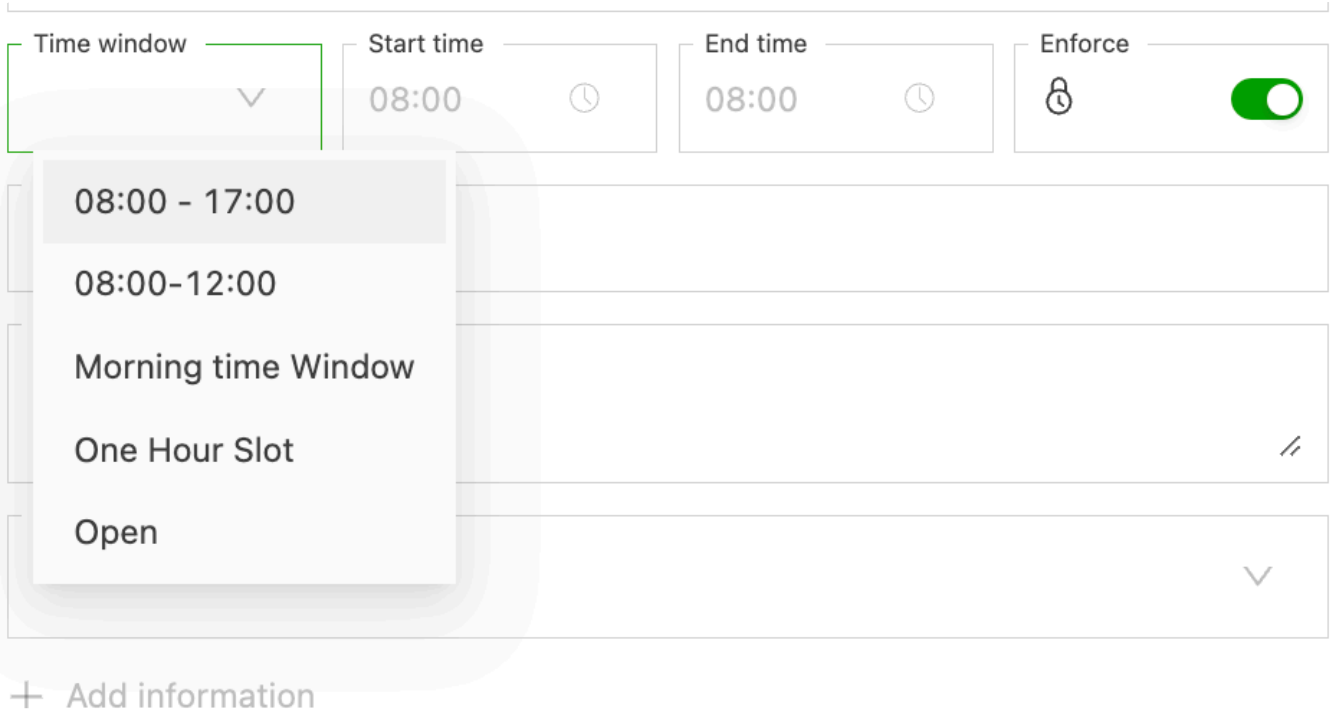
What is the difference between the time window and stop duration on my order?

