Route Can’t Be Calculated

Troubleshooting · https://atsfleetmanagement.com/docs/route-cant-be-calculated/

Description

This issue occurs when the Mileage Calculator is unable to generate a route between the specified origin and destination locations. Without a valid route, state mileage cannot be calculated or added to IFTA reporting.

Possible Causes

- Invalid address entered
- Incomplete address information
- Unsupported location
- Mapping service outage
- Internet connectivity issues
- Invalid interim stop locations
- Geographic routing restrictions

Resolution

1. Verify all addresses are entered correctly.
2. Use complete street addresses whenever possible.
3. Confirm city, state, and ZIP code information.
4. Remove and re-enter interim stops.
5. Verify internet connectivity.
6. Retry route calculation.
7. If the issue persists, use nearby addresses and manually verify mileage.

Related Articles

- State Mileage Appears Incorrect
- Missing ELD Trips
- Mileage Calculator Overview