼

Click to add

+ Add criteria

5. Click **Click to Add**.
The Validate Identifiers window appears.

Validate identifiers
×

Enter up to 200 identifiers, comma separated.
Duplicate values will be removed.

Identifier values
0/200

12345678, 23456789, 34567890...

Clear all

Validate

Add to filter

6. Type or past the identifiers into the Identifier values field. You can enter up to 200 identifiers, separate by commas. Duplicate values will be removed.

Validate identifiers ×

Enter up to 200 identifiers, comma separated.
Duplicate values will be removed.

Identifier values 200/200

12345678, 23456789, 345678, 4567890, 5678902,
678901234, 456788990, 3456789, 9876543, 85746352,
12345678, 23456789, 345678, 4567890, 5678902,
678901234, 456788990, 3456789, 9876543, 85746352,
12345678, 23456789, 345678, 4567890, 5678902,
678901234, 456788990, 3456789, 9876543, 8574635|

[Clear all](#)

7. Click **Validate**. The identifiers are validated.

Validate identifiers ×

Enter up to 200 identifiers, comma separated.
Duplicate values will be removed.

Identifier values 14/200

12345678 ×	23456789 ×	345678 ×	4567890 ×
5678902 ×	678901234 ×	456788990 ×	
3456789 ×	5678902 ×	678901234 ×	456788 ×
5678902 ×	1234567890 ×	678901234 ×	//

1 invalid identifier will not be added to filters

Clear all

Edit

Add to filter

Any invalid identifiers are not added to the filter.

8. Click **Add to Filter**. The identifiers are added to the filter.

You can continue adding or adjusting filters to the list of shipments

3.8. Filter Shipments by Route Location

The Routes filter enables you to view shipments that are moving from one location to another along a route. But you can also view shipments moving from one location to multiple locations, or from multiple locations to one location.

To filter by route location,

1. In the Filters panel click **Routes**.
2. Click **Add Stop**.
3. For the Location select Origin, Destination, Current Stop, Any Stop, or All Stops.
4. Select the **Type** of location: Stop Type, Address, Airport Code, City, Country, Location Name, Port Code, State, or Zip Code.

5. Select whether the location **is**, **is not**, or **contains**. (For example, "Airport Code IS ORD" or "Country IS NOT United States.")
6. Select the **Name** of the location. This depends on what was selected for the location Type. It automatically lists the first 100 names that match the selected Type. This field is searchable.
7. If desired, add criteria for each additional location. Click **Add criteria** to narrow your list.
For example, you can add a destination where the "stop type is port of discharge" and add another criteria where the destination is defined as "state is California." This will show only return shipments with a port of discharge in the state of California.
8. Click **Add Stop** to select the second Location: Origin, Destination, Current Stop, Any Stop, or All Stops. This is useful when tracking shipments from multiple locations to a single location, such as a distribution center.
9. Select the **Type** of location: Stop Type, Address, Airport Code, City, Country, Location Name, Port Code, State, or Zip Code.
10. Select whether the location **is**, **is not**, or **contains**. (For example, "Airport Code IS ORD" or "Country IS NOT United States.")
11. Select the **Name** of the location. This depends on what was selected for the location Type. It automatically lists the first 100 names that match the selected Type. This field is searchable.
12. If desired, add another location. Click **Add Stop** to add another location and follow steps 8-11 to set the criteria for each additional location. This is useful when tracking shipments from a single location, such as a port, to multiple locations (such as store or cities).

As each stop and criteria are added, the list is sorted by the selected filters.

Below are several examples of filtering by location.

- [View Shipments from Distribution Center to a Store \[35\]](#)
- [View Shipments from Multiple States to One Location \[35\]](#)
- [View Shipments from All but One Country \[36\]](#)
- [View Shipments Discharged from One Port \[36\]](#)

3.8.1. View Shipments from Distribution Center to a Store

To view shipments from a Distribution Center to a Store,

1. In the Filters panel, click **Routes**.
2. Select **Origin**.
3. For the Type select **Location Name**.
4. For the Logic select **is**.
5. Select the name of the distribution center.
6. Click **Add Stop**.
7. For the second Location select **Destination**.
8. For the Type select **Location Name**.
9. For the Logic select **is**.
10. Select the name of the store.
The Shipments List is sorted by the selected criteria.

3.8.2. View Shipments from Multiple States to One Location

To view shipments from several states to a single location,

1. In the Attribute Filters section of the Shipment Filters panel, click **Add Stop**.
2. For the first Location, select **Destination**.

3. For the Type select **Location Name**.
4. For the Logic select **is**.
5. Click **Add Stop**.
6. For the second Location select **Origin**.
7. For the Type select **State**.
8. Select **is**.
9. Select the states. These are OR conditions. For example if you select Iowa, Illinois, and Indiana, it will filter for shipments coming from Iowa or Illinois or Indiana.
10. Click **Apply Filters**.
The Shipments List is sorted by the selected criteria..

3.8.3. View Shipments from All but One Country

To view shipments from all but one country,

1. In the Filters panel, click **Routes**.
2. For the Location select **Any Stop**.
3. For the Type select **Country**.
4. For the Logic select **is not**.
5. Select the name of the country.
The Shipments List is sorted by the selected criteria.

3.8.4. View Shipments Discharged from One Port

To view shipments discharged from one port,

1. In the Filters panel, click **Routes**.
2. For the Location select **Any Stop**.
3. For the Type select **Port Code**.
4. For the Logic select **is**.
5. For the name select the port code.
6. Click **Add Criteria**.
7. For the Type select **Stop Type**.
8. For the Logic select **is**.
9. For the name select **Port of discharge**
The Shipments List is sorted by the selected criteria..

3.9. Filter Shipments by Milestones

The following examples show the different ways you can filter shipment lists by milestones.

- [Estimated Time Versus Planned Time \[36\]](#)
- [Relative Dates \[39\]](#)
- [Static Dates \[38\]](#)
- [Planned time Versus Actual Time \[37\]](#)
- [Booked from Airport \[37\]](#)
- [Loaded at Port \[37\]](#)

3.9.1. Estimated Time Versus Initial Planned Time

To view shipments estimated to arrive on a particular day but planned to arrive the day before,

1. In the Filters panel, click **Add Milestone**.

2. For the Event select **Arrival**.
3. For the Type select **Estimated Time**.
4. For the Logic select **is between**.
5. For the Date select the date or a date range from the calendar.
6. Click **Add Criteria**.
7. For the Type select **Planned Time**.
8. For the Logic select **is between**.
9. For the Date select the date or date range from the calendar.
The Shipments List is sorted by the selected criteria.

3.9.2. Planned Time Versus Actual Time

To view shipments planned to arrive on a particular day but that arrived at a different time,

1. In the Activity Filters section of the Shipment Filters panel, click **Add Milestone**.
2. For the Event select **Arrival**.
3. For the Type select **Planned Time**.
4. For the Logic select **is between**.
5. For the Date, select the date or date range from the calendar. In the example below the date June 2, 2022 is selected.
6. Click **Add Criteria**. Another row of drop-down lists appears.
7. For the Type select **Actual Time**.
8. For the Logic select **is between**.
9. For the Date select the date or date range from the calendar.
10. Click **Apply Filters**.
The Shipments List is sorted by the selected criteria.

3.9.3. Booked from Airport

To view shipments booked from an airport the previous month,

1. In the Activity Filters section of the Shipment Filters panel, click **Add Milestone**.
2. For the Event select **Flight Booked**.
3. For the Type select **Actual Time**.
4. For the Logic select **is between**.
5. For the Date select **Last Month**.
6. In the Attribute Filters section click **Add Stop**.
7. For the Location select **Any Stop**.
8. For the Type select **Airport Code**.
9. For the Logic select **is**.
10. For the Name select the airport code. This field is searchable.
11. Click **Apply Filters**.
The Shipments List is sorted by the selected criteria..

3.9.4. Loaded at Port

To view shipments loaded at a port,

1. In the Filters panel, click **Milestones**.
2. For the Event select **Load**.
3. For the Type select **Actual Time**.
4. For the Logic select **is between**.

5. For the Date select the date or date range from the calendar.
6. Click **Add Filter**.
7. Click **Routes**.
8. For the Location select **Any Stop**.
9. For the Type select **Stop Type**.
10. For the Logic select **is**.
11. For the name, select **Port of Loading**.
12. Click **Add Criteria**. Another row of drop-down lists appears.
13. For the Type select **Port Code**.
14. For the Logic select **is**.
15. For the name, select the port code. In the example below it is **DEHAM** (Hamburg, Germany).

The screenshot shows a filter configuration interface with two sections. The first section is titled 'Routes' and contains three criteria: 'Any stop' (Type), 'Stop type' (Type) with 'is' (Logic), and 'Port of lo...' (Name). The second section is titled 'AND' and contains two criteria: 'Port code' (Type) with 'is' (Logic), and 'DEHAM' (Name). A '+ Add criteria' button is located at the bottom of the interface.

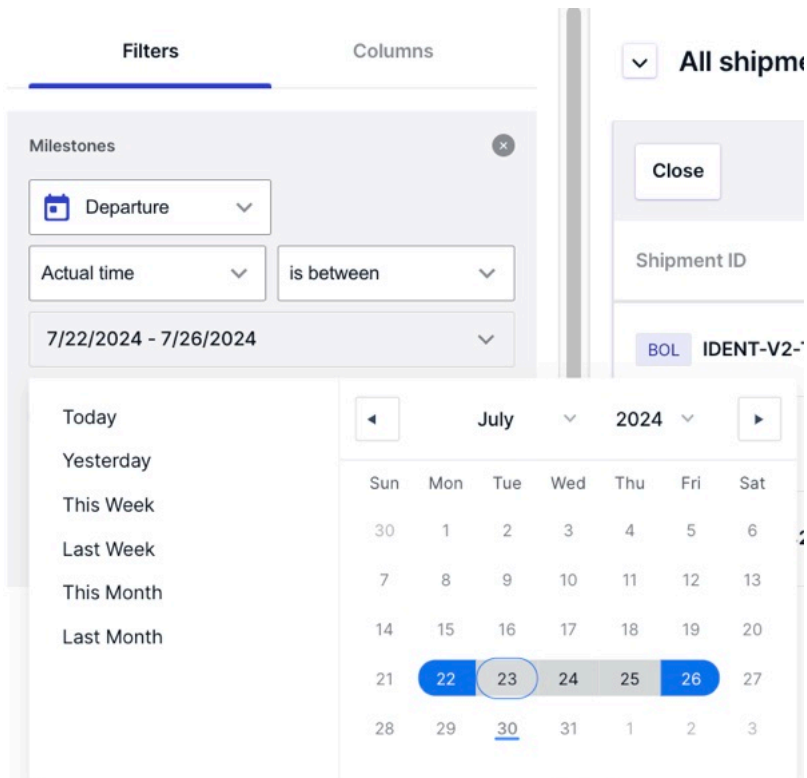
The Shipments List is sorted by the selected criteria.

3.10. Filter Shipments by Static Dates

You can filter shipments by events during estimated, actual, or planned dates.

To filter shipments by static dates,

1. In the Filters panel, click **Milestones**.
2. Select an **Event** from the drop-down list.
3. Select the event **Time**: Estimated Time, Initial Planned Time, Latest Planned time, or Actual time.
4. For the Logic select **is between**.
5. Select the **Date Range** on the calendar.



The Shipments list is sorted by the selected criteria.

3.11. Filter Shipments by Relative Dates

You can filter shipments by events during estimated, actual, or planned dates.

To filter shipments by relative dates,

1. In the Filters panel, click **Milestones**.
 2. Select an **Event** from the drop-down list.
 3. Select the event **Time**: Estimated Time, Initial Planned Time, Latest Planned time, or Actual time.
 4. Select the **Logic**: is between, is late by, is early by, is in the next, is in the last.
 5. In the **Number** field, type the number of hours, days, weeks, or months.
 6. Select the **Time Measurement** from the drop-down list: Minutes, Hours, Days, Weeks, Months.
- The Shipments List is sorted by the selected criteria.

3.12. Filter Shipments by Milestones at Locations

You can Filter shipments by a milestone that is taking place at a location.

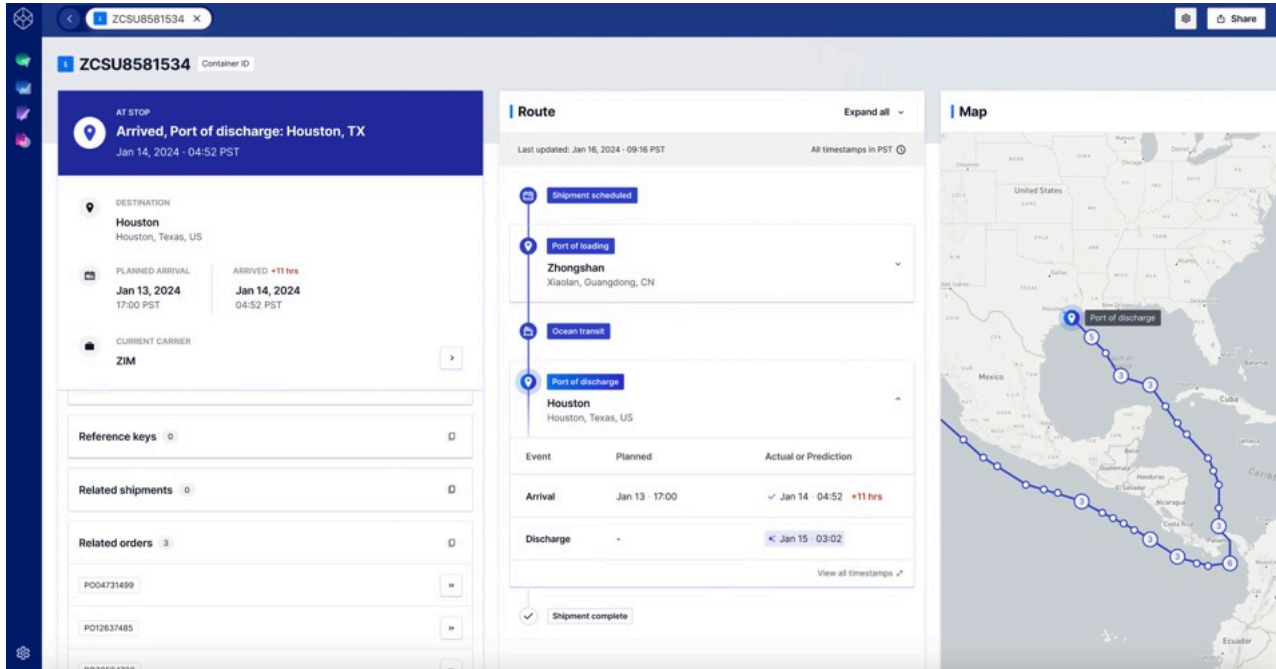
To filter shipments by milestones at locations,

1. Filter panel, click **Milestones**.
2. Click **Add Milestone**.
3. Select the **Event** from the drop-down list.
4. For the event **Type**, select one of the following: Stop Type, Location Name, Address, City, State, Country, Zip code, Port Code, Airport Code.
5. For the Logic select **is** or **is not**.

- Select the **Location**. More than one location can be selected.
The Shipments List is sorted by the selected criteria.

3.13. Shipment Details Page

To open the Shipment Details page, click a Shipment ID on the [Shipments List page \[16\]](#). The Shipment Details page opens.



There are three panels of information: [Overview \[40\]](#), [Route \[43\]](#), and [Map \[45\]](#).

You can scroll from left to right using a mouse or touchpad, or press the **Left** or **Right** keys. Depending on your screen size and settings, you might have to scroll to the right in order to view the Map panel.

You can [share the details of a shipment \[53\]](#) by clicking the **Share** button in the upper-right corner of the screen.

You can also [End Tracking of a Shipment \[52\]](#) by clicking the **Gear** button in the upper-right corner of the screen.

3.13.1. Shipment Overview Panel

The Shipment Overview panel displays key information about the shipment.



IN TRANSIT

Idle

Oct 13, 2023 at 06:15 (EDT)



DESTINATION

Sahara - San Antonio DC

6601 Cal Turner Dr, San Antonio, TX, US 78219



PLANNED ARRIVAL

Oct 14, 2023

05:00-08:00 EDT

+ P44 PREDICTED ARRIVAL

Oct 14, 2023 +30 mins

05:30 EDT



CARRIER

WERNER ENTERPRISES INC

SCAC: WENP



Werner can view this shipment

Additional identifiers 0



Reference keys 3



Shipment Type

Long Haul

Freight Direction

Inbound

Region

North America

Related shipments 0



Related orders 4



PO61076202



PO66551260

41



PO81493990



This panel displays the following information.

- **Latest Event:** Status/Event, city/state/country or city/country or city (if outside the USA), and Date at Time Occurred.
 - Info, Warning, and Unknown events do not appear in the shipment overview detail panel. The latest actual event appears.
- **Carrier:** The name of the current carrier of the shipment, including the SCAC, DOT, or MC. Depending on your access rights, you can [view \[93\]](#), [add \[94\]](#), [edit \[95\]](#), or [delete \[97\]](#) Equipment IDs.
- **DESTINATION**
- **p44 PREDICTS :** Estimated time and date for final delivery or **ACTUAL**.
- **PLANNED:** Planned time and date for final delivery.



NOTE

To understand on-time performance you can compare the Estimated Actual Arrival to Planned Arrival.

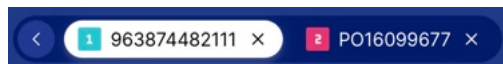
- Emissions:
- **Additional Identifiers:** Additional ways to identify the shipment such as Bill of Lading, Container Type, PRO, and/or Container ID.
- **Reference Keys:** Click a reference to copy it to the clipboard. To copy all references to the clipboard, click the **copy** icon on the right side of the section.
- **Related Shipments:** Click a reference to copy it to the clipboard. To copy all references to the clipboard, click the **copy** icon on the right side of the section.
- **Related Orders:** Shows the orders related to the shipments. Click the number of the order to copy it to the clipboard. You can also view an order by clicking the **Open in Workspace** button. Click the **View Details** button to view the list of all related orders in a separate panel.
- **Documents:** Shows the documents associated with the shipment. Click the arrow button (>) to view the documents in separate panel. You can add, edit, download, and deleted documents. For more information, refer to [Manage Shipment Documents \[98\]](#).

View an Order

To view an order, click the **Open in Workspace** button.



A new tab with the Order Number appears at the top of the screen.



To view the [Order Details page \[63\]](#) for the order, click the tab or click the **Jump to Shipment** button.



3.13.2. Route Panel

The Route panel displays the stops along the route for the shipment. The drop-down list at the top-right of the panel contains two choices: **Expand All** and **Collapse All**. **Expand All** displays the details of all the stops along the route. **Collapse All** hides the details of each stop (this is the default view).

The screenshot shows a 'Route' panel with the following elements:

- Header:** 'Route' on the left and 'Expand all' with a dropdown arrow on the right.
- Metadata:** 'Last updated: May 25, 2023 10:42 EDT' on the left and 'All timestamps in EDT' with a clock icon on the right.
- Updates:** A vertical timeline on the left with a 'Show 2 updates' dropdown at the top.
- Origin:** A location pin icon, a blue 'Origin' button, and a dropdown arrow.
- Origin Details:** A box containing 'Farina SA Componentes Automotivos' and 'Rua Cavalheiro José Farina, Bento Gonçalves, RS, 95700000, BR'.
- Truckload transit:** A truck icon, a blue 'Truckload transit' button, and an information icon.
- Updates:** A 'Show 1 update' dropdown below the transit event.
- Destination:** A location pin icon, a 'Destination' button, and a dropdown arrow.
- Destination Details:** A box containing 'Atlas Auto - Piracicaba Plant' and '199 Rua José Coelho Prates Júnior, Piracicaba, SP, 13422020, BR'.
- Shipment complete:** A checkmark icon and a 'Shipment complete' button.

To view the details of all stops, click **Expand All**. The updates, events, and timestamps for each stop are displayed. The time zone for the timestamp is indicated at the top of the panel (in the example below it is Eastern Standard Time in the USA). Click **Collapse All** to hide the details of every stop.

Route
Collapse all ^

Last updated: May 25, 2023 10:42 EDT
All timestamps in EDT 🕒

Hide 2 updates ^

Dispatch: The shipment has been dispatched.
May 24, 2023 21:00 EDT

Info: Entered tracking update window.
May 24, 2023 21:00 EDT

Origin ^

Farina SA Componentes Automotivos
Rua Cavalheiro José Farina, Bento Gonçalves, RS, 95700000, BR

Event	Planned	Actual
Arrival at stop ⓘ	May 24, 2023 21:30	May 24, 2023 22:17
Departed from stop ⓘ	-	May 25, 2023 00:08

Truckload transit ⓘ

Hide 1 update ^

Idle: Shipment is stationary.

To view the updates at a stop, click **Show N updates**, where N is the number of updates at that stop. You can hide the updates by clicking **Hide N updates**.

Stops are highlighted to indicate their status.

- Stops with the circle filled-in are locations where the shipment has stopped.
- Stops with the circle empty are locations the shipment has not yet reached.
- The stop related to the most recent event is highlighted in bright blue.

The actual date and time that an event occurred is in **BOLD**. The predicted date and time is highlighted in Purple.

Port of loading

Port of Kyoto
WTC Bldg 41F, 1-14-16 Nanko-Kita, Suminoe-ku, Kyoto 559-0034

Event	Planned	p44 Predicts
Arrival	Nov 16 · 20:00 ⓘ	Nov 16 · 22:00 +2 hrs
Departure	Nov 16 · 20:00	Nov 17 · 10:00 +1 day

Carrier initial: Nov 16 · 16:00 PST
Carrier latest: Nov 16 · 20:00 PST

When the cursor hovers over the Planned Date, the Carrier Initial Planned Date appears in a hover box.

Manage a Location

When the cursor hovers over a location, the Edit button appears.

Origin

Atlas Auto - Belo Horizonte Plant | Edit [↗](#)

2237 Avenida General David Sarnoff, Contagem, MG, 32210110, BR

Click the **Edit** button to open the [Location Details page \[193\]](#) for that location. From there you can [edit the information and Geofence \[198\]](#) for the location.

Milestone Event Order

Milestone events are placed in order by date according to the following priority:

1. Actual Date
2. project44 Predicted Date
3. Planned Date: Shows the appointment window times for Planned Arrival.

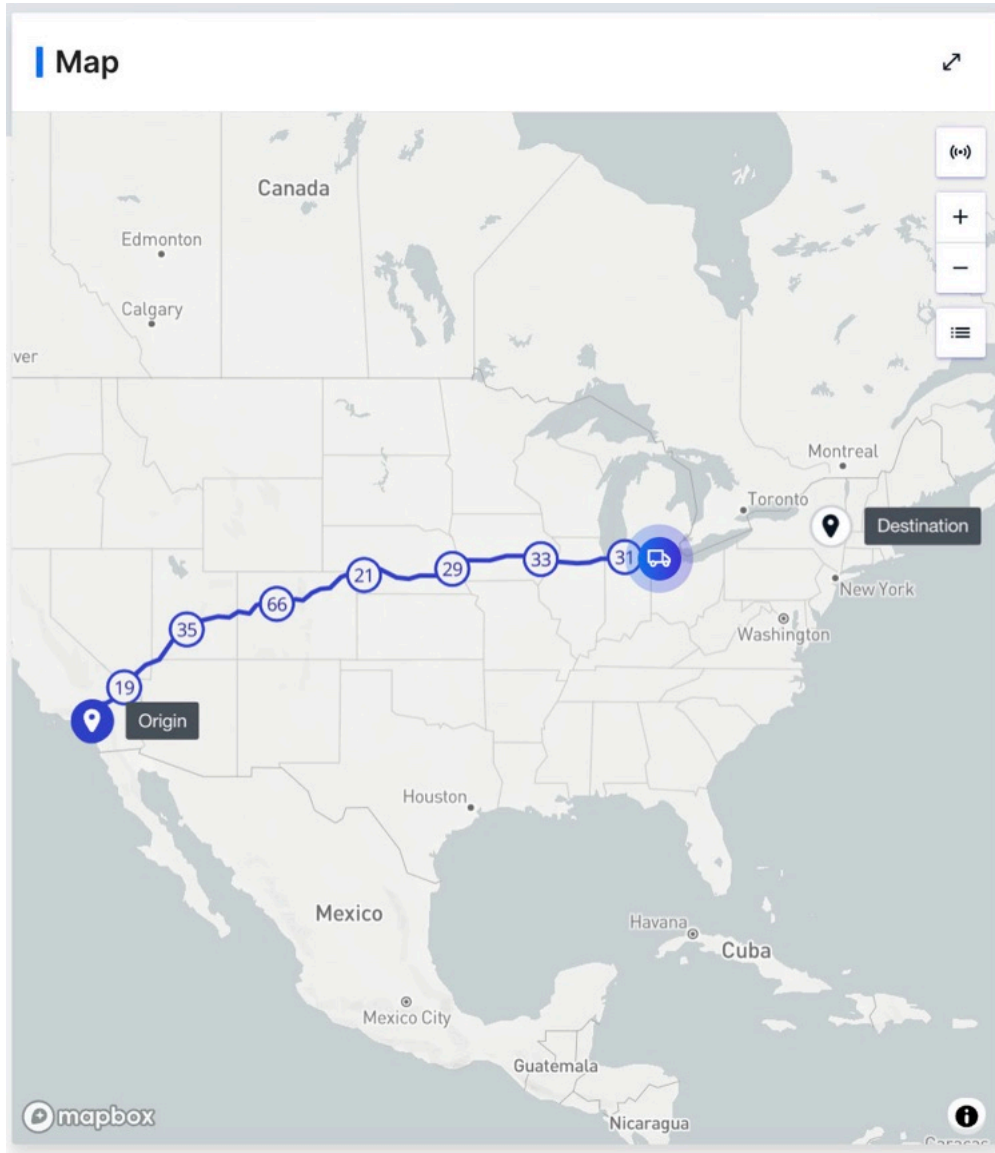
Event Types

For more information on Shipment Event Types, States, and Stops refer to,

- [Shipment Event Types by Mode \[55\]](#)
- [Shipment State Types by Mode \[56\]](#)
- [Shipment Stop Types by Mode \[58\]](#)

3.13.3. Map Panel

The Map panel shows the location of the shipment on a map. The Solid Line shows the route traveled so far.

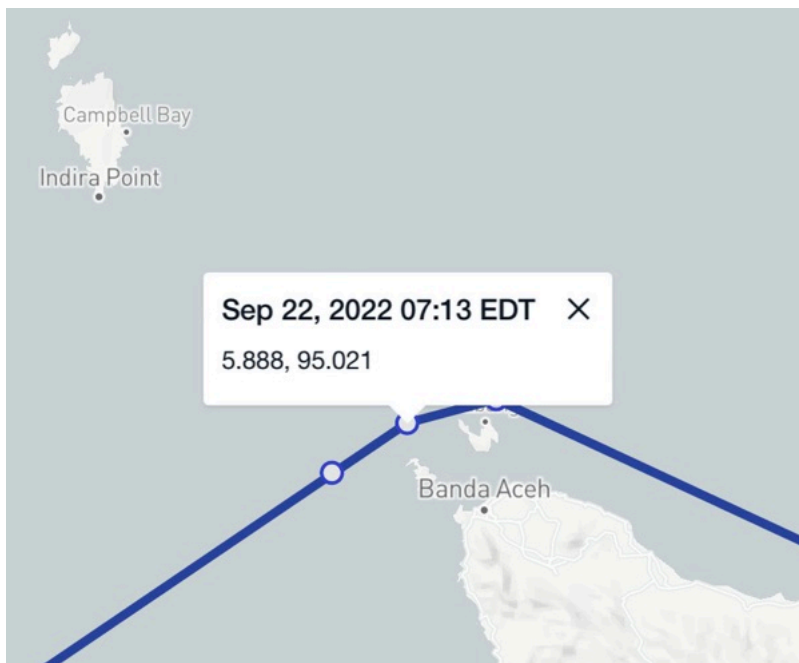


- Click the Location Pings icon to open the Location Pings panel.
- Click the +/- buttons to zoom in or out of the view.
- Click the arrows to expand (and collapse) the view of the map.
- Click the view button to toggle ON/OFF the Satellite view of the map.
- The numbers on the route show the number of pings from that location.

To zoom into the location of the pings, move the cursor over a number. The cursor changes to a hand.

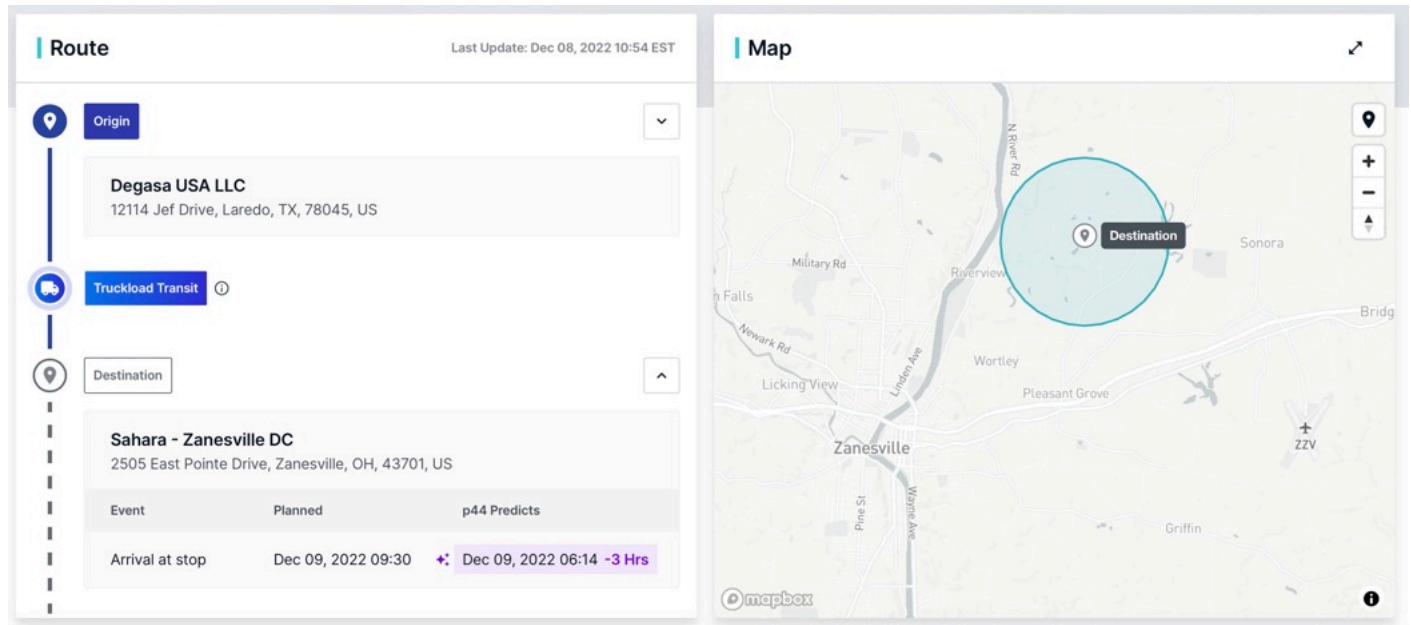


Click the number to view the location updates.



Click a circle on the route to view the timestamp and longitude and latitude.

Zooming in on a location (the Destination in the example below) shows the geofence for that location.



For more information on managing locations and geofences, refer to [Over the Road Locations \[192\]](#).

Location Pings Panel

The Location Pings panel is hidden by default. To open the Location Pings panel, click the **Location** icon.



The Location Pings panel opens next to the map.

The screenshot shows a 'Location Pings' panel with a close button (X) in the top right corner. The panel contains a table with two columns: 'TIMESTAMP' and 'LAT, LONG'. The table lists nine location pings for a shipment, starting with the oldest on top. A map is visible on the left side of the panel, showing a route with a blue line and a point highlighted in red.

TIMESTAMP	LAT, LONG
Nov 26, 2022 03:21 EST	-24.054, -46.356
Nov 26, 2022 04:28 EST	-24.240, -46.353
Nov 26, 2022 05:51 EST	-24.258, -46.071
Nov 26, 2022 07:09 EST	-24.279, -45.788
Nov 26, 2022 08:33 EST	-24.286, -45.490
Nov 26, 2022 09:38 EST	-24.252, -45.255
Nov 26, 2022 10:57 EST	-24.214, -44.968
Nov 26, 2022 12:11 EST	-24.184, -44.707

The table displays the timestamp and the latitude and longitude of every location ping for the shipment, starting with the oldest. To see the most recent location pings, scroll down.

To view the ping for a location on the route, in the Map panel click a point on the route. The timestamp and location are highlighted in the Location Pings panel.

The screenshot shows two panels: 'Map' and 'Location Pings'. The 'Map' panel displays a route in Kentucky with several points marked by blue circles. A tooltip is visible over one of the points, showing the timestamp 'Jan 04, 2023 09:28 EST' and the coordinates '37.290, -85.904'. The 'Location Pings' panel shows a table of ping data for a shipment, with the ping corresponding to the selected point on the map highlighted in blue. The table has two columns: 'TIMESTAMP' and 'LAT, LONG'. The ping data is as follows:

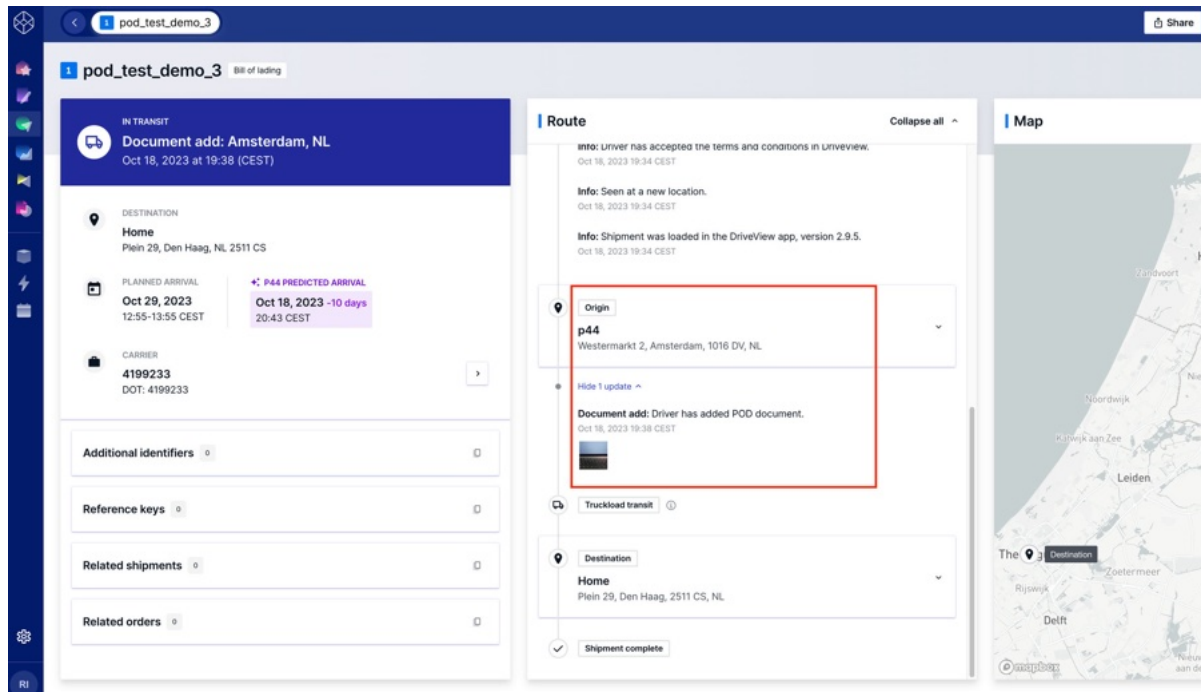
TIMESTAMP	LAT, LONG
Jan 04, 2023 08:59 EST	37.634, -85.861
Jan 04, 2023 09:09 EST	37.494, -85.882
Jan 04, 2023 09:18 EST	37.434, -85.884
● Jan 04, 2023 09:28 EST	37.290, -85.904
Jan 04, 2023 09:38 EST	37.166, -85.965
Jan 04, 2023 09:47 EST	37.126, -85.990
Jan 04, 2023 09:57 EST	37.110, -86.035
Jan 04, 2023 10:07 EST	37.086, -86.064

To close the panel, click the X in the upper-right corner.

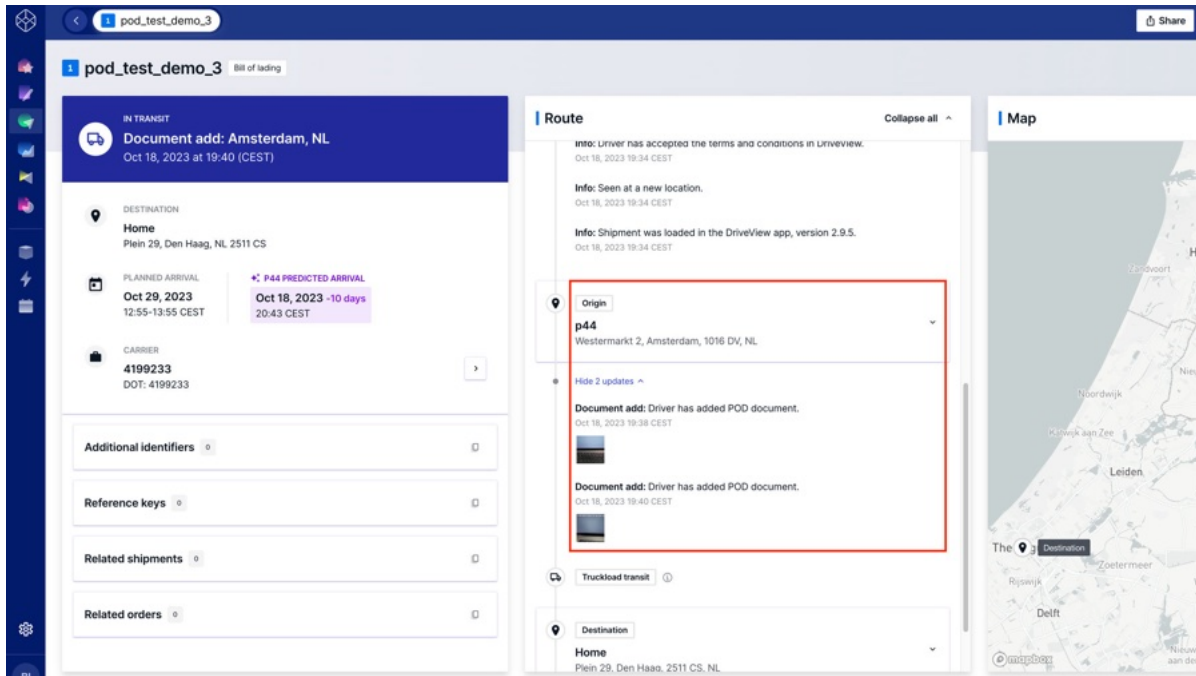
3.13.4. View Uploaded POD Documents in Movement

Full Truckload (FTL) drivers can use project44's DriveView Mobile Application to upload images of load documents, like Proof of Delivery (POD). These images can be viewed on the Route Panel of the Details page for a load.

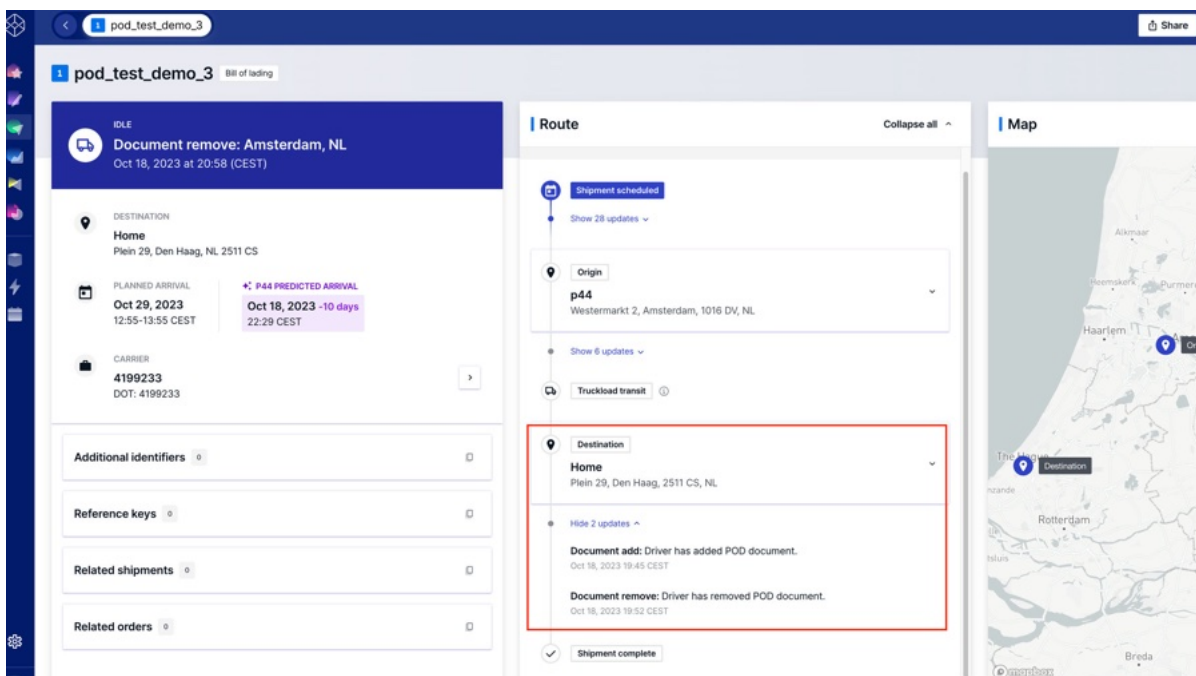
1. Open the shipment's [Details page](#).
2. Find the [Route panel](#).
3. Expand stop information.
4. If an image has been uploaded by a driver, it will appear as an update for that stop with the message "**Document add:** Driver has added POD document."



Drivers can add multiple document images for a stop.

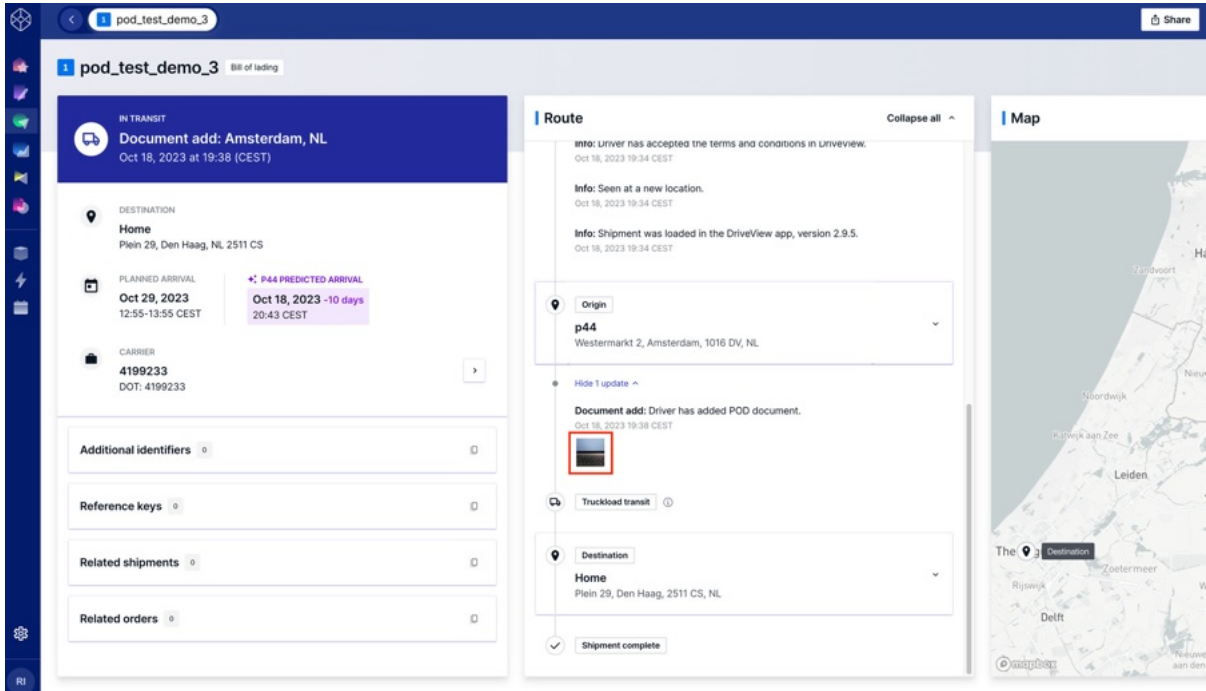


Drivers can delete uploaded document images. This action will appear as an update for a stop with the message **"Document remove: Driver has removed POD document."** When this document remove event has been published, the thumbnail for the respective "Document add" event will be gone and no longer visible. This indicates that the particular document has been deleted.

