

Roehm America and FourKites Tracking Link FAQs

- **What is the purpose of the tracking link?**

The real-time tracking link provides the most up-to-date estimated time of arrival, status, and location information for your shipments including truckload, LTL, bulk, rail, and intermodal. You can use this link to supplement or replace requests to your customer service representatives.

- **Do I need to sign up for this service?**

No, all you need to do is click the link!

- **How does the link work?**

The link automatically updates with the most recent event and location information for your shipment and just needs to be refreshed in your browser. FourKites powers the tool and provides the estimated time of arrival using machine learning.

- **How frequently does the link update?**

Typically the link will update the location and corresponding estimated time of arrival and status every 15 minutes. Some carriers may update less frequently.

- **What do I do if there is no tracking information on the link or no tracking link?**

There are a select few carriers still in the process of being onboarded to the FourKites network. Please contact your customer service representative as you would have previously.

- **Will I be able to track customer pickups?**

No, there is no tracking information for the customer pickups

- **How do you get the tracking information?**

The tracking information is shared by the carriers and consolidated and displayed by the FourKites algorithm. However, please note that the data quality is defined by the information coming from the carriers. Some carriers are more advanced than the others and provide consistent pings every 15 mins. However, other carriers are not so advanced and they provide the information once every couple of hours.

- **Can I share the tracking link with others?**

Yes, you can share the tracking link to as many people as required in your organization.

- **How do I get added to the email distribution list?**

Please contact your customer service representative to add any email address for distribution.

- **How are consolidated shipments handled through the platform?**

For consolidated shipments, you will receive two Delivery Notes. First one will notify you that the material has shipped (no tracking available). Second delivery note, will contain a tracking link. Once material is received at the hub (transit time is usually 5-6 days) tracking will become active.

**Available in the US & Canada*