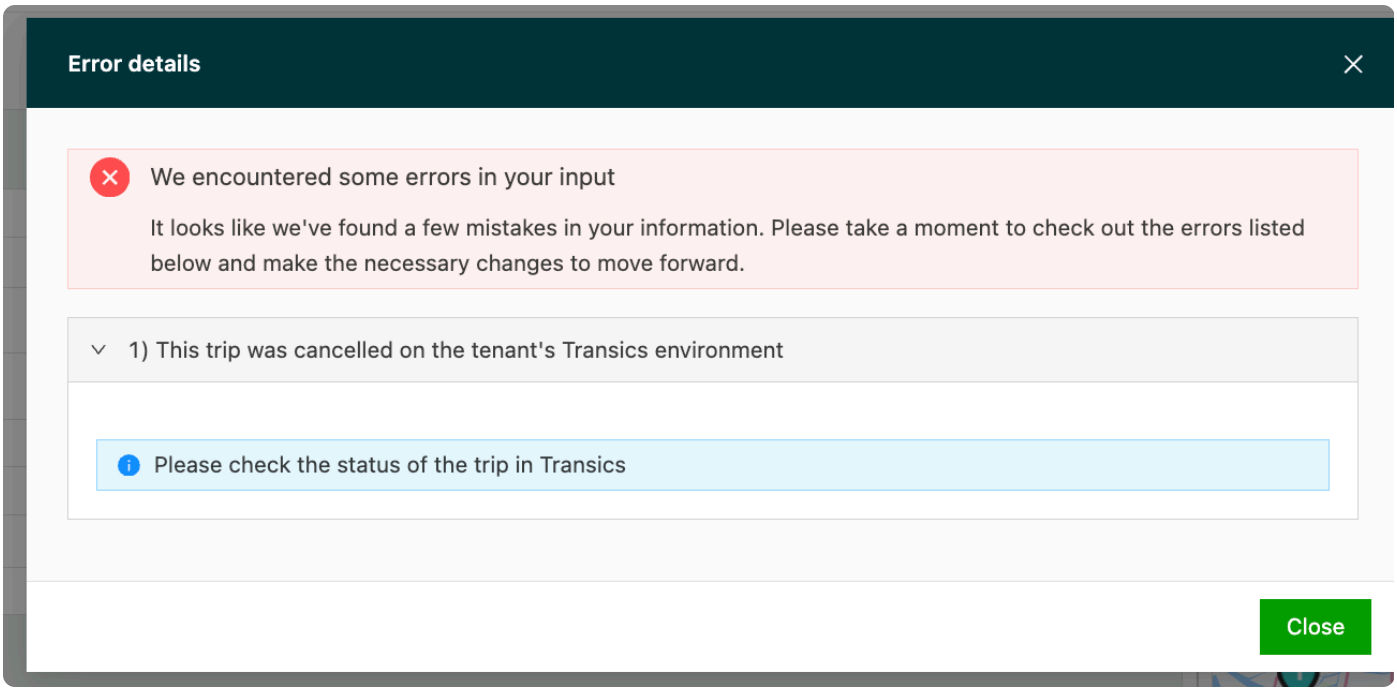
Transics error for loads: resolution

Updated January 29, 2026

The following error can sometimes appear when dispatching the load to Transics: ***This load was canceled on the tenant's Transics environment. Please check the status of the load in Transics***
Other reasons for dispatch failures may include mismatched terminal IDs, insufficient permissions, or issues related to re-dispatching completed loads.



This error has one of the following causes:

- The load has been canceled on the Transics side. In that case, the solution is to **re-plan the resource and try dispatching the load again (remove the resource, add it back and resend).**

- Missing rights (the load is not visible). The solution is the same: re-plan the resource and try again **(remove the resource, add it back and resend).**

```
Please check the status of the trip in Transics to see if it was (manually) cancelled in TXConnect.Cancelled trips cannot be resent and have to be replanned. To send the trip to Transics, first remove the Transics resource from the trip in Qargo, re-add the Transics resource and send the trip again to Transics. If it cannot be seen in Transics, please contact Transics support.
```

‼️ If the load is still **not visible in Transics** after replanning or redispatching, contact Transics to find out why the load is not visible in the system.

To reduce the likelihood of such errors in the future, update terminal IDs regularly, validate team permissions, and avoid completing loads prematurely.