

FAQ

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Contents

1 FAQ.....	1
1.1 How can I select what can be seen on screens?.....	1
1.2 What criteria can I use to find orders?.....	1
1.3 What do the order statuses mean?.....	1
1.4 How can I Rebook an Order?.....	1
1.5 How can I add additional References to an Order?.....	1
1.6 How can I see the Revenue generated against an order?.....	1
1.7 How can I see the trips on which an order is scheduled?.....	1
1.8 How do I manually create a new trip?.....	1
1.9 How do I assign resources to a trip?.....	1
1.10 How do I put an order onto a trip that has already been created?.....	2
1.11 How do I check that everything is OK on a trip?.....	2
1.12 How do I force the system to manually recalculate distances and times?.....	2
1.13 How do I set or reset a trip status?.....	2
1.14 How do I manipulate a trip?.....	2
1.15 How do I change the order of stops on a trip?.....	2
1.16 How do I merge trips together?.....	2
1.17 How do I split a trip into smaller trips?.....	2
1.18 How do I delete a trip I don't want anymore?.....	2
1.19 How do I add a stop to a trip?.....	3
1.20 How do I over-ride the calculated stop times?.....	3
1.21 How do I remove orders from a trip?.....	3
1.22 How do I change order details when the order is already on a trip?.....	3
1.23 How do I transfer orders from 1 trip to another?.....	3
1.24 How do I move an unscheduled order to a new schedule?.....	3
1.25 How do I manually cross-dock an order between depots?.....	3
1.26 How do I Pass a Depot Trip to Another Depot or Carrier?.....	3
1.27 How do I change a driver on a trip?.....	3
1.28 Why is my time and distance zero between trip stops?.....	4
1.29 How do I set up a new user?.....	4
1.30 How do I edit a user?.....	4
1.31 How do I change a user password?.....	4
1.32 How do I assign screens or functions to a user?.....	4
1.33 I'm getting an import error about checksum.....	5
1.34 How can I update or fix the planning region of a location?.....	5

1 FAQ

CTMS Frequently Asked Questions

1.1 How can I select what can be seen on screens?

- [Layout Configuration](#)

1.2 What criteria can I use to find orders?

- [New_Order#Order_Search](#)

1.3 What do the order statuses mean?

- [Overview_-_Order_Import_and_Handling](#)

1.4 How can I Rebook an Order?

- [New_Order#Re-booking_Orders](#)
- [Trip_Debrief#Rebook_Process](#)

1.5 How can I add additional References to an Order?

- [New_Order#Add_Details_Tab](#)

1.6 How can I see the Revenue generated against an order?

- [New_Order#Finance_Tab](#)
- [New_Order#Order_Search](#)

1.7 How can I see the trips on which an order is scheduled?

- [New_Order#Trip_Detail_Tab](#)
- [Trip Overview \(Waterfall\)](#)

1.8 How do I manually create a new trip?

- [Planning#Create_New_Trip](#)

1.9 How do I assign resources to a trip?

- [Planning#Assign Resources](#)



- [Trip Overview \(Waterfall\)](#)
- [Trip Overview \(Waterfall\)#Allocate_Resources](#)

1.10 How do I put an order onto a trip that has already been created?

- [Planning#Apply to Trip/Apply to Stop](#)

1.11 How do I check that everything is OK on a trip?

- [Planning#Revalidate Trip](#)

1.12 How do I force the system to manually recalculate distances and times?

- [Planning#Recalculate Distance and Time](#)

1.13 How do I set or reset a trip status?

- [Overview_-_Order_Import_and_Handling](#)
- [Planning#Set Trip Status](#)
- [Trip Overview \(Waterfall\)#Set_Trip_Status](#)

1.14 How do I manipulate a trip?

- [Planning#Manipulating a Trip](#)

1.15 How to I change the order of stops on a trip?

- [Planning#Manoeuvre Stops](#)
- [Planning#Move Stop](#)

1.16 How do I merge trips together?

- [Planning#Merge Trip](#)

1.17 How do I split a trip into smaller trips?

- [Planning#Split Trip](#)

1.18 How do I delete a trip I don't want anymore?

- [Planning#Delete Trip](#)



1.19 How do I add a stop to a trip?

- [Planning#Insert Stop](#)
- [Planning#Append Stop](#)