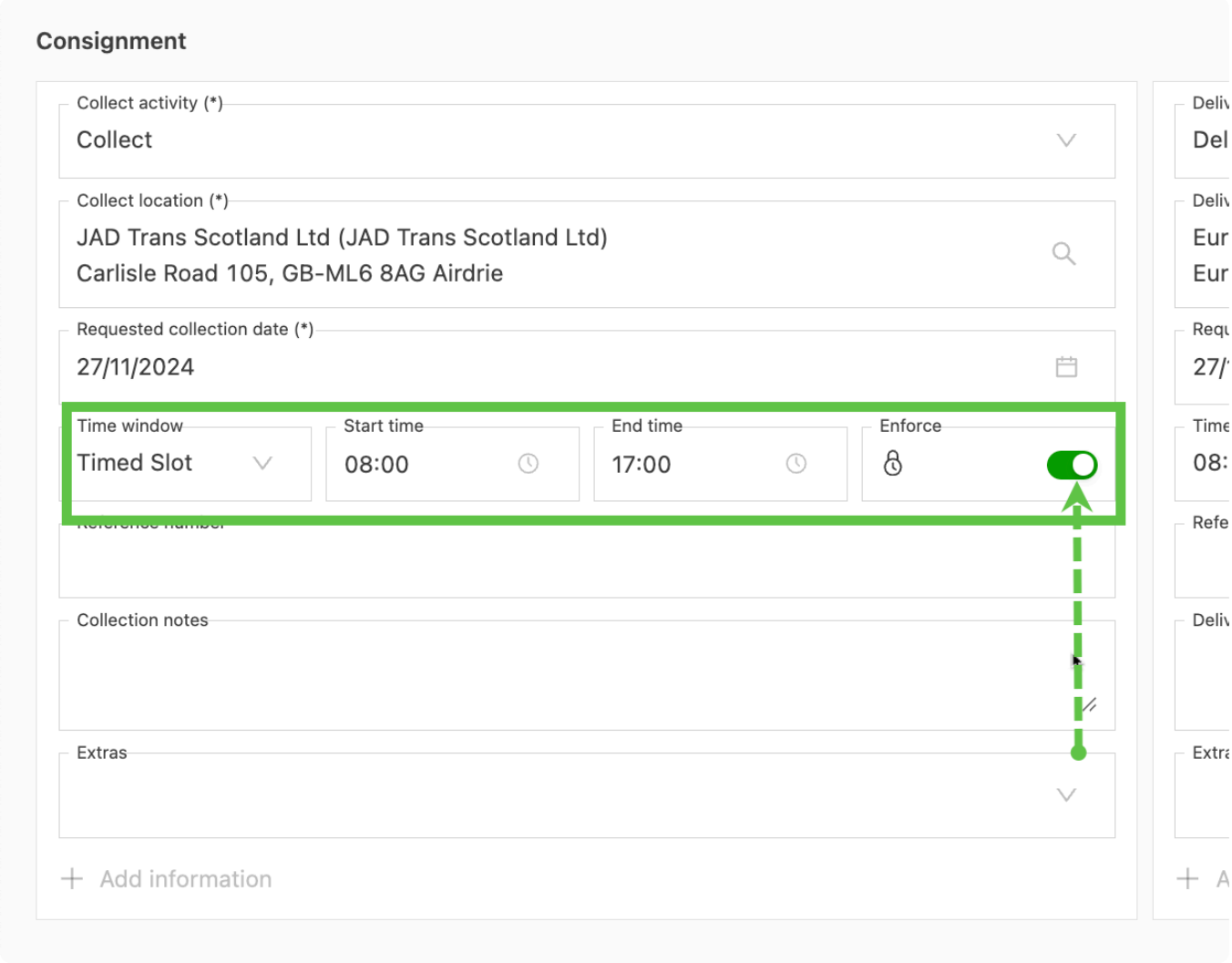
This article explains the difference between a Time Window on an order Stop Activity and the stop duration.

Updated 6 April 2026

Time Window

When creating a new order, there is an option to manually enter a ***'Time Window'*** for the particular stop activity. Time Windows can be configured or modified in Configuration, so that the times will automatically be applied once the window is selected. Additionally, time windows are crucial in ensuring that delivery timings align with customer expectations and are not overridden during route optimization.





- Selected time window shown determines the **'START / END TIME'**, when the stop activity can ***'Start'***. For example if planning the trip with the time window set to start at 6am and end at 8am, collection can **begin** at any time from 6am up to and including 8am. Additionally, Qargo's optimization sometimes adjusts schedules based on factors like distance, which can result in timing mismatches unless enforcement settings are applied.
- You can ***enforce the time window***, meaning that that order can only be scheduled within the time window.
- A violation will be displayed when the order is planned outside of that time window. For example, deliveries planned for earlier dates require the 'time enforcement' feature to ensure compliance with order-specified timing.