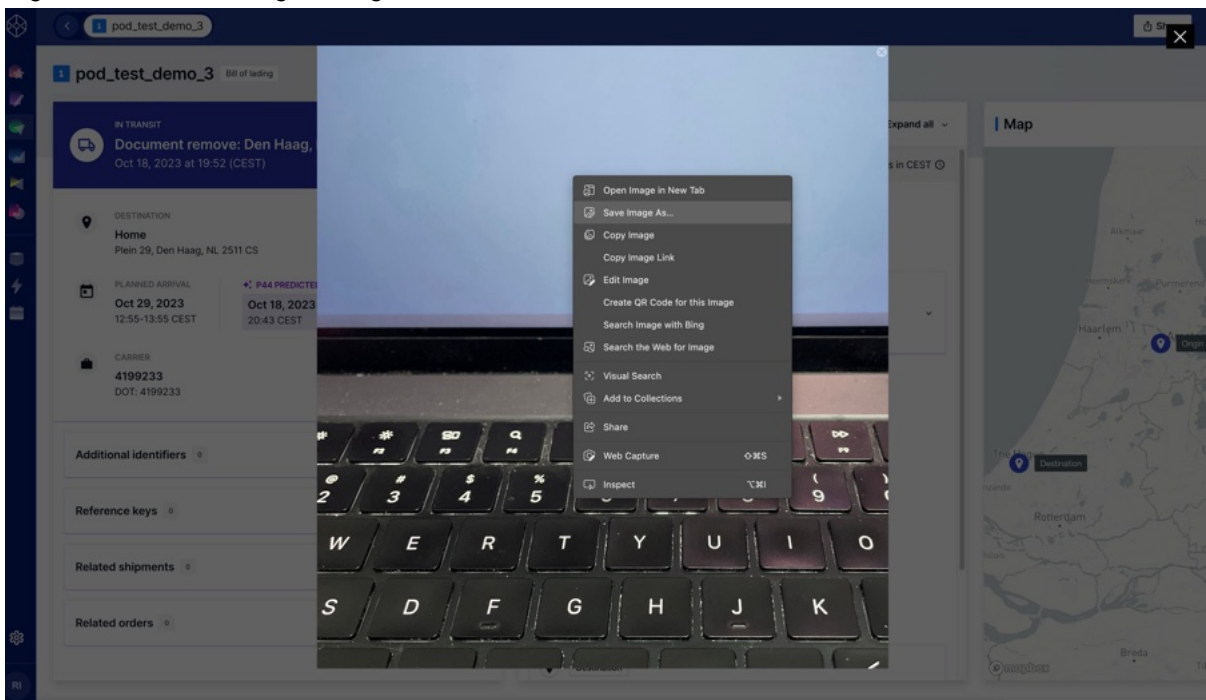


Save Uploaded POD Documents

1. Click on the thumbnail to enlarge the image.



2. Right click on the enlarged image to save the document.



3.14. End Tracking of a Shipment

To end the tracking of a shipment,

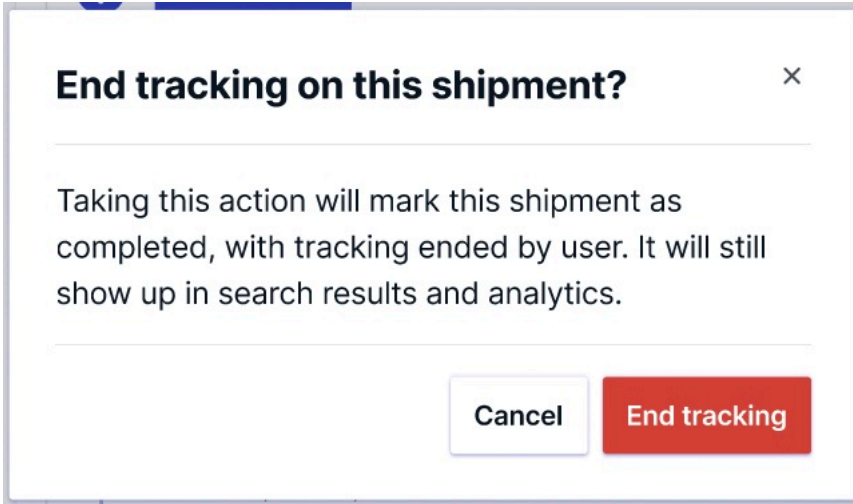
1. On the [Shipment Details page \[40\]](#), click the **Gear** button.



The menu appears.

2. Click **End tracking**.

A confirmation window appears.



3. Click **End tracking**.

Tracking is ended for the shipment. The shipment status is changed to Completed. (Click **Cancel** to cancel this process.)

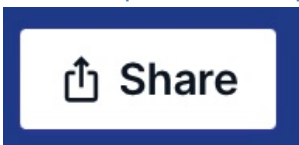
3.15. Share the Details of a Shipment

There are two methods for sharing the details of a shipment:

- Copying the link to the Shipment Details page for that shipment and pasting it into an email or messaging application.
- Sending an email directly from Movement.

To share the details of a shipment,

1. On the [Shipment Details page \[40\]](#), click the **Share** button.



The Share window appears.


Share

Anyone with this link will be able to view this shipment:

1
CONT
TEMU7946865
▼

Copy Link

9cee4-6a43-4c4b-ae74-4258d0dcb2fb

 Copy

Send Email

Recipients

Email, comma separated

Message

Add a message

Send Email

2. To share the link manually, click **Copy**. The link is copied to your computer's clipboard. You can paste this link into the body of an email or into a messaging application (such as Slack, Teams, etc.) to share with someone.
3. To send the link directly from Movement via email, in the **Recipients** field, type the email addresses of the people to whom you want to send a link. Separate the email addresses with commas. Type a message in the **Message** field (optional). Then click the **Send Email** button.
NOTE: Up to 10 email addresses can be entered.
4. Both methods provide a link that all shows all tracking information for the shipment, regardless of whether the recipient has a project44 account.



NOTE

Links remain live 90 days from the date they are generated.

3.16. Shipment Event Types by Mode

Below are the event types by mode for Ocean, Air, Rail, and Truckload shipments.

Mode	Event Type	Description	
Ocean	Gate out Empty	The container has left the origin port of loading or origin place of receipt to be filled by the manufacturer or shipper. This event can be used to indicate tracking for a shipment has ended.	
	Gate in Full	The container has been brought back to the origin port of loading or place of receipt to be loaded onto the ship.	
	Load	The shipment has been loaded onto the vessel. The container has been loaded onto the ship and is now officially in transit to the next port.	
	Departure from Stop	The vessel has departed from the port.	
	Arrival at Stop	The vessel has arrived at the port.	
	Discharge	The shipment has been discharged from the vessel.	
	Gate out Full	The container has gated out of the port full.	
	Delivery	The cargo has been delivered to the shipper. This event can be used to indicate tracking for a shipment has ended.	
	Gate in Empty	The container has gated in empty to the port.	
	Tracking Started	The shipment has been created and tracking has been initialized.	
	Tracking Initiate	The shipment has been created, but tracking has not yet been initialized.	
	Air	Tracking Initiated	The time that the AWB was sent to project44.
		Tracking Start	The time project44 started tracking the AWB.
		Flight Booking	Flight booking information.
Manifest		Confirmation of the number of items being shipped on a flight.	
Received from Shipper		The cargo has been received from the shipper and is being prepared for the flight	
Load onto Vehicle		Cargo has been loaded onto plane.	
Departure from Stop		The flight has departed the stop	
Arrival at Stop		The flight has arrived at the stop	
Unload from Vehicle		The shipment has been unloaded.	
Consignee Notify		The Consignee has been notified of the arrival.	
Delivery		The cargo has been delivered to the Shipper.	
Warning		This will include a description of a more detailed warning in the <code>events.description</code> field.	
Late Departure		This event is generated when the actual time of departure is after the scheduled time of departure.	
Missed Connection		This event is generated when the estimated time of arrival is after the scheduled time of departure of the next flight.	
Tracking End Due to Timeout		The tracking session has timed out.	
Tracking Stop	Tracking was ended via the API.		
Tracking End by User	The user has deleted the shipment.		
Tracking Complete	The shipment tracking has been completed.		

Mode	Event Type	Description
	Unknown	The unknown event shows events that are sent to project44 from air carriers but that we do not have currently mapped. If we receive an unknown event, the description of the event appears in the details.
Rail	Gate In Full	The container has been gated in full.
	Loaded onto Vehicle	The shipment has been loaded onto the train.
	Departure from Stop	The train has departed from the stop.
	Arrival at Stop	The train has arrived at the stop.
	Unloaded from Vehicle	The shipment has been unloaded from the vehicle.
	Gate Out Empty	The container has been gated out empty.
	Unknown	The unknown event shows events that are sent to project44 from rail carriers but that we do not have currently mapped. If we receive an unknown event, the description of the event appears in the details.
	Consignee Notified	The Consignee is notified about the shipment arrival.
	Tracking End Due to Timeout	Shipment tracking has ended because the appointment window for delivery has ended.
Truck-load	Unload	The shipment is being unloaded from the vehicle at a stop.
	Unknown Equipment Identifier	User submitted the wrong equipment identifier.
	Tracking Start	Shipment tracking has started.
	Tracking End Due to Timeout	Shipment tracking has ended because the appointment window for delivery has ended.
	Tracking Failed	Tracking has failed.
	Missing Equipment Identifier	An equipment identifier has was not added during shipment creation.
	Idle	The vehicle transporting the shipment is not moving.
	Info	Shipment exception. See the <code>event.description</code> for more information on this exception.
	Load	The shipment is being loaded onto a vehicle.
	Departed from Stop	The vehicle transporting the shipment has left the stop.
	Arrival at Stop	The vehicle transporting the shipment has arrived at the stop.
	Driver Denied Tracking	The driver has not allowed tracking.
	Departure from Stop	The vehicle transporting the shipment has left the stop.
	Delivery	The shipment is being delivered to its final destination.
	Tracking End by User	Tracking of the shipment has been ended by the shipper.

3.17. Shipment State Types by Mode

Shipment state types are determined by specific event types. Below are the state and associated event types by mode for Ocean, Air, Rail, Truckload, LTL, and Parcel shipments.

Mode	State Type	Start Event	Stop Event
Ocean	Scheduled	Tracking Started	<i>Any next event.</i>
	In Transit	Departure from Stop	Arrival at Stop
		Gate out Empty	Gate in Empty
		Gate out Full	Gate in Full
	At Stop	Gate in Full	Departure from Stop
		Arrival at Stop	Gate out Full
	Completed	Gate in Empty	N/A
Unknown	N/A	N/A	
Air	Scheduled	Tracking Initiated	<i>Any next event.</i>

Mode	State Type	Start Event	Stop Event
Rail	In Transit	Departure from Stop	Arrival at Stop Received from Shipper
	At Stop	Received from Shipper Arrival at Stop	Departure from Stop Delivery
	Completed	Delivery	N/A
	Unknown	N/A	N/A
	Scheduled	Tracking Initiate	<i>Any next event.</i>
	In Transit	Departure from Stop	Arrival to Stop
	At Stop	In Gate Arrival at Stop	Departure from Stop Out Gate
	Completed	Out Gate	N/A
	Unknown	N/A	N/A
	Truck-load	Scheduled	Tracking Start
In Transit		Departed from Stop	Arrival at Stop Load Unload
At Stop		Arrival at Stop Load Unload	Departed from Stop
Completed		Delivery Tracking End by User Tracking End Due to Timeout	N/A
Idle		Idle	<i>Any next event</i>
Action Required		Unknown Equipment Identifier Missing Equipment Identifier Missing Carrier	<i>Any next event</i>
LTL		Scheduled	Tracking Initiate
	In Transit	Departure from Stop Picked up	Next event that has a different routeSegmentId, stopId, or maps to a different state type.
	At Stop	Arrival at Stop	Next event that has a different routeSegmentId, stopId, or maps to a different state type.
	Completed	Delivery Tracking Ended by User Tracking Ended Due to Timeout Tracking Stopped	N/A
Parcel	Scheduled	Shipment Created	Any Next Event
	In Transit	Loaded for Delivery Out for Delivery Departed	Picked Up Arrived
	At Stop	Picked Up Arrived	Out for Delivery Loaded for Delivery Departed
	Completed	Delivered	N/A

3.18. Shipment Stop Types by Mode

Below are the stop types for Ocean, Air, Rail, and Truckload shipments.

Mode	Stop Type	Details
Ocean	Port of Loading	Where container are loaded onto a vessel.
	Origin	Where the empty container is filled by the shipper with the goods to be transported.
	Transshipment Port	Where the containers were discharged from an initial vessel to be loaded on another vessel. There could be multiple transshipment ports along the transit or there could be no transshipment ports - depending on the shipment.
	Port of Discharge	Where the containers were discharged from the vessel.
	Destination	Where the container is delivered to the consignee.
	Unknown	An undefined stop type.
	Pickup	Where the empty container is picked up.
	Return	Where the empty container is returned.
	Transfer	Where the land transfer stop is.
	Air	Origin
Destination		Where the shipment is unloaded from the plane.
Unknown		An undefined stop type.
Transfer		Where the transfer stop is.
Transfer		Where the transfer stop
Rail	Origin	Where the shipment is loaded onto the train.
	Destination	Where the shipment is unloaded from the train.
	Unknown	An undefined stop type.
	Transfer	Where the transfer stop is.
	Other	
Truckload	Origin	Where the truck is filled by the shipper with the goods to be transported.
	Pickup	Where the empty vehicle is loaded with the shipment.
	Delivery	Where the shipment is delivered.
	Transfer	Where the transfer stop is.
	Destination	Where the shipment is finally delivered to.

3.19. All Orders View

When **Orders** is selected in the Visibility menu the All Orders View is displayed, showing all of your orders.

▼ All orders 1,373,285 results

More filters Search by identifier + Add columns

Order number	Order status	Origin	Destination	Supplier	Supplier ready date	Order due date	Order submission date	Related shipments
PO PO99763260	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO PO82785821	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO PO63763740	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO PO99591581	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO PO31341010	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO PO25743591	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO PO42601875	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO test_may19_ma...	Processing	origin-location Suwanee, IL, US	destination-location Darien, IL, US	vendor-location	Jul 10, 2024 16:00 EDT	Jul 12, 2024 16:00 EDT	Aug 11, 2024 16:00 EDT	1 Shipment
PO PO62004314	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Aug 17, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 10, 2024 20:00 EDT	1 Shipment
PO PO95184589	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Aug 17, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 10, 2024 20:00 EDT	1 Shipment

1 - 20 of 1373285 Previous Next

[Give Feedback](#)

The following information is displayed for each order in the list.

- **Order Number:** Number that identifies the order. To view the [details of the order \[63\]](#), click the number.
- **Order Status:** The current status of the order: Submitted, Processing, Fulfilled, Canceled, Received, Accepted, or Rejected.
- **Origin:** Origin location, including location name, city, state, and country.
- **Destination:** Destination location, including location name, city, state, and country.
- **Supplier:** The company that will be preparing the order at the origin location.
- **Supplier Ready Date:** Date the order is ready for pickup from the supplier.
- **Order Due Date:** Date the order has to arrive.
- **Order Submission Date:** Date the order was submitted.
- **Related Shipments:** Number of related shipments. Click this to view [shipments related to the order \[61\]](#).

To [Open the List of Saved Views](#), click the **Down** arrow in the upper-left corner next to the View Name (All Orders).

You can [search orders \[61\]](#), [filter orders \[59\]](#), [change the columns on view, \[85\]](#) and [manage custom views \[74\]](#).

3.20. Open the Filters Panel for Orders

To open the Filters panel for orders, on the [Orders List page \[58\]](#) click the **More Filters** button.

The Filters panel appears.

Filters	Columns	X
Choose a filter to start your query		
Properties	Filter orders with specific reference keys	+
Dates	Find orders with specific dates	+
Order type	Filter with specific order type	+
Order status	Showing all orders that are active in th...	+

The following types of filter criteria can be used to sort the Orders List.

- **Properties:** This drop-down list has the following choice.
 - **Reference Key:** Customer specific reference keys and their corresponding values (if they are using attributes on their shipments).



NOTE

These values are NOT standardized by project44. Therefore you could see "Memphis" or "memphis" as two separate reference keys.

- **Dates:** Any specific date that applies to an order. The drop-down list provides the following choices: Supplier Ready Date, Order Due Date, and Order Submission Date. Currently each selection can be a planned date that falls between a certain date range.
- **Order Type:** Specific order type. More than one can be selected.
 - **Purchase Order**
 - **Advanced Shipment Notice**
 - **Invoice**
 - **Sales Order**
 - **Warehouse Movement Order**
- **Order Status:** Order active within the last 90 days with one or more the following statuses.
 - **Submitted**
 - **Processing**
 - **Fulfilled**
 - **Canceled**
 - **Received**
 - **Accepted**
 - **Rejected**

Click **Clear All** to remove all selections.

Click **Save View** to [save this view for future use \[75\]](#). Then type the name for this view and the filter criteria are saved. The view appears in the List of Views

Click **Add Filter** to add another filter to the view.

Click Columns to [Open the Columns panel \[85\]](#).

Click the **X** to close the Filter panel.



NOTE

The Dates available for filters are values submitted by the customer to project44 through the [Orders API](#). If you do not supply these in your integration with project44, they will not be filterable.

3.21. Search Orders

At the top of the [Orders List page \[58\]](#) is the Search field.

To search for an order,

1. Type an order number into the Search Orders field.
2. Press the **Enter** key.

A list of the orders with that identifier appears.

Click an order number to view the [details of that order \[63\]](#).

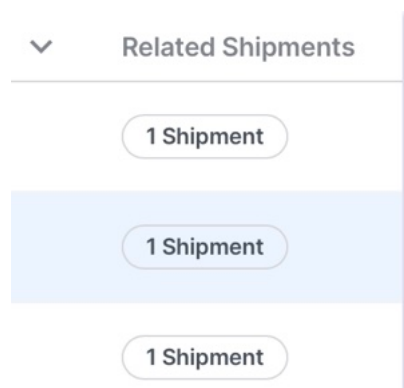


NOTE

Data is retained for six months. Searches can not be completed for data older than six months.

3.22. View Related Shipment

To view shipments related to an order, on the [Orders List page \[16\]](#), in the row of the order click the button in the Related Shipments column that indicates the number of Related Shipments.



The Related View panel appears.

Order Number	Order Status	Origin	Destination	Supplier	Supplier Ready Date	Order
PO 005455090	Accepted	MATSON (SAVANNAH) PRE... POOLER, GA, US	Sahara - Lebec DC POOLER, GA, US	MATSON (SAVANNAH)...	Dec 17, 2022 0:00 EST	Dec 1

Shipment ID	Current State	Origin	Destination	Current Carrier	Arrival Time
BOL 9116148275288	Unknown	MATSON (SAVANNAH) PRE... POOLER, GA, US	Sahara - Lebec DC POOLER, GA, US	SEFL	Dec 16, 2022 15:00 EST -3 Hrs

Having both the order and shipment information available on the Related Views screen enables you to assess risks without needing to open the [Order Details page \[63\]](#).

3.23. Open the Filters Panel for Orders

To open the Filters panel for orders, on the [Orders List page \[58\]](#) click the **More Filters** button.

The Filters panel appears.

Filters
Columns
×

Choose a filter to start your query

- Properties Filter orders with specific reference keys +
- Dates Find orders with specific dates +
- Order type Filter with specific order type +
- Order status Showing all orders that are active in th... +

The following types of filter criteria can be used to sort the Orders List.

- **Properties:** This drop-down list has the following choice.
 - **Reference Key:** Customer specific reference keys and their corresponding values (if they are using attributes on their shipments).

NOTE

These values are NOT standardized by project44. Therefore you could see "Memphis" or "memphis" as two separate reference keys.

- **Dates:** Any specific date that applies to an order. The drop-down list provides the following choices: Supplier Ready Date, Order Due Date, and Order Submission Date. Currently each selection can be a planned date that falls between a certain date range.
- **Order Type:** Specific order type. More than one can be selected.
 - **Purchase Order**
 - **Advanced Shipment Notice**
 - **Invoice**
 - **Sales Order**
 - **Warehouse Movement Order**
- **Order Status:** Order active within the last 90 days with one or more the following statuses.
 - **Submitted**
 - **Processing**
 - **Fulfilled**
 - **Canceled**
 - **Received**
 - **Accepted**
 - **Rejected**

Click **Clear All** to remove all selections.

Click **Save View** to [save this view for future use \[75\]](#). Then type the name for this view and the filter criteria are saved. The view appears in the List of Views

Click **Add Filter** to add another filter to the view.

Click Columns to [Open the Columns panel \[85\]](#).

Click the **X** to close the Filter panel.

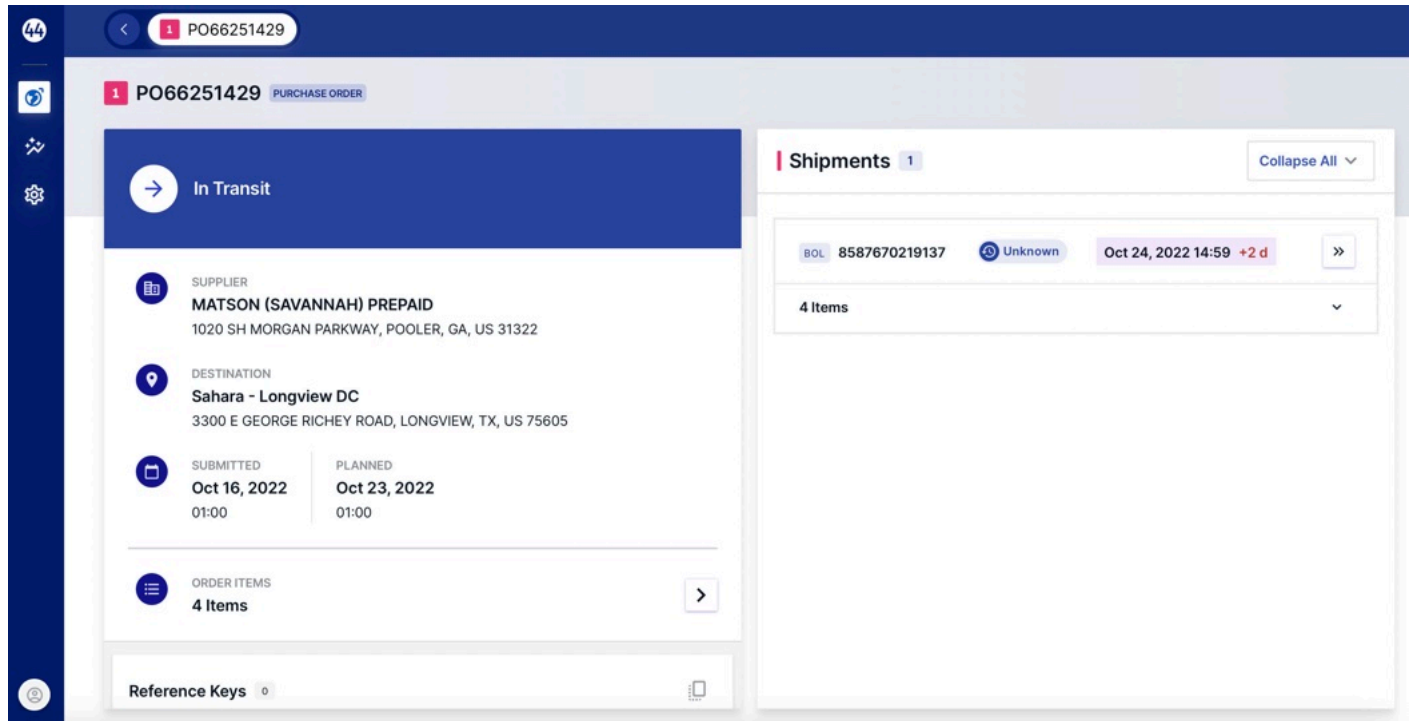


NOTE

The Dates available for filters are values submitted by the customer to project44 through the [Orders API](#). If you do not supply these in your integration with project44, they will not be filterable.

3.24. Orders Details Page

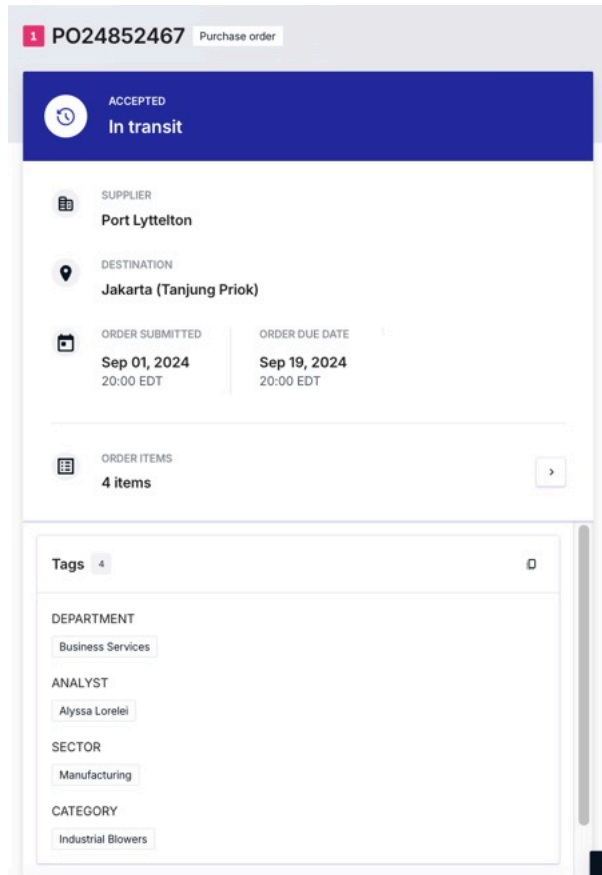
To open the Orders Details page, click an Order ID on the [All Orders view \[61\]](#). The Orders Details page.



There are three panels of information: [Orders Overview \[64\]](#), [Order Items \[66\]](#), and [Shipments \[68\]](#). You can [share the details of an order \[70\]](#).

3.24.1. Order Overview Panel

The Order Overview panel displays key information about the order.



This panel displays the following information.

- **ORDER TRANSIT STATUS:** Status of the order compared to the related shipment's transport status. The possible status options are:
 - **Order Placed:** Order has been placed.
 - **Partially In Transit:** If one or more shipments are in transit, but none have been delivered yet.
 - **In Transit:** If all shipments are in transit but none have been delivered yet.
 - **Partially Completed:** If one or more shipments have been delivered, and some are still in transit.
 - **Completed:** If all shipments have been delivered.
- **SUPPLIER :** The company that will be preparing the goods at the origin location that is submitted through the [Orders API](#).
- **DESTINATION :** The order's destination the customer provides through the [Orders API](#).
- **ORDER SUBMITTED :** The date the order is submitted through the [Orders API](#).
- **ORDER DUE DATE :** The date that the order has to arrive at its destination that is submitted through the [Orders API](#).
- **ORDER ITEMS :** The items for that order that are submitted through the [Orders API](#). Click the Right arrow > to open the [Order Items panel \[66\]](#).
- **Tags:** Tags used to identify the order. Click a tack to copy it to the clipboard. To copy all tags to the clipboard, click the copy icon on the right side of the section.
- **Reference Keys:** Click a reference to copy it to the clipboard. To copy all references to the clipboard, click the copy icon on the right side of the section.



3.24.2. Order Items Panel

To open the Order Items panel, click the **Arrow** button on the Order Items row on the [Order Details](#) page [63].

1 PO24852467 Purchase order

ACCEPTED
In transit

SUPPLIER
Port Lyttelton

DESTINATION
Jakarta (Tanjung Priok)

ORDER SUBMITTED
Sep 01, 2024
20:00 EDT

ORDER DUE DATE
Sep 19, 2024
20:00 EDT

ORDER ITEMS
4 items

>

The Order Items panel appears next to the Order Details panel.

Order items 4



SKU	Description	QTY	Cubic size
1VNX1	Portable Elect...	3	46656 in ³
2YU63	Electric Unit H...	15	46656 in ³
3KB39	Electric Baseb...	4	46656 in ³
3UG74	Electric Utility...	11	46656 in ³

Click the **Expand** icon to view the entire table.



The table expands to show all of the data associated with the order items.

Order items 4



SKU	Description	QTY	Cubic size	Weight	Category
1VNX1	Portable Electric Heater, Convection	3	46656 in ³	53 lb	Electric Heaters and Accessories
2YU63	Electric Unit Heater, Vertical or Horizontal	15	46656 in ³	171 lb	Electric Heaters and Accessories
3KB39	Electric Baseboard Heater, Commercial	4	46656 in ³	53 lb	Electric Heaters and Accessories
3UG74	Electric Utility Heater, 208VAC	11	46656 in ³	84 lb	Electric Heaters and Accessories

This table displays the following information from users integrating with our [Order Items API](#).



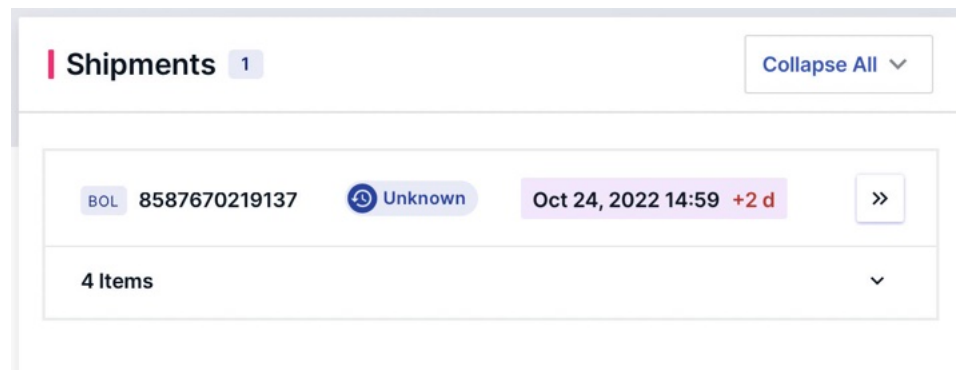
NOTE

If there is data for a particular column for any of the row items, the column is displayed. If there is no data for a column for any of the row items, the column is not displayed.

- **SKU:** The Stock Keeping Unit (SKU) is the common code used to represent goods or items.
- **UPC:** The Universal Product Code (UPC) is the bar code value used to represent goods or items.
- **DESCRIPTION:** Description of the inventory item.
- **QTY:** Quantity of identical packages that make up this inventory item.
- **Cubic Size:** The cubic dimensions of the item in the supplied measurement type (inch, meter, millimeter, etc.).
- **Weight:** The weight of the item in the supplied measurement (lbs, kilograms, etc.).
- **Category:** The defined category for the item.

3.24.3. Shipments Panel

The Shipment panel displays key information about the shipments related to an order. If the order has no shipments related to it, this panel is not filled with any information. If the shipment has multiple shipments related to it, those shipments appear in the panel.



This panel displays the following information:

- **Type:** Type of shipment identifier for that shipment which can be on the following:

BOL	BILL OF LADING
CONT	CONTAINER
ORDER	ORDER
PRO	PRO NUMBER
MAWB	AIR WAYBILL
HAWB	<u>HOUSE AIR WAYBILL</u>
RAIL	RAIL CAR ID
WB	WAYBILL
BKG	BOOKING
TRK	TRACKING

- **ID:** The shipment identifier's value.

- **STATUS:** Overall state of the shipment: Scheduled, In Transit, At Stop, Completed.
- **ARRIVAL:** The ETA to the destination or the Actual time the shipment reached the destination
- **Open in Workspace** button: Opens the Shipment List page in another tab in the workspace.
- **Items** list: Indicates the number of items. Click the **Down** arrow to view the list, by expanding it underneath.

Shipments 1 Collapse All ▾

BOL 8587670219137 Unknown Oct 24, 2022 14:59 +2 d >>

4 Items ^

SKU	UPC	Description	QTY
23L426	-	Continuous Speed Reducer	18
2Z821	-	Die Cast Aluminum Indirect Dri...	9
4RP16	-	Standard Cast Iron C-Face Spe...	13
4Z616	-	Standard Cast Aluminum C-Fa...	1

Click the **Up** arrow to collapse the list.

View the Shipment

To view the shipment, click the **Open in Workspace** button.



A new tab appears at the top of the screen.



To view the [shipment details page \[40\]](#) for the shipment click the tab or in the Shipments panel click the **Jump to Shipment** button.



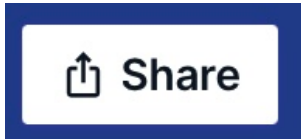
3.25. Share the Details of an Order

There are two methods for sharing the details of an order:

- Copying the link to the Order Details page for that order and pasting it into an email or messaging application.
- Sending an email directly from Movement.

To share the details of an order,

1. On the [Order Details page \[63\]](#), click the **Share** button.



The Share window appears.

2. To share the link manually, click **Copy**. The link is copied to your computer's clipboard. You can paste this link into the body of an email or into a messaging application (such as Slack, Teams, etc.) to share with someone.
3. To send the link directly from Movement via email, in the **Recipients** field, type the email addresses of the people to whom you want to send a link. Separate the email addresses with commas. Type a message in the **Message** field (optional). Then click the **Send Email** button.
NOTE: Up to 10 email addresses can be entered.
4. Both methods provide a link that all shows all tracking information for the order, regardless of whether the recipient has a project44 account.



NOTE

Links remain live 90 days from the date they are generated.

3.26. View Load Items in Specific Orders

To find the status of shipments with specific order items on the Order Details page, on the Orders List page, select the order from the [Orders List page \[58\]](#) you would like to see load items for.

All orders 1,437,481 results

More filters Search by identifier [Add columns](#)

Order number	Order status	Origin	Destination	Supplier	Supplier ready date	Order due date	Order submission date	Related shipments
PO52747207	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 18, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 11, 2024 20:00 EDT	1 Shipment
PO77218759	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 18, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 11, 2024 20:00 EDT	1 Shipment
PO60041564	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 18, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 11, 2024 20:00 EDT	1 Shipment
PO26625768	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 18, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 11, 2024 20:00 EDT	1 Shipment
PO93562145	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 08, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 01, 2024 20:00 EDT	1 Shipment
PO88154190	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 08, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 01, 2024 20:00 EDT	1 Shipment
PO41342890	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 08, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 01, 2024 20:00 EDT	1 Shipment
PO24852467	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 08, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 01, 2024 20:00 EDT	1 Shipment
PO63887703	Accepted	Port Lyttelton	Jakarta (Tanjung Priok)	-	Sep 08, 2024 20:00 EDT	Sep 19, 2024 20:00 EDT	Sep 01, 2024 20:00 EDT	1 Shipment
PO99763260	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO82785821	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment
PO63763740	Accepted	Port Lyttelton	Hai Phong	-	Sep 02, 2024 20:00 EDT	Aug 31, 2024 20:00 EDT	Aug 26, 2024 20:00 EDT	1 Shipment

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The [Orders Details page \[63\]](#) appears.

ACCEPTED
In transit

SUPPLIER
WD ASPERS MAIN 2131
1371 CENTER MILLS RD, ASPERS, PA, US 17304

DESTINATION
Sahara - Jackson DC
128 ARMORY DR, JACKSON, KY, US 41339

ORDER SUBMITTED Aug 19, 2024 01:00 EDT
ORDER DUE DATE Aug 26, 2024 01:00 EDT

ORDER ITEMS 4 Items

Tags

Reference keys

Shipments 1 Expand all

BOL 2187960483070 Scheduled

WD ASPERS MAIN 2131
ASPERS, PA, US 17304

Sahara - Jackson DC
JACKSON, KY, US 41339

Map

The Shipments panel on the order list page lists all shipments (one or more) that are carrying load items intended to fulfill the order that you are viewing. Below each shipment is the number of items in that specific shipment that fulfill the order. Click on the down arrow to the right side of the panel to view the specific load items in each shipment.

Shipments 1 Expand all ▾

BOL 2187960483070 Scheduled >>

WD ASPERS MAIN 2131
ASPERS, PA, US 17304

Sahara - Jackson DC
JACKSON, KY, US 41339

p44 PREDICTS

Aug 23, 2024
11:20 EDT

4 items ▾

The expanded list shows the load item information (including SKU, UPC, description, and quantity of items) in that specific shipment.

Shipments 1 Collapse all ▲

BOL 2187960483070 Scheduled >>

WD ASPERS MAIN 2131
ASPERS, PA, US 17304

Sahara - Jackson DC
JACKSON, KY, US 41339

p44 PREDICTS

Aug 23, 2024
11:20 EDT

4 items ▲

SKU	Serial Num	UPC	Descripti...	QTY
5NRC3	-	-	Galvaniz...	1
20VD73	-	-	Air Duct ...	8
2C820	-	-	High Pre...	2
2C398	-	-	Blower, 9...	9


Click the right double arrows to view the status of the shipment with the specific load items of interest. This opens the [Shipment Details Page \[40\]](#) for that shipment.

3.27. Search for Shipments with Specific Load Items

Find out when the next order of a product or products will arrive at a specific store or warehouse.

To find shipments with specific load items, click on the search bar at the top of the [Shipments List page \[16\]](#) and enter the the load items ID (either SKU, UPC, or description).

NOTE: This search only works on the Shipments List page and not the Orders List page.

▼ All shipments 92,250 results - filtered [Save view](#) 

Mode	Status	Arrival timing	On-time status	Origin	Destination	Carrier	More filters	Q 2C820 X	Add columns
Shipment ID	Current state	Current carrier	Origin	Destination	Arrival time	Initial planned arrival	Latest plan		
BOL 547874310888	At stop	Transduna	Sahara - Barnawartha DC Barnawartha, VIC, AU	SAH3270-AU Albury, NSW, AU	Aug 21, 2024 18:58 EDT +58 mins	Aug 21, 2024 15:00-18:00 EDT	Aug 21, 2024		
BOL 037296781999	Idle	Girteka Logistics	Royal Leerdam B.V. Gorinchem, NLZH, NL	Sahara - Moscow DC Solnechnogorsky, RUMOS, RU	Aug 21, 2024 21:58 EDT +1 hr	Aug 21, 2024 17:30-20:30 EDT	Aug 21, 2024		
BOL 864455705712	In transit	CRST DEDICATED SERVICES INC	FUN World Inc Sumner, WA, US	Sahara - Ardmore DC Ardmore, OK, US	Aug 23, 2024 03:55 EDT -1 hr	Aug 23, 2024 05:30-08:30 EDT	Aug 23, 2024		
BOL 415442683391	In transit	Girteka Logistics	Cordoba Powertrain Córdoba, Córdoba, AR	Atlas Auto - Sete Lagoas Plant Sete Lagoas, MG, BR	Aug 21, 2024 14:38 EDT -1 hr	Aug 21, 2024 16:00-19:00 EDT	Aug 21, 2024		
BOL 743816510273	In transit	US XPRESS INC	Camair LLC Chicago, IL, US	Sahara - Amsterdam DC Amsterdam, NY, US	Aug 21, 2024 13:42 EDT	Aug 21, 2024 13:00-16:00 EDT	Aug 21, 2024		
BOL 920880991996	In transit	NEW PRIME INC	Expeditors Houston Humble, TX, US	Sahara - Jonesville DC Jonesville, SC, US	Aug 22, 2024 00:42 EDT -6 hrs	Aug 22, 2024 07:00-10:00 EDT	Aug 22, 2024		
BOL 300126599873	Idle	Transduna	Whirlpool Company Polska SP. Z O. O. Radomsko, Woj. Łódzkie, PL	Sahara - Oosterhout DC Oosterhout, Noord-Brabant, NL	Aug 21, 2024 18:14 EDT	Aug 21, 2024 18:00-21:00 EDT	Aug 21, 2024		
BOL 621210229485	Idle	US XPRESS INC	Sauder Woodworking Company Archbold, OH, US	Sahara - Brossard DC Brossard, QC, CA	Aug 21, 2024 17:19 EDT -1 hr	Aug 21, 2024 19:00-22:00 EDT	Aug 21, 2024		
BOL 201685495078	In transit	Transduna	Sahara - Älmhult DC Älmhult, Kronobergs län, SE	SAH536043-EU Sandnes, Rogaland, NO	Aug 21, 2024 13:48 EDT	Aug 21, 2024 13:00-16:00 EDT	Aug 21, 2024		
BOL 980181571650	Idle	Transduna	CCS Tecnologia E Servicos Ltda Palmeira, PR, BR	Atlas Auto - Belo Horizonte Plant Contagem, MG, BR	Aug 21, 2024 19:50 EDT -39 mins	Aug 21, 2024 20:30-23:30 EDT	Aug 21, 2024		
BOL 045921380166	Completed	NEW PRIME INC	Sahara - Janesville DC Janesville, WI, US	Sahara - Janesville DC Janesville, WI, US	Aug 20, 2024 03:54 EDT -5 mins	Aug 20, 2024 04:00-07:00 EDT	Aug 20, 2024		

1 - 20 of 92250 Previous Next >

The search returns a list of shipments with that load item. Click on the shipment to open the [Shipment Details page \[40\]](#) for that specific shipment.

All shipments 92,250 results - filtered [Save view](#)

Mode	Status	Arrival timing	On-time status	Origin	Destination	Carrier	More filters
Shipment ID	Current state	Current carrier	Origin	Destination	Arrival time	Initial planned arrival	Latest plan
BOL 547874310888	At stop	Transduna	Sahara - Barnawartha DC Barnawartha, VIC, AU	SAH3270-AU Albury, NSW, AU	Aug 21, 2024 18:58 EDT +58 mins	Aug 21, 2024 15:00-18:00 EDT	Aug 21, 2024
BOL 037296781999	Idle	Girteka Logistics	Royal Leerdam B.V. Gorinchem, NLZH, NL	Sahara - Moscow DC Solnechnogorsky, RUMOS, RU	Aug 21, 2024 21:58 EDT +1 hr	Aug 21, 2024 17:30-20:30 EDT	Aug 21, 2024
BOL 864455705712	In transit	CRST DEDICATED SERVICES INC	FUN World Inc Sumner, WA, US	Sahara - Ardmore DC Ardmore, OK, US	Aug 23, 2024 03:55 EDT -1 hr	Aug 23, 2024 05:30-08:30 EDT	Aug 23, 2024
BOL 415442683391	In transit	Girteka Logistics	Cordoba Powertrain Córdoba, Córdoba, AR	Atlas Auto - Sete Lagoas Plant Sete Lagoas, MG, BR	Aug 21, 2024 14:38 EDT -1 hr	Aug 21, 2024 16:00-19:00 EDT	Aug 21, 2024
BOL 743816510273	In transit	US XPRESS INC	Camair LLC Chicago, IL, US	Sahara - Amsterdam DC Amsterdam, NY, US	Aug 21, 2024 13:42 EDT	Aug 21, 2024 13:00-16:00 EDT	Aug 21, 2024
BOL 920880991996	In transit	NEW PRIME INC	Expeditors Houston Humble, TX, US	Sahara - Jonesville DC Jonesville, SC, US	Aug 22, 2024 00:42 EDT -6 hrs	Aug 22, 2024 07:00-10:00 EDT	Aug 22, 2024
BOL 300126599873	Idle	Transduna	Whirlpool Company Polska SP. Z O. O. Radomsko, Woj. Łódzkie, PL	Sahara - Oosterhout DC Oosterhout, Noord-Brabant, NL	Aug 21, 2024 18:14 EDT	Aug 21, 2024 18:00-21:00 EDT	Aug 21, 2024
BOL 621210229485	Idle	US XPRESS INC	Sauder Woodworking Company Archbold, OH, US	Sahara - Brossard DC Brossard, QC, CA	Aug 21, 2024 17:19 EDT -1 hr	Aug 21, 2024 19:00-22:00 EDT	Aug 21, 2024
BOL 201685495078	In transit	Transduna	Sahara - Älmhult DC Älmhult, Kronobergs län, SE	SAH536043-EU Sandnes, Rogaland, NO	Aug 21, 2024 13:48 EDT	Aug 21, 2024 13:00-16:00 EDT	Aug 21, 2024
BOL 980181571650	Idle	Transduna	CCS Tecnologia E Servicos Ltda Palmeira, PR, BR	Atlas Auto - Belo Horizonte Plant Contagem, MG, BR	Aug 21, 2024 19:50 EDT -39 mins	Aug 21, 2024 20:30-23:30 EDT	Aug 21, 2024
BOL 045921380166	Completed	NEW PRIME INC	Sahara - Jonesville DC Jonesville, WI, US	Sahara - Jonesville DC Jonesville, WI, US	Aug 20, 2024 03:54 EDT -5 mins	Aug 20, 2024 04:00-07:00 EDT	Aug 20, 2024

1 - 20 of 92250 [Previous](#) [Next](#)

Under Related Orders, click the **View Details** button to see the load items in the shipment.

864455705712 [Share](#)

864455705712 Bill of lading

IN TRANSIT
Idle
Aug 20, 2024 at 23:48 (EDT)

Additional identifiers

Reference keys

Region
North America

Freight Direction
Inbound

Shipment Type
Long Haul

Related shipments

Related orders

Documents

Related orders

P01723386364 4 Items

P03320427698 4 Items

SKU	Serial Num	UPC	Descript...	QTY
4CT18	-	-	Blower, ...	17
5NRC3	-	-	Galvaniz...	12
20VD73	-	-	Air Duct ...	5
2C820	-	-	High Pre...	20

View details

Route

Last updated: Aug 21, 2024 13:27 EDT

Shipment scheduled

Origin
FUN World Inc
1701 140th Avenue East, Sumner, WA, 98390, US

Truckload transit

Destination
Sahara - Ardmore DC
Ardmore Ind. Airport, 401 General Dr., Ardmore, OK, 73401, US

Shipment complete

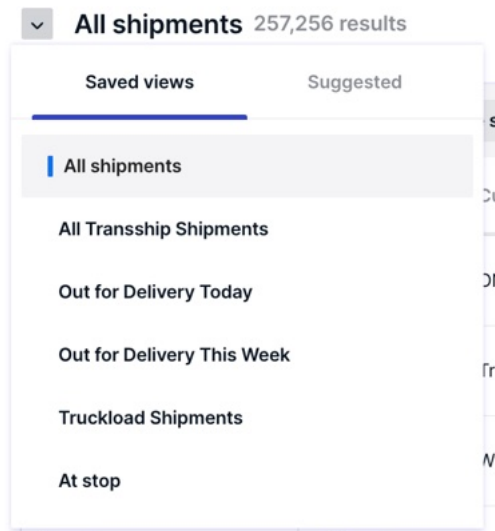
Try using ← or → to scroll. X

3.28. Manage Filtered Views

Once [filtered views of shipments or orders](#) are created [75] they appear in the Saved Views list on the Visibility page. To [view the list](#), click the **Down** arrow next to the view name (All Shipments, All Orders).

Views can be [renamed](#) [77], [duplicated](#) [76], [reordered](#) [77], or [deleted](#) [77].

You can also [create a notification for a saved view \[78\]](#) in order to be informed when a tracked shipment matches the criteria for that filtered view. These notifications can be [edited \[84\]](#) and [turned off \[84\]](#).



