Partner Licenses: Common Issues and Troubleshooting Guide

This is a list of common issues and troubleshooting steps to resolve them. If your issue is not covered on this list (or if the troubleshooting was unsuccessful), please reach out to support@kuebix.com. We will continue to add common issues to this list, and how to troubleshoot them, for your convenience.

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Connecting Carrier Agreements

Error returns when trying to connect a carrier

- I receive the error: **Username / Password / Credentials do not match**
  - Please verify that the username and password is correct by using them to log into your carrier account directly on the carrier's website. If you are unable to log in, you may need to reset your password on that site (or reach out to your carrier account representative for assistance).
  - If you have ensured your username and password is correct and are still receiving this (or another error), please contact support@kuebix.com.
- I receive the error: **No authorization token received**
  - Please reach out to your carrier account representative – they will need to ensure your account is enabled for API Web Services. After they confirm this has been completed, attempt to connect the carrier agreement again.
  - If your carrier has confirmed the account is enabled for API Web Services and you continue to receive this error, please contact support@kuebix.com.

TL (Truckload) carrier is not available in Kuebix

- Email support@kuebix.com to request your TL carrier be added to the Kuebix TMS. Please provide the carrier name and carrier's email address to receive quote requests. If possible, please also provide the carrier's SCAC.

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LTL (Less-Than-Truckload) carrier is not available in Kuebix

- LTL carriers will need to be integrated into the Kuebix system through API. For this, the carrier must have API Web Service capability. Please contact your carrier account representative and ask if they have web services. The Kuebix team will need the following to begin the carrier integration process:
  1. Carrier name and SCAC code
  2. API documentation
  3. Test credentials
  4. Carrier's API/IT Support contact information (email, phone number)
- Once received, contact support@kuebix.com to request a new LTL carrier to be added to Kuebix. Please provide all information above, as provided by the carrier.

Pallet Rates

Pallet rates are not returning (Estes agreement)

- With Estes, pallet rates are set up by Estes and passed through API to Kuebix during the rating process. They are not manually set up by Kuebix. Please reach out to your Estes account representative and ask them to ensure the pallet rates for your Estes account are set up correctly.

Pallet rates are not returning (not Estes / other carrier agreement)

- Some carriers have the ability to pass pallet rates through your connected carrier agreement via API, while others may not. Please check with your carrier account representative to find out if their web services has the ability to pass pallet rates to Kuebix when rating a shipment.
  - If the carrier has this ability, ask if this feature needs to be enabled on the carrier account – and to please do so. Please also ask if there is any special "pallet code" that Kuebix must pass in the quote request. If so, provide that "pallet code" to support@kuebix.com.
  - If the carrier does NOT have this ability, email support@kuebix.com to ask

about next steps. The support team may be able to manually set up the pallet codes on your Kuebix account.

PRO Numbers and Tracking

PRO numbers are not generating on the BOL

- For connected Estes agreements, the **Enable Auto Pro Assignment** must be checked. This is Step 8 + 9 in Adding Estes as a Carrier.
  - From the Kuebix home page, click **Add/Manage Carriers.**
  - Find your Estes Agreement and click **Quick Actions** and **Edit Agreement** in the Actions column.
  - Click the **Add PRO Range** button and **Acknowledge** the pop-up.
  - Check the **Enable Auto PRO Assignment** box and click the **Save Settings** button.
  - Test by creating a BOL and ensuring that a PRO number now generates.
    - If the PRO number will not generate at this point, contact support@kuebix.com.
- For other carrier agreements, you must reach out to the carrier to request a PRO number range.
  - IMPORTANT: Each range of numbers can only be applied to a single connected carrier agreement. If your Kuebix account has multiple shipping locations connected to the same carrier(s), you must request a range of PRO numbers for each of those locations.
  - Once received, repeat the steps above – putting the beginning PRO number and ending PRO number in the respective fields (instead of checking Enable Auto PRO Assignment).
  - More details on requesting and adding PRO number ranges can be found here.
    - If the PRO number will not generate at this point, contact support@kuebix.com.

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Shipment is not tracking – it is stuck in “booked not picked up” status

- Your shipment most likely does not have a PRO number assigned to it in Kuebix. See below for manually assigning a PRO number to a shipment. If you do not know the PRO number assigned to your shipment, please contact the carrier.
    - If you have assigned a PRO range to this carrier connection, check to make sure you still have any PRO numbers remaining.
        - Go to **Add/Manage Carriers**
        - Find your carrier agreement and click **Quick Actions** and **Edit Agreement** in the Actions column.
        - Click the **Add/Show PRO Range** button and **Acknowledge** the pop-up.
        - If the **Current PRO Number** field is empty, you have used up all the numbers in your PRO range. You will need to request a new PRO number range from your carrier.
- If your shipment has a PRO number assigned and is not tracking, please contact support@kuebix.com. Please provide the PRO number in your email.

Can I manually add a PRO number to a shipment?

- Yes. From the Book Shipment page, you can manually add a PRO number in the Carrier PRO field and click Save Details. Alternatively, you can enter a PRO number on the Manage Shipments page in the appropriate field. Click the green check mark to save the PRO number.

Quoting / Rating

Please note: *Dimensions are not passed in the* ***Compare Rates tool****. If you are attempting to quote with dimensions, please do so in* ***Ship It.***

Carrier not returning a quote

- Check to make sure the carrier agreement is connected successfully.

- From the home page, click **Add/Manage Carriers**.
- Find the agreement and click **Quick Actions** and **Edit Agreement** in the Actions column.
  - If you cannot find the connected agreement, follow these steps to connect it.
- Click **Test Service**.
  - If the test comes back with an error, ensure the credentials (username, password, account number) are correct.
    - If the credentials are confirmed and Test Service continues to return an error, contact support@kuebix.com. Provide the connected carrier agreement that returns the error.
  - If the test is successful, contact support@kuebix.com.

Carrier returning incorrect rate (quote does not reflect my carrier's pricing agreement/tariff)

- Before contacting support@kuebix.com, you may want to verify that the pricing agreement is set up correctly with your carrier. To do this, you can simply run a quote for the exact same shipment directly on your carrier's account (logged into your account on the carrier's website):
  - Go to your carrier website and log into your carrier account.
  - Find an option to quote/rate a shipment.
    - Mimic the shipment that you rated in Kuebix – ensuring the same Origin, Destination, Weight, # of Pallets, Dimensions, and Accessorials are used.
    - Submit the quote request.
      - If the rate returned is accurate per your pricing agreement / tariff and does not match Kuebix, contact support@kuebix.com.
        - Please make sure to provide the KBX# for the shipment in question. If the rate was returned in the Compare Rates tool, a KBX# is not generated. In that case, provide the exact shipment details that were used to run the rate.
      - If the rate returned matches the rate received in Kuebix, please contact your carrier account

representative.

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