📚 Time windows that are NOT enforced have a built in 'buffer' before a violation will be displayed.

- Completed 1 hour before the time window
- Completed 30minutes after the time window Scenarios like deliveries planned significantly earlier than their specified window or overridden times due to routing can also result in a violation.

You can also change the time slot when you create an order. To do this, access the order settings, navigate to the time windows section, make the necessary changes, and save before re-planning the trip in Qargo.

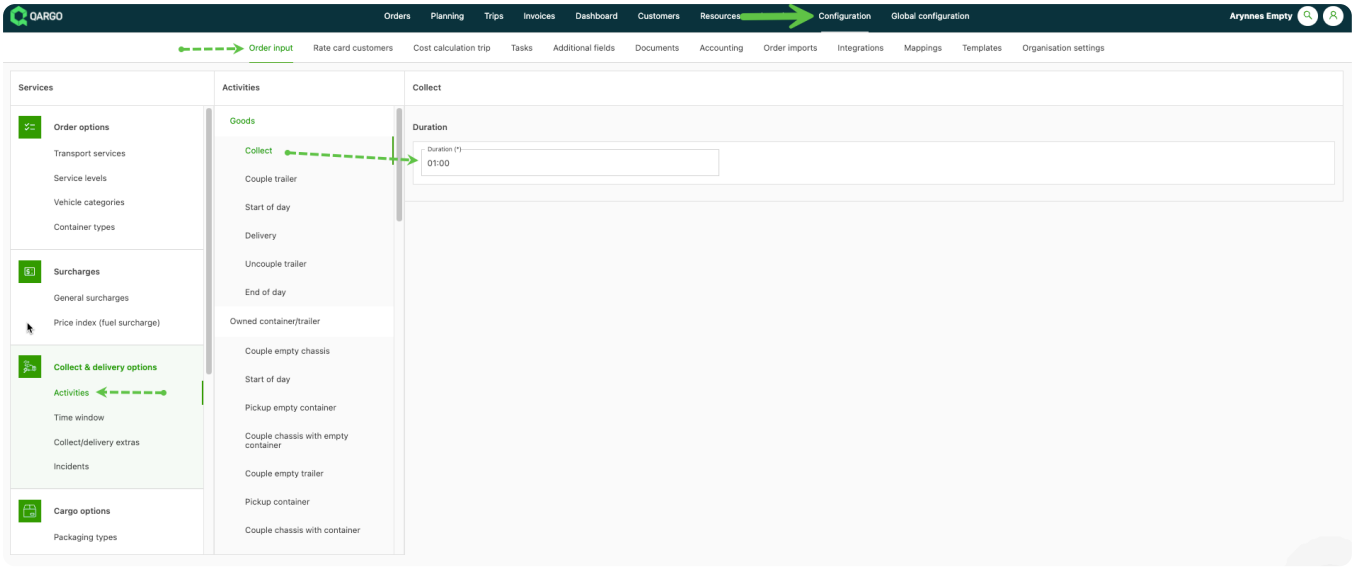
Stop Duration

A ***'stop duration'*** is the time period between when a vehicle arrives at and departs from a stop location. It represents how long it takes to complete the activities at that stop, such as loading, unloading, or other tasks. The duration can be determined in several ways:

- Based on location configuration
- Based on the type of stop activity being performed
- Manually overridden for specific stops

For stops at the same location, the system typically uses the maximum duration among all stops at that location unless there are specific overrides.

- To configure Stop Durations navigate to **RATES > *Order Input***: Collect & Delivery options.
- Select the stop activity and the duration will display to the right.
- Update and SAVE.



Stop duration times are used in optimisation and calculating ETA's for a trip. They do not take into consideration any particular times entered in the Time Window.

📚 Configure rule-based stop activity durations that automatically scale with cargo volume and operational context, replacing fixed durations for more accurate ETAs and route planning. **CONFIGURATION - Calculated Activity Duration Rules - What, Why & How.**