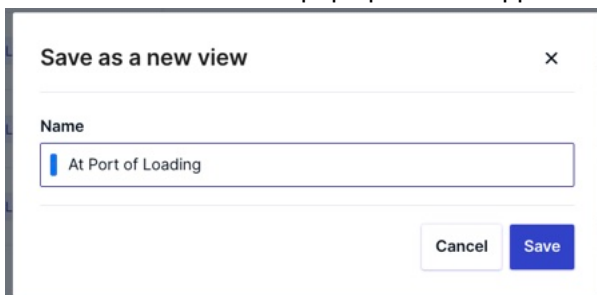
3.28.1. Create a View

To create a new filtered view of a list of shipments or orders,

1. Filter the list according to how you want to view it.
2. Click **Save View**.



The Save as a New View pop-up window appears.



3. In the **Name** field, type the name for this view.
4. Click **Save**.

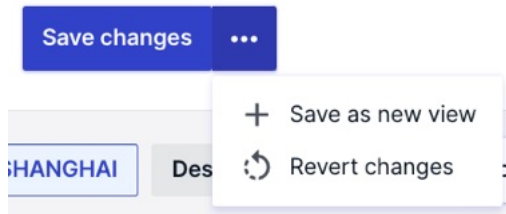
The new view name appears at the top of the page and in the Views list.

Views appear in the order they were created. There is not a limit on the number of saved views you can have at this time.

When a saved view is displayed the Options and Notifications buttons appear.

- **Options:** Use this menu to [delete \[77\]](#), [duplicate \[76\]](#), or [rename \[77\]](#) a view.
- **Notification:** [Create a notification \[78\]](#) or [turn off a notification \[84\]](#) for a saved view.

You can also update a saved view by adding new filter criteria and clicking the **Save changes** button and selecting **Save as a new view**.

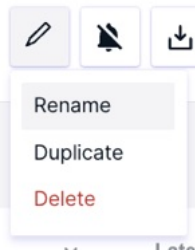


Click **Revert changes** to undo the changes made to a saved view.

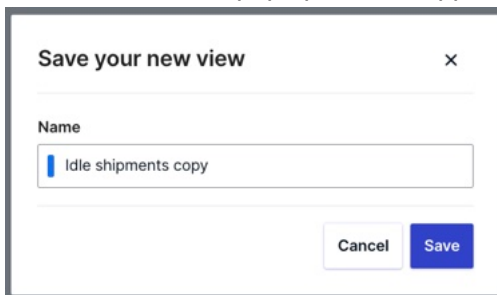
3.28.2. Duplicate a View

To create a duplicate of a saved view,

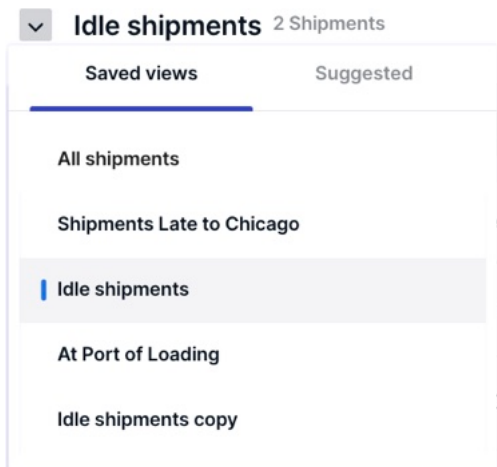
1. With the view open, click the **Options** button.
The options menu appears.



2. Click **Duplicate**.
The Save new view pop-up window appears.



3. Type the name of the new view and click **Save**.
A copy of the view appears in the Views list.

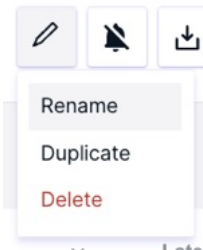


4. You can use the Options menu to [rename \[77\]](#) or [delete \[77\]](#) the view.

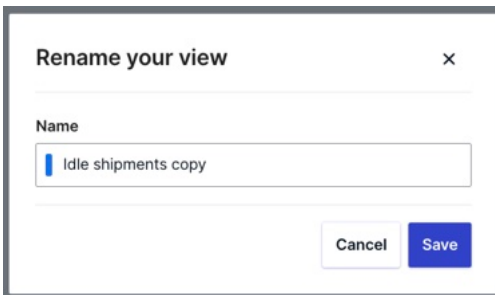
3.28.3. Rename a View

To rename a view in the Views panel,

1. With the view open, click the **Options** button.
The Options menu appears.



2. Click **Rename**.
The Rename your view pop-up window appears.

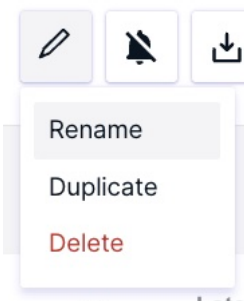


3. Make changes to the name and click the **Save**. (Click **Cancel** to cancel the name change.)
The name is changed and appears in the Views list.

3.28.4. Delete a View

To delete a view from the Views panel,

1. With the view open, click the **Options** button.
The options menu appears.



2. Click **Delete**.
3. The Delete This View confirmation window appears. Click **Delete**.
The view is deleted and no longer appears in the Views list.
Click **Cancel** to cancel the process.

3.28.5. Reorder Saved Views

You can change the order of the saved views in the panel.

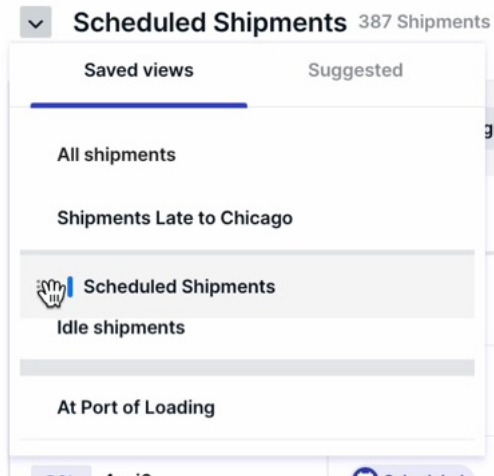


NOTE

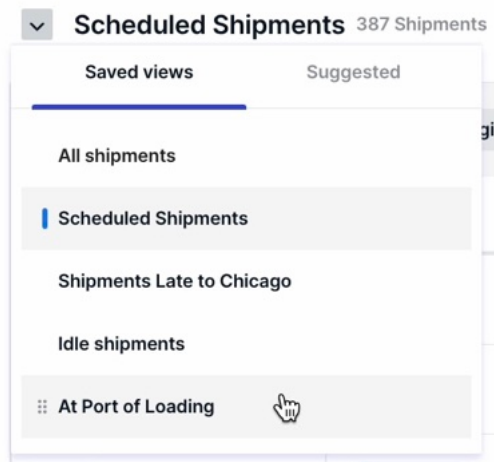
The views for All Shipments and All Orders can not be moved.

To reorder the views in the Views list,

1. In the Views list, click and hold the grid in the row of the view you want to move.



2. Drag the view to the place in the list where you want it to be.



The views are reordered.

3.28.6. Create a Notification for a Saved View

To add a notification for a [saved view \[74\]](#),

1. While a saved view is open, click the **Notification** button. A slash through the bell on this button indicates no notification is set up for this view.



The Notification Settings window appears.

Notification settings

Send a notification...

When a new shipment is added to this view

This view's filter currently matches **53 shipments**. You will be notified every time there are new matches for this filter.

Your email address

user@contentteam.com

Recipients

Email, comma separated

0/10 Recipients

Cancel Create notification

2. Select **When a new shipment is added to this view**. A notification is sent when a tracked shipment matches the filter criteria for the view.
3. Type the email addresses where you want the notification sent. You can enter up to 10 email addresses.
4. Click **Create Notification**.
The notification is added to the saved view. A confirmation message appears and the slash is removed from the bell on the Notification button.
(Click **Cancel** to cancel this process.)

As soon as a shipment meets the saved view criteria, an email is sent. If multiple shipments meet the criteria at the same time, the notification email includes them together and provides a link to the saved view.

The email includes the following information for a shipment.

- Primary identifier
- Current State
- Origin/Destination
- Planned Time
- Predicted or Actual Arrival
- Current Carrier

1 new change(s) to Discharge at Last Port



CONT EXC-2425-SANITY-TEST was added

In transit

- Le Havre
Le Havre, Normandy, FR
- Buenos Aires
Buenos Aires, Buenos Aires F.D., AR

PLANNED ARRIVAL
Apr 08, 2024 · 03:00

p44 PREDICTS -14 day
+ Mar 25, 2024 · 03:00

Current carrier MSC

[Go to shipment details](#)

For 15 shipments or fewer the details for the first five shipments are shown along with links to the others.

15 changes to ETA Late to Merch Mart



BOL SB6184502 was added

In transit Newark, NJ, US
Chicago, IL, US

PLANNED ARRIVAL: Oct 10 - 07:00 EST
p44 PREDICTS +1 day
Oct 11 - 07:00 EST

Current carrier: Andy Transport

[Go to shipment details](#)

CONT SB61834567 was removed

Completed Newark, NJ, US
Chicago, IL, US

PLANNED ARRIVAL: Oct 10 - 07:00 EST
ARRIVED -3 hrs
Oct 10 - 04:00 EST

Current carrier: Andy Transport

[Go to shipment details](#)

BOL SB6184502 was added

Scheduled Newark, NJ, US
Chicago, IL, US

PLANNED ARRIVAL: Oct 10 - 07:00 EST
p44 PREDICTS +1 day
Oct 11 - 07:00 EST

Current carrier: Andy Transport

[Go to shipment details](#)

BOL SB6184502 was updated

Completed Newark, NJ, US
Chicago, IL, US

PLANNED ARRIVAL: Oct 10 - 07:00 EST
ARRIVED +1 day
Oct 11 - 07:00 EST

Current carrier: Andy Transport

[Go to shipment details](#)

For more than 15 shipments links are provided to each shipment.

30 changes to ETA Late to Merch Mart



- BOL 12345567 added [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 removed [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 updated [Go to shipment](#)
- BOL 12345567 added [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 removed [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 updated [Go to shipment](#)
- BOL 12345567 added [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 removed [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 updated [Go to shipment](#)
- BOL 12345567 added [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 removed [Go to shipment](#)
- CONT 12345567 added [Go to shipment](#)
- BOL 12345567 updated [Go to shipment](#)

+10 more shipments

[View all shipments in this view](#)


3.28.7. Edit a Notification for a Saved View

To edit a notification for a saved view,

1. While a saved view is open, click the **Notification** button. (A clear bell on this button indicates a notification is set up for this view.)




The Notification Settings window appears.


 **Notification settings** ×

Send a notification...

When a new shipment is added to this view

 This view's filter currently matches **53 shipments**. You will be notified every time there are new matches for this filter.

Your email address



Recipients

2/10 Recipients

2. Make your desired changes to the email addresses. You can add up to 10 email addresses.
3. Click **Save settings**. The changes are saved. A confirmation window appears. (Click **Cancel** to cancel this process.)

3.28.8. Turn OFF a Notification for a Saved View

To delete a notification for a saved view,

1. While a saved view is open, click the **Notification** button. A clear bell on this button indicates a notification is set up for this view.



The Notification Settings window appears.

Notification settings ×

Send a notification...

When a new shipment is added to this view

i This view's filter currently matches **53 shipments**. You will be notified every time there are new matches for this filter.

Your email address

user@contentteam.com

Recipients

smith123@abcd.com smith456@abcd.com

2/10 Recipients

Turn off notification

2. Click **Turn off notification**.

The notification is turned off for the view. A confirmation window appears and the slash appears on the bell in the Notification button.

(Click **Cancel** to cancel this process.)

3.29. Open the Columns panel















To open the Columns panel, while viewing a [list of shipments \[16\]](#) or [orders \[58\]](#) click the **Columns** button. The Filters and Columns panel opens.

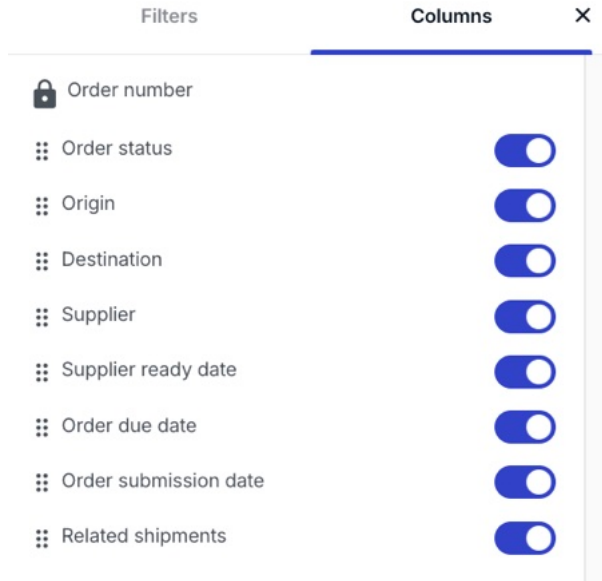
You can hide columns from view and [change their order of appearance \[89\]](#) on the list pages.

Filters

Columns

Toggle the columns to display/hide in the list view.

-  Shipment ID
-  Current state
-  Current carrier
-  Origin 1/10 Columns
Customize the subset columns to display in list view
-  Destination 4/7 Columns
Customize the subset columns to display in list view
-  Related orders
-  Current stop
-  Current mode
-  Connectivity
-  Port of loading 0/7 Columns
Customize the subset columns to display in list view
-  Transshipment port 1 0/9 Columns
Customize the subset columns to display in list view
-  Transshipment port 2 0/9 Columns
Customize the subset columns to display in list view
-  Transshipment port 3 0/9 Columns
Customize the subset columns to display in list view
-  Transshipment port 4 0/9 Columns
Customize the subset columns to display in list view



To hide a column's data from the list, click the blue toggle button in the row of the column name. The button is grayed-out and the column is not displayed in the list.



To display a column's data that is currently hidden, click the grayed-out toggle button. The button turns blue and the column is displayed in the list.

NOTE: Changes to which columns are displayed apply only to the current saved view. Switching to a different view defaults to either the standard columns that are displayed or the columns that have been configured to display for that saved view.

For Shipments you can display and hide the following columns.

- Current State
- Current Carrier
- Current Stop
- Current Mode
- Connectivity
- Origin: Includes checkboxes for the columns Origin location name, Departure Time, Initial Planned Departure, Latest planned Departure, Actual Empty Dispatch, Planned Arrival, Actual Arrival, Planned Picked Up, and Actual Picked Up. Each individual column can be displayed or hidden.
- Destination: Includes checkboxes for the columns Destination location name, Arrival Time, Initial Planned Arrival, Latest Planned Arrival, Initial Planned Delivery, Latest Planned Delivery, and Actual Delivery.
- Related Orders
- Shared Visibility: Includes checkboxes for the columns **Shared With** and **Visibility Provided By**. When the **Shared With** column is selected both the **Shared With** and **Visibility Provided By** subset columns are displayed by default. Though each individual subset column can be displayed or hidden using the checkboxes.

- **Additional Identifier:** Includes checkboxes for the columns: Bill of lading, House bill of lading, Booking number, Serial number, Vehicle identification number, Order number, PRO number, Tracking number, Air waybill, House air waybill, Rail car ID, Waybill, Train number, Wagon ID, and Container ID.
- **Port of Loading:** Includes checkboxes for the columns: Initial Planned Departure, Latest Planned Departure, Actual Planned Departure, Actual Gate Out Empty, Actual Gate In Full, and Actual Loaded.
- **Transshipment port 1:** Includes checkboxes for the columns: Transshipment port 1, Initial planned arrival, latest planned arrival, Discharge time, Load time, Departure time, Initial planned departure, Latest planned departure, Arrival time.
- **Port of Discharge:** Includes checkboxes for the columns: Port of discharge, Discharge Time, Planned Discharge, Initial Planned Arrival, Latest Planned Arrival, Actual Arrival, Actual Gate Out Full, and Actual Gate in Empty
- **Current Asset:** Includes checkboxes for the columns: Vessel IMO, Vessel Name, Flight Number, Vehicle ID, License Plate, Train number, and Wagon ID.
- **Last Modified Time:** The date and time when this shipment was last modified.
- **Created Time:** This replaces the most recently created and most recent updated drop-down lists used to sort shipments.
- **Last Transfer Stop:** The most recent transfer of a shipment between modes. The columns might have different definitions depending on the transfer type.

Column	Barge to Truckload	Rail to Truckload
Last transfer stop	Name of the Stop	Name of the Stop
Arrival time	First ARRIVAL_AT_STOP → ACTUAL	First ARRIVAL_AT_STOP → ACTUAL
Initial planned arrival	First ARRIVAL_AT_STOP → first PLANNED	First ARRIVAL_AT_STOP → first PLANNED
Latest planned arrival	First ARRIVAL_AT_STOP → last PLANNED	First ARRIVAL_AT_STOP → last PLANNED
Available time	First AVAILABLE → ACTUAL	N/A
Departure time	Last DEPARTURE_FROM_STOP → ACTUAL	Last GATE_OUT
Gate In Empty	Gate In Empty	Gate In Empty

- **Detention and Demurrage Optimization:** Current charges and periods for shipments related to Detention and Demurrage. Includes checkboxes for Demurrage Charge, Demurrage Period, Detention Charges, and Detention Period.
- **Emissions:** The CO₂ emissions of the shipments. Includes checkboxes for CO₂ emitted, Distance traveled, and Intensity factor.

Click the **Add Reference Key** button to add and remove columns showing reference keys. For more information refer to [Open the Add Reference Keys Panel \[90\]](#).

NOTE: Columns displaying Reference Keys are only available for the Shipments views.

For Orders you can display and hide the following columns.

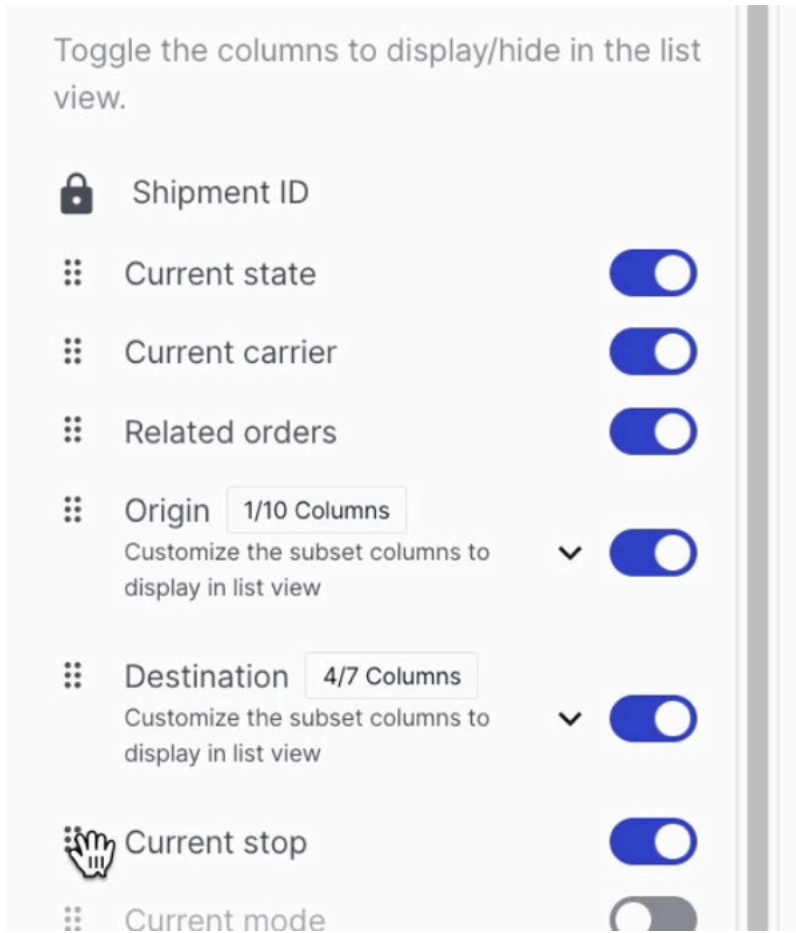
- Order Status
- Origin
- Destination
- Supplier
- Supplier Ready Date
- Order Due Date
- Order Submission Date
- Related Shipments

Click the **Close** button to close the Filters and Columns panel.

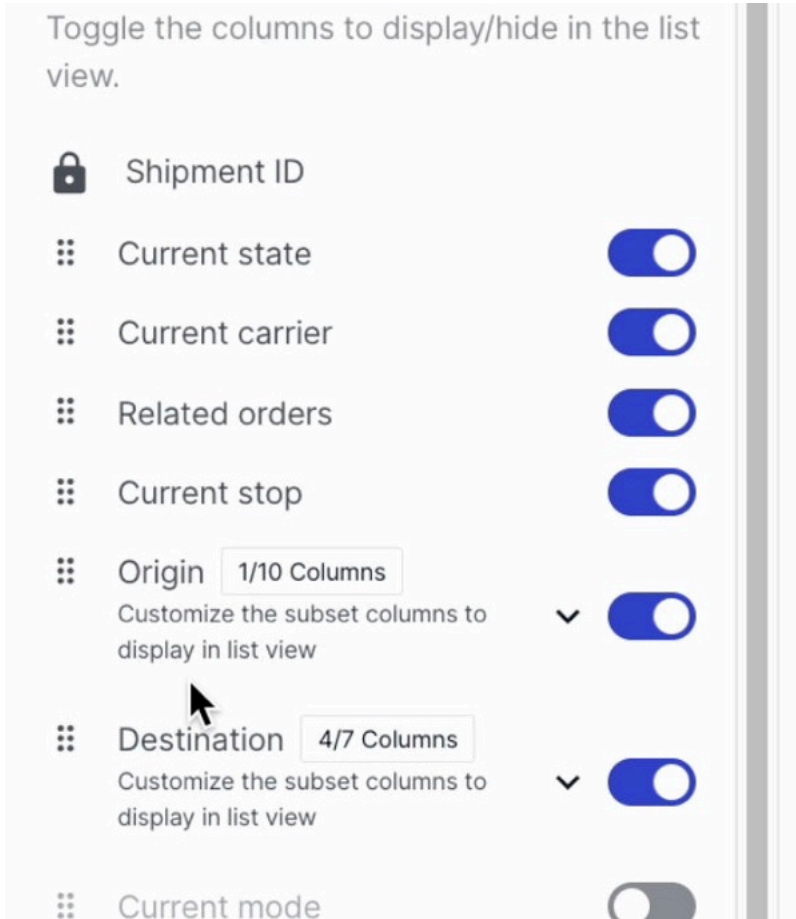
3.30. Reorder Columns on the Shipments List or Orders List

To change the order of appearance of the columns of data on the [Shipments List \[16\]](#) or the [Orders List \[58\]](#),

1. In the [Columns panel \[85\]](#), click and hold the grid in the row of the column name you want to move.



2. Drag the column to the place where you want it to be.



The columns in the list are immediately rearranged according to the order in the Columns panel.

3.31. Open the Add Reference Keys Panel
















You can add columns to the [Shipments list \[16\]](#) that display Reference Keys. You can also remove them.

To open the Manage Reference Keys panel, in the [Columns panel \[85\]](#), click the **Add Reference Keys** button.

Filters

Columns

Toggle the columns to display/hide in the list view.

-  Shipment ID
-  Current state
-  Current carrier
-  Origin 1/10 Columns
Customize the subset columns to display in list view 
-  Destination 4/7 Columns
Customize the subset columns to display in list view 
-  Related orders
-  Current stop
-  Current mode
-  Connectivity
-  Port of loading 0/7 Columns
Customize the subset columns to display in list view 
-  Transshipment port 1 0/9 Columns
Customize the subset columns to display in list view 

The Add Reference Keys panel appears.

< Add reference keys X

Select the reference key you want to add in list view columns.

Search Reference keys

Export Region	<input type="checkbox"/>
Import Region	<input type="checkbox"/>
Location In Terminal	<input type="checkbox"/>
Region	<input type="checkbox"/>
Shipment Type	<input type="checkbox"/>
Active Holds	<input type="checkbox"/>
Container Available	<input type="checkbox"/>
Demurrage Amount	<input type="checkbox"/>
Freight Direction	<input type="checkbox"/>
POD Terminal Name	<input type="checkbox"/>

Cancel Confirm

The panel displays a list of your Reference Keys with a checkbox next to each one. If a box is not clicked, it is not displayed in the Shipments list.

Add a Reference Key Column

To add a Reference Key Column,

1. Click the checkbox (or checkboxes to add more than one column) next to the Reference Key you want to see displayed in the Shipments List. A checkmark appears in the box.
2. Click **Confirm**. The Add Reference Keys panel closes and the column is added to the Shipments List page.
Click **Cancel** to cancel any changes.

Reference Key columns can be [re-arranged to appear in any order \[89\]](#) on the Shipments list, just as other columns.

Remove a Reference Key Column

To remove a Reference Key Column,

1. Click the checked checkbox (or checkboxes to remove more than one column) next to the Reference Key you no longer want to see displayed in the Shipments List.
2. Click **Confirm**. The Add Reference Keys panel closes and the column no longer appears on the Shipments List page.
Click **Cancel** to cancel any changes.


3.32. View Equipment IDs





NOTE


This only applies to Truckload (TL) shipments.



To view the Equipment IDs for a shipment, in the [Shipment Overview panel \[40\]](#), click the **Arrow (>)** in the row of the carrier name.

**Shipment completed**
Aug 01, 2023 at 02:59 (EDT)

 **DESTINATION**
Atlas Auto - Sorocaba Plant
1801 Avenida Jerome Case, Sorocaba, SP, BR 18087220

 **PLANNED ARRIVAL**
Jul 31, 2023
22:30 EDT

 **ACTUAL ARRIVAL**
Aug 01, 2023 +3 hrs
01:47 EDT

 **CARRIER**
Girteka Logistics
NMC: LTGIRTEK 

The Carrier Details panel appears. This panel displays the Name of the Carrier and the Shipment Tracking Configuration. The Shipment Tracking Configuration shows the Vehicle ID.

Carrier details



Shipment tracking configuration

Vehicle ID

36672



+ Add equipment ID

Equipment IDs can be [edited \[95\]](#), [added \[94\]](#), or [deleted \[97\]](#).

3.33. Add an Equipment ID




NOTE

This is not supported for cross-region shipments. This is only supported for NA and EU carriers where an equipment ID is being added within the same region.



To add an Equipment ID to the Carrier details,

1. In the [Carrier Details panel \[93\]](#), click the **Add Equipment ID** button. The Add Equipment ID window appears.

Carrier details ×



Shipment tracking configuration

Vehicle ID	<input type="text" value="36672"/>	 
------------	------------------------------------	---

[+ Add equipment ID](#)


2. Select the **ID Type** from the drop-down list. The choices are: Vehicle ID, License plate, Mobile phone, Sensitech device ID, Emerson device ID, or TIVE device ID.
3. In the **Value** field, type the ID value.
4. Click **Save**. The Equipment ID is added and appears in the shipment's Carrier Details panel. Click **Cancel** to cancel the process.

3.34. Edit an Equipment ID



To edit an Equipment ID,

1. In the [Carrier Details panel \[93\]](#), click the **Pencil** icon in the row of the ID you want to edit.

Carrier details ×



Shipment tracking configuration

Vehicle ID	Value	Actions
Vehicle ID	36672	 

[+ Add equipment ID](#)

The Edit Equipment ID window appears.


Edit equipment ID ×

ID type	Value
Vehicle ID ▼	36672

[+ Add scheduling](#) ⓘ

[Cancel](#) [Save](#)

2. Edit the **Value** as needed.

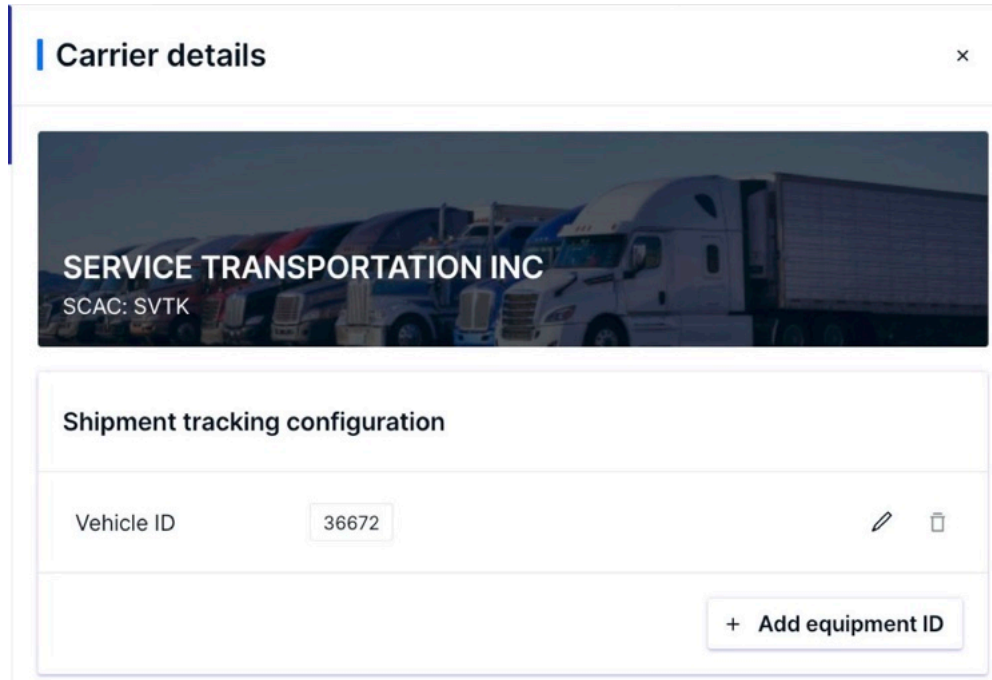
 **NOTE**
 You can not update or edit global IDs or those shared through CV.

3. Click **Save**. The changes are saved.
 Click **Cancel** to cancel any changes and close the window.

3.35. Delete an Equipment ID

To delete an Equipment ID,

In the [Carrier Details panel \[93\]](#), click the trash can icon in the row of the Equipment ID you want to delete.



The screenshot shows a 'Carrier details' panel for 'SERVICE TRANSPORTATION INC' with SCAC: SVTK. Below the header is a 'Shipment tracking configuration' section containing a table with one row for 'Vehicle ID' with the value '36672'. To the right of the value are edit and delete (trash can) icons. At the bottom right of the table is a '+ Add equipment ID' button.

Shipment tracking configuration	
Vehicle ID	36672


The Equipment ID is deleted.

3.36. Add a Scheduled Truck Change

To add a scheduled truck change,

1. In the [Carrier Details panel \[93\]](#), click the **Pencil** icon in the row of the Equipment ID you want to add a scheduled truck change to.

Carrier details
×



SERVICE TRANSPORTATION INC
SCAC: SVTK

Shipment tracking configuration

Vehicle ID	36672	✎ ✖
------------	-------	---

+ Add equipment ID

The Edit Equipment ID window appears.

Edit equipment ID
×

ID type	Value
Vehicle ID ▼	36672

+ Add scheduling ⓘ

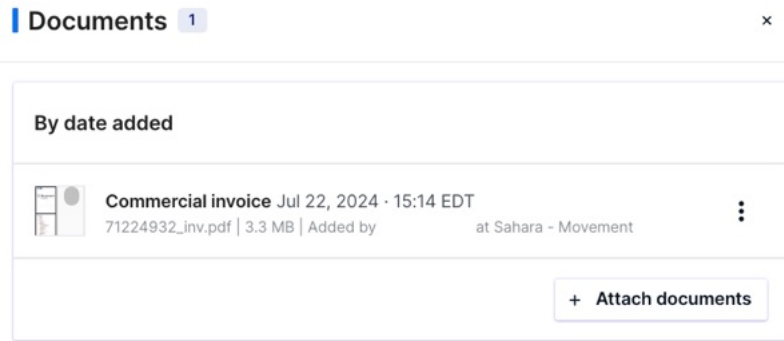
Cancel
Save

2. Click **+ Add Scheduling**
The Schedule a Truck Change fields appear.
3. Select the **Date** from calendar and enter the **Time**.
4. Click **Save**.
The truck change is saved and added to the Equipment ID.

3.37. Manage Shipment Documents

You can manage documents associated with a shipment from the Shipment Details page.

Click the arrow button (➤) in the Documents section of the Shipment details page. This opens the Documents panel which shows a list of documents attached to the shipment.



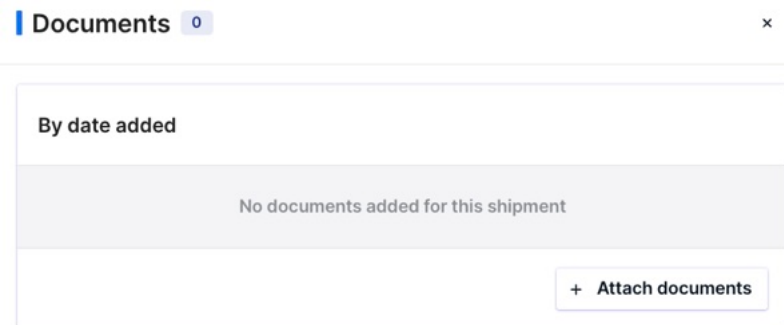
In the Documents panel you can do the following.

- [Attach a Document to a Shipment \[99\]](#)
- [Edit a Document Attached to a Shipment \[101\]](#)
- [Download a Document from a Shipment \[101\]](#)
- [Delete a Document from a Shipment \[102\]](#)

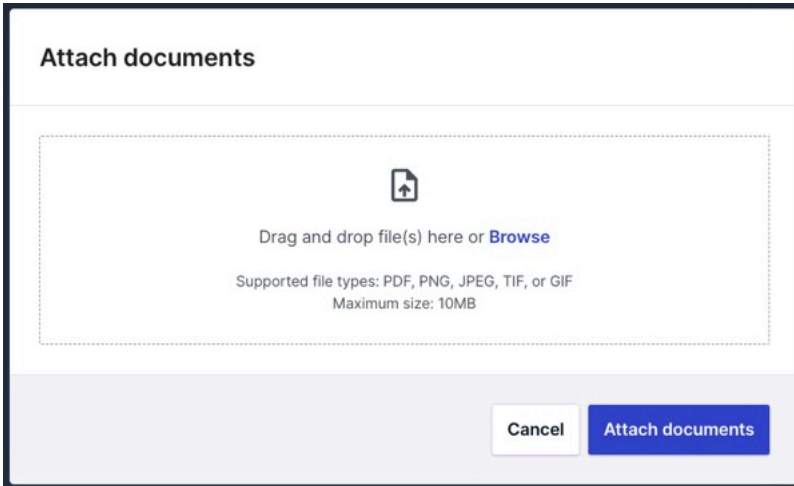
3.37.1. Attach a Document to a Shipment

To attach a document to a shipment,

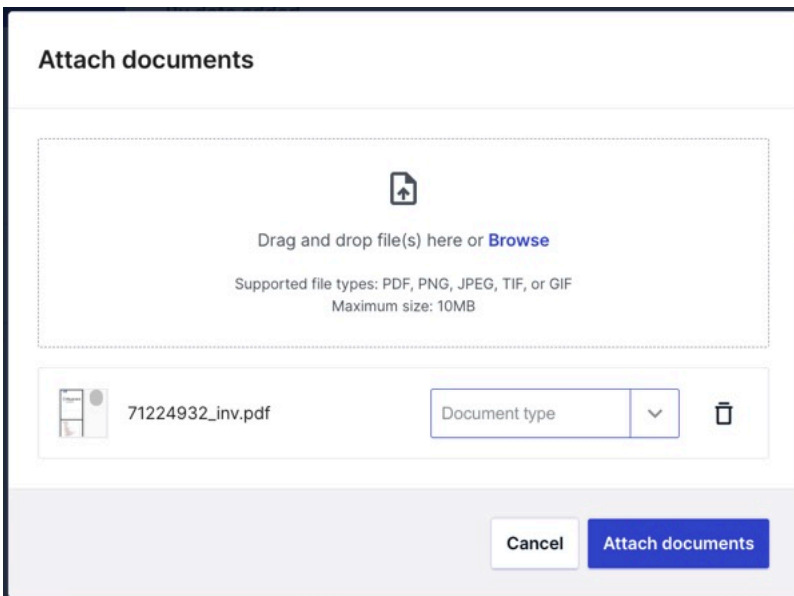
1. In the Documents section of the [Shipment Overview panel \[40\]](#), click the Right (➔) arrow. The [Documents panel \[98\]](#) appears.



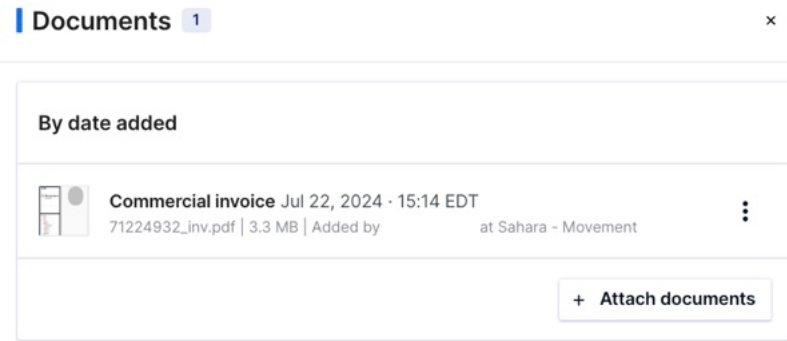
2. Click the **Attach documents** button. The Attach documents popup window appears.



3. Either drag and drop the file or click **Browse** to select the file on your computer. You can attach more than one file at the same time. Files can be of the following types: PDF, PNG, JPEG, TIF, or GIF.
4. Select the type of document from the drop-down list.



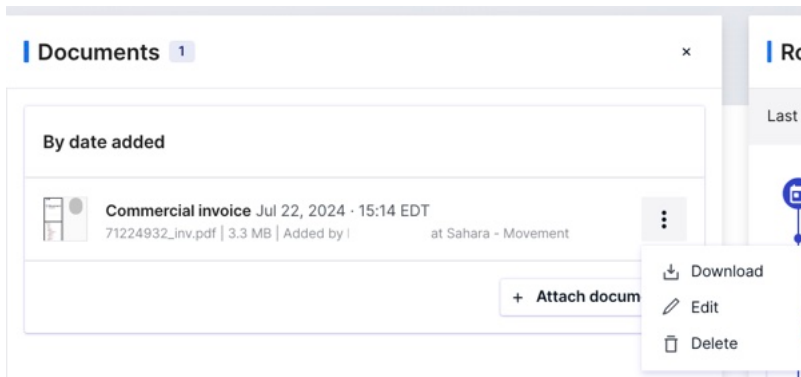
- e(CMR)
 - Airway Bill
 - Bill of Lading
 - Certificate of Origin
 - Commercial invoice
 - Customs documents
 - Hazmat document
 - House Bill of Lading
 - Invoice
 - Packing List
 - Proof of Delivery
 - Weight certificate
5. Click **Attach documents**.
The document is attached and appears in the list.



3.37.2. Download a Document from a Shipment

To Download a document from a shipment,

1. In the [Documents panel \[98\]](#), click the three dots next to the document.

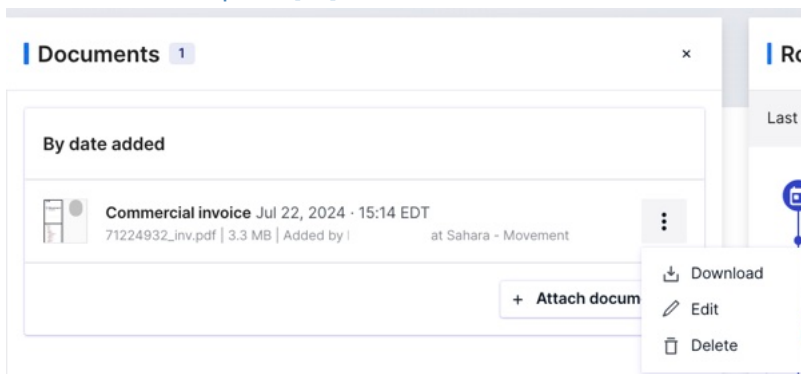


2. In the menu, click **Download**.
The document is opened in a new browser tab. You can view and save the document from that tab.

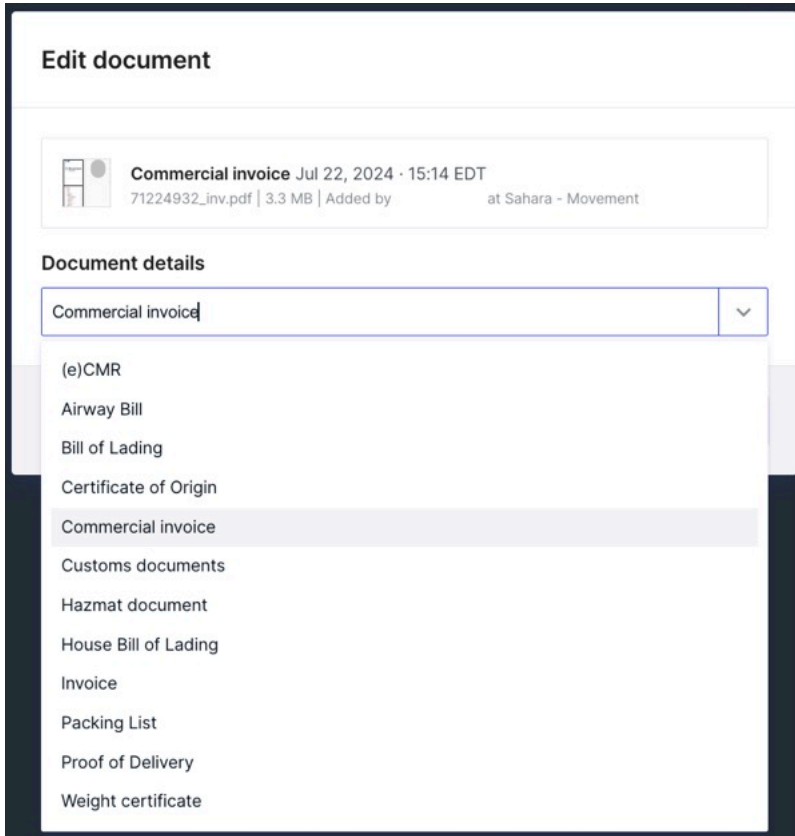
3.37.3. Edit a Document Attached to a Shipment

To edit a document that is attached to a shipment,

1. In the [Documents panel \[98\]](#), click the three dots next to the document.



2. In the menu, click **Edit**.

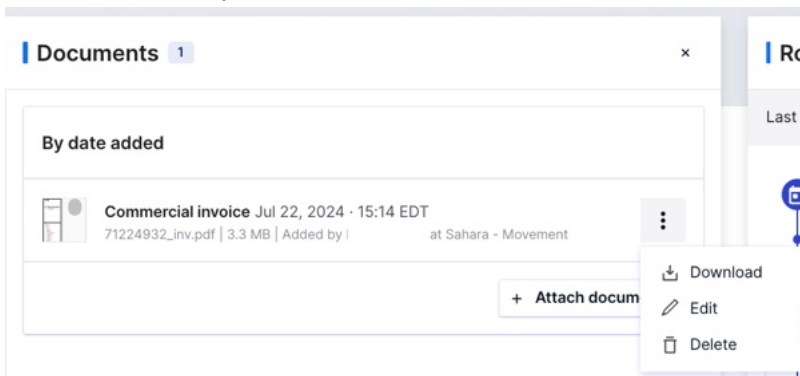


3. Only the Document details (type) can be changed. Make the change.
4. Click **Save**.
The change is saved. (Click **Cancel** to cancel the operation.)

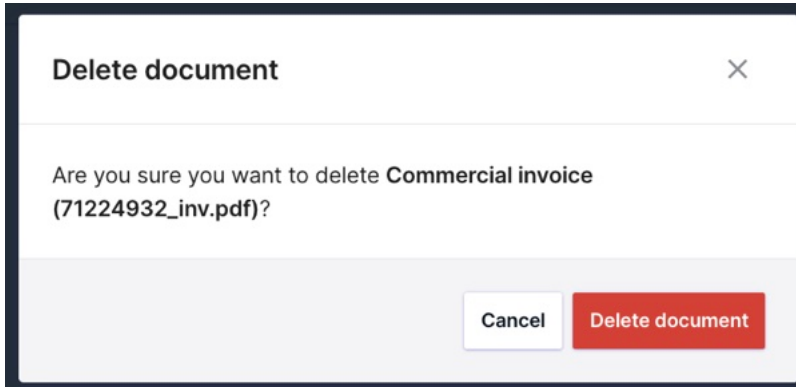
3.37.4. Delete a Document from a Shipment

To delete a document from a shipment,

1. In the Documents panel, click the three dots next to the document.



2. In the menu, click **Delete**.
A confirmation window appears.



3. Click the **Delete document** button.
The document is removed from the shipment. (Click **Cancel** to cancel the operation.)

