Toll Route Selected Instead of Preferred Route

Troubleshooting · https://atsfleetmanagement.com/docs/toll-route-selected-instead-of-preferred-route/

Description

This issue occurs when the Mileage Calculator selects a toll road or alternate route instead of the route normally used by the driver.

Possible Causes

- Mapping provider routing preferences
- Fastest route calculations
- Missing route stops
- Incorrect trip setup

Resolution

1. Review the calculated route.
2. Add route stops to force the preferred route.
3. Compare results against dispatch records.
4. Recalculate mileage.
5. Retain documentation supporting any mileage adjustments.

Related Articles

- Mileage Calculator Route Longer Than Expected
- State Mileage Appears Incorrect
- State Mileage Does Not Match Expected Values