1.20 How do I over-ride the calculated stop times?

- [Planning#Over-riding Stop Times](#)
- [Planning#Wait_Times](#)

1.21 How do I remove orders from a trip?

- [Planning#Removing Order\(s\)](#)
- [Planning#Delete Stop](#)
- [Planning#Unschedule Orders](#)

1.22 How do I change order details when the order is already on a trip?

- [Planning#Change Order Details \(whilst on a trip\)](#)
- [Planning#Amending Order Values](#)

1.23 How do I transfer orders from 1 trip to another?

- [Planning#Transfer Order\(s\)](#)

1.24 How do I move an unscheduled order to a new schedule?

- [Planning#Move to Schedule](#)
- [Planning#Carry Forward](#)

1.25 How do I manually cross-dock an order between depots?

- [Planning#Creating Trips via Crossdocks](#)

1.26 How do I Pass a Depot Trip to Another Depot or Carrier?

- [Planning#Pass a Depot Trip to Another Depot or Carrier](#)

1.27 How do I change a driver on a trip?

- [Planning#Change a Driver on a Trip](#)
- [Trip_Overview_\(Waterfall\)#Allocate_Resources](#)



1.28 Why is my time and distance zero between trip stops?

This is controlled by the Network table. This should be automatically calculated by your system based on the GPS co-ordinates of the location, which themselves should be automatically calculated.

- Find your locations of the two adjacent stops.
- In the Network screen, enter your first location in the criteria and find. Then check whether there is an entry for the second location
- If there is no entry between those locations, that is why no distance and time.

That may be because of the Location GPS co-ordinates:

- Go to the location screen.
- Find the locations in sequence.
- Check that the locations have a GPS co-ordinate against them.
- If they do, then check whether they are the exact same co-ordinate - if they are, change one.

If they have GPS co-ordinates, then this may be to do with the trailer on the trip,

- You can check this by removing the trailer and trailer type from the trips.
- Alternatively, check the trailer type in the Resources screen.
- If the drive time modifier (DT Mod) is 0, this should be changed to 1 (normal drive time), or a positive value that will be used to modify the drive time (less than 1 = faster, greater than 1 = slower).

Reference:

- [System Parameters List](#) - HERE Maps parameters.
- [Network](#)
- [Resources](#) screen, [Trailer Types](#) tab.
- [Locations](#), main tab

1.29 How do I set up a new user?

- [Access Control / User Maintenance#Creating a New User](#)

1.30 How do I edit a user?

- [Access Control / User Maintenance#Editing a New User](#)

1.31 How do I change a user password?

- [Access Control / User Maintenance#Change User Password](#)

1.32 How do I assign screens or functions to a user?

- [Access Control / User Maintenance#Editing a Group](#)
- [Access Control / User Maintenance#Group Maintenance - Accessible Functionality](#)
- [Access Control / User Maintenance#Users and Groups](#)
- [Access Control / User Maintenance#Adding a User to Group](#)



1.33 I'm getting an import error about checksum

An error along the lines of the following is displayed when you try to upload an import file: "A file with checksum value xxxxxx has previously been loaded."

This is a protective part of the import process - a unique checksum is generated from the filename and content, and is compared to any previous uploads, to prevent repeated uploads of the same data, which may cause problems to import processes and duplicated data.

If you are sure that the data is correct and want to import anyway, you can change the filename being uploaded or append an extra content column (e.g. ,1) to the end of one of the import lines - this will change the checksum and the file will then upload.

1.34 How can I update or fix the planning region of a location?

If you have changed your postal/planning region setup, you may need to update your locations.

- Find the location in the *Locations* form.
- Click **Update** - this should update your location from the planning/post region mapping.
- Click **Save** to save the change.

If you want to fix the location to a particular planning region outside of the mapping, that's possible too. It's just a checkbox against the locations.

- Find the location in the *Locations* form.
- Change the *Planning Reg* value to what you want - you can use a lookup.
- Click the *Special* tab.
- Check the *?Retain Planning Region?* box.
- Click **Save**.

You can do several locations in sequence that way - the *Special* tab will stay focussed as you move between locations.

See here for details of the Locations form:

<https://calidusassist.adcservices.apteancloud.com/calidus-assist/MTS/index.php/Locations#Special>