4. Analytics



The Analytics menu provides the following options:

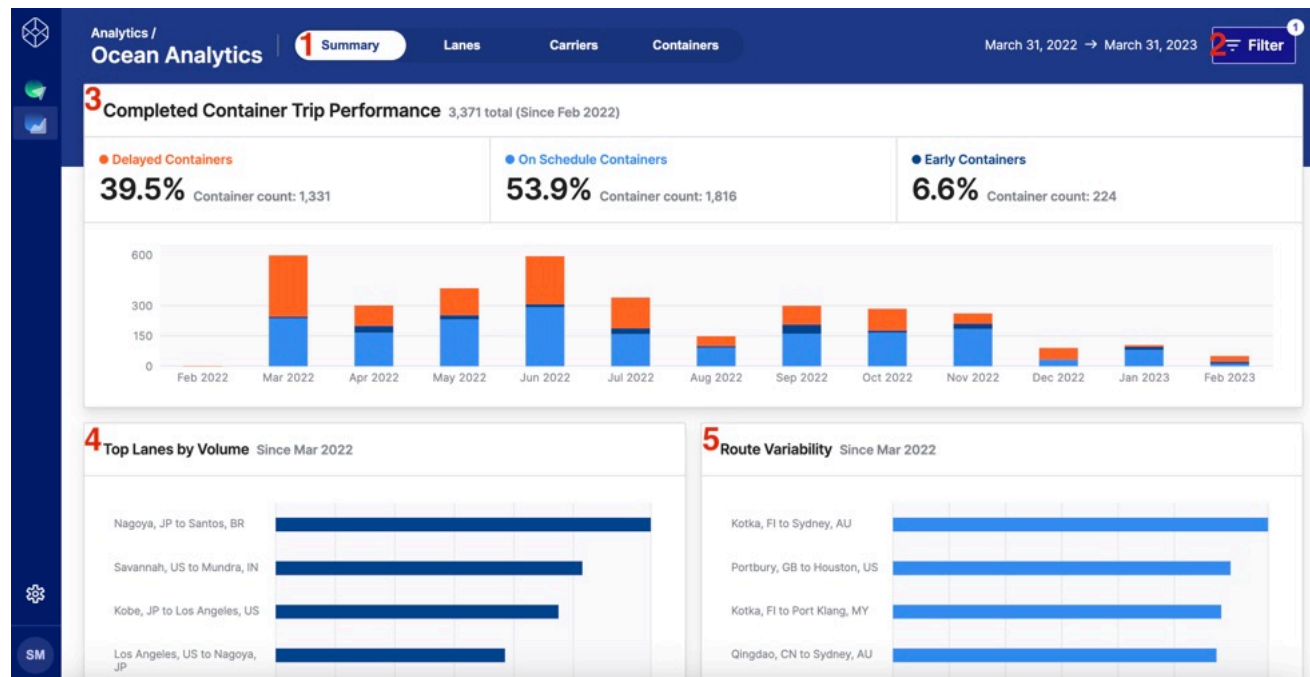
- [Ocean Analytics \[104\]](#): View high level metrics into overall ocean shipping operations focused on volumes, lane transit times, carrier performance, rolls, dwell time, and detention and demurrage costs.
- [Port Intel \[115\]](#): Monitor port congestion around the world by getting intelligence on dwell time, vessel counts, both in real-time and historically.
- [Sustainability \[121\]](#): View a variety of data regarding the Metric Tons of Carbon Dioxide Equivalent (MTCO₂E) that have been emitted by delivered containers as well as the Emissions Intensity Factor of different carriers.
- [Truckload Analytics \[123\]](#): View performance (volume, tracking %, On-Time Performance/On-Time Delivery) and tracking metrics (volume, tracking %, ping frequency, milestone completeness) by carrier or lane.
- [LTL Analytics \[133\]](#): View performance (volume, tracking %, On-Time Performance/On-Time Delivery) and tracking metrics (volume, tracking %, ping frequency, milestone completeness) by carrier or lane.

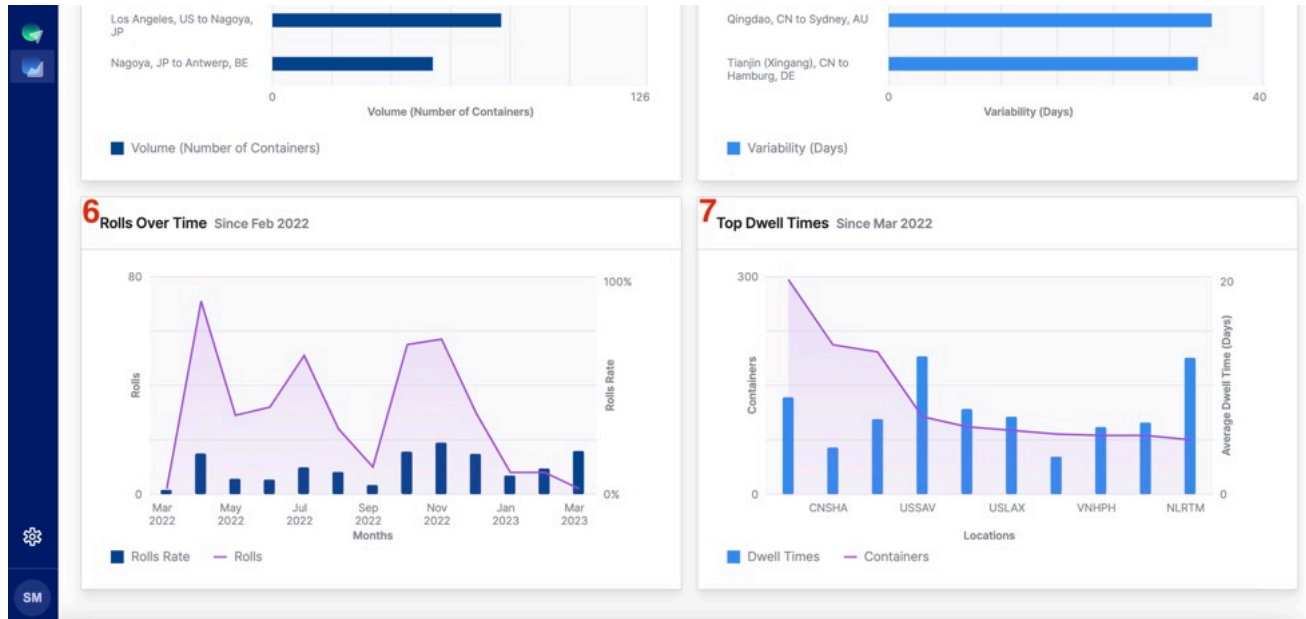
4.1. Ocean Analytics

Ocean Analytics shows high level metrics into overall ocean shipping operations focused on volumes, lanes, rolls, and dwell times. There are four tabs: Summary (the default), [Lanes \[113\]](#), [Carriers \[105\]](#), and [Containers \[110\]](#).

4.1.1. Summary

To view the Ocean Analytics Summary, in the Analytics menu in the [sidebar \[12\]](#) click **Ocean**.





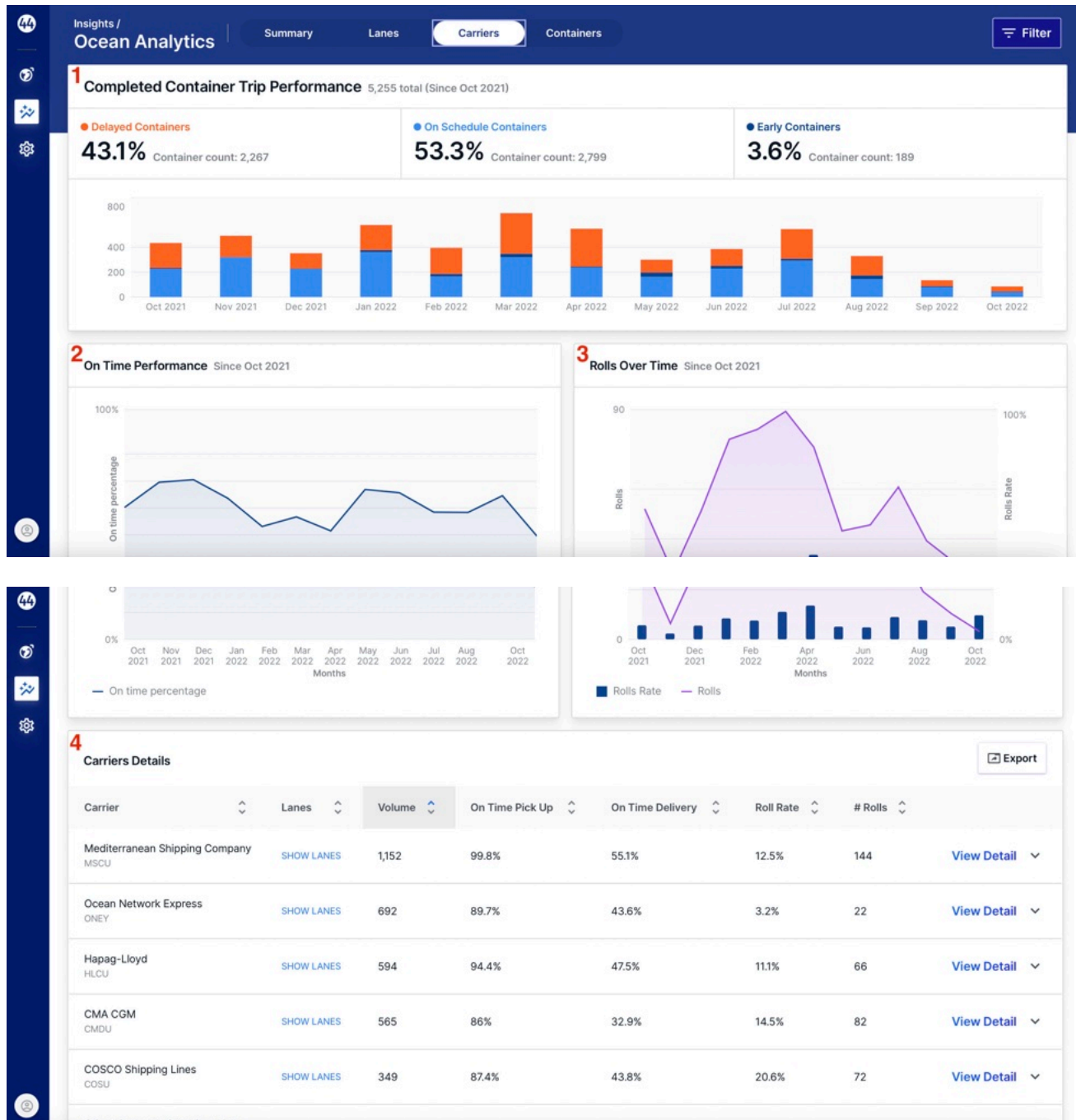
The table below contains descriptions of the functions and charts.

Function or Chart	Description
1. Tab bar	Click the tabs in the bar to open the respective page to vie. <ul style="list-style-type: none"> • Summary: The main page for Ocean Analytics. • Lanes [113]: Shows Lane performance. • Carriers [105]: Shows Carrier performance. Also enables you to view a Carrier's details and their lanes. • Containers [110]: Shows in transit and completed containers by their stage in the journey.
2. Filter button	Click this button to open the Filters panel [109] and filter the view of data around Locations, Dates, and Carriers. The filter is available for every tab.
3. Completed Container Trip Performance	Volume and performance over time bar graph where, <ul style="list-style-type: none"> • The X axis is time aggregated by month. • The Y axis is the container count. • Each bar is broken out by Early, On Time, Delayed. <p>The volume and performance scorecards are divided into three categories.</p> <ul style="list-style-type: none"> • Delayed - Volume and % • On Schedule - Volume and % • Early - Volume and %
4. Top Lanes by Volume	Top shipping lanes by volume of containers.
5. Route Variability	Top five lanes by transit time variability in days.
6. Rolls Over Time	Rolls over time where, <ul style="list-style-type: none"> • x axis is time aggregated by week. • y axis is the number of rolled containers as well as the rolls as a % of all shipments
7. Top Dwell Times	Ports with the longest dwell times in days.

4.2. Carriers

To view Ocean Carrier Performance, in [Ocean Analytics \[104\]](#) click the **Carriers** tab.

The Carriers tab shows your ocean carriers' volume allocation, on time performance, and rolls percentage. You also have the ability view the same metrics on the lanes that a carrier runs.



The table below contains descriptions of the charts.

Chart	Description
1. Completed Container Trip Performance	<p>Volume and performance over time bar graph where,</p> <ul style="list-style-type: none"> The X axis is time aggregated by month. The Y axis is the container count. Each bar is broken out by Early, On Time, Delayed. <p>The volume and performance scorecards are divided into three categories.</p> <ul style="list-style-type: none"> Delayed - Volume and % On Schedule - Volume and % Early - Volume and %
2. On Time Performance	On Time Performance as a percentage of the total volume.
3. Rolls Over Time	Number of Rolls and Rolls Percentage over time.
4. Carrier Details	<p>Table listing each carrier and the following metrics for them. The list can be sorted by each metric.</p> <ul style="list-style-type: none"> Volume Tracking % OTP OTD Roll Rate (%) Number of Rolls <p>Each row contains two clickable options:</p> <ul style="list-style-type: none"> SHOW LANES : Shows the top lanes the carrier runs [107] and the metrics of each as an expanded list under the carrier. View Detail button: Opens the carrier profile page [108]. <p>To download a .CSV file containing all the carrier details, click the Export button in the upper-right corner of the table.</p>

4.3. View the Carrier Lanes

To view the metrics for a carrier in the lanes they run, in the [Carrier Details list \[105\]](#) click **SHOW LANES**.

The list expands under the carrier to show the lanes and the performance for those lanes.

Mediterranean Shipping Company MSCU		HIDE LANES	1,152	99.8%	55.1%	12.5%	144	View Detail ^
└	Laem Chabang, TH → Long Beach, US Direct		233	100%	99.1%	0%	0	
└	Laem Chabang, TH → New York, US Direct		81	100%	45.7%	0%	0	
└	Nagoya, JP → Antwerp, BE Via Tanjung Pelepas, MY		50	100%	0%	0%	0	
└	Laem Chabang, TH → Seattle, US Via Ningbo, CN		50	100%	100%	0%	0	
└	Laem Chabang, TH → New York, US Via Singapore, SG		32	100%	0%	68.8%	22	
└	Gioia Tauro Harbour, IT → Thessaloniki, GR Direct		31	100%	67.7%	0%	0	
└	Tianjin (Xingang), CN → Fos-sur-Mer, FR Via Ningbo, CN		30	100%	56.7%	100%	30	

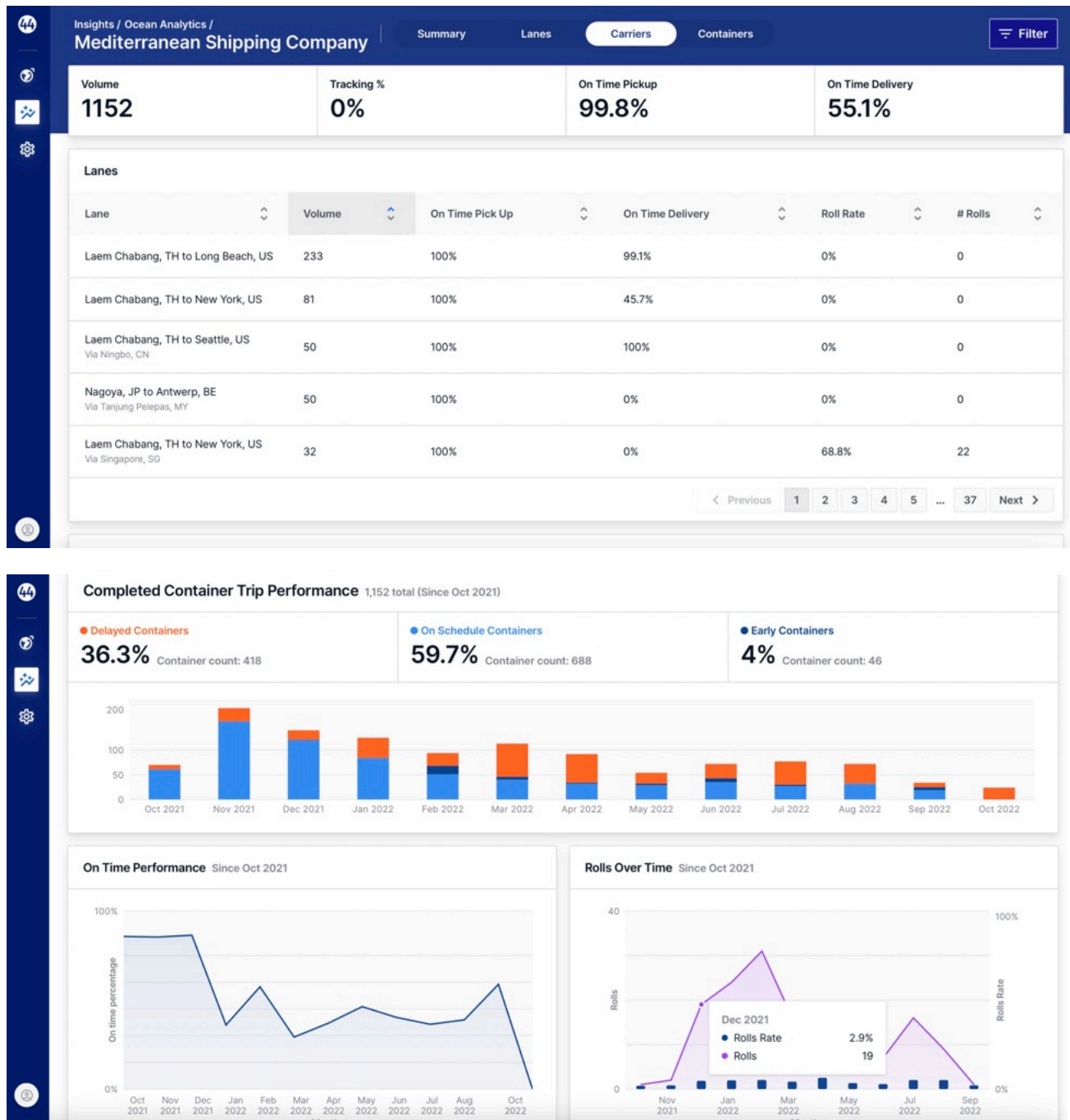
To close the expanded list, click **HIDE LANES**.

4.4. View Ocean Carrier Details

To view the details of an ocean carrier, in the [Carrier Details list \[105\]](#) click the **View Detail** button in the row of the carrier whose details you want to view.

[View Detail](#)

The Ocean Carrier Details page appears.



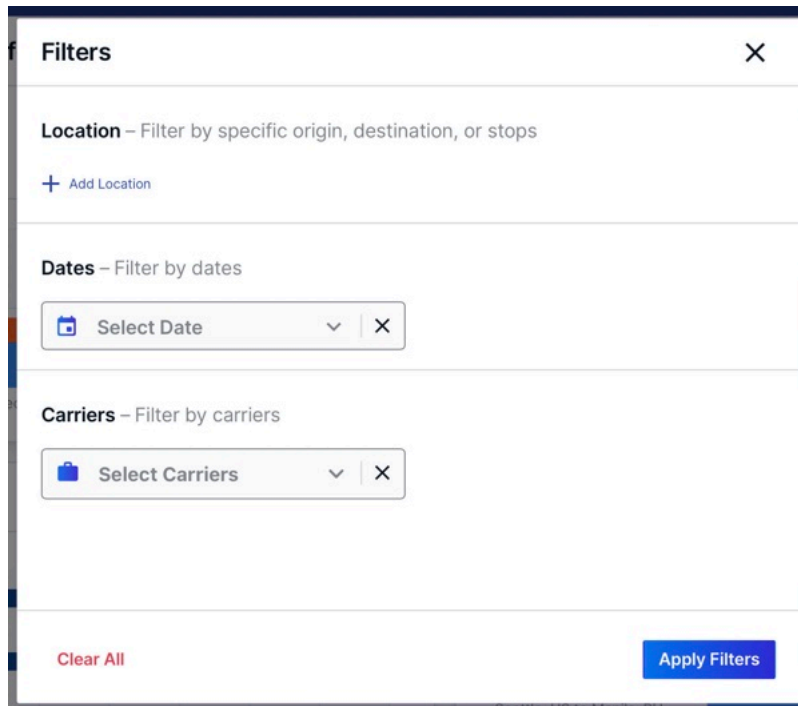
The Ocean Carrier Details page shows the following information.

- Volume of containers
- Tracking %
- On Time Pickup %
- On Time Delivery %
- Lanes that carrier is running and the metrics for each displayed in a table. The list is sortable by each column (Volume, On Time Pickup, On Time Delivery, Roll Rate, # Rolls).
- Container Trip Performance for the carrier
- On Time Performance
- Rolls Over Time

4.5. Open the Ocean Filters Panel

To open the Ocean Filters panel, in [Ocean Analytics \[109\]](#), click the **Filter** button.

The Filters panel appears.



The following types of filter criteria can be used to sort the ocean data.

Location

Location filters are applied to the entire route of the shipment. To begin, select the following options:

- **Origin:** This filter returns shipments that are originating from a specified location. This filter will always apply against the absolute origin.
- **Destination:** This filter returns shipments that are destined for a specified location. This filter will always apply against the absolute destination.

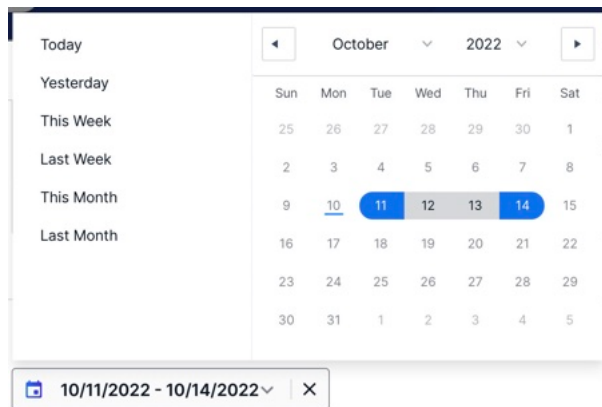
Once a stop is selected, apply the location criteria.

- **Criteria:** There are two location types to choose from the drop-down: Port Name or Port Code.

- **Conditions:** There are two choices: is or is not.
- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied.

Dates

You can manually select a date or a date range. You can also select Today, Yesterday, This Week, Last Week, This Month, or Last Month and those dates are highlighted on the calendar and appear in the selection.



NOTE

The dates are based on Arrival dates.

Carriers

This field is searchable. If more than one value is selected, then OR logic is applied.

Click **Apply Filters** to apply the selections.

Click **Clear All** to clear all of the selections.

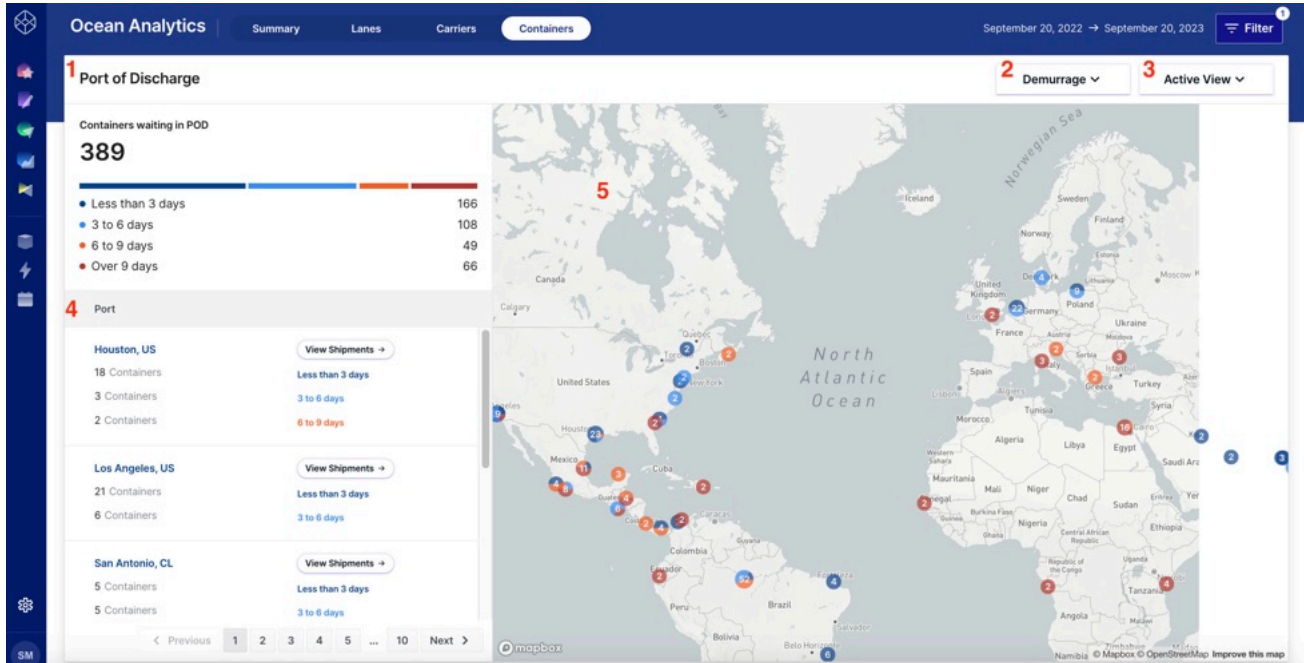
Click the **X** to close the Filters panel.

4.6. Containers

To view Containers, in [Ocean Analytics \[104\]](#) click the **Containers** tab.

The Containers tab organizes in transit and completed containers by their stage in the journey. It allows for easy prioritization by highlighting potential risks for containers such as:

- ETD/ETA changes
- Waiting at port
- At-risk for [demurrage and detention \[112\]](#)



The table below contains descriptions of the functions of the page.

Function	Description
1. Container Data	The container data displayed in this section is determined by what is selected from the Stage and Active/Historical drop-down lists.
2. Stage	<p>Drop-down list that enables you to view container data by stage in the journey.</p> <ul style="list-style-type: none"> Port of Loading: <ul style="list-style-type: none"> Waiting Times: Duration of containers in POL. ETD Changes: Quantity and magnitude of containers with an ETD change. Transshipment: <ul style="list-style-type: none"> Waiting Times: Duration of containers in TSP. Port of Discharge: <ul style="list-style-type: none"> ETA Changes: Quantity and magnitude of containers with an ETA change. Demurrage: Lapsed duration of containers in POD. This is the default view. Detention: Unreturned containers in POD. <p>For more information on Detention and Demurrage, especially associated costs, refer to Detention and Demurrage [112].</p>
3. Current/ Last 12 Months	<p>Drop-down list that contains two choices:</p> <ul style="list-style-type: none"> Current: Shows in transit containers. Last 12 Months: Shows the trends for the last 12 months. You can use the slider at the bottom of the page to choose the date range.
4. Port Table	<p>Displays the total number of impacted containers in that stage while also breaking it down by port. Use the PREVIOUS, Number, and NEXT buttons to navigate the table to view information for different ports.</p> <p>Click the View shipments button to open the Shipments List page [16] showing the shipments at that port. (Only available when Active View is selected.)</p>

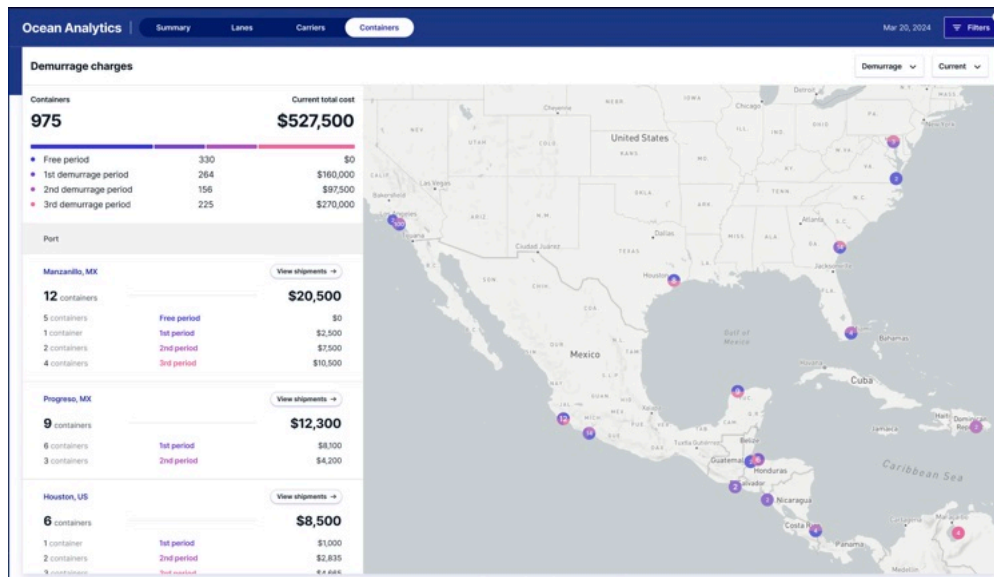
Function	Description
5. Map	The data displayed here is determined by what is selected from the Stage and Active/Historical drop-down lists. Shows the breakdown of containers in each port.

4.7. Detention and Demurrage

On the [Containers \[110\]](#) tab, selecting Demurrage or Detention shows not only those containers at risk for both but also the costs associated with those conditions.

The costs shown are based on custom tariff contracts between the shipper (or forwarder) and their ocean carriers.

Demurrage Charges

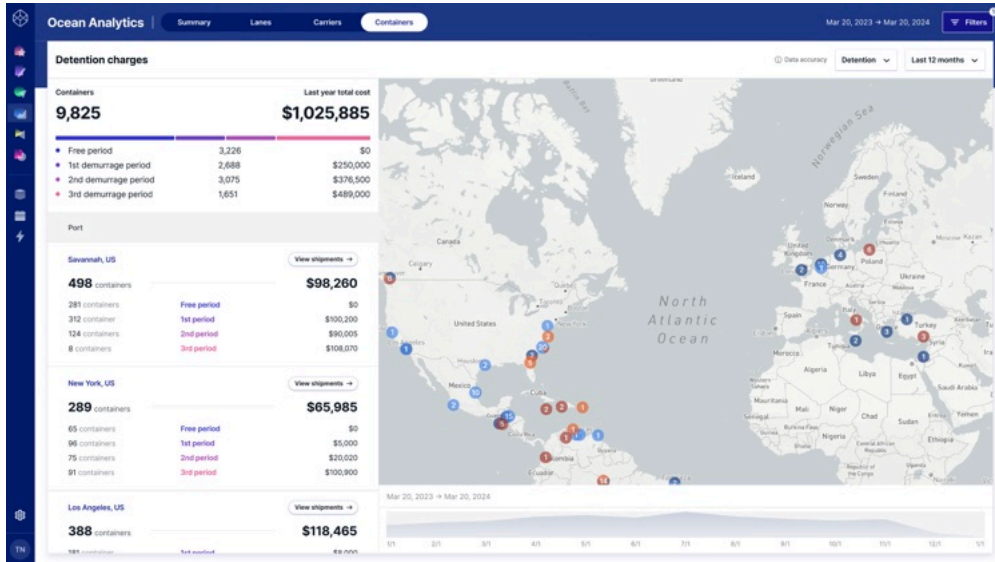


Demurrage Charges are shown in several tiles. At the top-left, the main tile displays the total number of containers, the total demurrage charges, and a breakdown of the number of containers in each period (Free, First, Second, Third), and the corresponding cost.

The Port tiles below display the demurrage costs for each port where containers are located. Each port tile contains a **View Shipment** button. Click this button to view a list of those shipments at the port.

Use the **Search** field to search the list of ports that have demurrage charges..

Detention Charges



Detention Charges are shown in several tiles. At the top-left, the main tile displays the total number of containers, the total detention charges, and a breakdown of the number of containers in each period (Free, First, Second, Third), and the corresponding cost.

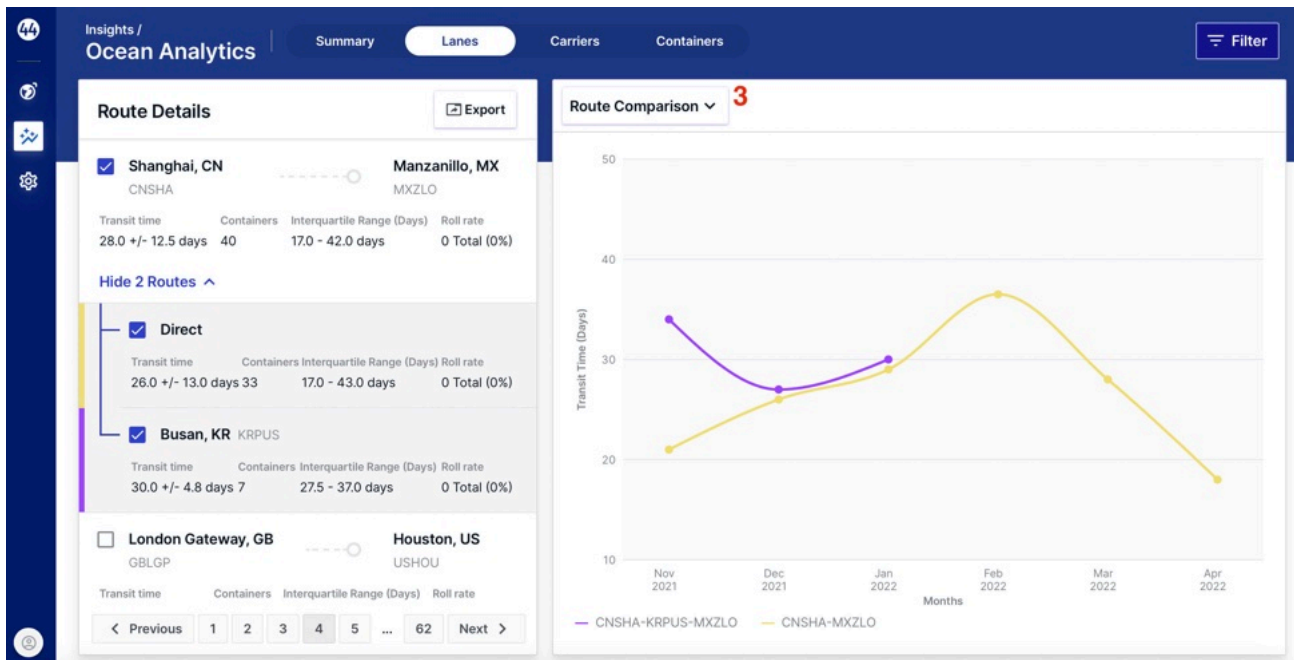
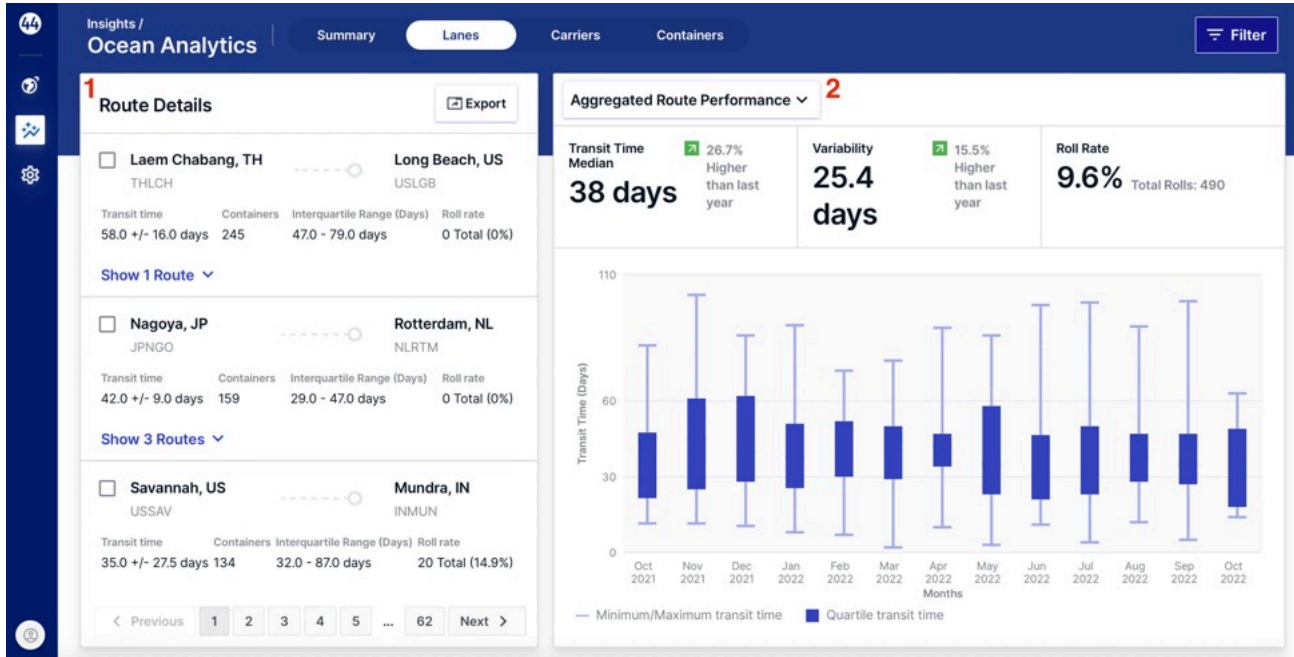
The tiles below display the detention costs for each port where containers are located. Each port tile contains a **View Shipment** button. Click this button to view a list of those shipments at the port.

Use the **Search** field to search the list of ports that have detention charges.

4.8. Lanes

To view Lane Performance, in [Ocean Analytics \[104\]](#) click the **Lanes** tab.

The goal of the Lanes tab is to help managers and analysts monitor transit times on core lanes and routes and use this information to improve product availability by determining order points, planning future shipments, and adjusting routes and/or carriers based on reliability.



The table below contains descriptions of the charts and sections.

Chart/Section	Description
1. Route Details	<p>Each row is a Lane (a POL and POD pairing).</p> <p>When you click a row, it expands the row below and shows each ROUTE on that lane.</p> <p>While a lane is an origin and destination, most vessels make other stops along the way or visit a transshipment port. Each intermediate stop affects the total transit time, which is why it's important we show each route even if the lane is the same.</p> <p>Metrics:</p> <ul style="list-style-type: none"> • Median Transit Time • Number of Containers • Interquartile range of transit times • Roll Rate (Total Count and % across all shipments) <p>To download a .CSV file containing all the route details, click the Export button in the upper-right corner of the section.</p>
2. Aggregated Route Performance	<p>This graph shows the range of transit times over time, for a selected set of lanes or routes from the table.</p> <ul style="list-style-type: none"> • The X-axis is Time. • The Y-axis is Transit Days. • Uses box and whisker plots. • Selected lanes/routes in the table filter this view. <p>This graph is shown by default. It is one of two selections in the drop-down list. The other selection is Route Comparison.</p>
3. Route Comparison	<p>This graph enables you to compare the transit times of multiple routes on the same lane, for a selected set of routes.</p> <ul style="list-style-type: none"> • The X-axis is Time. • The Y-axis is Transit Days. • Uses line charts where each line is a new route. • Selected lanes/routes in the table filter this view.

4.9. The Port Intelligence Dashboard

The Port Intelligence Dashboard provides both a worldwide view and an individual port view of certain [port metrics' statistics \[118\]](#) over different timespans.

To open the Port Intelligence Dashboard in Movement, in the Analytics menu in the [Sidebar](#) click **Port Intel**.

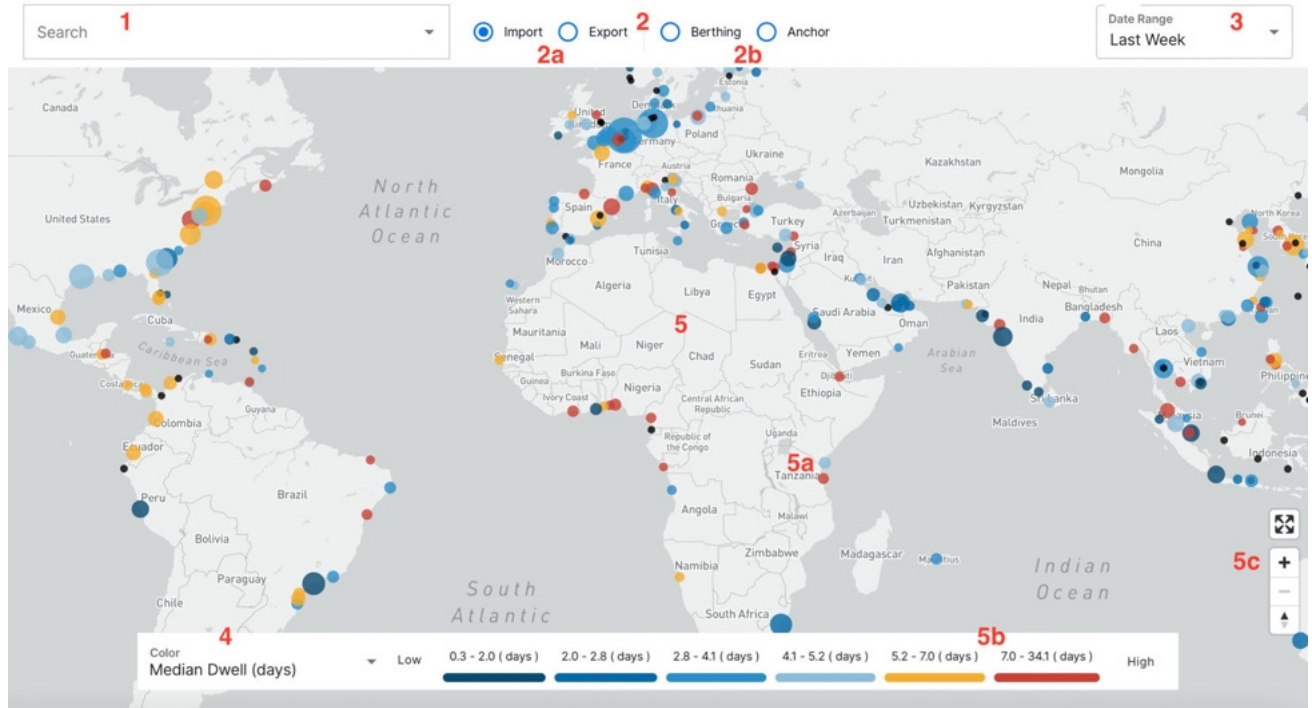
To view the Port Intelligence Dashboard in the VOC, on the [Menu Bar](#), select **Intelligence > Port Intel**.

For information on the Port Intelligence API, refer to the [project44 Developer Portal](#).



NOTE

It might take several seconds for the Port Location Dots to appear because data for over 3,000 ports are loading.



The table below contains descriptions of the Port Intelligence Dashboard’s controls and graphics.

Control or Graphic	Purpose
1. Port Selection Drop-Down List	Enables you to select a particular port of interest from a drop-down list.
2. Worldwide Metric Selection Radio Buttons	Choose a metric by clicking the radio buttons.
a. Container	Choose a container dwell metric: <ul style="list-style-type: none"> • Import is the combined Container Discharge Dwell for all ports in the project44 System. Container Discharge Dwell is the time a container sits in the port of discharge before gate-out. • Export is the combined Container Loading Dwell is the time a container sits in the port of loading between gate-in and being loaded on a vessel.
b. Vessel	Choose a vessel dwell metric: <ul style="list-style-type: none"> • Berthing is the combined Vessel Berthing Dwell for all ports in the project44 System. Vessel Berthing Dwell is the time a vessel spends inside the terminal being loaded or unloaded, measured from mooring time to unmooring time. • Anchor is the combined Vessel Anchor Dwell for all ports in the project44 System. Vessel Anchor Dwell is the time it takes a vessel to actually moor once it has arrived within 50 nmi of the port.
3. Date Range Drop-Down List	Choose the timespan for your metric’s statistics: past week, past month, or past three months. By default, Last Week is selected. The following date ranges are available: <ul style="list-style-type: none"> • Last week (default) • Last month • Last 3 months

Control or Graphic	Purpose
4. Statistics	<p>Choose a statistic:</p> <ul style="list-style-type: none"> • Median (50th Quantile) (default) • 25% Quantile (1st quantile) • 75% Quantile (3rd quantile) <p>Median Dwell is the default selection. In the figure above, the number of days that half of all of containers spent in their port of discharge is shown.</p>
5. Interactive Map	Shows the location of every port in the project44 system. You can view the metrics for a particular port, and visually compare the metrics and statistics for each port both by itself and in relation to surrounding ports.
a. Port Location Dots	<ul style="list-style-type: none"> • See whether a particular port is hot or cold at a glance. • View the metrics of a particular port.
b. Worldwide Statistics Key	<p>See the chosen metric for the chosen date range worldwide across the statistical range.</p> <ul style="list-style-type: none"> • The numbers above each Statistics Key color represent a range of days that a percentage of vessels or containers have spent in that dwell state in any ports with that color. • The darker the blue, the “cooler” the port; vessels or containers are spending less time in this state compared to those at other ports. • The darker the red, the “hotter” the port; vessels or containers are spending more time in this state compared to those at other ports. • You can see at a glance where hot and cold ports are clustered.
c. Map/Screen Controls	<ul style="list-style-type: none"> • Toggle fullscreen mode on and off (default). • Zoom in and out (default) on the map. • Change the map’s bearing. • Reset the map’s bearing to North (default). • You can also use your mouse to drag into view the area you want to see and to zoom.

4.10. Customize the Port Intelligence Dashboard

Follow these steps to customize the [Port Intelligence Dashboard \[115\]](#).

1. If desired, set the display to full screen by clicking the **View Control**, one of the Map/Screen Controls.



2. Use the **Worldwide Metric** radio buttons to select one of the four options.
 - Import
 - Export
 - Berthing
 - Anchor
3. For the **Date Range**, choose one of the following from the drop-down list:
 - Last Week
 - Last Month
 - Last 3 Months
4. Use the **Statistics** drop-down list to select one of the following:
 - Median Dwell (days)
 - 25% Quantile Dwell (days)
 - 75% Quantile Dwell (days)
5. Zoom in or out with the **+** or **-** Controls, one of the Map/Screen Controls.



6. Change the bearing by clicking the **Bearing Control** and dragging right or left.



NOTE

To reset the bearing to North, click the **Bearing Control**.

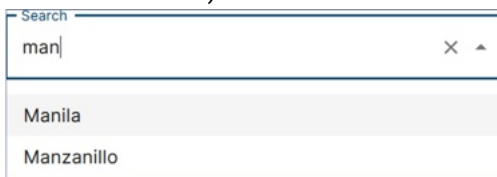
4.11. View Metrics for Individual Ports

To open a port's Individual Port Statistics Window from the [Port Intelligence Dashboard \[115\]](#),

1. If desired, set the display to full screen by clicking the **View Control**.



2. Select a **Date Range** from the drop-down list:
 - Last Week
 - Last Month
 - Last 3 Months
3. Select the **Statistic** from the drop-down list.
 - Median Dwell (days)
 - 25% Quantile Dwell (days)
 - 75% Quantile Dwell (days)
4. Select your port of interest from the **Port Selection** drop-down list by scrolling to the port or by beginning to type its name. (The figure below shows Manila available to be selected after typing in its first three letters.)



The Individual Port Statistics Window appears.



NOTE

If the Port Statistics Window is partially hidden by the Statistics selection drop-down list, click the **View Control**.

