



Tracking Statuses

An overview of the tracking statuses within the Descartes MacroPoint portal

Ready to Track

The load or shipment is set up for location tracking, but it has not yet reached the “start tracking” date and time.

Incompatible Phone

The driver will need to download the MacroPoint for Truckers smartphone app in order to participate in location tracking.

Tracking – Waiting for Update

The load or shipment was successfully tracking previously or assigned with a vehicle, but we have not received new location data on the expected intervals.

Expired without Location

Location data was never received for this load or shipment and the tracking session has ended.

Stopped by Creator

The entity requesting location data (shipper, broker) has cancelled the tracking session for this load or shipment.

Tracking Now

This load or shipment is successfully tracking and MacroPoint is receiving location data as expected.

Requesting App Install

The driver for this load or shipment has been sent a text message with a link to download our mobile app but has not yet downloaded the app to his/her phone or does not have location services always enabled.

Tracking Completed Successfully

The tracking session for this load or shipment has now ended and location data was received consistently for the duration of the load.

Location Hidden by Driver

The driver for this load or shipment has opted out of MacroPoint tracking.

Invalid Truck Number

The load or shipment ID entered up creation of this tracking session is incorrect or missing.

Denied by Driver

The driver for this load or shipment rejected the request to be tracked by MacroPoint.
