



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.

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.



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Requesting Installation

The driver for this load or shipment still needs to opt in to MacroPoint tracking, but app install is not required. This status is used only for Canadian phones, as US and Mexico require the app.

Expired Without Installation

The tracking session for this load or shipment expired without installation of the MacroPoint smart phone app by the driver.

Phone Not Locatable

The driver's phone does not support the MacroPoint mobile app and will not be able to track for this load or shipment.

Reported Wrong Number

The driver's phone number is invalid and is consequently not trackable for this load or shipment.

Reported Landline

The driver's phone number entered for this load or shipment has been detected as a landline and is consequently not trackable.

Refused Installation

The driver for this load or shipment has declined to download the MacroPoint smart phone app.

Trip Sheet Deployed

The trip sheet has been deployed for this load or shipment.

Trip Sheet in Progress

The trip sheet is in progress for this load or shipment.

Trip Sheet Completed

The trip sheet has been completed for this load or shipment.

Trip Sheet Expired

The trip sheet has expired for this load or shipment.



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Invalid Trailer Number

The trailer number for this load or shipment has been determined to be invalid (“dummy” value).

Expired with Location Hidden by Driver

The tracking session for this load or shipment expired without a location because the driver restricted their location settings on their mobile device for the smart phone app.

Driver Phone Unresponsive

The mobile device for this load or shipment is not responding to MacroPoint’s request for a ping.

Expired with Driver Phone Unresponsive

The tracking session for this load or shipment expired without a location because MacroPoint never received a response from the mobile device.

Stopped Early By Driver

The driver for this load or shipment ended the tracking session before completion.

For any additional questions you may have regarding Tracking Statuses on a particular load or shipment, please reach out to our Support Team for help at ServiceDesk@Descartes.com or (888)544-3844, ext. 2 for Support.