Manila (PHMNL)

Container

IMPORT DWELL 5.26 Days

EXPORT DWELL 6.00 Days

Vessels

BERTHING DWELL 0.90 Days

ANCHOR DWELL 0.40 Days

VESSEL COUNT 30 Vessels

VIEW DETAILS →

Item	Description
1. Manila	Port Name.
2. (PHMNL)	Port's UN/LOCODE in parentheses.
3. IMPORT DWELL 5.26 Days	Container Discharge Dwell: Last week, 50% of Port Manila containers spent <= 5.26 days sitting in their port of discharge before gate-out.
4. EXPORT DWELL 6.00 Days	Container Loading Dwell: Last week, 50% of Port Manila containers spent <= 6 days sitting in their port of loading between gate-in and being loaded on a vessel.
5. Berthing DWELL 0.90 Days	Vessel Berthing Dwell: Last week, 50% of Port Manila vessels spent <= 0.9 days inside the terminal being loaded or unloaded, measured from mooring time to unmooring time.
6. ANCHOR DWELL 0.40 Days	Vessel Anchor Dwell: Last week, 50% of Port Manila vessels spent <= 0.4 days to actually moor once they arrived within 50 nmi of the port.
7. VESSEL COUNT 30 Vessels	Daily Approaching Vessels: As of today, 30 vessels have Port Manila as their destination port regardless of their AIS ETA.
8. VIEW DETAILS	Click this to open a graphical summary of all statistics over the past 3 months for each of the metrics listed in 3-6.

4.12. View a Port's Graphical Summary

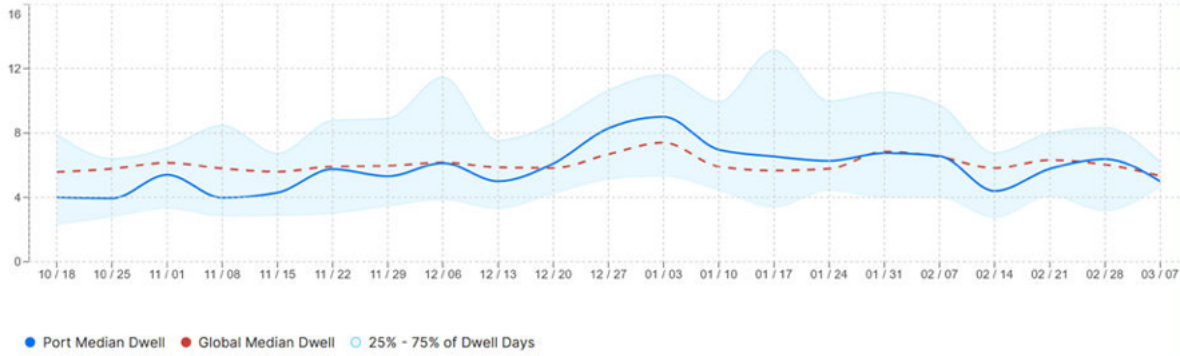
1. Click **VIEW DETAILS** at the bottom of the Individual [Port Statistics Window \[118\]](#). A graphical summary of all the port's Dwell metrics for all statistics over the past three months appears.
2. Scroll down to see each Dwell metric.
3. Hover over the line corresponding to a date of interest to compare this port's median dwell to the global figure, see the median dwell for that week, and see the range for median dwell between the 25% and the 75% quantile.

Manila (PHMNL)

Weekly Median Dwell (days)

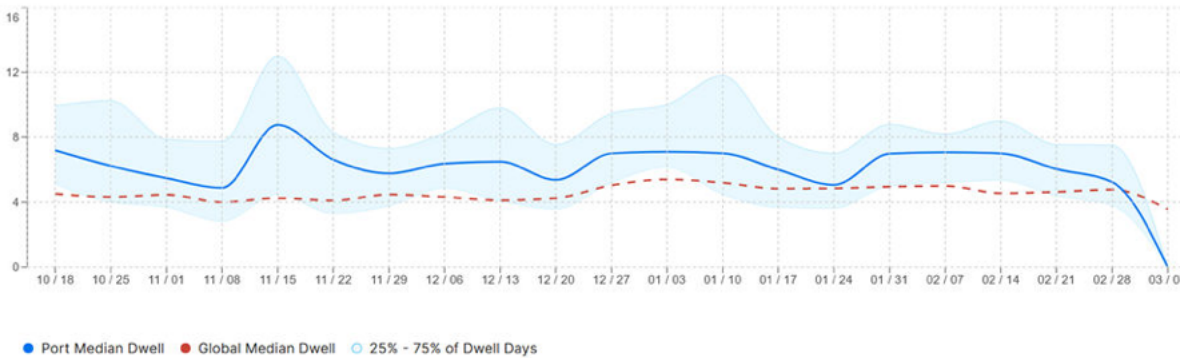
Import

Over the last three months the median container Import dwell time was **6.15** days



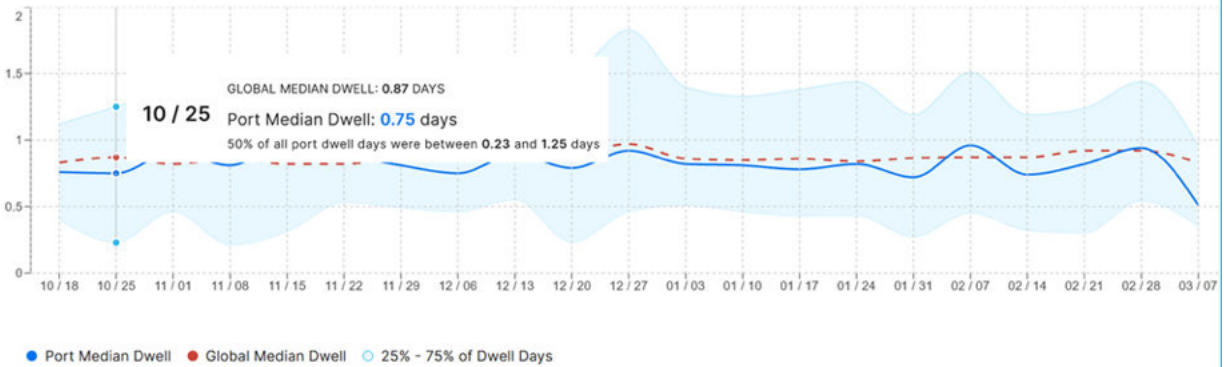
Export

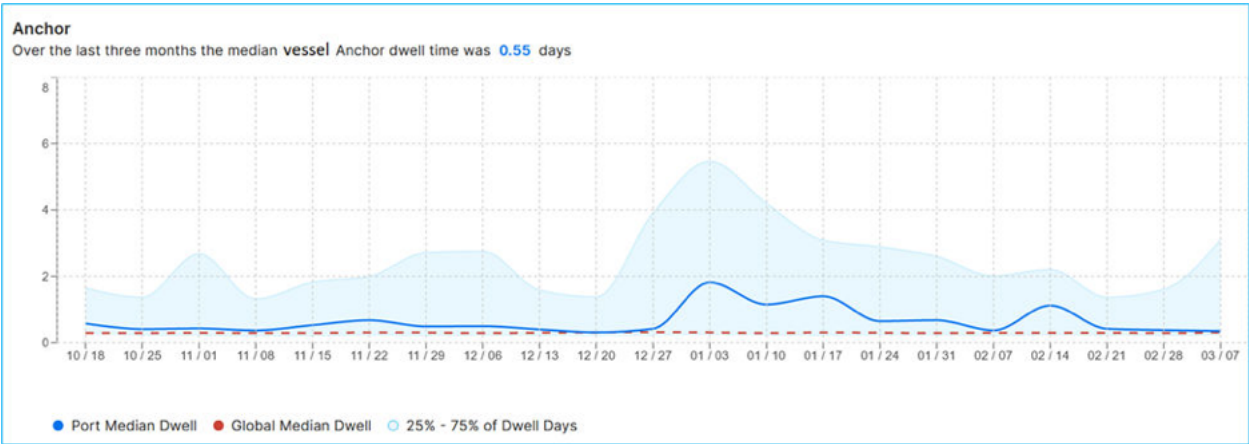
Over the last three months the median container Export dwell time was **6.48** days



Berthing

Over the last three months the median vessel Berthing dwell time was **0.83** days

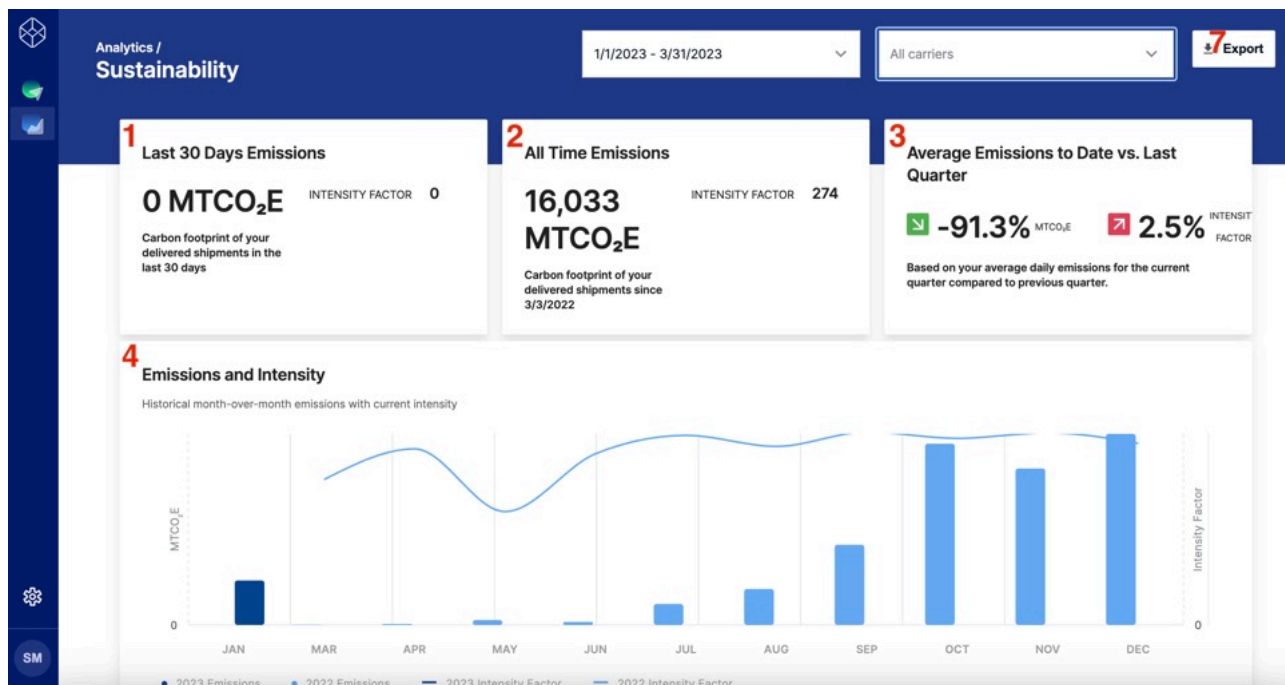


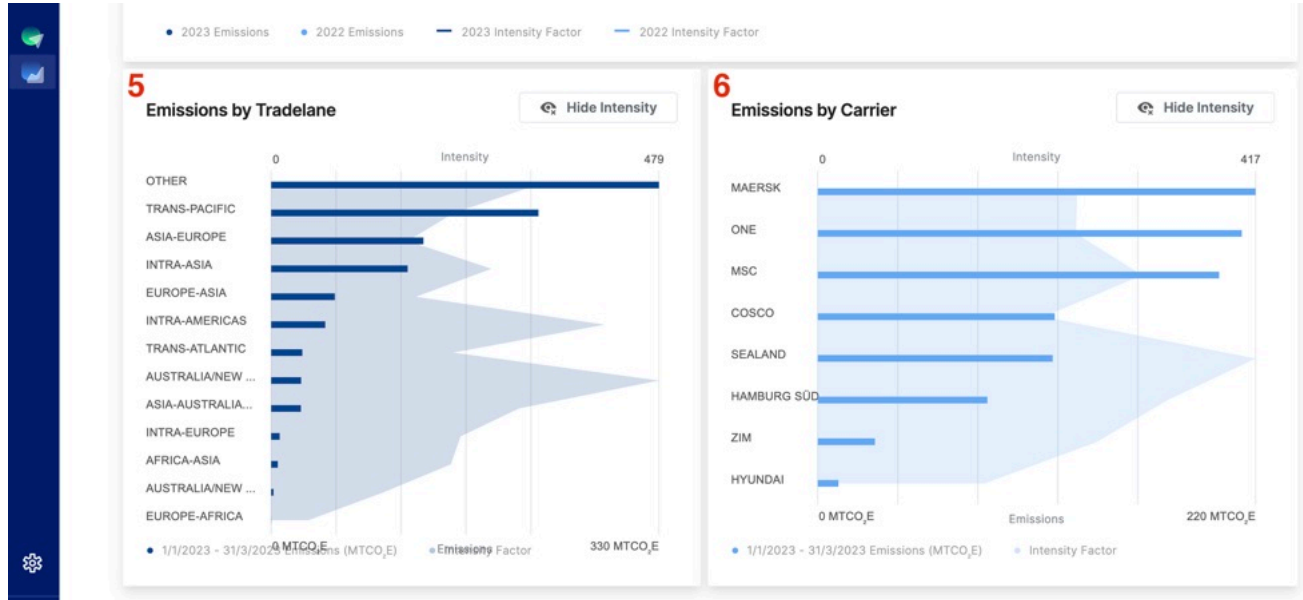


4.13. Sustainability

To view the Sustainability Dashboard, in the Analytics menu in the [sidebar \[12\]](#) click **Sustainability**.

The Sustainability Dashboard shows a variety of data regarding the Metric Tons of Carbon Dioxide Equivalent (MTCO₂E) that have been emitted by delivered shipments.



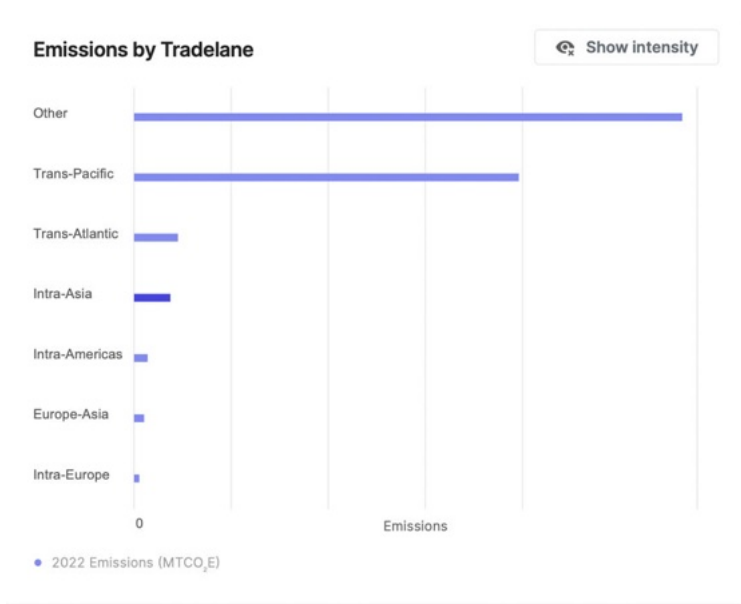


The table below contains descriptions of what each section of the dashboard shows.

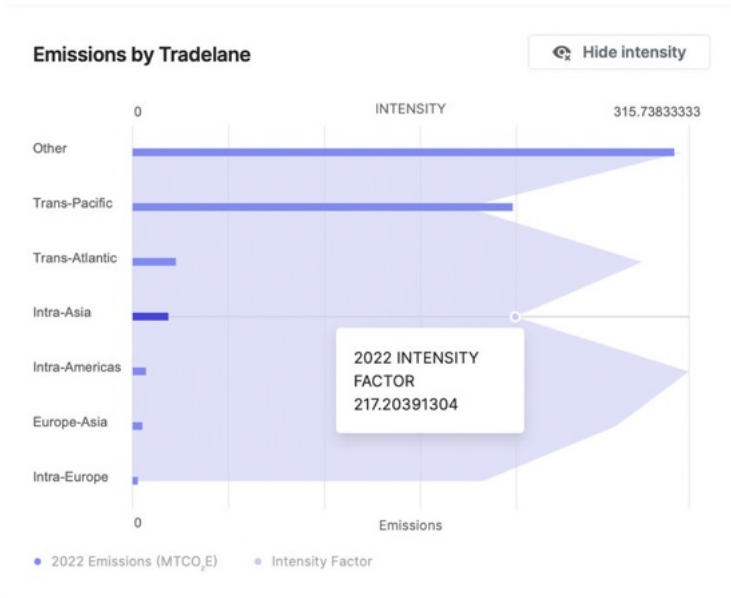
Section	Function
1. Last 30 Days Emissions	Displays the Metric Tons of Carbon Dioxide Equivalent (MTCO ₂ E) that have been emitted by delivered shipments during the previous 30 days. MTCO ₂ E is a unit that describes the impact of different greenhouse gases as a single measure related to the global warming potential of carbon dioxide.
2. All Time Emissions	The total MTCO ₂ E emitted by delivered shipments since tracking began. A date (MM/DD/YYYY) indicates when tracking this data began.
3. Average Emissions to Date vs. Last Quarter	Percentage increase or decrease in MTCO ₂ E emitted in current quarter compared to previous quarter.
4. Emissions and Intensity	Graph that shows both the total emissions for each month (indicated by the bars) and the intensity factor of those emissions (indicated by the line). The Intensity Factor is measured in grams and normalizes carbon emissions across volumes, modes, and the length of haul.
5. Emissions by Tradelane	Shows the total emissions and intensity factor for each tradelane. The bar indicates the emissions. The shaded area indicates the intensity factor of the emissions.
6. Emissions by Carrier	Shows the total emissions and intensity factor for each Carrier. The bar indicates the emissions. The shaded area indicates the intensity factor of the emissions.
7. Export button	Export the data displayed on this page as a .CSV file.

4.13.1. Hide the Intensity Factor

To hide the Intensity Factor in either the Emissions by Tradelane or Emissions by Carrier sections, click the **Hide Intensity** button. The Intensity Factor is removed from the graph.



To view the Intensity Factor, click the **Show Intensity** button. The Intensity Factor is displayed on the graph.



4.14. Truckload Analytics

To open the Truckload Analytics Dashboard, in the Analytics menu in the [sidebar \[12\]](#) click **Truckload**.

This page provides the ability to view tracking performance across carriers and lanes. By default it shows data for the last 90 days.

Analyze / **Truckload Analytics** March 2, 2023 → May 31, 2023 [Filter](#)

2 Tracking Performance

3 Parent: By Carriers Area: City [Export](#)

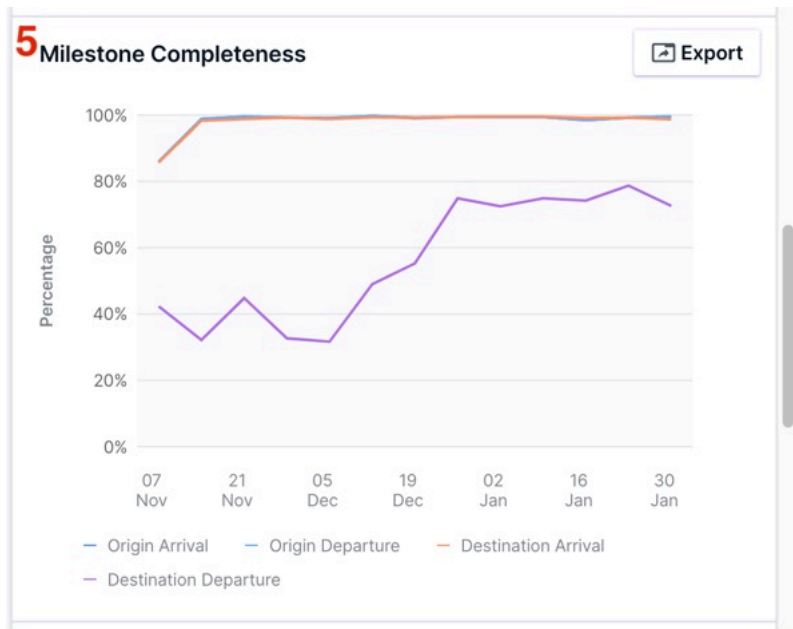
Carriers	Volume	Tracking %	Avg Ping Frequency	Milestones Completed
▼ Crst Dedicated Services Inc	6046 Shipments	100%	16 mins	90.3%
▼ New Prime Inc	6007 Shipments	100%	16 mins	90.3%
▼ Werner Enterprises Inc	5896 Shipments	100%	16 mins	90.3%
▼ Us Xpress Inc	5841 Shipments	100%	16 mins	90.3%
▼ Knight Transportation Inc	5820 Shipments	100%	16 mins	90.3%

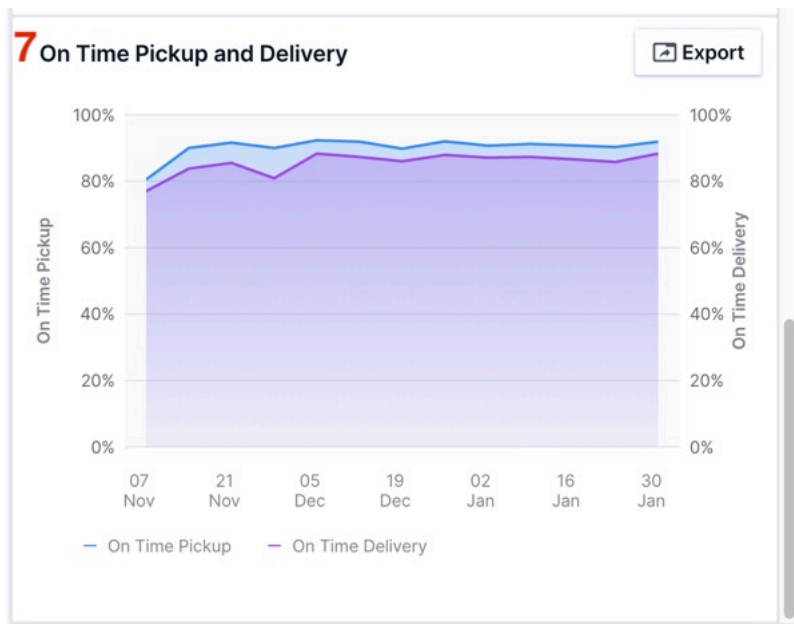
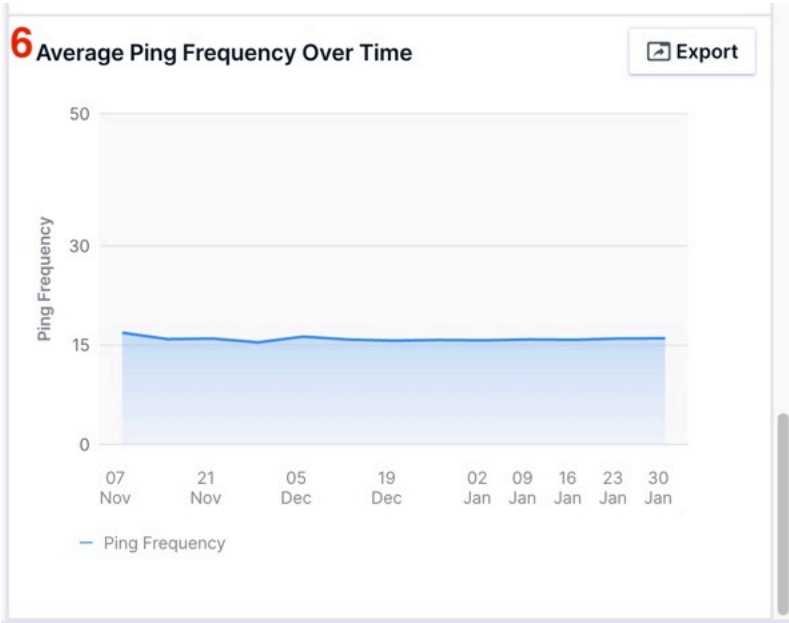
1 - 5 of 5

4 Tracking % **100%** Ping Frequency **16 min** Milestones Completed **90.3%**

Volume and Percent Tracked [Export](#)

Milestone Completeness [Export](#)





The table below contains descriptions of the controls and graphics.

Control or Graphic	Description
1. Filter	Click this button to open the Truckload Analytics Filter panel [128] and filter the view of data around Locations, Dates, and Carriers.
2. Tabs	Tabs for Tracking and Performance. Tracking displays tracking data in the Carrier/Lane table and bars/graphs. Performance shows performance data in the Carrier/Lane table and bars/graphs. Tracking is the default setting.

Control or Graphic	Description
3. Carrier/ Lane Table	<p>This table displays the Carriers or Lanes in each row.</p> <p>When Tracking is selected as the measure the table displays the Volume of shipments, Tracking Percentage, Average Ping Frequency, and Milestone Completeness.</p> <p>When Performance is selected as the measure the table displays the Volume of shipments, Tracking Percentage, On Time Pickup Percentage, and On Time Delivery Percentage.</p> <p>Use the Parent drop-down to view the tracking/performance data by Carriers or Lanes.</p> <p>Use the Area drop-down to view the tracking/performance data by City or State.</p> <p>Click the Carrier name to open the Truckload Carrier Details page [131].</p> <p>Click the number of shipments next to a carrier to open the Outstanding Issues by Carrier page [130].</p>
4. Volume and Percent Tracked Chart	<p>Bar chart that displays the total percentage of shipments tracked. To download a .CSV file of the data displayed in the chart, click the Export button.</p>
5. Milestone Completeness	<p>Graph showing the percentage of completeness over time on a daily basis for the following.</p> <ul style="list-style-type: none"> • Origin Arrival • Origin Departure • Destination Arrival • Destination Departure <p>Displayed when Tracking is the selected Measure. Use the scroll bar on the right side of the screen to view this graph.</p> <p>To download a .CSV file of the data displayed in the graph, click the Export button.</p>
6. Ping Frequency	<p>Graph that displays the number of pings over time on a daily basis. Displayed when Tracking is the selected Measure. Use the scroll bar on the right side of the screen to view this graph.</p> <p>To download a .CSV file of the data displayed in the graph, click the Export button.</p>
7. On Time Pickup and Delivery	<p>Graph that displays the On Time Pickup and On Time Delivery percentages for the carriers.</p> <p>Displayed when Performance is the selected Measure. Use the scroll bar on the right side of the screen to view this graph.</p> <p>To download a .CSV file of the data displayed in the chart, click the Export button.</p>

View the Lanes a Carrier Runs

To view a carrier's performance for the lanes that carrier runs, in the Carrier/Lane table with By Carriers selected, click the **Down** arrow next to the Carrier name.



The list of lanes expands under the carrier.

^ Knight Transportation Inc		3500 Shipments →	90%
Pooler, GA → Zanesville, OH		2 Shipments →	100%
Martinsburg, WV → Alachua, FL		2 Shipments →	100%
Laredo, TX → Bethel, PA		4 Shipments →	100%
Shelby, NC → San Antonio, TX		2 Shipments →	100%
Ridgefield Park, NJ → Alachua, FL		1 Shipments →	100%
Booneville, AR → Jonesville, SC		2 Shipments →	100%
Westville, IN → Holland, MI		1 Shipments →	75%

Click the **Shipments** button to open the [Outstanding Issues by Carrier page \[130\]](#).

Click the **Up** arrow to collapse the view.



View the Carriers in a Lane

To view the performance of carriers in a lane, in the Carrier/Lane table with By Lanes selected, click the **Down** arrow next to the Lane.



The list of carriers expands under the lane.

^ Saltillo, Mexico → Brossard, Canada 78 Shipments 100%

— Knight Transportation Inc	18 Shipments →	100%
— Us Xpress Inc	17 Shipments →	100%
— Werner Enterprises Inc	16 Shipments →	100%
— Crst Dedicated Services Inc	14 Shipments →	100%
— New Prime Inc	13 Shipments →	99%

Click the **Shipments** button to open the [Outstanding Issues by Carrier page \[130\]](#).

Click the **Up** arrow to collapse the view.



4.15. Open the Truckload Analytics Filters Panel

To open the Truckload Analytics Filters panel, in [Truckload Analytics \[123\]](#) click the **Filter** button.

The Filters panel appears.

NOTE: By default the filter is set to display data for the last 90 days.

The following types of criteria can be used to sort the truckload data.

Location

Location filters are applied to the entire route of the shipment. To begin, select the following options:

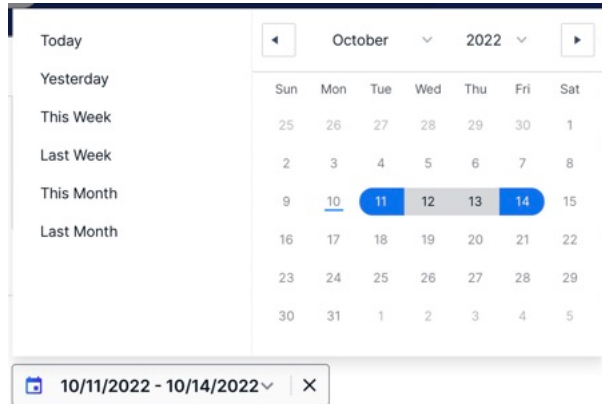
- **Origin:** This filter returns shipments that are originating from a specified location. This filter will always apply against the absolute origin.
- **Destination:** This filter returns shipments that are destined for a specified location. This filter will always apply against the absolute destination.

Once a stop is selected, apply the location criteria.

- **Location:** There are two location types to choose from the drop-down: City or State.
- **Conditions:** There are two choices: is or is not.
- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied.

Dates

You can manually select a date or a date range. You can also select Today, Yesterday, This Week, Last Week, This Month, or Last Month and those dates are highlighted on the calendar and appear in the selection.



Carriers

This field is searchable. If more than one value is selected, then OR logic is applied.

Properties

- **Reference Key:** Customer specific reference keys and their corresponding values (if you are using attributes on your shipments).
NOTE: These values are NOT standardized by project44. Therefore you could see "Memphis" or "memphis" as two separate reference keys.
- **Conditions:** is or is not.
- **Values:** This field is searchable.

Click **Apply Filters** to apply the selections.

Click **Clear All** to clear all of the selections.

Click the **X** to close the Filters panel.

4.16. Open the Outstanding Issues by Carrier Page

To open the Outstanding Issues by Carrier page, in the Carrier/ Lane Table on the [Truckload Analytics page \[123\]](#), click the number of shipments next to a carrier. (This page can also be opened via the [Truckload Carrier Details page \[131\]](#).)

The Outstanding Issues by Carrier page opens.

Outstanding Issues by Carrier

Export

Root Cause	Shipment ID	Carrier	Connection type	Equipment ID	Historical Equipment ID
Missing Tracking from AP...	BOL 0270-0490380-3897	NEW PRIME INC	Direct	unknown	unknown
Missing Tracking from AP...	BOL 0270-0490380-3897	NEW PRIME INC	Direct	unknown	unknown
Tracking Update Outside ...	BOL 277104	NEW PRIME INC	Direct	unknown	unknown
Tracking Update Outside ...	BOL 277104	NEW PRIME INC	Direct	unknown	unknown
Missing Tracking from AP...	BOL 316199544618	NEW PRIME INC	Direct	unknown	unknown
Missing Tracking from AP...	BOL 937998864228	NEW PRIME INC	Direct	unknown	unknown

This page contains a list of the Carrier's shipments that have tracking issues. It displays the following information for each shipment.

- Root Cause
- Shipment ID
- Carrier
- Connection Type
- Equipment ID
- Historical Equipment ID
- Shipment Location
- Planned Pickup date and time: Click the arrows to sort the list by ascending (up) or descending (down) order.
- Planned Arrival date and time

Click the **Export** button to download the list in the form of a .CSV file to your computer.

4.17. Open the Truckload Carrier Details Page

To open the Truckload Carrier Details page, on the [Truckload Analytics page \[123\]](#), click the name of a carrier in the table.

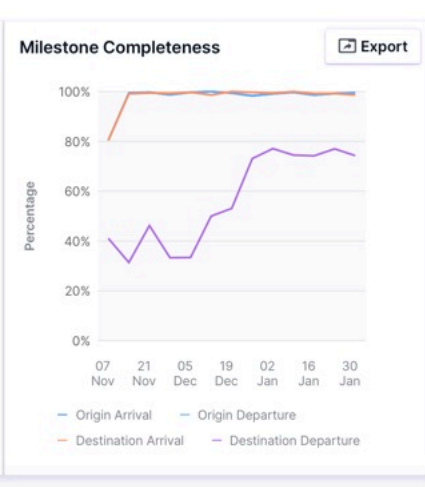
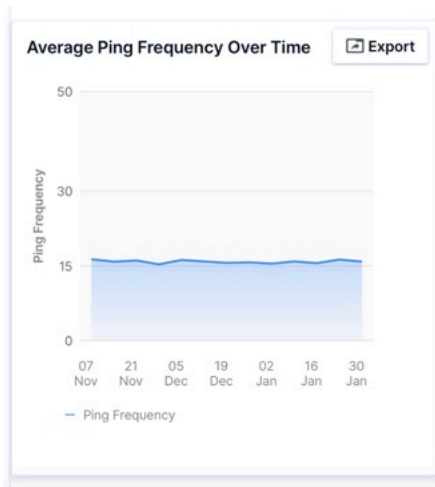
The Truckload Carrier Details page appears.








Volume 3,902	Tracking % 98.3%	Ping Frequency 16 min	Milestones Completed 88.7%	On Time Pickup 90.7%	On Time Delivery 86.7%
------------------------	----------------------------	---------------------------------	--------------------------------------	--------------------------------	----------------------------------



Average Ping Frequency Over Time Export	Milestone Completeness Export	On Time Pickup and Delivery Export
--	--	---



Area: City ▾

Lanes	Volume	Tracking %	Avg Ping Frequency	Milestones Completeness	On Time Pickup
Alachua, FL → Alachua, FL	42 Shipments →	100% →	18 mins	 93.5%	90.5 %
Jackson, GA → Jackson, GA	42 Shipments →	100% →	23 mins	 91.1%	81.0 %
Amsterdam, NY → Amsterdam, NY	37 Shipments →	100% →	18 mins	 91.2%	91.9 %
Indianola, MS → Indianola, MS	31 Shipments →	100% →	16 mins	 91.1%	90.3 %
La Vergne, TN → Brossard, Canada	30 Shipments →	100% →	13 mins	 80%	96.7 %

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The Truckload Carrier Details page displays the following information.

- Volume
- Tracking Percentage
- Ping Frequency
- Milestones Completed
- On Time Pickup Percentage
- On Time Delivery Percentage
- Graphs for: Volume and Percent Tracked, Average Ping Frequency Over Time, Milestone Completeness, and On Time Pickup and Delivery.

Click the **Export** button to download the data for the graph in .CSV format.

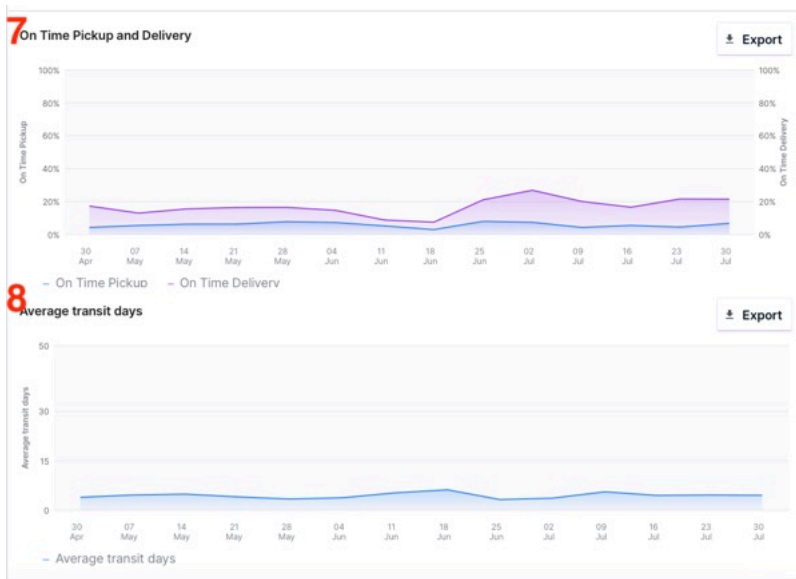
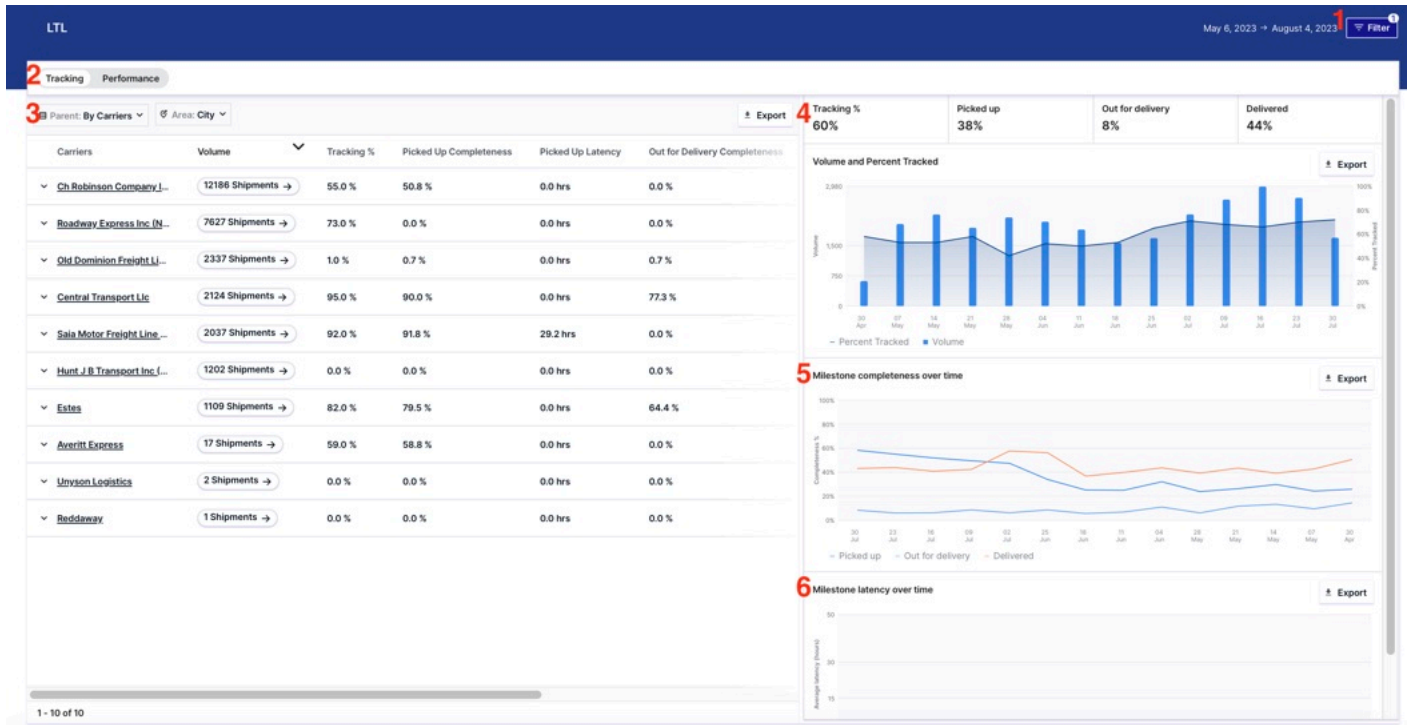
- Table that displays tracking and performance data by City or State.

Click the Number of shipments in the Volume column to open the [Outstanding Issues by Carrier page \[130\]](#).

Click the **Filter** button to change the period of time for the data displayed.

4.18. LTL Analytics

To open the LTL Analytics Dashboard, in the Analytics menu in the [sidebar \[12\]](#) click **LTL**.



This page provides the ability to view tracking performance across carriers and lanes. By default it shows data for the last 90 days.

The table below contains descriptions of the controls and graphics.

Control or Graphic	Description
1. Filter	Click this button to open the LTL Analytics Filter panel [137] and filter the view of data around Locations, Dates, and Carriers.

Control or Graphic	Description
2. Tabs	<p>Tabs for Tracking and Performance. Tracking displays tracking data in the Carrier/Lane table and bars/graphs. Performance shows performance data in the Carrier/Lane table and bars/graphs.</p> <p>Tracking is the default setting.</p>
3. Carrier/ Lane Table	<p>This table displays the Carriers or Lanes in each row.</p> <p>When Tracking is selected as the measure the table displays the Volume of shipments, Tracking Percentage, Picked Up Completeness, Picked Up Latency, Out for Delivery Completeness, Out for Delivery Latency, Delivered Completeness, and Delivered Latency.</p> <p>When Performance is selected as the measure the table displays the Volume of shipments, Tracking Percentage, On Time Pickup Percentage, On Time Delivery Percentage, and Transit Days.</p> <p>Use the Parent drop-down to view the tracking/performance data by Carriers or Lanes.</p> <p>Use the Area drop-down to view the tracking/performance data by City or State.</p> <p>Click the Carrier name to open the LTL Carrier Details page [139].</p> <p>Click the number of shipments next to a carrier to open the Outstanding Issues by Carrier page [130].</p>
4. Volume and Percent Tracked Chart	<p>Bar chart that displays the total percentage of shipments tracked. To download a .CSV file of the data displayed in the chart, click the Export button.</p>
5. Milestone Completeness	<p>Graph showing the percentage of completeness over time on a daily basis for the following.</p> <ul style="list-style-type: none"> • Picked Up • Out for Delivery • Delivered <p>Displayed when Tracking is the selected Measure.</p> <p>To download a .CSV file of the data displayed in the graph, click the Export button.</p>
6. Milestone Latency over Time	<p>Graph showing the average latency in hours on a daily basis for the following.</p> <ul style="list-style-type: none"> • Picked Up • Out for Delivery • Delivered <p>Displayed when Tracking is the selected Measure.</p> <p>To download a .CSV file of the data displayed in the chart, click the Export button.</p>
7. On Time Pickup and Delivery	<p>Graph that displays the On Time Pickup and On Time Delivery percentages for the carriers.</p> <p>Displayed when Performance is the selected Measure.</p> <p>To download a .CSV file of the data displayed in the chart, click the Export button.</p>
8. Average Transit Days	<p>Graph that displays the average number of transit days on a weekly basis.</p> <p>Displayed when Performance is the selected Measure.</p> <p>To download a .CSV file of the data displayed in the chart, click the Export button.</p>

View the Lanes a Carrier Runs

To view a carrier's performance for the lanes that carrier runs, in the Carrier/Lane table with By Carriers selected, click the **Down** arrow next to the Carrier name.



The list of lanes expands under the carrier.

^ <u>Knight Transportation Inc</u>		3500 Shipments →	90%
—	Pooler, GA → Zanesville, OH	2 Shipments →	100%
—	Martinsburg, WV → Alachua, FL	2 Shipments →	100%
—	Laredo, TX → Bethel, PA	4 Shipments →	100%
—	Shelby, NC → San Antonio, TX	2 Shipments →	100%
—	Ridgefield Park, NJ → Alachua, FL	1 Shipments →	100%
—	Booneville, AR → Jonesville, SC	2 Shipments →	100%
—	Westville, IN → Holland, MI	1 Shipments →	75%

Click the **Shipments** button to open the [Outstanding Issues by Carrier page \[130\]](#).

Click the **Up** arrow to collapse the view.



View the Carriers in a Lane

To view the performance of carriers in a lane, in the Carrier/Lane table with By Lanes selected, click the **Down** arrow next to the Lane.



The list of carriers expands under the lane.

^ Saltillo, Mexico → Brossard, Canada 78 Shipments 100%

— Knight Transportation Inc	18 Shipments →	100%
— Us Xpress Inc	17 Shipments →	100%
— Werner Enterprises Inc	16 Shipments →	100%
— Crst Dedicated Services Inc	14 Shipments →	100%
— New Prime Inc	13 Shipments →	99%

Click the **Shipments** button to open the [Outstanding Issues by Carrier page \[130\]](#).

Click the **Up** arrow to collapse the view.



4.19. Open the LTL Analytics Filters Panel

To open the LTL Analytics Filters panel, in [LTL Analytics \[133\]](#) click the **Filter** button.

The Filters panel appears.

NOTE: By default the filter is set to display data for the last 90 days.

The following types of criteria can be used to sort the truckload data.

Location

Location filters are applied to the entire route of the shipment. To begin, select the following options:

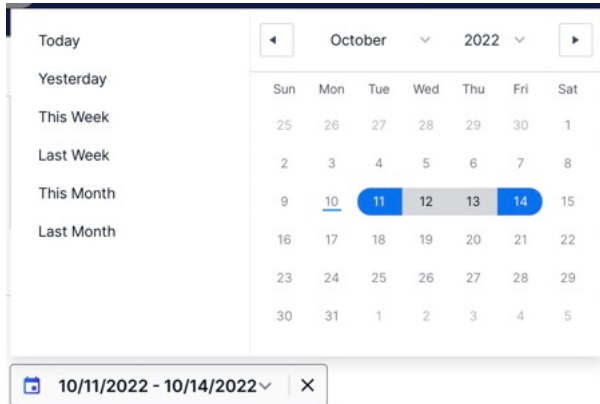
- **Origin:** This filter returns shipments that are originating from a specified location. This filter will always apply against the absolute origin.
- **Destination:** This filter returns shipments that are destined for a specified location. This filter will always apply against the absolute destination.

Once a stop is selected, apply the location criteria.

- **Location:** There are two location types to choose from the drop-down: City or State.
- **Conditions:** There are two choices: is or is not.
- **Values:** This field is searchable. If more than one value is applied, then OR logic is applied.

Dates

You can manually select a date or a date range. You can also select Today, Yesterday, This Week, Last Week, This Month, or Last Month and those dates are highlighted on the calendar and appear in the selection.



Carriers

This field is searchable. If more than one value is selected, then OR logic is applied.

Properties

- **Reference Key:** Customer specific reference keys and their corresponding values (if you are using attributes on your shipments).
NOTE: These values are NOT standardized by project44. Therefore you could see "Memphis" or "memphis" as two separate reference keys.
- **Conditions:** is or is not.
- **Values:** This field is searchable.

Click **Apply Filters** to apply the selections.

