

# Status List



| Status             | Description   |
|--------------------|---|
| Draft              | Order has been created but has not dispatched, could be in process or could be a problem. If in this status for more than a couple minutes, need to determine and correct problem.  |
| Scheduled          | Order has been received and is scheduled for the time displayed in the Timeline. Ensure the time makes sense, if not will need to determine and correct the problem.  |
| Dispatching        | Order has been received and is in the process of dispatching to a LP. If in this status more than a minute will need to determine and correct the problem.  |
| Accepted By LP     | Order has been received by the LP. The order will need to be pulled if a driver has not been assigned within 10 minutes for Express or 30 minutes for Same day.   |
| Canceled By LP     | The order has been canceled by the LP, typically due to lack of coverage. If in this status for more than a minute will need to determine and correct the problem.  |
| Assigned           | Order has been assigned to a LP. The order will need to be pulled if a driver has not been assigned within 10 minutes for Express or 30 minutes for Same day.   |
| Assigned Driver    | The LP has assigned a driver to the order. We will need to reach out to the LP if the order has not been picked up within a reasonable amount of time.  |
| En Route to Pickup | The LP has assigned a driver to the order and the driver is on their way to the pickup location. We will need to reach out to the LP if the driver has not arrived at the pickup location within a reasonable amount of time. |

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| Arrived for Pickup   | The driver has arrived at the pickup location. We will need to reach out to the LP if the driver has not marked the order picked up within a reasonable amount of time.   |
| Picked Up            | The driver has marked the order as picked up. We will need to reach out to the LP if the driver has not marked the order En Route to Delivery within a reasonable amount of time.                                   |
| En Route Delivery    | The driver has marked they are in route to the delivery location. We will need to reach out to the LP if the driver has not marked the order Completed within a reasonable amount of time.                          |
| Arrived for Delivery | The driver has marked they have arrived at the delivery location. We will need to reach out to the LP if the driver has not marked the order Completed within a reasonable amount of time.                          |
| Canceled by OneRail  | A OneRail representative has canceled the order and there should be a reason in the notes.  |
| Canceled by Shipper  | A representative of the shipper has canceled the order. Their name can be found by hovering your cursor over the question mark in the Timeline entry showing Canceled by Shipper.                                   |
| Delivery Completed   | The driver has marked the delivery completed. If there are any concerns, there should be a delivery photo and the driver's GPS ping at the time of delivery will be marked on the map on the Delivery Details page. |
| Dispatch Error       | An error occurred during dispatch. The reason for the error can be found by hovering your cursor over the question mark in the Timeline entry showing Dispatch Error.   |
| Ready to Dispatch    | Order has been received and is in the process of dispatching to a LP. If in this status more than a minute will need to determine and correct the problem.  |

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| Revoked by OneRail | OmniPoint has pulled this order from the LP, typically due to no movement within the allotted time. The order should either redispatch to the next courier or go to OneRail Processing. |
| Incomplete         | We're not sure when this status is used, we've yet to see it on an order.   |
| Routed             | This is for clubbing (combining) of orders. We aren't using this feature yet.   |
| OneRail Processing | This status is for orders with problems. They need immediate attention and typically will need to be reassigned to another LP or an out of network courier.                             |