Click **Clear All** to clear all of the selections.

Click the **X** to close the Filters panel.

4.20. Open the LTL Carrier Details Page

To open the Truckload Carrier Details page, on the [LTL Analytics page \[133\]](#), click the name of a carrier in the table.

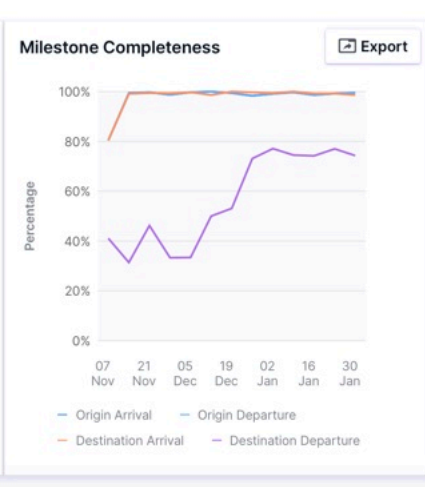
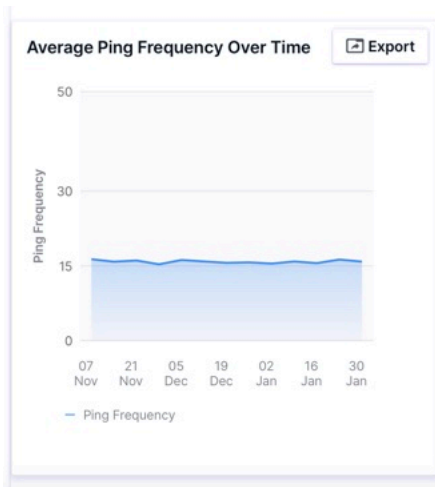
The LTL Carrier Details page appears.








Volume 3,902	Tracking % 98.3%	Ping Frequency 16 min	Milestones Completed 88.7%	On Time Pickup 90.7%	On Time Delivery 86.7%
------------------------	----------------------------	---------------------------------	--------------------------------------	--------------------------------	----------------------------------



Average Ping Frequency Over Time Export	Milestone Completeness Export	On Time Pickup and Delivery Export
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Area: City ▾

Lanes	Volume	Tracking %	Avg Ping Frequency	Milestones Completeness	On Time Pickup
Alachua, FL → Alachua, FL	42 Shipments →	100% →	18 mins	 93.5%	90.5 %
Jackson, GA → Jackson, GA	42 Shipments →	100% →	23 mins	 91.1%	81.0 %
Amsterdam, NY → Amsterdam, NY	37 Shipments →	100% →	18 mins	 91.2%	91.9 %
Indianola, MS → Indianola, MS	31 Shipments →	100% →	16 mins	 91.1%	90.3 %
La Vergne, TN → Brossard, Canada	30 Shipments →	100% →	13 mins	 80%	96.7 %

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< Previous 1 2 3 4 5 ... 80 Next >

The LTL Carrier Details page displays the following information.

- Volume
- Tracking Percentage
- Picked Up Percentage
- Out for Delivery
- Delivered
- On Time Pickup Percentage
- On Time Delivery Percentage
- Graphs for: Average Transit Days, Milestone Completeness over Time, and On Time Pickup and Delivery. Click the **Export** button to download the data for the graph in .CSV format.
- Table that displays tracking and performance data by City or State. Click the Number of shipments in the Volume column to open the [Outstanding Issues by Carrier page \[130\]](#).

Click the **Filter** button to change the period of time for the data displayed.

5. Network



The Network menu provides the following:

- [Directory \[142\]](#): Opens the Directory which shows how your carriers are configured to project44 and you, and their connection status.
- [Health \[143\]](#): Open the Health view which shows a list of carriers in your network.
- [Root Cause Analysis \[154\]](#): Opens the Root Cause Analysis view to aid in self-service diagnostics on tracking issues. Currently, FTL and Ocean are available.
-

5.1. Directory

To open the Directory page, in the Network menu in the [sidebar \[12\]](#) click **Directory**.

Carrier	Tracking Status	Connections to you	Connections to p44	Last Shipment Tracked	Actions
ODK TRANSPORTATION SERVICES LLC DOT: 255631 MC: 161985 SCAC: CXTB	Not Connected	Telematics, Mobile	Telematics, Mobile	15 Jun 2023 Telematics	Invite Carrier >
CRST DEDICATED SERVICES INC DOT: 98137 MC: 159643 SCAC: CRFR VAT: NOTAWAT1036	Connected	API Push	API Push	02 Aug 2023 API Push	View RCA >
ECHO GLOBAL LOGISTICS INC DOT: 2233564 MC: 511639 SCAC: EGLI +1	No Tracked Shipments	API Push	API Push, Telematics	---	View RCA >
FEDEX GROUND (GENERAL PURPOSE) SCAC: FDEN	Not Connected	---	---	---	Invite Carrier >
Girteka Logistics	Not Connected	---	---	---	Invite Carrier >
Integration Playground Test VAT: NOTAWAT3601	No Tracked Shipments	API Push, Telematics, Mobile	API Push, Telematics, Mobile	---	View RCA >
KNIGHT TRANSPORTATION INC DOT: 428823 MC: 227271 SCAC: KNIG VAT: NOTAWAT1035	Connected	API Push	API Push, Telematics	02 Aug 2023 API Push	View RCA >
NEW PRIME INC DOT: 3706 MC: 140665 SCAC: PRU +1	Connected	API Push	API Push	02 Aug 2023 API Push	View RCA >
Project44 DOT: 4444 SCAC: P444	No Tracked Shipments	API Push, Telematics	API Push, Telematics	03 Nov 2022 Telematics	View RCA >
SURGE TRANSPORTATION INC DOT: 2233955 MC: 518710 SCAC: SURG	No Tracked Shipments	API Push	API Push	---	View RCA >
SWFT TRANSPORTATION CO OF ARIZONA LLC DOT: 54283 MC: 136818 +1 SCAC: SWFC +1	No Tracked Shipments	API Push	API Push, Telematics	---	View RCA >
Transduna	Not Connected	---	---	---	Invite Carrier >
US XPRESS INC DOT: 303024 MC: 188121 SCAC: USXK VAT: NOTAWAT1106	Connected	API Push	API Push, Telematics	02 Aug 2023 API Push	View RCA >
WERNER ENTERPRISES INC DOT: 53467 MC: 138328 SCAC: WENP +3 VAT: NOTAWAT1042	Connected	API Push, Telematics	API Push, Telematics	02 Aug 2023 API Push	View RCA >

This page displays a list of your carriers and their connections. The table displays the following information:

- **Carrier:** Name of the carrier and identifier (DOT, VAT, SCAC, MC).
- **Tracking Status:** Current status of shipment tracking.
 - **Connected:** One or more of the methods a carrier is connected to you is *Connected*.
 - **Not Connected:** One or more of the methods carriers is connected to you is *No Tracked Shipments* AND there are no methods with a *Connected* status. This means we cannot confirm completely that you are connected to this carrier.
 - **No Tracked Shipments:** The carrier has no *Connected* or *No Tracked Shipment* connection methods to you.

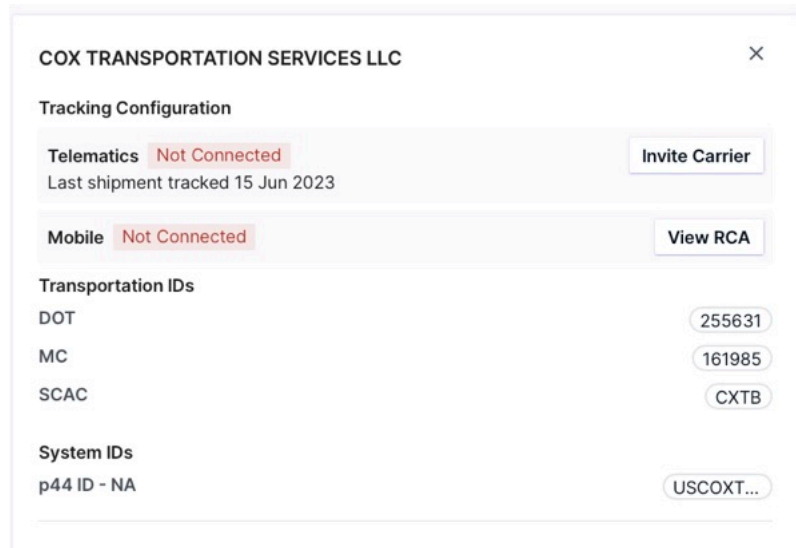
- **Connections to you:** Methods used to connect to your company: API Push, API Pull, Mobile, Telematics.
- **Connections to project44:** Methods used to connect to project44: API Push, API Pull, Mobile, Telematics.
- **Last Shipment Tracked:** The day, month, and year of the last tracked shipment and the method used to track that shipment.
- **Actions:** Recommended action based on the current status of the carrier. Clicking the **Invite Carrier** button opens the Network Management Center (NMC) where you can [invite a carrier](#) to your network. Clicking the **View RCA** button opens the [Truckload Tracking and Root Cause Analysis \[155\]](#) page.

Download the Carrier List

To download the table data in .CSV format, click the **Export** button in the upper-right corner of the screen. The file is downloaded to your computer.

View Connection Details

To view the connection details of a carrier, click the row for the carrier. The details panel appears displaying the Tracking Configuration, Transportation IDs, and System IDs. Buttons for Invite Carrier or View RCA appear as the suggested actions, if needed.



5.2. Network Health

To open the Network Health page, in the Network menu in the [sidebar \[12\]](#) click **Health**.

The screenshot shows the 'Network Health' dashboard with the 'FTL' tab selected. The table displays the following data:

Carrier	Created Volume	Tracked Percentage	Tracked Percentage Trend	Milestone Completeness	Milestone Completeness Trend	Cust Comp	Action
Mexem Spółka Z O.O.	9	100.0%	36.4 p.p. ↗	88.9%	34.3 p.p. ↗	88.9%	View RCA
P.H.U.T. TRANS PLUS SPÓŁKA JAWNA ROBERTDARIUSZ SŁOMKA	396	99.2%	3.2 p.p. ↗	90.9%	1.7 p.p. ↗	90.9%	View RCA
KRIS-TRANS TRANSPORT-SPEDYCJA Krystian Książek	877	92.8%	2.7 p.p. ↗	75.8%	0.6 p.p. ↗	75.8%	View RCA
MAT-POL TRANSPORT SPEDYCJA MATEUSZ WENDA	575	91.5%	1.5 p.p. ↗	71.0%	2.5 p.p. ↗	71.0%	View RCA
Trans-med Dariusz Witkowski	381	90.6%	15.5 p.p. ↗	80.8%	10.9 p.p. ↗	80.8%	View RCA
PTH-U 'MIR-TRANS' Łabędzki Mirosław	15	86.7%	-1.2 p.p. ↘	73.3%	-14.5 p.p. ↘	73.3%	View RCA
Transport Towarowy Handel Andrzej Koziel	61	85.2%	2.8 p.p. ↗	70.5%	9.1 p.p. ↗	70.5%	View RCA
Summary	5,225	72.3%	2.0 p.p. ↗	53.3%	1.7 p.p. ↗	53.3%	

This page contains two tabs: FTL and Ocean. By default this page displays a list of your FTL (Truckload) carriers and their tracking data. For more information on what is shown in each tab refer to:

- [View FTL Network Health \[144\]](#)
- [View Ocean Network Health \[148\]](#)

Use the **Search** field to search for a specific carrier.

There are three buttons at the top-right of the page.

- **Filter:** Filter the data with the Network Health Filters Panel. There are two filter panels: one for [FTL \[146\]](#) and one for [Ocean \[152\]](#). Each is available for the corresponding tab.
- **Share Report:** [Share a Carrier List Report \[184\]](#).
- **Export:** Export the data to a .CSV or .XLS file.

5.3. View the Health of Your Truckload Network

Click the **FTL** tab on the [Network Health \[143\]](#) page to view the health of your Truckload network.

Health ▾ Network Health

Network Health Updated 1 day ago

January 10, 2024 → February 9, 2024
Tracking End Date

Share Report Filters

FTL Ocean Search carrier name Export

Carrier	Created Volume	Tracked Percentage	Tracked Percentage Trend	Milestone Completeness	Milestone Completeness Trend	Custom Milestone Completeness	Action
Mexem Spółka Z O.O.	9	100.0%	36.4 p.p. ↗	88.9%	34.3 p.p. ↗	88.9%	View RCA
P.H.U.T. TRANS PLUS SPÓŁKA JAWNA ROBERTDARIUSZ SŁOMKA	396	99.2%	3.2 p.p. ↗	90.9%	1.7 p.p. ↗	90.9%	View RCA
KRIS-TRANS TRANSPORT-SPEDYCJA Krystian Książek	877	92.8%	2.7 p.p. ↗	75.8%	0.6 p.p. ↗	75.8%	View RCA
MAT-POL TRANSPORT SPEDYCJA MATEUSZ WENDA	575	91.5%	1.5 p.p. ↗	71.0%	2.5 p.p. ↗	71.0%	View RCA
Trans-med Dariusz Wikowski	381	90.6%	15.5 p.p. ↗	80.8%	10.9 p.p. ↗	80.8%	View RCA
PTH-U 'MIR-TRANS' Labędzki Mirosław	15	86.7%	-1.2 p.p. ↘	73.3%	-14.5 p.p. ↘	73.3%	View RCA
Transport Towarowy Handel Andrzej Koziel	61	85.2%	2.8 p.p. ↗	70.5%	9.1 p.p. ↗	70.5%	View RCA
Summary	5,225	72.3%	2.0 p.p. ↗	53.3%	1.7 p.p. ↗	53.3%	

1-20 of 25

< Previous Next >



NOTE

Only completed shipments are shown.

The table lists your carriers and the following information for each.

- **Created Volume:** Number of created shipments.
- **Tracked Percentage:** The percentage of shipments tracked of those created. A shipment is considered tracked as long as project44 received at least one location ping for the shipment. This does not include deleted or canceled shipments.
- **Tracked Percentage Trend:** Percentage point change in Tracked Percentage compared to previous period.
- **Milestone Completeness:** The percentage of shipments that have all milestones (arrival and departure from origin, destination, and all stops in between) for the period of time selected.
- **Milestone Completeness Trend:** Percentage point change in Milestone Completeness compared to previous period.
- **Custom Milestone Completeness:** Percentage of shipments with custom-defined milestones.
- **Custom Milestone Completeness Trend:** Percentage point change in Custom Milestone Completeness compared to previous period.
- **Ping Interval (mins):** The average time in minutes between location pings received during the shipment's transit time.
- **Ping Interval Trend (mins):** Percentage point change in Ping Interval compared to previous period.
- **Action:** Click the **View RCA** button to open the [FTL Data Issues \[155\]](#) page in a new browser window to view the data issues for that carrier.

5.4. Open the Network Health Filters Panel - FTL

To open the Network Health Filters panel for FTL, on the [Network Health page \[143\]](#) with the [FTL tab \[144\]](#) displayed click the **Filter** button.



The Filters panel appears.




Filters



Group Report By

 Carrier 

Carrier Name – Filter by specific carriers

 Select Carrier Name  

Carrier Identifier Selection

 SCAC 

Current Period Selection

Jan 10, 2024 - Feb 9, 2024 

Custom Milestone Selection – Filter by specific milestones

- | | |
|---|---|
| <input checked="" type="checkbox"/> Arrival Origin | <input checked="" type="checkbox"/> Departure Origin |
| <input checked="" type="checkbox"/> Arrival Destination | <input checked="" type="checkbox"/> Departure Destination |




Show Carrier

 Carrier Name 

Carrier Shown if Anonymized List

 Select Carriers  

Shipment Tracking Type

 Tracking Type  

From here you can filter the list of carriers by a wide range of criteria.

- **Group Report By:** The choices are Carrier, Lane - City to City, or Lane - State to State.
- **Carrier Name:** The name of the Carrier from your list of carriers. This field is searchable.
- **Carrier Identifier Selection:** The choices are P44 CARRIER ID , SCAC, DOT, or MC.
NOTE: If a carrier does not have a particular carrier identifier, they are not displayed in the table.
- **Current Period Selection:** Select the period of time to filter the carrier data. You can select a date range on the calendar or: Today, Yesterday, Last 7 days, Last 30 days, This Month, or Last Month.
- **Custom Milestone Selection:** Filter carriers by specific milestones. Can select one or more of the following: Arrival Origin, Arrival Destination, Departure Origin, and Departure Destination. By default all four are selected.
- **Show Carrier:** If set to Carrier Name Hidden, all carriers except for the selected carrier are not shown in the export and table view. Should be used in combination with **Carrier Shown if Anonymized List**.
- **Carrier Shown if Anonymized List:** To select a specific carrier to remain visible, if the **Show Carrier** filter is selected. This is so that you can email a specific carrier and they can see their metrics but no one else's.
- **Shipment Tracking Type:** The type of integration used to track a shipment.
 - **API Pull:** API-based tracking.
 - **APP:** Driveview app.
 - **NONE:** No integration.
 - **TELEMATICS:** Telematics/ELD tracking.
- **Primary Data Source:** Select one or more data sources. This field is searchable.
- **Show Volume:** Select whether to show or hide the Created Volume. If set to Created Volume Hidden, the Created Volume is not shown in the export and table view.

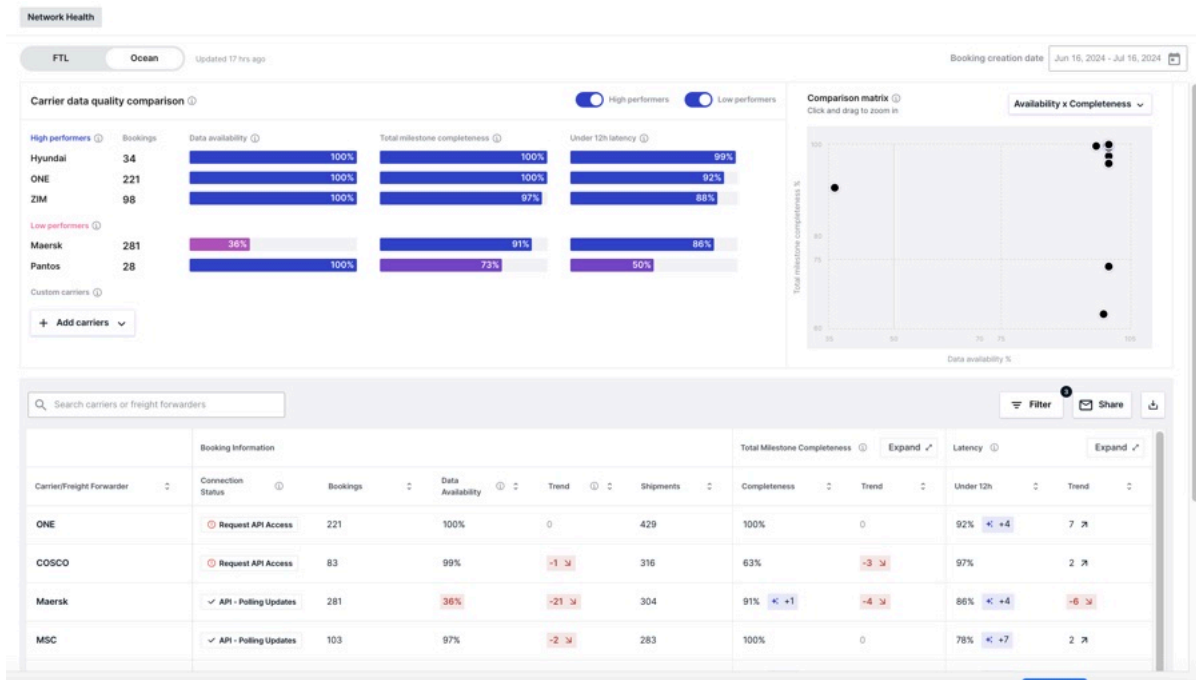
Click **Apply Filters** to sort the list by the selected criteria.

Click **Clear All** to remove all selections.

Click the **X** to close the Network Filters panel.

5.5. View the Health of Your Ocean Network

Click the Ocean tab on the [Network Health \[143\]](#) page to view the health of your Ocean network.



NOTE

Only completed shipments are shown.

Carrier Data Quality Comparison Dashboard

The Carrier Data Quality Dashboard shows up to three of the highest and lowest performing carriers based on Data Availability, Total Milestone Completeness, and Latency under 12 Hours.



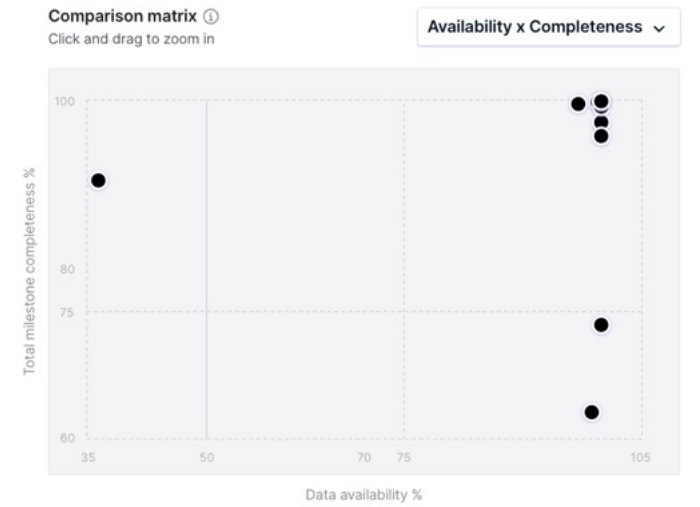
To add carriers to the comparison, click the **Add Carrier** drop-down list. This field is searchable and multiple carriers can be selected at the same time.

To remove a carrier from the comparison, click the **Trash Can** button at the end of the carrier row. You can only remove carriers that you have added.

You can toggle the High Performer and Low Performer comparisons On and Off by clicking the toggle switch.

Comparison Matrix

The Comparison Matrix provides a graph of the carrier network performance against any two data quality metrics.



The metrics can be selected from the drop-down menu.

- Availability x Completeness (default)
- Completeness x Latency
- Availability x Latency

Hover the cursor over the carrier names on the left or the plotted points on the graph to view details about the specific carrier metrics. You can zoom into the graph to closely inspect specific carriers if required (and then zoom out).

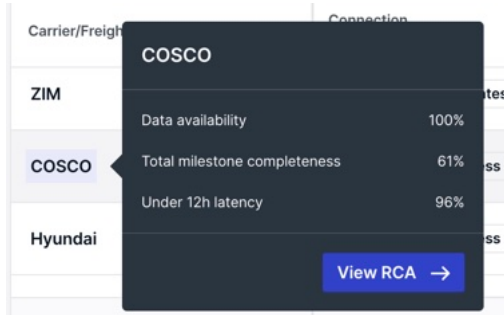
Carrier Data Quality Table

The table lists your carriers and the following information for each.

- **Connection Status:** Primary connection type being used to collect data from the carrier.
- **Total No. of Bookings:** The total number of bookings.
- **Data Availability:** Percentage of bookings with at least one tracked milestone.
- **Trend:** Percentage point shift in Data Availability over the selected timeframe relative to the immediately preceding equivalent duration.
- **Shipments:** The total number of shipments.
- **Total Milestone Completeness:** The total percentage of the port-to-port and empty milestones received relative to the expected total.
- **Milestone Completeness Trend:** Percentage point shift in Milestone Completeness over the selected timeframe relative to the immediately preceding equivalent duration.
- **Under 12h Latency:** The percentage of milestone events reported by the carrier within the specified time period after the occurrence of the event.

- **Under 12h Latency Trend:** Percentage point shift in Under 12h Latency.
- **Action:** Click the **View RCA** button to open the [Ocean Data Issues \[174\]](#) page in a new browser window to view the data issues for that carrier.

When the mouse cursor hovers over the name of a carrier in the table, a pop-up window appears.



Click **View RCA** to view a [list of the errors and recommended actions \[174\]](#) for the problem shipments with that carrier.

Open the Milestone Breakdown Window

To open the Milestone Breakdown window, in the total Milestone Completeness column, click the **Expand** button.

Carrier/Freight Forwarder	Total No. of Shipments	Container Empty Pickup	Container Gate In	Container Load Event	Vessel Departed	Vessel Arrived	Container Discharged	Gate Out
ONE	397	100%	100%	99%	100%	100%	100%	99%
MSC	379	98%	100%	100%	100% <-2	100% <-4	100%	100%
Maersk	373	76%	96%	99%	99% <-1	98% <-1	93%	92%
ZIM	276	97%	100%	96%	100% <-3	100%	100%	90%
COSCO	222	6%	31%	41%	100%	99%	100%	80%
Hyundai	99	100%	100%	100%	100%	100%	100%	100%
Yang Ming	87	99%	100%	100%	100% <-2	100% <-1	100%	100%
Pantos	35	0%	83%	74%	100%	100% <-5	0%	100%
SM Line	33	100%	100%	100%	100%	100%	100%	100%
Summary	1,936	81%	91%	92%	99% <-1	99% <-1	97%	94%

The table displays more detailed milestone data; Total Number of Shipments, Container Empty Pickup, Container Gate In, Container Load Event, Vessel Departed, Vessel Arrived, Container Discharged, and Gate Out.

You can view the Total Shipments or Completed Shipments, by clicking the respective tab. Search for particular carriers by using the Search field.

To export the data from this table, click the **Export** button. You can export the data in **XLS** or **CSV** format.

Open the Latency Breakdown Window

To open the Latency Breakdown window, in the Latency column, click the **Expand** button.

Latency Breakdown
May 15, 2024 → June 14, 2024

Total shipments | Completed shipments | Search carriers or freight forwarders

Carrier/Freight Forwarder	Under 6h	Under 12h	Under 24h	Between 24-48h	Between 48-72h	Above 72h
COSCO	67%	99% < -2	100%	0%	0%	0%
Hyundai	85%	98%	100%	0%	0%	0%
MSC	34%	61% < +3	91%	8%	0%	0%
Maersk	81%	95% < +3	96%	1%	2%	0%
ONE	66%	89% < +5	98%	2%	0%	0%
Pantos	53%	63% < +18	97%	3%	0%	0%
SM Line	53%	88%	100%	0%	0%	0%
Sealand	96%	99% < +3	99%	1%	0%	0%
Yang Ming	31%	64%	95%	4%	1%	0%
Summary	62%	85% < +4	97%	2%	1%	0%

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The table displays a detailed breakdown of latency by carrier; from under 6 hours, under 12 hours, under 24 hours, between 24 and 48, between 48 and 72 hours, and above 72 hours.

You can view the Total Shipments or Completed Shipments, by clicking the respective tab. Search for particular carriers by using the Search field.

To export the data from this table, click the **Export** button. You can export the data in **XLS** or **CSV** format.

5.6. Open the Network Health Filters Panel - Ocean

To open the Network Health Filters panel for FTL, on the [Network Health page \[143\]](#) with the Ocean tab displayed click the **Filter** button.



The Filters panel appears.

Filters



Carrier Name

 Select Carrier Name

Current Period Selection

Jan 10, 2024 - Feb 9, 2024

Carrier Identifier Selection

 Carrier Name

Carrier Name Visibility

 Show Carrier Names

Show Only Specific Carriers

 Select Carriers

Subscription Status

 Select Subscription Status

Clear all

Apply filters

From here you can filter the list of carriers by a wide range of criteria.

- **Carrier Name:** The name of the Carrier from your list of carriers. This field is searchable.
- **Current Period Selection:** Select the period of time to filter the carrier data. You can select a date range on the calendar or: Today, Yesterday, Last 7 days, Last 30 days, This Month, or Last Month.
- **Carrier Identifier Selection:** The choices are Carrier Name or SCAC.
- **Carrier Name Visibility:** The choices are: Show Carrier Names and Hide Carrier Names. The default is Show Carrier Names. If set to Hide Carrier Names, all carrier names are not shown in the view and export.
- **Show Only Specific Carriers:** Select a specific carrier's shipments to view. This field is searchable.
- **Subscription Status:** The choices are ACTIVE, COMPLETED, INVALID, and NEW.

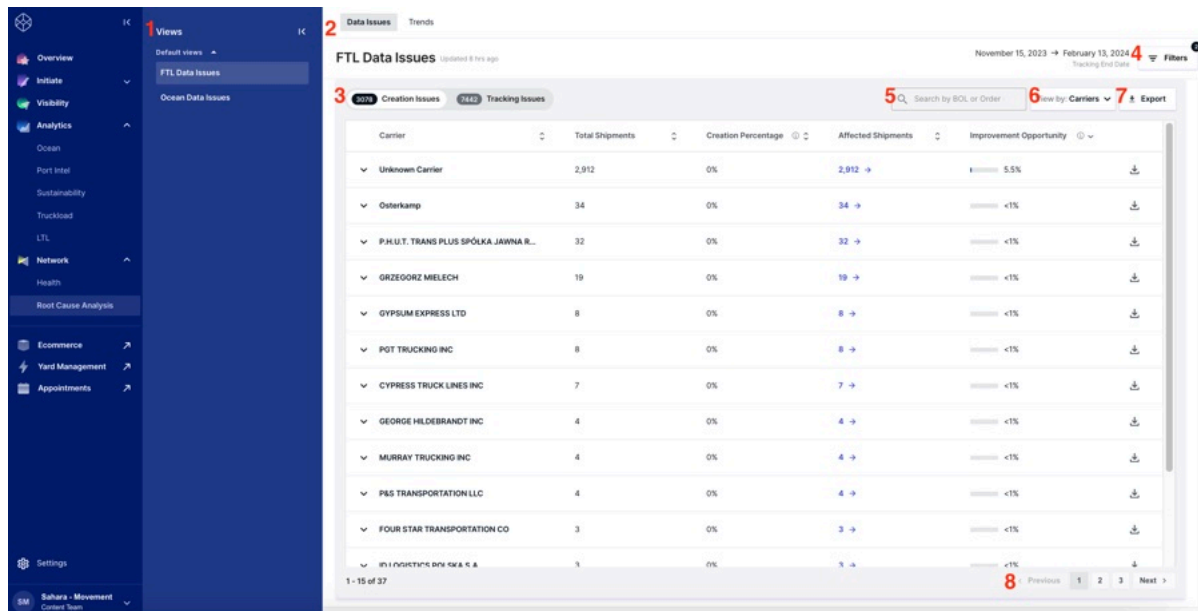
Click **Apply Filters** to sort the list by the selected criteria.

Click **Clear All** to remove all selections.

Click the **X** to close the Network Filters panel.

5.7. Root Cause Analysis

To open the Root Cause Analysis Dashboard, in the Network menu in the [sidebar \[12\]](#) click **Root Cause Analysis**. This opens the Views menu and the FTL tracking data page.



The table below contains descriptions of the controls and graphics.

Control or Graphic	Description
1. Views	Click the mode to view the data issues for that mode. Root Cause Analysis is available for the following modes: <ul style="list-style-type: none"> • FTL [155] • Ocean [174]
2. Tabs	There are two tabs: Data Issues and Trends. Data Issues is the default view and displays the Affected Shipments by Carrier table.
3. Issues Tabs	Click the tab to view the particular issues affecting shipments: Creation Issues and Tracking Issues. By default, Creation Issues is selected when the FTL Data Issues page is opened.

Control or Graphic	Description
4. Filters button	Click this button to open the Data Issues Filters panel and filter the view of data around Locations, Dates, and Carriers. The Filters panel is different for each mode.
5. Search field	Search shipments by BOL (FTL), Order Number (FTL), or Shipment Identifier (Ocean).
6. View by Drop-down	Click the drop-down list to choose between viewing the affected shipments by Carriers or Causes. The default view is by Carriers.
7. Export button	Click the Export button to export the list of affected shipments as an Excel (.XSLX) file.
8. List Navigation	View other shipments in the list by clicking the numbers, or the Previous or Next buttons.

5.8. Root Cause Analysis - FTL

This page displays FTL shipment creation and tracking data, and the reasons for failures. By default, Creation Issues are displayed when FTL is selected from the [Root Cause Analysis \[154\]](#) Views menu..

The screenshot shows the 'FTL Data Issues' dashboard. At the top, there are tabs for 'Data Issues' and 'Trends'. The main header includes the title 'FTL Data Issues' (updated 9 hrs ago), a date range from 'November 16, 2023' to 'February 14, 2024', and a 'Filters' button. Below the header, there are two tabs: 'Creation Issues' (with 2029 items) and 'Tracking Issues' (with 2231 items). A search bar is present with the text 'Search by BOL or Order number'. To the right of the search bar is a 'View by: Carriers' dropdown menu and an 'Export' button. The main content is a table with the following columns: Carrier, Total Shipments, Creation Percentage, Affected Shipments, and Improvement Opportunity. The table lists various carriers such as 'Unknown Carrier', 'Osterkamp', 'P.H.U.T. TRANS PLUS SPÓŁKA JAWNA R...', 'GRZEGORZ MIELECH', 'CYPRESS TRUCK LINES INC', 'GYPSUM EXPRESS LTD', 'POT TRUCKING INC', 'GEORGE HILDEBRANDT INC', 'MURRAY TRUCKING INC', 'P&S TRANSPORTATION LLC', 'ANNETT HOLDINGS INC', and 'ENVIRO STAR TRANSPORTATION CO'. Each row shows the number of total shipments, a 0% creation percentage, the number of affected shipments, and a bar chart representing the improvement opportunity percentage (e.g., 5.5% for Unknown Carrier, <1% for others). At the bottom of the table, there is a pagination control showing '1 - 15 of 38' and navigation buttons for 'Previous', '1', '2', '3', and 'Next'.

Creation Issues

By default the data shown are affected shipments by Carrier. Select **Causes** from the View by drop-down list to view the affected shipments by Cause.

The By Carrier view shows:

- **Total Shipments:** Total number of shipments.
- **Creation Percentage:** Ratio of successfully created shipments to the total number of attempts, expressed as a percentage.
- **Affected Shipments:** Total number of affected shipments.
- **Improvement Opportunity:** The improvement opportunity represents shipment creation success percentage increase opportunity. It is calculated for the applied filter as $(\text{Count of failed shipment creation} * 100) / \text{Total Shipment creation attempts}$.

The By Causes view shows:

- **Root Causes:** The root cause error affecting the shipments.
- **Affected Shipments:** Number of affected shipments.
- **Improvement Opportunity:** The improvement opportunity represents shipment creation success percentage increase opportunity. It is calculated for the applied filter as (Count of failed shipment creation * 100) / Total Shipment creation attempts.

Tracking Issues

To view FTL tracking data, click the **Tracking Issues** tab.

The screenshot shows the 'FTL Data Issues' dashboard with the 'Tracking Issues' tab selected. The table displays the following data:

Carrier	Shipment Tracking Type	Provider	Total Shipments	Tracked Percentage	Affected Shipments	Improvement Opportunity
ID LOGISTICS POLSKA S.A.	APP NONE TELEMATICS	DriveView +5	3,063	42.1%	1,775	2.4%
PENN TANK LINES INC	API Push NONE	PENN TANK LINES INC TMS +1	772	0%	772	1.0%
Osterkamp	API Push	Trimble	4,907	88.5%	564	<1%
Raben Logistics Polska sp. z o.o.	APP NONE TELEMATICS	DriveView +3	1,763	69.1%	544	<1%
No Limit Sp.zo.o	APP NONE TELEMATICS	DriveView +10	752	59.0%	308	<1%
Firma Handlowa Usługowa Wiltrans Wro...	APP NONE TELEMATICS	As24 +9	825	65.0%	289	<1%
Trans-med Dariusz Witkowski	APP NONE TELEMATICS	DriveView +2	1,305	77.6%	248	<1%
KRIS-TRANS TRANSPORT-SPEJCYJA K...	APP NONE TELEMATICS	Cartrack Polska +10	2,723	91.4%	235	<1%
PODLASE S.A.	API Push APP TELEMATICS	As24 +4	349	37.5%	218	<1%
Colan Logistic Sp.Zo.o	APP NONE TELEMATICS	DriveView +6	260	30.4%	181	<1%
MAT-POL TRANSPORT SPEJCYJA MAT...	APP NONE TELEMATICS	DriveView +4	1,877	91.4%	161	<1%
Uchwał Transportowa Sroczka Andrzej	APP NONE TELEMATICS	DriveView +7	167	4.8%	159	<1%

By default the data shown are affected shipments by Carrier. Select **Causes** from the View by drop-down list to view the affected shipments.

The table in the By Carrier view contains a list of the carriers, their Root Cause Errors, connection Provider, Total Shipments, Tracked percentage, number of Untracked Shipments, Improvement Opportunity percentage, and a download button to [export the data for that carrier \[185\]](#) to a .CSV file.

The table in the By Causes view contains a list of root causes, Shipment Tracking Type (APP, API Push, TELEMATICS), connection Provider, number of Affected Shipments, Improvement Percentage, and a download button to export the data for that root cause to a .XLSX file.

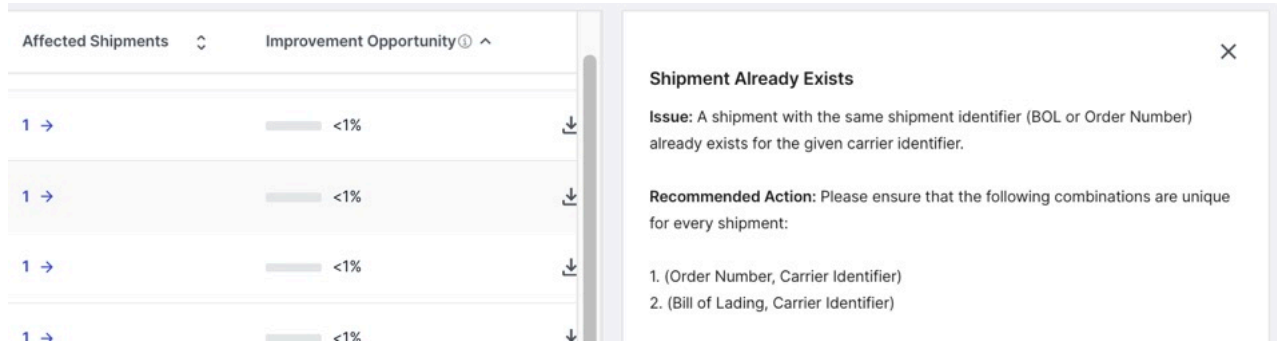
Recommended Action

The purpose of Recommended Actions are to enable you to fix the tracking issues in order to increase the total tracking percentages.

To view the recommended action for improving the tracking percentage for a particular carrier, click the **View details** button in the row of the carrier. The Recommended Action window appears.

The screenshot shows a recommended action window for 'COASTAL TRANSPORT LOGISTICS LLC'. The table displays the following data:

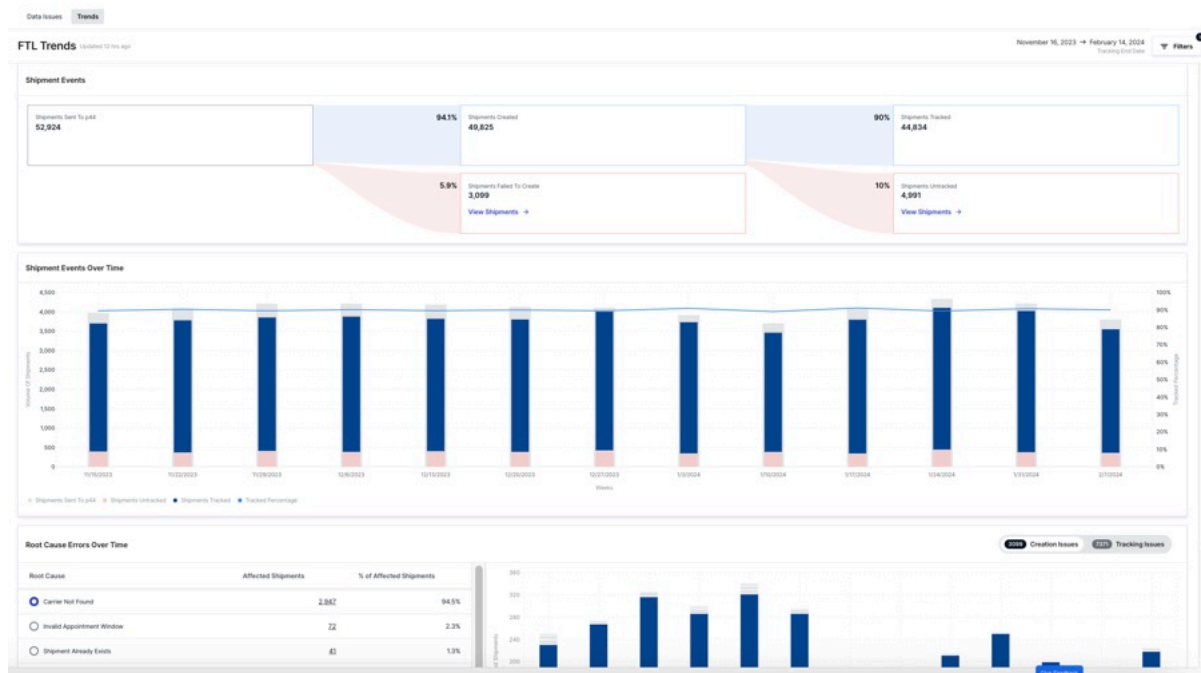
COASTAL TRANSPORT LOGISTICS LLC	1	0%	1 →	<1%	↓
Shipment Already Exists	1		1 →	<1%	↓ View details



The action recommended is specific to the tracking issue(s).

FTL Trends

Click the **Trends** tab to view the trends in Shipment Events.



The Trends page displays the following information.

- **Shipment Events:** Shows the total number of Shipments Created, the total number and percentage of Shipments Tracked, and the total number and percentage of Shipments Untracked.
- **Shipment Events over Time:** Bar graph that shows the percentages of Shipments Tracked and Shipments Untracked over a period of time.
- **Root Cause Errors over Time:** Table listing the top Root Cause Errors for the current selected period (via the [Filters panel \[158\]](#)), the number of Shipments affected, and the Percentage Volume. The graph next to the table displays the Volume of Affected Shipments for each week. Click a radio button in the table next to a Root Cause Error to see the volume highlighted in the graph. Switch the views in the graph from Creation to Tracking by clicking the corresponding tab above the graph.

To view the Root Cause Errors and recommended actions for resolving those issues refer to the following.

- [FTL Creation Errors and Recommended Actions \[160\]](#)
- [FTL DriveView Errors and Recommended Actions \[165\]](#)
- [FTL No Tracking Methods Errors and Recommended Actions \[168\]](#)
- [FTL Push Tracking Errors and Recommended Action \[171\]s](#)
- [FTL TDX Tracking Errors and Recommended Actions \[172\]](#)

5.9. Open the FTL Data Issues Filters Panel

To open the Truckload Tracking and Root Cause Analysis Filters panel, in the [FTL Data Issues page \[155\]](#) click the **Filters** button.

The Filters panel appears.

Filters
✕

Carrier Name

📦 Select Carriers
▼
✕

Locations – Filter by specific origin, destination, or stops

[+ Add Location](#)

Current Period Selection

Nov 15, 2023 - Feb 13, 2024
📅

Shipment Tracking Type – Filter by shipment tracking type

📦 Shipment Tracking Type
▼
✕

Primary Data Source – Filter by primary data source

📦 Primary Data Source
▼
✕

View Issues – Determine errors by the creation date or when tracking ends

Shipment Creation Date
 Tracking End Date

Properties – Find shipments with specific carriers, vehicles and reference keys

[+ Reference Key](#)

Clear all
Apply filters

[Give Feedback](#)

NOTE: By default the filter is set to display data for the last 90 days.

The following types of criteria can be used to sort the truckload data.

Carrier Name

This field is searchable. If more than one name is selected, then OR logic is applied.

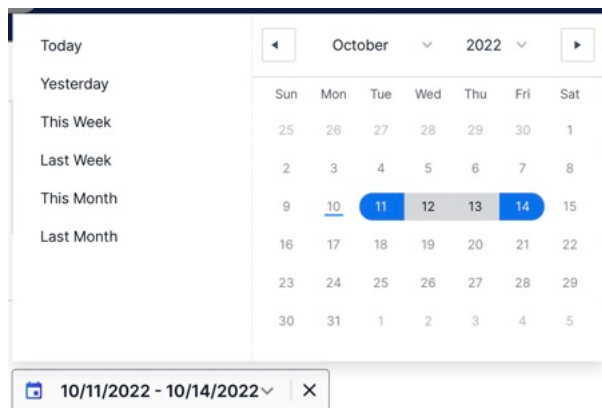
Location

You can filter by Origin or Destination (city, state, or country).

- **Conditions:** is or is not.
- **Values:** This field is searchable. Only one value can be applied.

Dates

You can manually select a date or a date range. You can also select Today, Yesterday, This Week, Last Week, This Month, or Last Month and those dates are highlighted on the calendar and appear in the selection.



Carriers

This field is searchable. If more than one value is selected, then OR logic is applied.

Shipment Tracking Type

The type of tracking for the shipment.

- API Push
- None
- Telematics

Primary Data Source

The primary source of the tracking data.

View Issues

Determine errors by the Shipment Creation Date or Tracking End Date.

Properties

Reference Key is the only additional property you can filter by at this time. These are customer-specific.

Click **Apply Filters** to apply the selections.

Click **Clear All** to clear all of the selections.

Click the **X** to close the Filters panel.

5.10. FTL Creation Errors and Recommended Actions

The table below lists the FTL shipment creation [Root Cause Analysis \[155\]](#) (RCA) errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Action
Carrier Identifier Not Found	<p>Issue: The carrier identifier provided during the shipment creation process does not match any carriers in the project44 database. It is possible that carrier has not yet been invited to join the project44 platform.</p> <p>Recommended Action:</p> <ol style="list-style-type: none">1. Verify that the carrier identifier used to create the shipment is accurate.2. Ensure that the carrier has been invited through the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/) and successfully onboarded.3. If no invitation exists, you are requested to send a new invitation.4. If the carrier is already invited, please validate the carrier contact information used in the Network Management Center via email outreach. Kindly resend the invite with the confirmed valid contact information.5. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Appointment Window in the Past	<p>Issue: The appointment windows provided for the shipment stops during the shipment creation process were in the past.</p> <p>Recommended Action: Kindly ensure that at least one stop in the shipment has a scheduled appointment window set in the future. You can refer to the correct appointment window format provided here.</p>
No Active Tracking Method Configured by Carrier	<p>Issue: project44 is unable to track this shipment based on the provided carrier identifier, shipment identifiers, and equipment identifiers. Possible reasons for this include,</p> <ul style="list-style-type: none">• The carrier does not have any active tracking methods configured with project44. This can be rectified by onboarding their fleet through telematics or establishing a direct integration with project44.• The provided identifiers for the configured tracking methods do not match the expected identifiers. <p>Recommended Action:</p> <ol style="list-style-type: none">1. To add a new tracking method, the carrier should log into the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/) and add their connection details by following the on-screen guide.2. Ensure that the provided identifiers match the expected identifiers from the carrier. You can find a list of expected identifiers for each carrier by following the instructions outlined in this support documentation.3. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Invalid Carrier Identifier Format	<p>Issue: The carrier identifier format provided for the shipment during the creation process is invalid.</p> <p>Recommended Action:</p> <ol style="list-style-type: none">1. Verify that the carrier identifier used to create the shipment is accurate.2. Ensure that the provided identifiers match the expected identifiers from the carrier. You can find a list of expected identifiers for each carrier by following the instructions outlined in this support documentation.3. Ensure that the carrier has been invited through the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/) and successfully onboarded.4. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.

Root Cause Error	Recommended Action
Missing Carrier Identifier	<p>Issue: A carrier identifier was not provided during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that a valid carrier identifier is provided during the shipment creation process. 2. Ensure that the provided identifiers match the expected identifiers from the carrier. You can find a list of expected identifiers for each carrier by following the instructions outlined in this support documentation.
Invalid Appointment Window	<p>Issue: The appointment windows provided for the shipment during the creation process are invalid</p> <p>Recommended Action: Verify the appointment windows to ensure that every shipment stop has both a start time and an end time where the start time precedes the end time. You can refer to the correct appointment window format provided here.</p>
Invalid API Request	<p>Issue: The shipment creation process might have failed due to the following reasons.</p> <ul style="list-style-type: none"> • The request payload was not correctly configured. • Invalid characters or properties were present in the request payload. <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Analyze the API response thoroughly for errors and attempt to retry the shipment creation request with a valid request payload. 2. For assistance with the valid request payload format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Geo-coordinates for Shipment Stop	<p>Issue: The shipment stops information has encountered one of the following issues with respect to the geo-coordinates data.</p> <ul style="list-style-type: none"> • project44 was unable to locate geo-coordinates for the provided address. • project44 was unable to determine the address from the provided geo-coordinates. • The geo-coordinates format was invalid. <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Each shipment stop requires complete geo-coordinates or address information to be valid. Verify the address for the shipment stops and ensure that the format of the geo-coordinates is correct. 2. For assistance with the valid geo-coordinates format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Vehicle Not Identified	<p>Issue: No vehicle was identified corresponding to the equipment identifier provided during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly verify with the carrier that the vehicle identifier provided is correct and has been registered with project44. 2. If you wish to remove vehicle identifier validation during the shipment creation process, please contact your project44 CSM. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Shipment Stop Numbers Received in Non-Sequential Order	<p>Issue: The shipment stop numbers provided during the shipment creation process are not in a sequential order.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please ensure that all stops in the shipment creation request are sequentially ordered, with each stop number incrementing by one (e.g., '1', '2', '3'). This sequential ordering is necessary for accurate processing of the creation request. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
Missing Shipment Stops	<p>Issue: Shipment stop information was not provided during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that data for at least two shipment stops are provided during the shipment creation process. 2. For assistance with the valid address information format, refer to the support documentation provided here.
DriveView - Invalid Phone Number	<p>Issue: The shipment was assigned an invalid phone number as its equipment identifier. It is essential to set a valid mobile number, including the '+' sign and country code, to be able to create and track a shipment via the DriveView application.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to ensure that the phone number used for the shipment correctly corresponds to the driver who will be carrying the shipment and is including the '+' sign and country code. 2. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Missing Address Information for Shipment Stops	<p>Issue: Address information was not provided against one or more shipment stops during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that address information is provided against all the shipment stops during the shipment creation process. 2. Ensure that each shipment stop has valid address, postal code, city, state, and country information. For assistance with the valid address information format, refer to the support documentation provided here.
Shipment Already Exists	<p>Issue: A shipment with the same shipment identifier details (BOL or Order Number) already exists for the carrier identifier provided during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that each shipment has a unique combination for the following: <ul style="list-style-type: none"> • (Order Number, Carrier Identifier) • (Bill of Lading, Carrier Identifier) 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Address Information for Shipment Stops	<p>Issue: The address information provided against one or more of the shipment stops during the creation process are invalid.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that valid address information is provided against all the shipment stops during the shipment creation process. 2. Ensure that each shipment stop has valid address, postal code, city, state, and country information. For assistance with the valid address information format, please refer to the support documentation provided here.
Shipment Appointment Windows Received in Non-Chronological Order	<p>Issue: The shipment appointment windows provided during the shipment creation process are not in a chronological order.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify that the appointment windows for shipment stops are sent in chronological order during the shipment creation process, unless they occur on the same day. 2. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
Missing Geo-coordinates for Shipment Stop	<p>Issue: Geo-coordinates were not provided against one or more shipment stops during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that geo-coordinates information is provided against all the shipment stops during the shipment creation process. 2. For assistance with the valid geo-coordinates format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Equipment Identifier	<p>Issue: The equipment identifier provided during the shipment creation process could not be validated by project44.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify with the carrier that the equipment identifier provided is correct and has been registered with project44. 2. If you wish to remove equipment identifier validation during the shipment creation process, contact your project44 CSM. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Temporary Service Disruption	<p>Issue: There was a temporary service interruption while processing the shipment creation request.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Analyze the API response thoroughly for errors and attempt to retry the shipment creation request with a valid request payload. 2. For assistance with the valid request payload format, refer to the support documentation provided here. 3. If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
User Not Authorized to Create Shipments	<p>Issue: The user attempting to create shipments lacks the necessary permissions required to proceed with the shipment creation request.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify that all the users in your tenant have been assigned the Truckload Visibility API and Truckload Visibility UI permissions. You can manage and update the role assignments via this link. 2. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Shipment Stop Format	<p>Issue: The shipment stops format provided for the shipment during the creation process is invalid for one or more of the stops.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify that the shipment stop information used to create the shipment has the valid format. 2. For assistance with the valid shipment stop format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Missing Equipment Identifier	<p>Issue: An equipment identifier was not provided during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to add a valid equipment identifier to the shipment details during the shipment creation process. 2. If you wish to remove equipment identifier validation during the shipment creation process, contact your project44 CSM. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
Invalid Email Address	<p>Issue: The email address provided during the shipment creation process could not be validated by project44.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that a valid email address is provided in the contact field for each shipment stop. 2. For assistance with the valid email address format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Missing Shipment Identifier	<p>Issue: A shipment identifier was not provided during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to add at least one valid shipment identifier during the shipment creation process. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Missing Appointment Window for Shipment Stop	<p>Issue: Appointment window information was not provided against one or more shipment stops during the shipment creation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please ensure that appointment window details are provided against all the shipment stops during the shipment creation process. 2. You can refer to the correct appointment window format provided here.
Multiple Instances of Shipment Identifier	<p>Issue: project44 expected only one instance of each type of shipment identifier, but instead, multiple instances were detected (e.g., two or more instances of BOL or Order Numbers).</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Reattempt the shipment creation process with only one instance of each identifier type (BOL or Order Number). 2. Ensure that the provided identifiers match the expected identifiers from the carrier. You can find a list of expected identifiers for each carrier by following the instructions outlined in this support documentation. 3. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Missing Location Data for Shipment Stops	<p>Issue: Neither location information nor location identifier was not provided against one or more shipment stops during the shipment creation process,</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that location information or the location identifier is provided against all the shipment stops during the shipment creation process. 2. For assistance with the valid shipment stop format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Location Identifier for Shipment Stop	<p>Issue: The location identifiers provided against one or more of the shipment stops during the creation process are invalid.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Ensure that valid location information or location identifier is provided against all the shipment stops during the shipment creation process. 2. For assistance with the valid shipment stop format, refer to the support documentation provided here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Shipment End Time	<p>Issue: The shipment creation attempt failed because the appointment end time of the final stop was incorrectly set before the appointment start time of the first stop.</p> <p>Recommended Action: Verify the appointment windows to ensure that every shipment stop has both a start time and an end time where the start time precedes the end time. You can refer to the correct appointment window format provided here.</p>

Root Cause Error	Recommended Action
Appointment Window Too Far in the Future	<p>Issue: The appointment window provided for the shipment destination stop during the shipment creation process was more than nine months into the future.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please verify the appointment windows to ensure that every shipment stop has both a start time and an end time where the start time precedes the end time. You can refer to the correct appointment window format provided here. 2. Please ensure that the appointment window for the shipment destination stop is within a reasonable timeframe, typically within the next nine months, during the shipment creation process.
Carrier Not Invited	<p>Issue: The carrier has not yet been invited to join the project44 platform. Therefore, you are requested to extend an invitation to the carrier so that they may join the platform.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Confirm the invitation status for the carrier in the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/). 2. If no invitation exists, you are requested to send a new invitation. 3. If the carrier is already invited, validate the carrier contact information used in the Network Management Center via email outreach. Kindly resend the invite with the confirmed valid contact information. 4. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Unknown Error	<p>Issue: The cause of this error is yet to be determined by project44, but the team remains proactive in regularly introducing new root causes.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>

5.11. FTL DriveView Errors and Recommended Actions

The table below lists the FTL DriveView [Root Cause Analysis \[155\]](#) (RCA) errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Action
DriveView - Driver Onboarding Process Incomplete on DriveView App	<p>Issue: The driver has not completed the necessary onboarding process required for installing and using the DriveView App for shipment tracking.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly request the driver to finalize the installation setup of the DriveView app and to accept the terms and conditions. 2. Additionally, you are requested to remind the driver to grant full location access on their device to ensure the proper tracking functionality of DriveView. 3. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 4. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
<p>DriveView - Shipment Not Loaded in DriveView App</p>	<p>Issue: The driver has successfully installed the DriveView app in the past, and we have validated the phone number provided. However, the driver has not opened the app, which is necessary for loading the shipment.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. To ensure successful tracking, it is necessary that the driver opens the DriveView app at least once following a shipment assignment, as this action is required to load the shipment. 2. If the DriveView app has been deleted from the driver's device, they will need to go through the sign-up process and reinstall it. 3. It is also possible that the driver's device has incorrect permissions, which could be preventing the proper functioning of the app. 4. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 5. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
<p>DriveView - Driver Provided Insufficient Location Access</p>	<p>Issue: The driver has granted the DriveView app with location access only when the app is being used, which is insufficient for shipment tracking purposes. Full location access is necessary, even when the app is not being actively used, to ensure accurate shipment tracking.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please kindly remind the driver to grant full location access on their device for DriveView app. 2. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
<p>No Vehicle Found for Given Equipment Identifier and DriveView Tracking Unsuccessful</p>	<p>Issue: project44 was unable to validate the given equipment identifier as we did not find a registered vehicle associated with it. Additionally, the attempt to track the shipment using the DriveView app also failed.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please verify with the carrier that the provided equipment identifier or vehicle identifier is accurate. 2. If you would like to incorporate equipment identifier validation during shipment creation process, please contact your Customer Success Manager or reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter. 3. Additionally, if you intend to track the shipment using DriveView, kindly request the driver to complete the installation setup of the app.
<p>DriveView - VoIP Phone Number Assigned to Shipment</p>	<p>Issue: A VoIP phone number was assigned for initiating shipments. However, it is important to note that not all VoIP providers support SMS services, potentially resulting in drivers not receiving shipment notifications.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Request that the driver provides project44 with a non-VoIP phone number for shipment notifications. Alternatively, they can provide a VoIP phone number that supports SMS services. 2. Additionally, you are kindly requested to educate the driver about the importance of using a non-VoIP number for efficient shipment tracking performance. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
<p>DriveView - Failed to Send Shipment Invite SMS for App Installation</p>	<p>Issue: project44 encountered an error while attempting to send a shipment invitation SMS for installing DriveView on the provided phone number.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to ensure that the provided phone number is valid and currently active. Additionally, kindly validate if the phone number provided is from a supported geographic region. 2. Please instruct the driver through an alternate communication method to install and set up the DriveView app for shipment tracking services. 3. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 4. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
<p>DriveView - Invalid Phone Number Assigned to Shipment</p>	<p>Issue: The shipment was assigned an invalid phone number as its equipment identifier. It is essential to set a valid mobile number, including the '+' sign and country code, to be able to track via the DriveView app.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to ensure that the phone number used for the shipment correctly corresponds to the driver who will be carrying the shipment and is including the '+' sign and country code. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
<p>DriveView - Driver Declined Terms and Conditions for App Installation</p>	<p>Issue: The driver has declined the terms and conditions necessary for the installation and the usage of the DriveView app.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly request the driver to finalize the setup of the DriveView app by accepting the terms and conditions. 2. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 3. If you need additional help for the terms and conditions, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
<p>DriveView - Driver Unsubscribed from SMS Notifications</p>	<p>Issue: The driver has unsubscribed from SMS notifications from project44 on their device, which means they are unable to receive shipment invitations or verification codes for the DriveView app installation process.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly request the driver to re-enable the SMS notifications by sending an SMS with the text "CONTINUE" to the provided contact number from project44. 2. Please instruct the driver through an alternate communication method to install and set up the DriveView app for shipment tracking services. 3. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 4. If you need additional help for the terms and conditions, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
<p>DriveView - Driver Denied Location Access</p>	<p>Issue: The driver has not granted location access to the DriveView app. Full location access is necessary, even when the app is not being actively used, to ensure accurate shipment tracking.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please kindly remind the driver to grant full location access on their device for DriveView app. 2. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
DriveView - Tracking Unsuccessful	<p>Issue: No tracking data has been received for the DriveView shipment based on the shipment identifiers provided.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p> <p>Link: https://support.p-44.com/hc/en-us/requests/new</p>
DriveView - Unknown Error	<p>Issue: The cause of this error is yet to be determined by project44, but the team remains proactive in regularly introducing new root causes.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
DriveView - Driver Provided Invalid Confirmation Code	<p>Issue: Despite multiple attempts, the driver has entered an incorrect verification code into the DriveView app while verifying their phone number.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly instruct the driver to request a new verification code via the DriveView app to proceed with the installation setup. 2. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support.
DriveView - Failed to Send On-boarding Verification Code SMS	<p>Issue: Drivers are required to enter a verification code to confirm their phone number during the installation setup of the DriveView app. In this case, project44 could not send the verification code SMS to the provided phone number.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to ensure that the phone number used for the shipment is valid and it corresponds to the driver who will be carrying the shipment. Additionally, please verify that the phone number includes the '+' sign and country code. 2. If the driver has unsubscribed from SMS notifications, kindly request them to re-enable the SMS notifications by sending an SMS with the text "CONTINUE" to the provided contact number from project44. 3. If the above steps have been taken, kindly instruct the driver to request a new verification code via the DriveView app to proceed with the installation setup. 4. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support.
DriveView - Driver Provided Expired Confirmation Code	<p>Issue: The driver has entered an expired verification code into the DriveView app while verifying their phone number.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly instruct the driver to request a new verification code via the DriveView app to proceed with the installation setup. 2. project44 recommends sharing the DriveView User Guide with the drivers for installation troubleshooting support.
DriveView - Driver Denied Load Assignment	<p>Issue: The driver manually rejected the shipment by clicking the "Not my load" button on the DriveView app.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. If you believe that this action was performed in error by the driver, the shipment must be deleted, and a new one must be created for further tracking. 2. If you believe that this action was correct, you are requested set a new mobile phone number as the equipment identifier for this shipment.

5.12. FTL No Tracking Methods Errors and Recommended Actions

The table below lists the FTL no tracking method [Root Cause Analysis \[155\]](#) (RCA) errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Action
No Vehicle Found for Given Equipment Identifier	<p>Issue: project44 was unable to identify a vehicle corresponding to the specified equipment identifier.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Contact the carrier to verify whether the provided equipment identifier is accurate and active. 2. If you wish to remove equipment identifier validation during the shipment creation process, please contact your project44 CSM. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Missing Equipment Identifier	<p>Issue: project44 could not track the shipment because no equipment identifiers were provided.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Provide the appropriate equipment identifiers to enable shipment tracking with project44. 2. If the shipment is expected to track via API, contact your carrier and request them to add the required push configuration. 3. If the shipment is expected to track via the DriveView app, provide the mobile number associated with the driver. 4. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Does Not Have Configured Tracking Methods	<p>Issue: The carrier has not configured any shipment tracking methods, such as API or Telematics, with project44. Configuring tracking methods is necessary for shipment tracking.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. To enable Telematics as an available tracking method, the carrier should log in to the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/) and add their Telematics connection by following the on-screen guide. 2. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Invalid Equipment Identifier	<p>Issue: project44 could not track the shipment because we were unable to validate the provided equipment identifier.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify that the provided equipment identifier is registered with project44. 2. Ensure that the equipment identifier provided to project44 matches the equipment identifier registered with the Telematics provider. This is crucial to ensure correctness and alignment across the board. Instructions on obtaining the identifier for the most commonly used providers can be found here. 3. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Unknown Error	<p>Issue: The cause of this error is yet to be determined by project44, but the team remains proactive in regularly introducing new root causes.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
DriveView - Missing Phone Number	<p>Issue: The carrier has previously tracked using the DriveView app, but currently, they do not have any other tracking methods configured with project44.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Provide a valid phone number as the equipment identifier if you expect this shipment to track via the DriveView app. 2. If you want to configure additional tracking methods for this carrier, contact the carrier and request them to add new tracking methods with project44. 3. To add new tracking methods, the carrier should log into the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/) and add their connection by following the on-screen guide. 4. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.

Root Cause Error	Recommended Action
DriveView - Invalid Phone Number Assigned to Shipment	<p>Issue: The shipment was assigned an invalid phone number as its equipment identifier. It is essential to set a valid mobile number, including the '+' sign and country code, to be able to track via the DriveView app.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. You are requested to ensure that the phone number used for the shipment correctly corresponds to the driver who will be carrying the shipment and is including the '+' sign and country code. 2. Correspondingly, drivers can assign shipments to themselves using Driver Initiated Shipments feature on the DriveView app. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Not Assigned to Shipment	<p>Issue: This shipment does not have a valid carrier identifier assigned to it.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Validate that the specified carrier identifier was a part of the Implementation Scope or Statement of Work (SOW) outlined in the contract. 2. Verify that the correct carrier identifier has been provided in the shipment creation request. 3. If both validations are successful, kindly reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Shipment Initialization Failed for Provided Tracking Method	<p>Issue: The shipment could not be initialized for the selected tracking method.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
Equipment Identifier Type Mismatch	<p>Issue: The provided identifiers do not match the expected identifier type for the carrier. Equipment identifiers are required during shipment creation or can be updated afterward.</p> <p>Dynamic: The shipper has provided the following identifiers: {{providedIdentifiers}}, while the carrier is expecting identifiers: {{expectedIdentifiers}}.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify that the provided identifiers match the expected identifiers from the carrier. You can find a list of expected identifiers by carrier by following the instructions outlined in this project44 support documentation. 2. If the problem persists or if you need additional help, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter. <p>Dynamic: For any future shipment with this carrier, please ensure to provide at least one of these identifiers upon creation: {{expectedIdentifiers}}.</p>
Shipment Created after Delivery	<p>Issue: The shipment was created after the delivery window had elapsed. Initiating shipments after their physical transit shall result in tracking being missed.</p> <p>Recommended Action: Review the affected shipments to understand why the creation occurred after the delivery window, and kindly revise the operational flow to prevent recurrence.</p>
No Tracking History Available for Carrier	<p>Issue: The carrier has never successfully tracked a shipment in the project44 network, indicating that their onboarding process was not completed successfully.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please confirm the invitation status for the carrier in the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/). 2. If no invitation exists, you are requested to send a new invitation. 3. If the carrier is already invited, validate the carrier contact information used in the Network Management Center via email outreach. Resend the invite with the confirmed valid contact information. 4. Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Failed to Determine Tracking Method for the Shipment	<p>Issue: Despite having valid equipment identifiers, no tracking method could be applied to the shipment by project44.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>

5.13. FTL Push Tracking Errors and Recommended Actions

The table below lists the FTL push tracking [Root Cause Analysis \[155\]](#) (RCA) errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Action
No Tracking Updates Received from the Carrier via API	<p>Issue: No tracking status updates have been received for the shipment from the carrier via API connection.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please contact the carrier to verify that the shipment identifiers, such as the bill of lading or the order number, have been shared correctly for the shipment. If the carrier is expected to provide shipment tracking information via API for your account, kindly contact them to validate the configuration of the API. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
API Tracking Unavailable from the Carrier for this Customer	<p>Issue: It appears that the carrier has never utilized shipment tracking via API for the specified customer. This could be attributed to a potential misconfiguration provided by the carrier for this particular customer. It is also possible that the issue stems from a mismatch in shipment identifiers between what the customer sends to the carrier and what they send to project44.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. If the carrier is expected to provide shipment tracking information via API for your account, kindly contact them to validate the configuration of the API. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Tracking Updates Received from Carrier After Expiration of the Tracking Window	<p>Issue: The carrier sent tracking status updates after the expiration of the shipment tracking window. {{Percentage}} of tracking status updates were received after the expiration of the tracking window.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly verify that the shipment has been created with the correct tracking appointment window. 2. Please contact the carrier to ensure that the tracking status updates are received within the designated tracking window and to ensure that their timezone configuration is correct. 3. Please discuss with your CSM to determine if your current settings regarding shipment time-outs are suitable for your specific use cases. 4. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
API Tracking Unavailable from the Carrier for All Customers	<p>Issue: We understand that this carrier has been enabled to push data via API. However, there could be a potential misconfiguration provided by the carrier or the carrier may still be in the process of onboarding with project44.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. If the carrier is expected to provide shipment tracking information via API for your account, kindly contact them to validate the configuration of the API. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Unknown Error	<p>Issue: The cause of this error is yet to be determined by project44, but the team remains proactive in regularly introducing new root causes.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>

Root Cause Error	Recommended Action
Tracking Updates Received from Carrier with Timestamps in the Future	<p>Issue: The carrier sent tracking status updates with timestamps in the future. This issue might be the result of a carrier configuration issue, where the timestamps in the payload are being set in the future. {{Percentage}} of tracking status updates had timestamps in the future.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly verify that the shipment has been created with the correct tracking appointment window. 2. Please contact the carrier to ensure that the tracking status updates are received within the designated tracking window and that their timezone configuration is correct. The carrier should verify whether they are sending data in UTC or incorrectly applying time offsets. If they provide an example payload and timestamp of when it was sent, and the issue persists, then project44 can validate if the offset is correct. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Tracking Updates Received from Carrier before Shipment Creation	<p>Issue: The carrier sent tracking status updates before shipment creation. {{Percentage}} of tracking status updates were received before shipment creation.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly verify that the shipment has been created with the correct tracking appointment window. 2. Please contact the carrier to ensure that the tracking status updates are received within the designated tracking window and to ensure that their timezone configuration is correct. 3. If the problem persists, kindly contact your project44 Customer Success Manager to review the configuration of the State Event Position (SEP) flag for your account.
Tracking Updates Received from Carrier before the Start of the Tracking Window	<p>Issue: The carrier sent tracking status updates with timestamps from before the start of the tracking window. {{Percentage}} of tracking status updates had timestamps from before the start of the designated tracking window.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly verify that the shipment has been created with the correct tracking appointment window. 2. Please contact the carrier to ensure that the tracking status updates are received within the designated tracking window and to ensure that their timezone configuration is correct. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Tracking Updates Received from Carrier in Disordered Sequence	<p>Issue: The carrier sent tracking status updates in an unexpected and disordered sequence</p> <p>Recommended Action: Kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in enabling the State Event Position (SEP) flag for your account. This will ensure that out-of-order updates are accounted for in tracking.</p>
Tracking Updates Received from Carrier Without Geo-coordinate Information	<p>Issue: The carrier sent tracking status updates without corresponding geo-coordinate information. {{Percentage}} of tracking status updates were received without geo-coordinate information.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please contact your carrier to verify that the tracking status updates include valid geo-coordinate data. 2. If the carrier is only transmitting milestones and/or status events, they must include (0,0) as the latitude and longitude coordinates. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

5.14. FTL TDX Tracking Errors and Recommended Actions

The table below lists the FTL TDX tracking [Root Cause Analysis \[155\]](#) (RCA) Errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Action
No Shipment Visibility Data from Vehicle During the Tracking Window	<p>Issue: The vehicle is onboarded in the project44 platform, but no location information was received during the shipment tracking window.</p> <p>Dynamic: project44 could identify the vehicle but no tracking pings were received during the shipment tracking window. The asset was onboarded on <code>{{createdDateTs}}</code> but the asset was last heard from on <code>{{lastSeenDateTs}}</code>.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please reach out to the carrier to verify the accuracy of the specified vehicle identifier. If the identifier is correct, confirm that the vehicle is still in use and actively sending data to project44. Additionally, please verify whether the tracking window is specified correctly. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Vehicle Never Entered Geofence	<p>Issue: project44 could detect the location of the vehicle. However, the truck did not enter the pickup location geofence. As per carrier privacy agreements, the tracking data cannot be shared if the truck does not enter the pickup location geofence.</p> <p>Dynamic: project44 could detect the location of the vehicle. However, the truck did not enter the pickup location geofence and was last detected <code>{{pingSeenKm}}</code> kilometers away. Due to carrier privacy agreements, tracking data cannot be shared if the truck does not enter the pickup location geofence.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Review and validate that the location data are correct when creating shipments. 2. If required, please review the geofence configuration with your project44 CSM. 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
No Vehicle Found for Given Equipment Identifier	<p>Issue: project44 was unable to identify a vehicle corresponding to the specified equipment identifier.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify that this carrier has a status of "Fleet Available" in the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/). 2. Kindly contact the carrier to verify whether the provided equipment identifier is accurate and active. 3. If you wish to remove the equipment identifier validation during the shipment creation process, please contact your project44 CSM. 4. Please ensure that the equipment identifier provided to project44 matches the equipment identifier registered with the telematics provider. This is crucial to ensure correctness and alignment across the board. Instructions on obtaining the identifier for the most commonly used providers can be found here. 5. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Unsuccessful Tracking via Telematics	<p>Issue: A valid equipment identifier has been provided for the shipment but the shipment tracking information could not be processed successfully.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
Unknown Telematics Equipment Identifier	<p>Issue: The shipment could not be tracked as a result of an unidentified or invalid equipment identifier being added to the shipment.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify with the carrier that the equipment identifier and its format are correct. 2. If the equipment identifier corresponds to the Telematics vehicle identifier, please ensure that the vehicle identifier is listed exactly as shown in the carrier's Telematics portal. If the equipment identifier corresponds to the license plate, please ensure that the license plate has been onboarded by the carrier by using the Fleet List functionality in the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/). 3. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Action
Unknown Error	<p>Issue: The cause of this error is yet to be determined by project44, but the team remains proactive in regularly introducing new root causes.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
<p>No Vehicle Found for Given Equipment Identifier and DriveView Tracking Unsuccessful</p> <p>Note: Accounted for under DriveView RCA already.</p>	<p>Issue: project44 was unable to validate the given equipment identifier as we did not find a registered vehicle associated with it. Additionally, the attempt to track the shipment using the DriveView app also failed.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Verify with the carrier that the provided equipment identifier or vehicle identifier is accurate. 2. If you would like to incorporate equipment identifier validation during shipment creation process, please contact your Customer Success Manager or reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter. 3. Additionally, if you intend to track the shipment using DriveView, kindly request the driver to complete the installation setup of the app.
Inactive Telematics Equipment Identifier	<p>Issue: The asset associated with the license plate number or the vehicle number that has been assigned to the shipment was deemed inactive before the beginning of the transit. An inactive status in the Network Management Center indicates that no data was received from the asset in the previous four days.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly ascertain whether the addition of equipment identifiers is the responsibility of the tenant or the carrier. 2. If the carrier is accountable, please provide them with five shipment examples along with the associated equipment identifiers to flag as inactive in the Network Management Center (https://nmc-na12.voc.project44.com/ or https://nmc-eu12.voc.project44.com/). Please request validation from the Telematics provider to ensure that the assets are valid and capable of providing tracking information. 3. If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Telematics Connection Status	<p>Issue: The carrier's connection in the Network Management Center is currently marked as "Critical", which is preventing tracking. This issue is most often caused by the carrier using invalid telematics credentials.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly contact the carrier to verify whether the provided telematics credentials are accurate and active. 2. If the problem persists or if you need additional help, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

5.15. Root Cause Analysis - Ocean

This page displays Ocean shipment creation and tracking data, and the reasons for failures. By default, Creation Issues are displayed when Ocean is selected from the [Root Cause Analysis \[154\]](#) Views menu.

Ocean Data Issues Updated 19 hrs ago

November 15, 2023 → February 13, 2024
Booking Creation Date

51389 Creation Issues 63 Tracking Issues

Search by shipment identifiers View by: Carriers Export

Carrier/Freight Forwarder	Total Bookings	Creation Percentage	Affected Bookings
Unknown Carrier	51,386	0%	51,386 →
CMA CGM	11	90.9%	1 →
Maersk	613	99.8%	1 →
ZIM	283	99.6%	1 →

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Creation Issues

By default the data shown are affected shipments by Carrier. Select **Causes** from the View by drop-down list to view the affected shipments by Cause.

The By Carrier view shows:

- **Total Bookings:** The total number of bookings.
- **Creation Percentage:** Ratio of successfully created bookings to the total number of attempts, expressed as a percentage.
- **Affected Bookings:** Total number of affected bookings.

The By Causes view shows:

- **Root Causes:** The root cause error affecting the bookings.
- **Affected Bookings:** Number of affected bookings.

Each view also provides a download button in each row to export the data for that carrier/cause to a .XLSX file, and a **View Details** button to view the recommended action.

Tracking Issues

To view FTL tracking data, click the **Tracking Issues** tab.

Data Issues Trends

Ocean Data Issues Updated 20 hrs ago November 17, 2023 → February 15, 2024 Booking Creation Date Filters

50620 Creation Issues 61 Tracking Issues Search by shipment identifiers View by: Carriers Export

Carrier/Freight Forwarder	Connection Status	Total Bookings	Tracked Percentage	Affected Bookings	
MSC	✓ API - Polling Updates	307	91.9%	25 →	↓
↳ Shipment Data Not Found via API	✓ API - Polling Updates			25 →	↓ View details
Maersk	✓ API - Polling Updates	622	98.1%	12 →	↓
COSCO	⊘ Request API Access	161	96.3%	6 →	↓
↳ Shipment Data Not Found and No API Access	⊘ Request API Access			5 →	↓ View details
↳ Inconsistent Data Received from Carrier	⊘ Request API Access			1 →	↓ View details
Hapag-Lloyd	✓ EDI	6	0%	6 →	↓
ZIM	✓ API - Polling Updates	278	97.8%	6 →	↓
Evergreen	⊘ Request API Access	6	50.0%	3 →	↓
CMA CGM	⊘ Request API Access	10	80.0%	2 →	↓

1 - 8 of 8 Give Feedback

By default the data shown are affected shipments by Carrier. Select **Causes** from the View by drop-down list to view the affected shipments.

The table in the By Carrier view contains a list of the carriers, their Root Cause Errors, Connection Status, Total Bookings, Tracked Percentage, Affected Bookings, a download button to export the data for that carrier to a .XLSX file, and a **View Details** button.

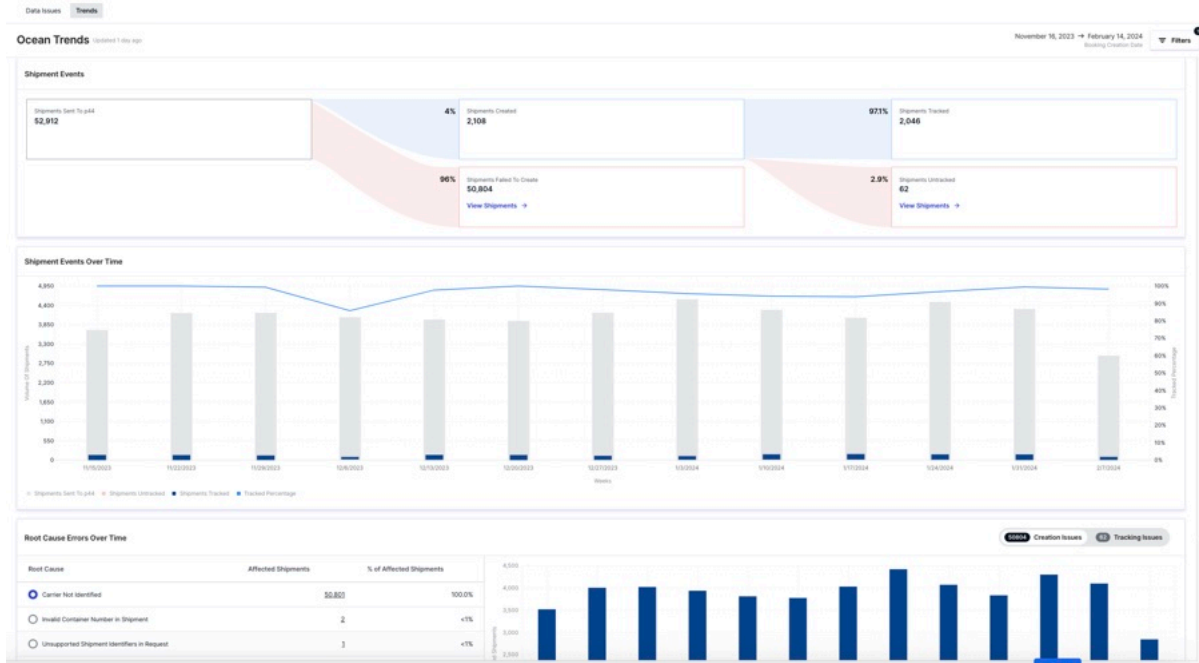
Recommended Action

The purpose of Recommended Actions are to enable you to fix the tracking issues in order to increase the total tracking percentages. To view the recommended action for improving the tracking percentage for a particular carrier, click the **View Details** button in the row of the carrier or cause. The Recommended Action window appears.

The action recommended is specific to the tracking issue(s).

Ocean Trends

Click the Trends tab to view the trends in Ocean Shipments.



The Trends page displays the following information.

- **Shipment Events:** Shows the total number of Shipments sent to project44, the total number and percentage of Shipments Created, the total number and percentage of Shipments failed to Create, the total number and percentage of Shipments Tracked, and the total number and percentage of Shipments Untracked.
- **Shipment Events over Time:** Bar graph that shows the percentages of Shipments Tracked and Shipments Untracked over a period of time.
- **Root Cause Errors over Time:** Table listing the top Root Cause Errors for the current selected period (via the Filters panel), the number of Shipments affected, and the Percentage Volume. The graph next to the table displays the Volume of Affected Shipments for each week. Click a radio button in the table next to a Root Cause Error to see the volume highlighted in the graph. Switch the views in the graph from Creation to Tracking by clicking the corresponding tab above the graph.

To view a list of the Root Cause Errors and the recommended actions refer to [Ocean Shipment Creation Errors and Recommended Actions \[179\]](#) and [Ocean Shipment Tracking Errors and Recommended Actions \[180\]](#).

5.16. Open the Ocean Data Issues Filters Panel

To open the Truckload Tracking and Root Cause Analysis Filters panel, in the [Ocean Data Issues page \[174\]](#) click the **Filters** button.

The Filters panel appears.

Filters
✕

Carrier Name

📦
Select Carriers
▼
✕

Current Period Selection

Nov 15, 2023 - Feb 13, 2024
📅

Connection Status

📦
Select Connection Status
▼
✕

Properties – Find shipments with specific carriers, vehicles and reference keys

+ Reference Key

Clear all
Apply filters

Give Feedback

NOTE: By default the filter is set to display data for the last 90 days.

The following types of criteria can be used to sort the truckload data.

Carrier Name

This field is searchable. If more than one name is selected, then OR logic is applied.

Current Period Selection

Select the period of time to filter the carrier data. You can select a date range on the calendar or: Today, Yesterday, Last 7 days, Last 30 days, This Month, or Last Month.

Connection Status

The type of connection for tracking the shipment.

- API - Polling Updates
- EDI
- None
- Request API Access

Properties

Reference Key is the only additional property you can filter by at this time. These are customer-specific.

Click **Apply Filters** to apply the selections.

Click **Clear All** to clear all of the selections.

Click the **X** to close the Filters panel.

5.17. Ocean Shipment Creation Errors and Recommended Actions

The table below lists the Ocean Shipment creation [Root Cause Analysis \[174\]](#) (RCA) errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Actions
Carrier Not Identified	<p>Issue: No matching carrier was identified in our network for the SCAC in the shipment creation request.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Validate that the specified carrier SCAC was a part of the Implementation Scope or Statement of Work (SOW) outlined in the contract. 2. Verify that the correct carrier SCAC has been provided in the shipment creation request. 3. If both validations are successful, reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for additional assistance.
Customer Not Configured for Carrier	<p>Issue: The customer is not configured for carrier SCAC that was specified in the shipment creation request.</p> <p>Recommended Action:</p> <p>Reach out to project44 support via this link and raise a "Carrier Integration Request" ticket for assistance in resolving the matter. The team will guide you with the necessary steps in obtaining the carrier configuration.</p>
Unsupported Shipment Identifiers in Request	<p>Issue: The provided shipment identifier in the creation request is not supported by the carrier.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Kindly retry the shipment creation using a supported shipment identifier type for this carrier. 2. If the problem persists after retrying, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Carrier Code in Shipment	<p>Issue: The format of the carrier SCAC in the shipment identifier is invalid in the creation request.</p> <p>Recommended Action: Please review and update the shipment creation request so that it contains the correct carrier SCAC format, which must be four capital letters.</p> <p>Example: "ABCD"</p>

Root Cause Error	Recommended Actions
Invalid Container Number in Shipment	<p>Issue: The format of the container number in the shipment identifier is invalid in the creation request.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please review and update the shipment creation request so that it contains the correct container number format, which must consist of four uppercase letters followed by seven digits. 2. The first three uppercase letters should denote the BIC code of the owner of the container. 3. The next uppercase letter should represent the category of the equipment identifier: U for freight containers, J for detachable freight container equipment, or Z for trailers and chassis. 4. The next six digits should depict the serial number assigned to the container. 5. The final digit is intended to serve as the check digit, providing a means to validate the accuracy of recording and transmitting the BIC code and the serial number. You can calculate or validate the check digit here. <p>Link: https://www.bic-code.org/check-digit-calculator/ Example: "BICU1234567"</p>
Invalid Booking Number or MBOL in Shipment Identifier	<p>Issue: The format of the booking number or master bill of lading in the shipment identifier is invalid in the creation request.</p> <p>Recommended Action: Please review and update the shipment creation request so that it contains the correct booking number or master bill of lading format, which must have a minimum length of 6 characters and a maximum length of 45 characters. Additionally, they must contain at least one number. Example: "ABC123DEF", "ABCDEFGHIJ1"</p>
Customer Account Details Not Recognized	<p>Issue: No valid accounts in our system match the provided customer account details in the shipment creation request.</p> <p>Recommended Action: Review and update the correct account details you have provided in the shipment creation request and validate them against the account details that you provided during implementation.</p>
Temporary Issue with Service	<p>Issue: There was a temporary service interruption.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
Contract Date Outside Range	<p>Issue: The shipment creation request contains a contract date that is too far in the past.</p> <p>Recommended Action: Review and update the container tracking date so that it is within the last twelve months.</p>
Invalid Tag IDs in Request	<p>Issue: The Tag IDs within the shipment creation request are invalid.</p> <p>Recommended Action: Review and update the correct Tag IDs you have provided in the shipment creation request and validate them against the Tag IDs that you provided during implementation.</p>
Inadequate Permissions	<p>Issue: The customer does not have the necessary permissions for shipment creation.</p> <p>Recommended Action: Reach out to project44 support via this link and raise a "Support Request" ticket to ensure that you have the correct permissions for creating a shipment.</p>

5.18. Ocean Shipment Tracking Errors and Recommended Actions

The table below lists the Ocean shipment tracking [Root Cause Analysis \[174\]](#) (RCA) errors and the recommended actions for fixing those issues.

Root Cause Error	Recommended Actions
Carrier Sent Empty or Invalid Data	<p>Issue: The carrier's response for the last shipment tracking update request from project44 was empty or invalid</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the carrier might not have updated the tracking information for your shipment yet. 2. In case you believe that the tracking information should have been available by this time, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Actions
No Tracking Information Found via API	<p>Issue: No information corresponding to the provided shipment identifiers was found with the carrier.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the carrier might not have dispatched the shipment yet. 2. In case you believe that the shipment was expected to be dispatched by this time, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Pending Tracking Information from the Carrier	<p>Issue: This is a recently created shipment, and project44 has not received any tracking updates from the carrier yet.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Wait for a period of at least 15 days from the date of booking creation for tracking information to become available. 2. After this period, if you still do not have access to the tracking information and believe it should have been available, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Shipment Data Not Found and No API Access	<p>Issue: No information corresponding to the provided shipment identifiers was found with the carrier. Additionally, the carrier has not provided project44 with a reliable API connection for accessing the customer's shipment tracking information. This could affect data consistency and completeness due to carrier limitations.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the carrier might not have dispatched the shipment yet. 2. In case you believe that the shipment was expected to be dispatched by this time, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter. <p>You can enhance your data quality if your carrier establishes an API connection with project44.</p> <ol style="list-style-type: none"> 1. Submit a request to the carrier for an API connection. 2. If the carrier has an existing API connection with project44 that is not enabled for your account, they can work with project44 to facilitate its setup. 3. If the carrier does not have an API integration, they may need to develop a new one. <p>CTA: Request API Access</p>
Inconsistent Data Received from Carrier	<p>Issue: The carrier has not provided project44 with a reliable API connection for accessing the customer's shipment tracking information. This could affect data consistency and completeness due to carrier limitations.</p> <p>Recommended Action: You can enhance your data quality if your carrier establishes an API connection with project44.</p> <ol style="list-style-type: none"> 1. Kindly submit a request to the carrier for an API connection. 2. If the carrier has an existing API connection with project44 that is not enabled for your account, they can work with project44 to facilitate its setup. 3. If the carrier does not have an API integration, they may need to develop a new one. <p>CTA: Request API Access</p>
Carrier Yet to Assign Container	<p>Issue: The carrier has not yet assigned container information to this shipment.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the details of the container are currently unavailable, possibly because the carrier has not yet dispatched the shipment. 2. In case you believe that the shipment was expected to be dispatched by this time, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Actions
Carrier Does Not Support Given Shipment Identifier	<p>Issue: The provided shipment identifier in the creation request is not supported by the carrier.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Contact your carrier to acquire the list of supported shipment identifiers applicable to your customer account. 2. Retry the shipment creation using a supported shipment identifier type for this carrier. 3. If the problem persists after retrying, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Expired Shipment	<p>Issue: No carrier updates received over a prolonged time period has led to the expiration of the shipment.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Despite project44's repeated attempts, no tracking updates were received from the carrier for an extended duration, leading to the shipment being marked as expired. 2. In case you believe that the tracking information should have been available for this shipment, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Connection Timed Out	<p>Issue: The carrier could not provide a shipment tracking update within the permitted time limit following project44's request.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. project44 will continue its retry attempts to fetch data from the carrier and address the issue at hand. 2. If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Temporary Service Disruption	<p>Issue: There was a temporary service interruption.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
Unknown Error	<p>Issue: The cause of this error is yet to be determined by project44, but the team remains proactive in regularly introducing new root causes.</p> <p>Recommended Action: If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.</p>
Carrier Facing Technical Issues	<p>Issue: The carrier returned a technical error message in response to project44's shipment tracking update request.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. project44 will collaborate with the carrier to identify the issue and initiate the reprocessing of the shipment tracking update. 2. If you notice that this issue is continuously affecting a significant number of your shipments over an extended time period, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Invalid Shipment Identifier	<p>Issue: The provided shipment identifier in the creation request is empty or invalid.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Please review and ensure that the shipment identifier specified in the creation request is accurate. 2. If needed, kindly proceed to recreate the shipment creation request with the accurate identifier.
No Carrier Updates Received for 30 Days	<p>Issue: project44 has not received any tracking updates from the carrier during the 30-day period since the shipment was created.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the carrier might not have dispatched the shipment yet. 2. In case you believe that the shipment was expected to be dispatched by this time, kindly reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.

Root Cause Error	Recommended Actions
Subscription On Hold	<p>Issue: As per the customer's request, the tracking of the shipment has been put on hold.</p> <p>Recommended Action: No further action is necessary as this behavior was expected.</p>
No Carrier Updates Received for 60 Days	<p>Issue: project44 has not received any tracking updates from the carrier during the 60-day period since the shipment was created</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the carrier might not have dispatched the shipment yet. 2. In case you believe that the shipment was expected to be dispatched by this time, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
No Carrier Updates Received for 80 Days	<p>Issue: project44 has not received any tracking updates from the carrier during the 80-day period since the shipment was created.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. It appears that the carrier might not have dispatched the shipment yet. 2. In case you believe that the shipment was expected to be dispatched by this time, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Rejected Customer Login Credentials	<p>Issue: The carrier rejected the login credentials provided for the customer.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Check the expiration date of the login credentials provided by the carrier and, if necessary, contact the carrier for new credentials. 2. When the new login credentials are available, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Denied Access for Customer	<p>Issue: The carrier has refused access to data for this customer.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Reach out to the carrier to enable the authorization for access. 2. If access has been granted for your account by the carrier, kindly retry the shipment creation request for reprocessing. 3. If the problem persists after retrying, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Blocking API Requests for Customer - Private Connection	<p>Issue: The carrier has imposed a rate limit on the customer account for fetching shipment tracking information and project44 has exceeded that limit.</p> <p>Rate limit refers to the maximum number of shipment tracking requests allowed by the carrier for this customer's account within a specific time frame. If the number of requests sent exceeds this limit, additional requests may be rejected by the carrier until the limit resets.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. Reach out to the carrier to verify the possibility of lifting the rate limit from their end for your account. 2. Alternatively, if you want project44 to decrease the frequency of tracking update requests sent to this carrier for your shipments, reach out to project44 support via this link and raise a "Support Request" ticket for assistance in resolving the matter.
Carrier Blocking API Requests for Customer - Public Connection	<p>Issue: project44 has surpassed the carrier's permitted limit for total calls to their public API for fetching shipment tracking information.</p> <p>Recommended Action:</p> <ol style="list-style-type: none"> 1. project44 will continue to attempt to fetch data from the carrier and address the issue at hand. 2. For a reliable long-term solution, it is recommended that you verify with the carrier if a private API access without rate limitations can be arranged for your account.

Root Cause Error	Recommended Actions
Carrier Blocking Website Data Access for Customer	<p>Issue: project44 faced limitations in fetching tracking information from the carrier website due to access restrictions.</p> <p>Additionally, the carrier has not provided project44 with a reliable API connection for accessing the customer's shipment tracking information. This could affect data consistency and completeness due to carrier limitations.</p> <p>Recommended Action: You can enhance your data quality if your carrier establishes an API connection with project44.</p> <ol style="list-style-type: none"> 1. Submit a request to the carrier for an API connection. 2. If the carrier has an existing API connection with project44 that is not enabled for your account, they can work with project44 to facilitate its setup. 3. If the carrier does not have an API integration, they may need to develop a new one. <p>CTA: Request API Access</p>

5.19. Share a Carrier List Report

To share a carrier list report,

1. On the [Network Health page \[143\]](#), click the **Share Report** button.



The Share Data window appears.

2. Select the format for the data (CSV or PDF) by clicking the radio button for the format.
3. In the **To** and **CC** fields, type the email addresses of the people to whom you want to send the file. Separate the email addresses with commas.
NOTE: Up to 10 email addresses can be entered.
4. Type a message in the **Message** field (optional). You can format the email as needed (font weight, size, etc.).
5. Click the **Send Email** button.
The email is sent with the data in the attached file.

5.20. Export a List of a Carrier's Untracked Shipments

To export a list of a Carrier's untracked shipments,

1. In the Root Causes by Carrier table on the [Truckload Tracking and Root Cause Analysis page \[155\]](#), find the carrier whose untracked shipments data you want to view.

Root causes by carrier					
Carriers	Connection Type	Total Shipments	Tracking %	Untracked Shipments	Improvement opportunity
▼ KNIGHT TRANSPORTATION INC		4582	98.6%	62 Shipments →	0.3%
▼ CRST DEDICATED SERVICES INC		4532	98.4%	74 Shipments →	0.3%
▼ WERNER ENTERPRISES INC		4441	98.7%	57 Shipments →	0.3%
▼ NEW PRIME INC		4399	98.4%	69 Shipments →	0.3%

1 - 6 of 6

2. In the row of the carrier, click the **Export** button.



The data is downloaded as a .CSV file.

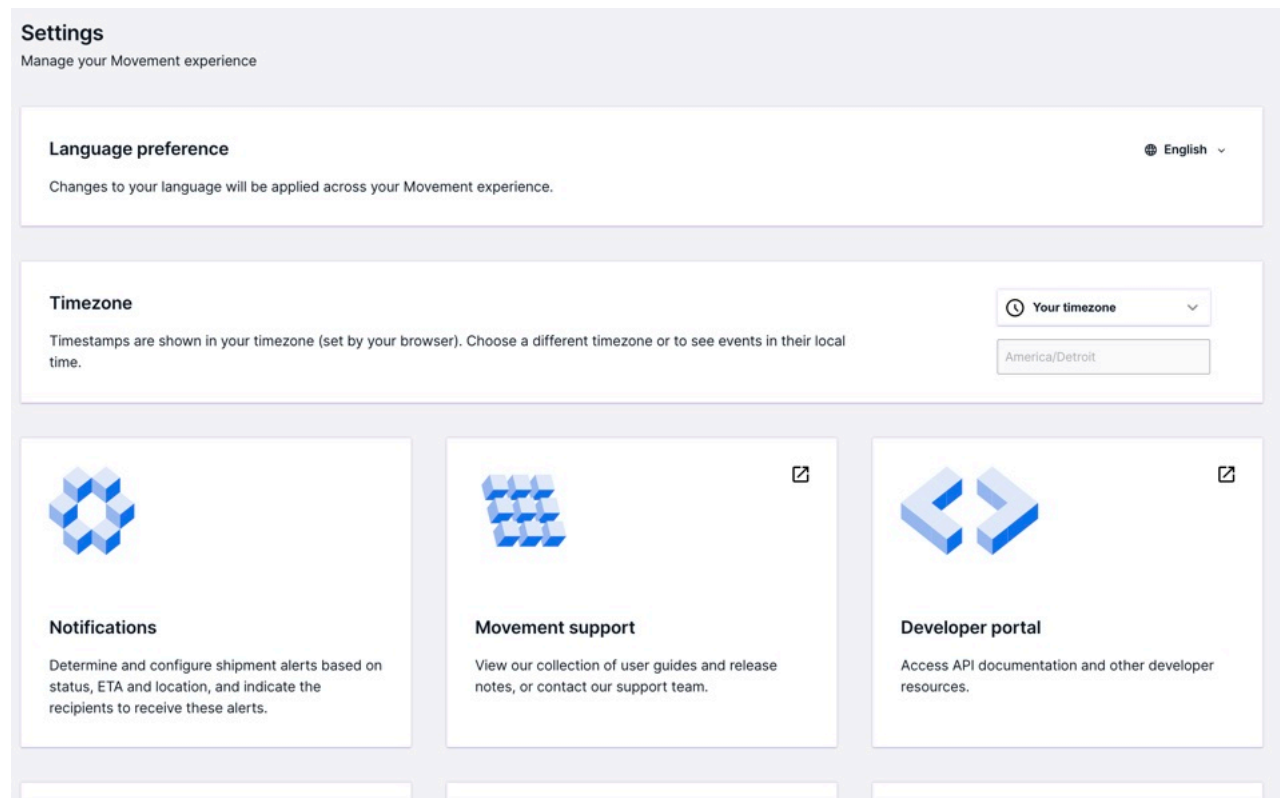
The file lists the following data for each untracked shipment.

- Shipment ID
- Bill of Lading
- Order Number
- Carrier Name
- Connection Type
- Equipment ID
- Historical Equipment ID
- Country of Origin
- Region of Origin
- Country of Destination
- Region of Destination
- Planned Pickup Date
- Planned Arrival Date
- One Issue Root Cause
- Source
- Destination
- One Action Item

6. Settings

To view the Settings page, click the **Settings** button in the [Sidebar \[12\]](#).

The Settings page appears.



Settings
Manage your Movement experience

Language preference English ▾
Changes to your language will be applied across your Movement experience.

Timezone Your timezone ▾
Timestamps are shown in your timezone (set by your browser). Choose a different timezone or to see events in their local time.

Notifications
Determine and configure shipment alerts based on status, ETA and location, and indicate the recipients to receive these alerts.

Movement support 🔗
View our collection of user guides and release notes, or contact our support team.

Developer portal 🔗
Access API documentation and other developer resources.

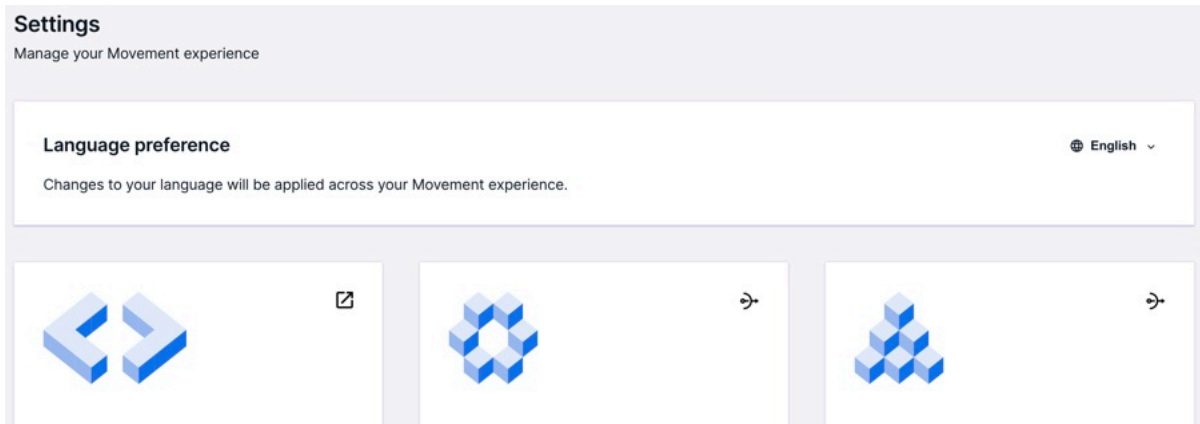
There are several panels. Click a panel to access its functions.

- **Language Preference [188]**: Set your language preference for the Movement platform. Current available languages are: German, English, French, Spanish, Portuguese, Italian, Turkish, Japanese, and Simplified Chinese.
- **Timezone**: Set the timezone for Movement.
- **Developer Portal**: Opens the Developer Portal. This contains the Core Services API which is designed to help project44's customers and partners get up and running quickly.
 - <https://developers.project44.com/>
 - <https://developers.eu.project44.com/>
- **Notifications [188]**: Configure shipment alerts based on status, ETA, and location, and specify the recipients who will receive the alerts.
- **Movement Support**: Link to this User Guide.
- **User Management**: Add users to Movement and manage their access.
- **Over the Road Locations [192]**: Manage your locations and their geofences.
- **Network Management Center (NMC)**: Manage your carrier and shipper connections in the NMC.
- **Carrier Credentials [201]**: Add and manage your Less-Than-Truckload (LTL) and Parcel carrier credentials to allow access to their APIs.

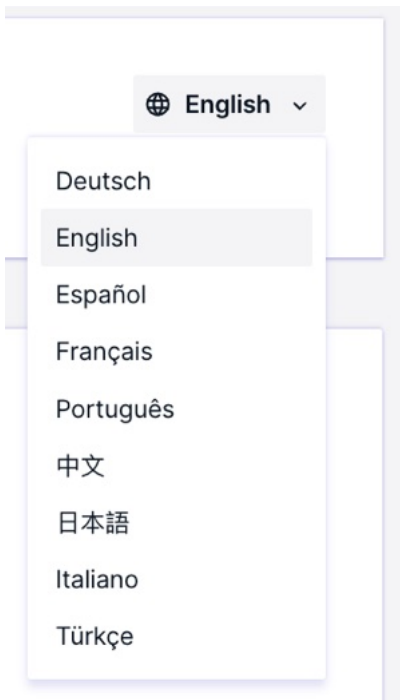
6.1. Set Your Language Preference

To set your language preference for Movement,

1. On the [Settings \[187\]](#) page, in the Language Preference tile click the drop-down list.



The options appear.



2. Select the language you prefer. Current available languages are: German, English, French, Spanish, Portuguese, Italian, Turkish, Japanese, and Simplified Chinese
The language for the Movement platform changes to the selected language.

6.2. Notifications

Notifications are messages sent via email, SMS, or push to alert someone that an event has occurred regarding shipments.

To manage notifications, in the Settings page, click the **Notifications** panel.

The Manage Notifications page appears, displaying a list of notifications.

Manage Notifications

[NEW NOTIFICATION](#)

Manage default notifications for shipments in your account.

(BF): Shipments late to Vienna	EDIT  
24+ Hrs Late to Delivery (Truckload)	EDIT  
24+ Hrs Late to Port of Discharge (Ocean)	EDIT  
ABG Home Depot Alert (BT)	EDIT  
Arrival notification (ED)	EDIT  
Arriving in an hour - Nashville	EDIT  
Departed Delivery	EDIT  

The page contains the following.

- **NEW NOTIFICATION** – Click this button to [add a notification \[189\]](#).
- **Notification name** – Name of the notification.
- **EDIT** – Click this to [edit the notification \[191\]](#).
- **Down Arrow** – Click this to view the details of the notification.

View Notification Details

To view the details of a notification, click the **Down Arrow**. The Arrow turns Up and the view expands to show the details.

Dwelling at stop

When truck is:

Dwelling for more than 60 minutes at intermediate stops

To shipments where:

Notify:

jhkg@test.com

Click the **Up Arrow** to collapse the view.

6.3. Add a Notification

To add a notification,

1. On the Manage Notifications page, click the **New Notification** button.



The Create New Notification page appears.

Create New Notification

CANCEL

SAVE

Manage default notifications for shipments in your account.

A screenshot of the "Create New Notification" form. The form is titled "Create New Notification" and has a subtitle "Manage default notifications for shipments in your account." It contains several sections: "Select Mode" with radio buttons for LTL/VLTL, Truckload (selected), Parcel, Air, and Ocean; "SEND NOTIFICATIONS WHEN:" with a "Select Event" dropdown menu and an "Add Event" link; "INCLUDE SHIPMENTS:" with radio buttons for Any and All (selected), and a "Select criteria" dropdown menu with an "Add criteria" link; "Name your notification" with a text input field containing "Create a name"; and "TO THESE RECIPIENTS:" with radio buttons for Email (selected), SMS, and Push Notification, and an "Enter email address" text input field. There are "CANCEL" and "SAVE" buttons in the top right corner.

2. Select the Mode.
 - LTL/VLTL
 - Truckload
 - Parcel
 - Air
 - Ocean
3. Select the event that triggers the notification from the SEND NOTIFICATION WHEN drop-down list. The events available depend on the Mode selected in Step 2. Each Mode has events particular to it.
 - **LTL/VLTL** – Event choices are: Out for Delivery or Out for Delivery Missed (not out for delivery).
 - **Truckload** – Event choices are: Running Late, Dwelling, Idle in transit, Tracking approval denied, Tracking approval pending, Arriving, Departed, or Departed Late. Set number of minutes to a location (Intermediate Stops, Pickup, or Delivery).
Click **Add Event** to add another Truckload event.
 - **Parcel** –Event choices are: Out for Delivery, Missed Delivery Window, or Running late.
Click **Add Event** to add another Parcel event.
 - **Air** – The only choice is: An event occurs. Selecting this option opens three drop-down lists that enable you to **Select event** , **At Stop** (Origin, Destination, Transfer, Other, Any Stop), and the **Country** in which the event occurs.
 - **Ocean** – Event choices are: Arriving late or Embarking late.
Click **Add Event** to add another Ocean event.
4. For **INCLUDE SHIPMENTS**, select Any or All. Then select the Criteria from the drop-down list. The only choice for Air and Ocean Modes is Any.

- For **Name your Notification**, type a name for the notification.
- For **TO THESE RECIPIENTS** select the notification method: email, SMS, or Push notification.
Push notification is only available for Truckload.
For Ocean mode, email is the only notification method available.
- Click **SAVE**. The notification is added and appears in the list on the Manage Notifications page.
Click **CANCEL** to cancel this process.

6.4. Edit a Notification

To edit a notification,

- On the Manage Notifications page, click **EDIT** in the row of the notification you want to edit.
The Edit Notification page appears.

Edit Notification

CANCEL SAVE DELETE

Select Mode

LTL/VLTL Truckload Parcel Air Ocean

SEND NOTIFICATIONS WHEN:

Temperature out of range

FOR MORE THAN

1 MINUTES

Add Event

INCLUDE SHIPMENTS:

Any All

Select criteria

Add criteria

Name your notification

Temperature out of range

TO THESE RECIPIENTS:

Email SMS Push Notification

- Make the desired changes to to the fields and selections.
- Click **SAVE**. The changes are saved and the Manage Notifications page opens.
Click **CANCEL** to cancel any changes and return to the Manage Notifications page.

6.5. Delete a Notification

To delete a notification,

- On the Manage Notifications page, click **EDIT** in the row of the notification you want to delete.
The Edit Notification page appears.

Edit Notification

CANCEL

SAVE

DELETE

Select Mode

LTL/VLTL Truckload Parcel Air Ocean

SEND NOTIFICATIONS WHEN:

Temperature out of range

FOR MORE THAN

1 MINUTES

[Add Event](#)

INCLUDE SHIPMENTS:

Any All

Select criteria

[Add criteria](#)

Name your notification

Temperature out of range

TO THESE RECIPIENTS:

Email SMS Push Notification

2. Click **DELETE**.

The notification is deleted and the Manage Notifications page appears. The notification is not in the list.

Click **CANCEL** to cancel the operation and return to the Manage Notifications page.

6.6. Over the Road Locations

To manage locations, in the [Settings page \[187\]](#), click the **Over the Road Locations** panel.

The Locations page appears, displaying a list of the locations where shipment movements are tracked to and from:

Locations

NEW LOCATION

Refine

LOCATION

Filter by any location

CONTACT

Filter by any contact

55881 Results Sorted By Shipment Volume (Desc) ▼

Sephora	135 N Water St Peekskill, NY 10566	0 Shipments 30d - Geofence accuracy
Macy's	250 Shipwash Dr Garner, NC 27529	0 Shipments 30d - Geofence accuracy
Ahava	DALEMETCALF GREENEVILLE, TN 37743	0 Shipments 30d - Geofence accuracy
Macy's	410 Oak Grove Pkwy St Paul, MN 55127	0 Shipments 30d - Geofence accuracy

You can search locations in two ways:

- **LOCATION** – Type the name or address in the LOCATION field and click the magnifying glass.
- **CONTACT** – Type the name of the person in the CONTACT field and click the magnifying glass.

You can also [view a location \[193\]](#), [add a new location \[196\]](#), and [edit a location \[198\]](#).

6.7. View a Location

To view the information about a location, on the Locations page click the name of the location.

Conagra Brands	Tiel, Gelderland 4004	84 Shipments 30d 100% Geofence accuracy
Starbucks Corporation	Ploiești, Ploiești 100028	83 Shipments 30d 100% Geofence accuracy
Destination	50 Strada Provinciale della Cebrosa Settimo Torinese, Piemonte 10036	83 Shipments 30d 99% Geofence accuracy
Conagra Brands	Lodi, Lombardia 26900	82 Shipments 30d 100% Geofence accuracy
Stora Enso	Katowice, Woj. Śląskie 40-378	81 Shipments 30d 0% Geofence accuracy

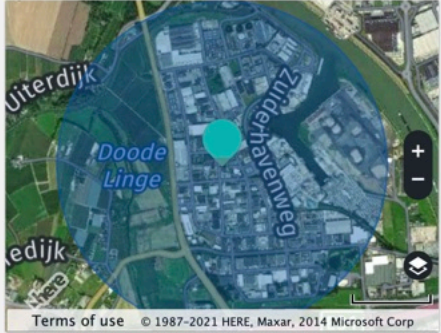
The Location Details page appears.

Conagra Brands EDIT

Tiel, Gelderland
NL 4004

No business hours have been set


51.91009, 5.43051




Terms of use © 1987-2021 HERE, Maxar, 2014 Microsoft Corp

Location KPI's [See more](#)

DWELL TIMES



GEOFENCE ACCURACY

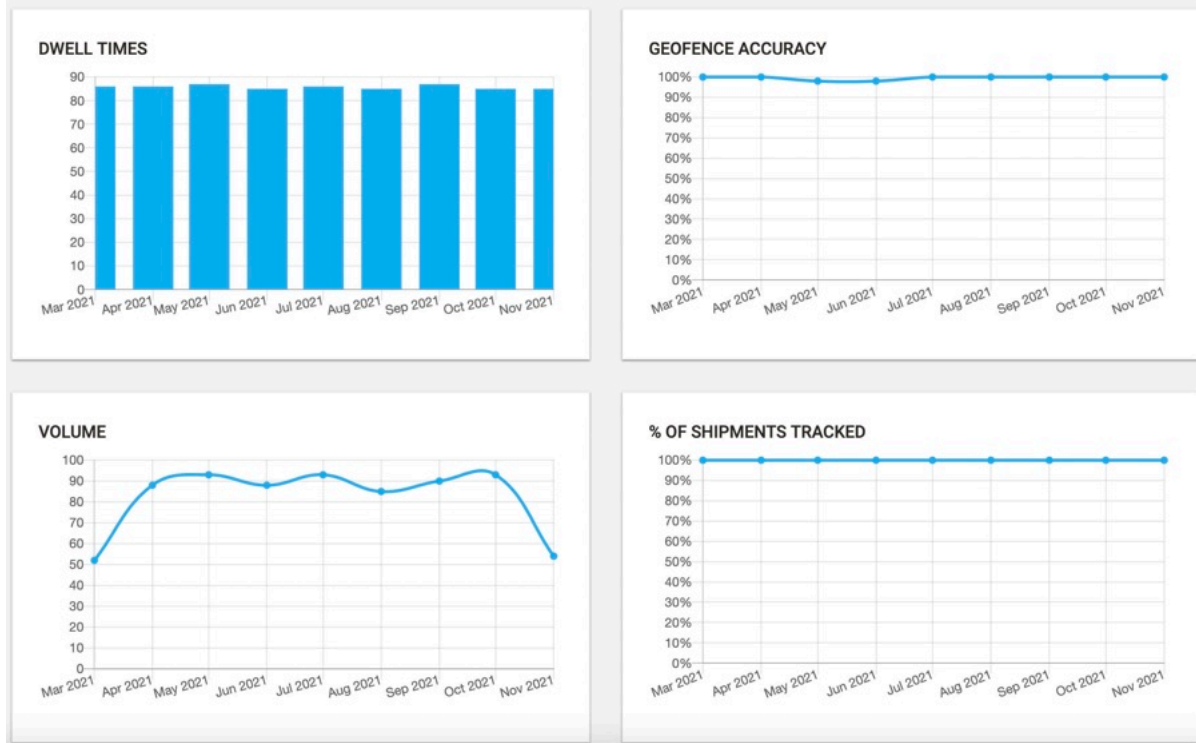


The following information is displayed:

- Address
- Business Hours (if defined)
- Longitude and Latitude
- Location on map, indicating the geofence area

- Location KPIs (Dwell Times, Geofence Accuracy)
- Inbound and Outbound Shipments

Location KPI's [See more](#)



Click **See more** to open the Analytics page:

Current Inbound Shipments Show only immediate stop

Identifier	Status	ETA / ATA	Inbound From
685780926639	In transit	12/16/21 at 1:28 AM	Casalpusterlengo Lombardia

Current Outbound Shipments

Identifier	Status	ETA / ATA	Outbound To
There are currently no outbound shipments from this location being tracked			

Each list of Shipments (Inbound and Outbound) shows the Identifier, Status, ETA/ATA, and where the shipment is coming from or going to.

Click the Identifier to open the Shipment Details page.

6.8. Add a Location

To add a new location,

1. On the Locations page, click the **NEW LOCATION** button.



The Add New Location page appears.

The screenshot shows the "Add New Location" form. It includes the following fields and controls:

- LOCATION NAME:** A text input field containing "Location Name".
- LOCATION ID:** An empty text input field.
- ADDRESS:** A text input field with the placeholder "Start typing address here...".
- UNIT:** A dropdown menu showing "Select One" and an "(optional)" label.
- LATITUDE, LONGITUDE:** A text input field with the placeholder "example: 0, 0" and a note "Separate latitude and longitude with a comma." below it.
- Days and Status:** A table with columns for days (Sun, Mon, Tue, Wed, Thu) and status (closed). Each day has two "Select time" dropdowns and a checked checkbox for "closed".
- Map:** A map showing a blue circular geofence. The map includes a "EDIT GEOFENCE" button, zoom controls (+, -), and a "Here" logo. The bottom of the map shows "Terms of use © 1987-2022 HERE, Maxar".
- Buttons:** "CANCEL" and "SAVE" buttons are located in the top right corner.

2. In the **LOCATION NAME** field, type the name of the location.
3. In the **LOCATION ID** field, type the unique location ID. (This field is optional.)
4. In the **ADDRESS** field, type the address.
The address appears on the Geofence map and the **LATITUDE, LONGITUDE** field is filled with the coordinates that match address location on the map.

LOCATION NAME

LOCATION ID

CANCEL **SAVE**


ADDRESS

UNIT
 Building (optional)

LATITUDE, LONGITUDE

 Separate latitude and longitude with a comma.

Sun sundayClosed
 Mon mondayClosed
 Tue tuesdayClosed



- Select the UNIT from the drop-down list. The following choices are available: Unit, Apartment, Suite, #, Building, Office, Penthouse.
- Specify the hours the location is open. For each day, select the time the location opens and closes. Select the time, then click OK for each drop-down. (The default for each day is Closed.)

Select time

08	00	AM
09	10	PM
10	20	
11	30	
	40	
	50	

Now **Ok**

- Click **EDIT GEOFENCE** to edit the Geofence. (This step is optional.) The default geofence is Time-based, 15 minutes. The Geofence Setup page appears.

Geofence Setup

X

ADDRESS
United States, MI, 48915, Lansing, Downtown Lansing, 702 W
Kalamazoo St

LATITUDE, LONGITUDE
42.73131, -84.56236

GEOFENCE TYPE
Time-based

MINUTES
15

RESET TO DEFAULT



To adjust the geofence by radius around the location,

- For GEOFENCE TYPE, select **Radius**.
- Select **Meters** or **Miles**.
- Enter the radius length.

To adjust the geofence by time from the location,

- For GEOFENCE TYPE, select **Time-based**.
- Enter number of Minutes.

Click **RESET TO DEFAULT** at any time to undo any changes return reset the geofence settings to the default settings.

Click **SAVE** to save the changes.

Click **CANCEL** to cancel any changes and return to the Add New Location page.

8. Click **SAVE**. The new location is saved and added to the list of locations.
Click **CANCEL** to cancel the process.

6.9. Edit a Location

To edit a location,

1. On the Locations Details page click the **EDIT** button.



The Edit Location page appears.

LOCATION NAME

LOCATION ID

CANCEL **SAVE**


ADDRESS

UNIT
 (optional)

LATITUDE, LONGITUDE


 Separate latitude and longitude with a comma.

Sun	<input type="text" value="Select time"/>	<input type="text" value="Select time"/>	<input checked="" type="checkbox"/> sundayClosed
Mon	<input type="text" value="Select time"/>	<input type="text" value="Select time"/>	<input checked="" type="checkbox"/> mondayClosed
Tue	<input type="text" value="Select time"/>	<input type="text" value="Select time"/>	<input checked="" type="checkbox"/> tuesdayClosed
Wed	<input type="text" value="Select time"/>	<input type="text" value="Select time"/>	<input checked="" type="checkbox"/> wednesdayClosed
Thu	<input type="text" value="Select time"/>	<input type="text" value="Select time"/>	<input checked="" type="checkbox"/> thursdayClosed

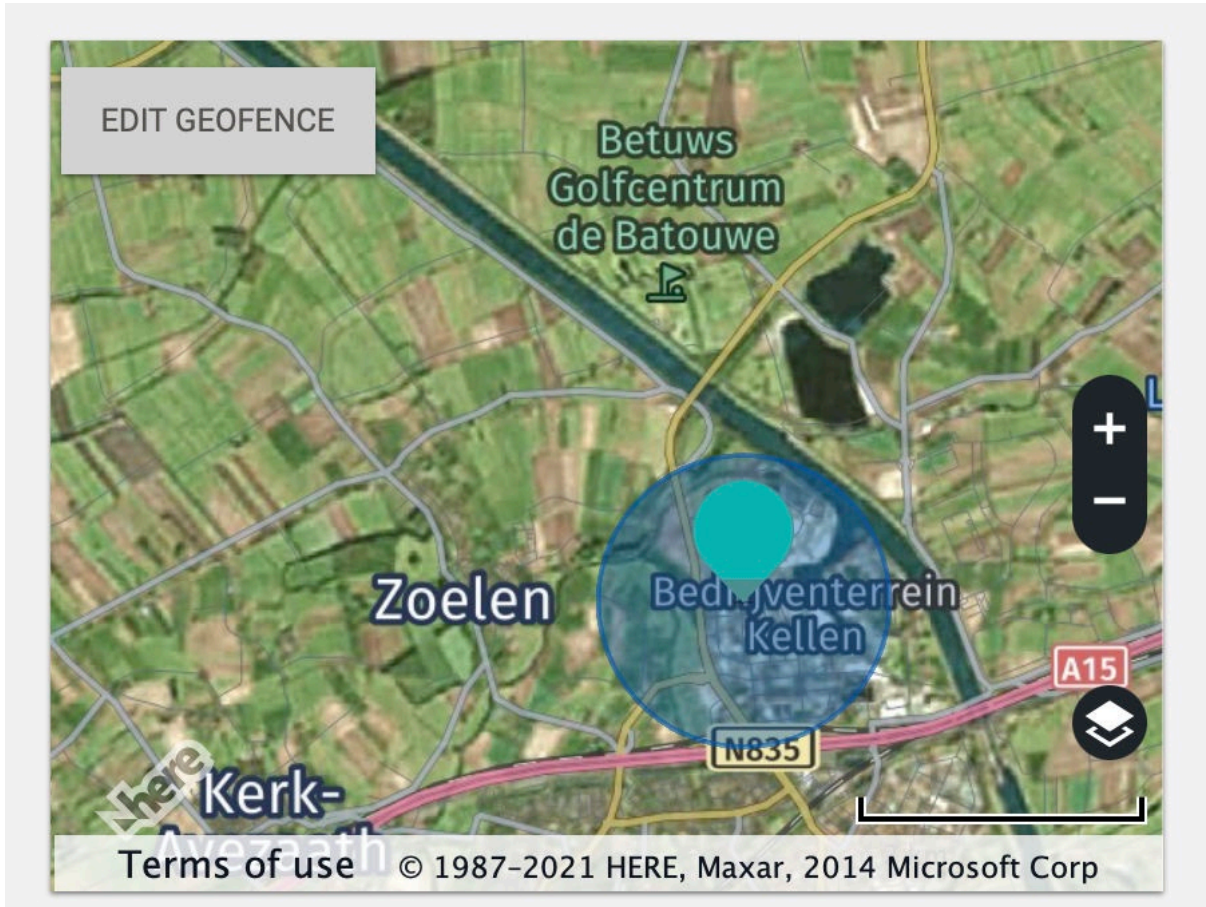


2. The following fields can be edited.

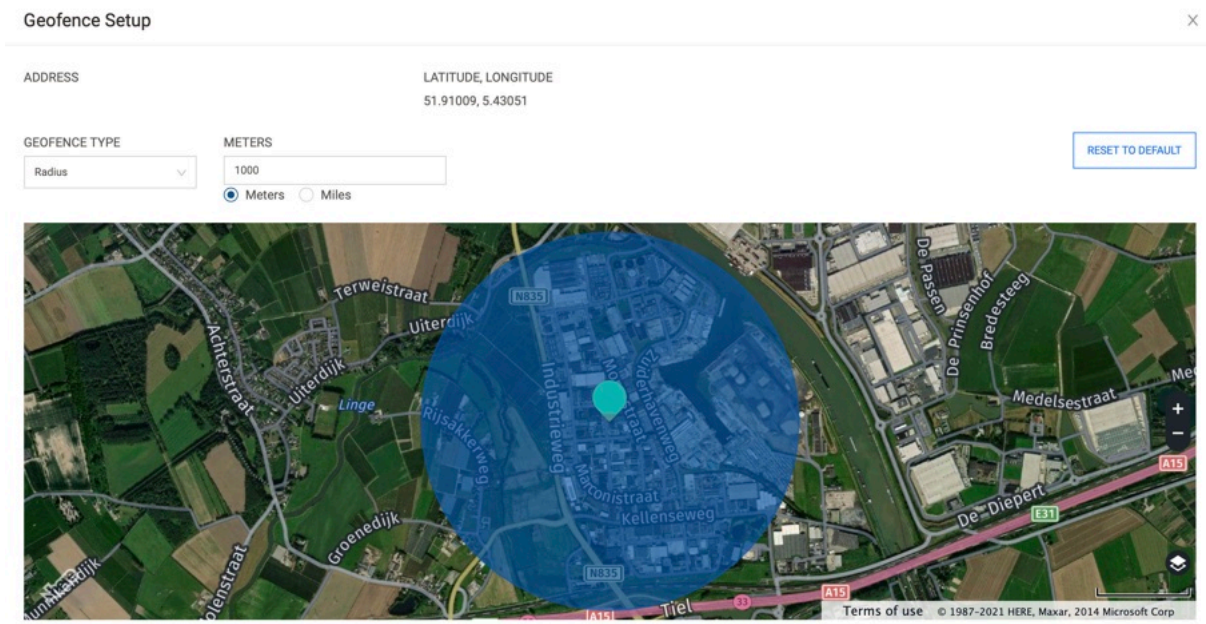
- **LOCATION NAME**
- **LOCATION ID**
- **ADDRESS**
- **UNIT:** Unit, Apartment, Suite, #, Building, Office, Penthouse
- **DAY:** The hours of the day the location is open. When the [Day]Closed box is checked the hours fields are grayed-out and can not be edited.
- **CONTACT NAME:** Lists the name, phone number, and email address of the contact person. Can be deleted by clicking the X on the right of the row. To add a contact, click ADD A CONTACT.

	CONTACT NAME	PHONE NUMBER	EMAIL	
	<input type="text" value="Tom Smith"/>	<input type="text" value="312-456-7890"/>	<input type="text" value="tomsmith@gmail.com"/>	<input type="button" value="X"/>
ADD A CONTACT				

3. Click the **EDIT GEOFENCE** button on the map to edit the boundaries of the geofence.

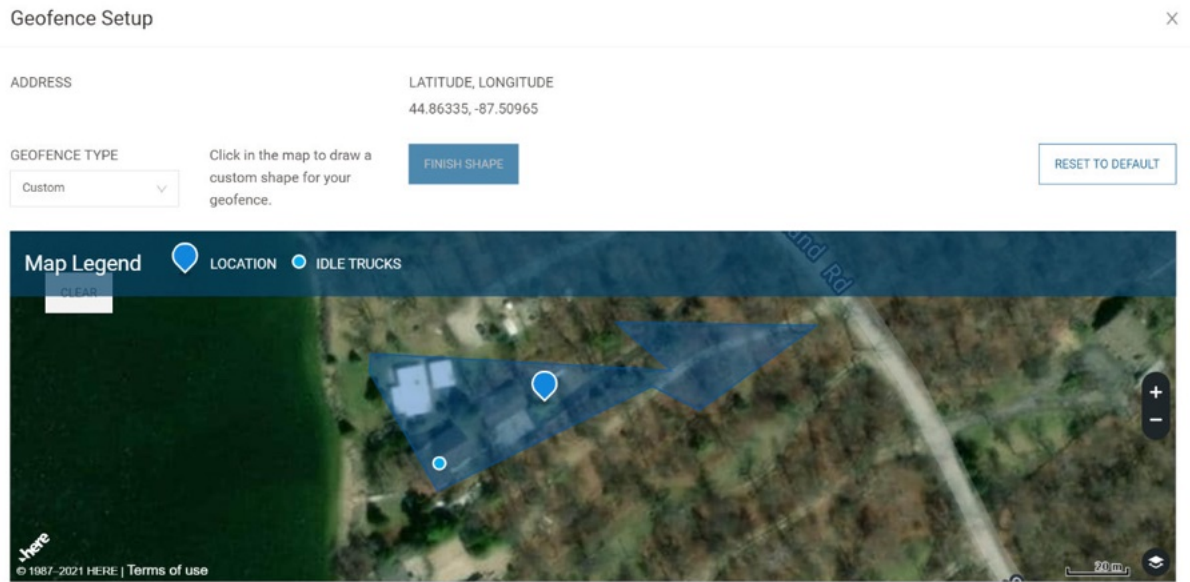


The Geofence Setup page opens, where you can adjust the geofence by radius (miles or kilometers) or time (minutes to the location).



4. To adjust the geofence by radius around the location,
 - For GEOFENCE TYPE, select **Radius**.

- Select **Meters** or **Miles**.
 - Enter the radius length.
- To adjust the geofence by time from the location,
 - For GEOFENCE TYPE, select **Time-based**.
 - Enter number of Minutes.
 - To adjust the geofence using Custom, you are asked to draw a customized polygon shape that best represents the actual boundary of the facility. In order to create a new coordinate on the boundary, simply hover your mouse over the intended point, and click. The tool automatically connects the newest coordinate with the previously created coordinate with a blue line. There is no limit to the number of coordinates that you can insert in order to create your custom shape. When your shape is complete, you click **FINISH SHAPE**, which automatically finishwa the polygon for you.



- Click **SAVE**.
To discard any changes, click **CANCEL**.

6.10. Carrier Credentials

The Capacity Providers page is where you manage your list of providers. To open the Capacity Providers page, on the [Settings page \[187\]](#) click the Capacity Providers panel.

The Capacity Providers page opens.

All Account Groups							Search...
Capacity Provider	Capacity Provider ID	Account Code	Account Group	Services	Volume Services	Actions	
Provider 1	p1	1234	Default	\$ 📄 ↗ 📷	\$ 📄	✎ 🗑	
Provider 2	p2	5678	Default	↗		✎ 🗑	
Provider 3	p3	4321	Default	\$ 📄 ↗ 📷		✎ 🗑	
Provider 4	p4	8765	Default			✎ 🗑	
Provider 5	p5	9182	Default	\$ 📄 ↗ 📷	\$ 📄	✎ 🗑	

This page lists your Capacity Providers and the following information about them.

- Capacity Provider ID
- Account Code
- Account Group: Used to uniquely identify customer account credentials such that some accounts are grouped to a specific customer, organization, geographic region, or other grouping. Use Account Groups to identify and organize your customer's credentials.
- Services: The services a carrier provides: Rating, Dispatch, Tracking, and Imaging.
- Volume Services







On this page you can do the following.

- [Import Capacity Provider Accounts \[205\]](#)
- [Add a Capacity Provider Account \[202\]](#)
- [Edit an Account \[206\]](#)
- [Remove an Account \[207\]](#)
- [Add an Account Group](#)

6.11. Add a Capacity Provider Account

To add a capacity provider account,

1. On the [Capacity Providers page \[201\]](#), click **ADD ACCOUNT**.
The Select Capacity Provider page appears.

<input type="radio"/> Capacity Provider	Capacity Provider ID	Services	Volume Services
<input type="radio"/>  BOOM Transport BV	EUBOMLTL	↗	
<input type="radio"/>  Boost Transport	BOVT	\$ 🚚 ↗ 📷	
<input type="radio"/>  BÖRJE JÖNSSON ÅKERI AB	EUBJH7LTL	↗	
<input type="radio"/>  BOURRET INTERNATIONAL INC	TPBO	↗	
<input type="radio"/>  BOURRET INTERNATIONAL INC	BTLM	↗	
<input type="radio"/>  Boxberry	BOXBERRY		

Showing 1277 of 1277 capacity providers \$: Rating, 🚚: Dispatch, ↗: Tracking, 📷: Imaging

2. Find the capacity provider you want to add by either using the Search field or scrolling through the list. Click the radio button next to the name of the Capacity Provider you want to add.



BOOM Transport BV



Boost Transport



BÖRJE JÖNSSON ÅKERI AB

3. Click **NEXT**.

NEXT

The Authentication page appears.

Boost
TRANSPORT
TRANSPORTATION | WAREHOUSING | ORDER FULFILLMENT

Boost Transport

Capacity Provider Account Code *
BOVT

Account Group *
Default

STANDARD

authenticationKey *
[Text Field]

authenticationKey Confirm *
[Text Field]

Bill-To Address *
Choose... [Dropdown] ADD ADDRESS

SHOW ADDITIONAL CONTACT OPTIONS

4. The **Capacity Provider Account Code** field defaults to the SCAC and can be left alone, unless you are adding multiple carrier accounts under the same account group (for example, you have 3 FedEx accounts associated with the same location).
5. Select the **Account Group** (if necessary).
NOTE: If your organization is using blanket pricing, then carriers can be set up under "default."
6. Enter the **authenticationKey** for the carrier and confirm it.
7. Enter the **Bill-To Address**. Choose the address from the drop-down.
8. If the address isn't available in the drop-down list, click **ADD ADDRESS**.
The Add Address pop-up window appears.

Add Address

Company Name *

Contact Name * Phone * Email *

Address 1 *

Address 2

City * Country * State * Postal Code *

US AL

CANCEL SAVE

Enter the following information.

- Company Name
- Contact Name
- Phone
- Email

- Address
- City
- Country
- State
- Postal Code

Click **SAVE**. The pop-up closes and the address is added. You can now select the address from the drop-down.

9. Click **SHOW ADDITIONAL CONTACT OPTIONS** to view the additional options.

The screenshot shows a window titled "STANDARD" with the following fields:

- authenticationKey *
- authenticationKey Confirm *
- Bill-To Address * (with a "Choose..." dropdown and an "ADD ADDRESS" button)
- Default Origin Contact (with a "Choose..." dropdown)
- Default Destination Contact (with a "Choose..." dropdown)
- Default Requester Contact (with a "Choose..." dropdown)
- Default Emergency Contact (with a "Choose..." dropdown)

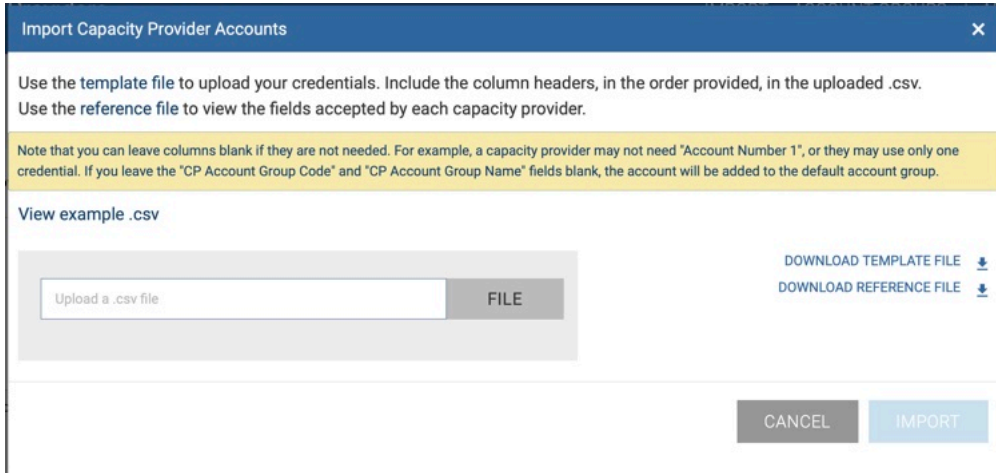
You can select the following.

- Default Origin Contact
 - Default Destination Contact
 - Default Requester Contact
 - Default Emergency Contact
10. Other options might be available depending on what metadata is associated with the carrier. These include:
 - **Enable Payments Terms Override:** When set to **true** enables an override of payment terms for the capacity provider account used by this request. This functionality is typically used in situations where both inbound and outbound shipments are common for a given capacity provider and account number.
 - **Enable Direction Override:** When set to **true** enables an override of direction for the capacity provider account used by this request. This functionality is typically used in situations where both inbound and outbound shipments are common for a given capacity provider and account number.
 11. Click **SAVE**. The Capacity Provider Account is added.

6.12. Import Capacity Provider Accounts

You can import a list of Capacity Provider from a .CSV file. To import capacity provider accounts from a file,

1. On the [Capacity Provider page \[201\]](#), click **IMPORT**. The Import Capacity Provider Accounts window appears.



2. Click the **FILE** button
A pop-up window opens (File Explorer on Windows, Finder on Mac).
3. If you are unsure of the format, you can download a template file. Click **DOWNLOAD TEMPLATE FILE**. You can use the template to gather the account information for your capacity provider. It includes column headers required for upload. (The View example .CSV link displays an example of the data.) You can also download a reference file. Click **DOWNLOAD REFERENCE FILE**. The reference file includes column headers required for upload and the specific values required for each capacity provider.
4. Select the .CSV file on your computer and click **Upload**.
5. The file name appears in the File field. Click the **IMPORT** button.
The provider list is imported.

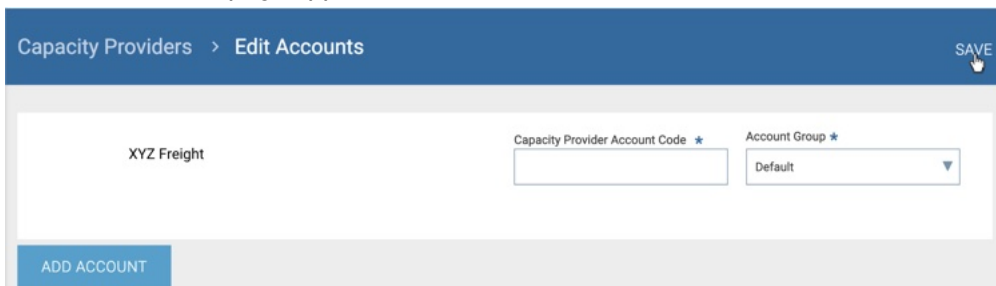
6.13. Edit a Capacity Provider Account

To edit the account of a capacity provider,

1. On the [Capacity Provider page \[201\]](#), in the row of the capacity provider whose account you want to edit, click the **Edit** button.



The Edit Accounts page appears.



2. Make the desired changes to the account information.

Standard Account

Secure ID *
E3NNPR04

Account # *
000838

Shipper account #

Bill-To Address *
Coty ADD ADDRESS

Payment Terms *
Prepaid

SHOW ADDITIONAL CONTACT OPTIONS

Enable API override of payment terms

REMOVE

3. Click **SAVE**.
The changes are saved. The [Capacity Providers page \[201\]](#) appears.
If you want to remove the account from your list, click the **REMOVE** button.

6.14. Remove a Capacity Provider Account

To remove a capacity provider account,

1. On the [Capacity Provider page \[201\]](#), in the row of the capacity provider whose account you want to remove from your list, click the **Remove** button.



2. Confirm the removal.
The account is removed from your capacity provider list.