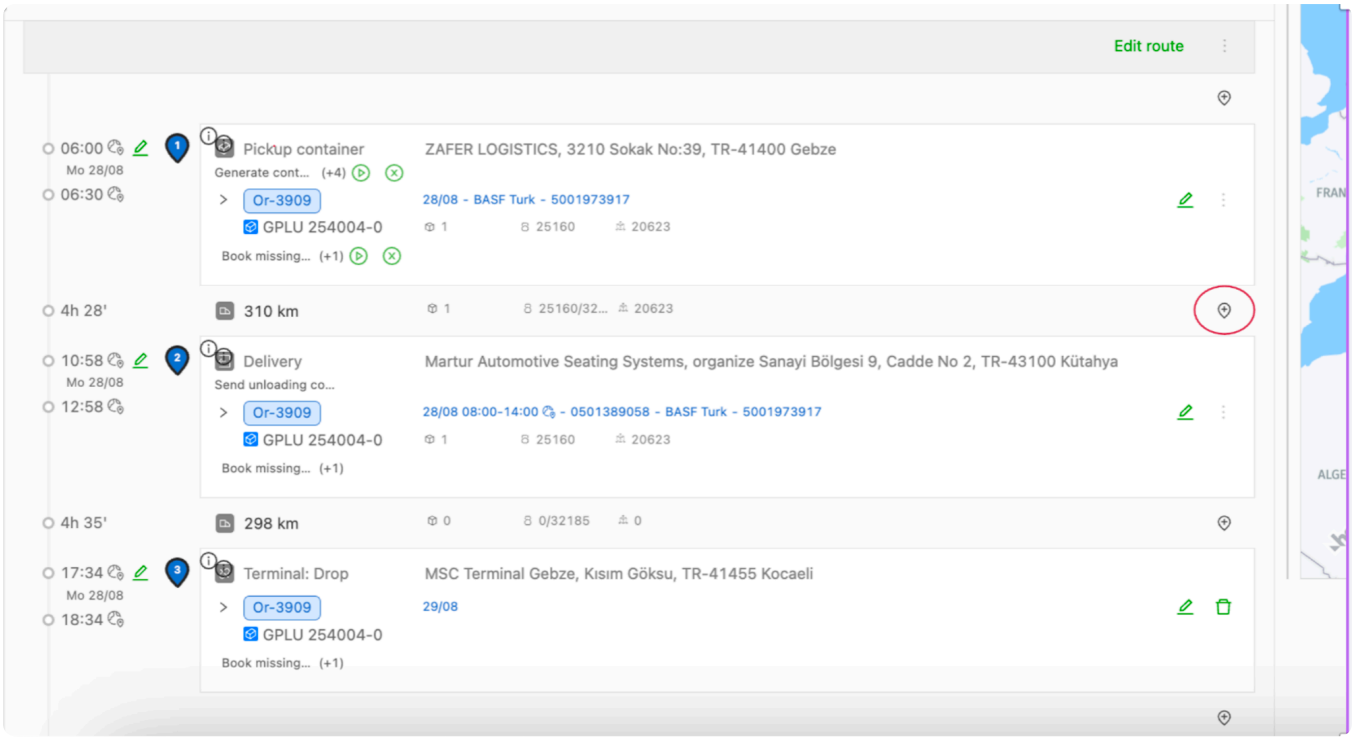
ORDERS - Add / delete extra stops to an order

This article shows the different options to add or remove extra stops on an order.

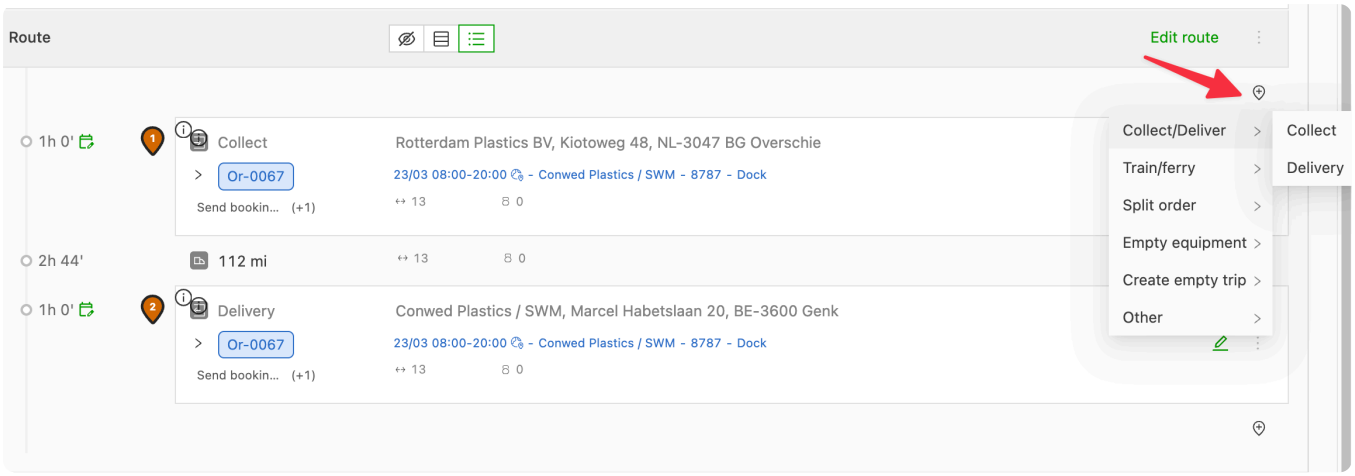
Updated 16 January 2026

You can add multiple stops to your order with the plus icon appearing on the route overview in an order.

Overview of extra stops



Once clicked, you will have the below options to add to/split the order:



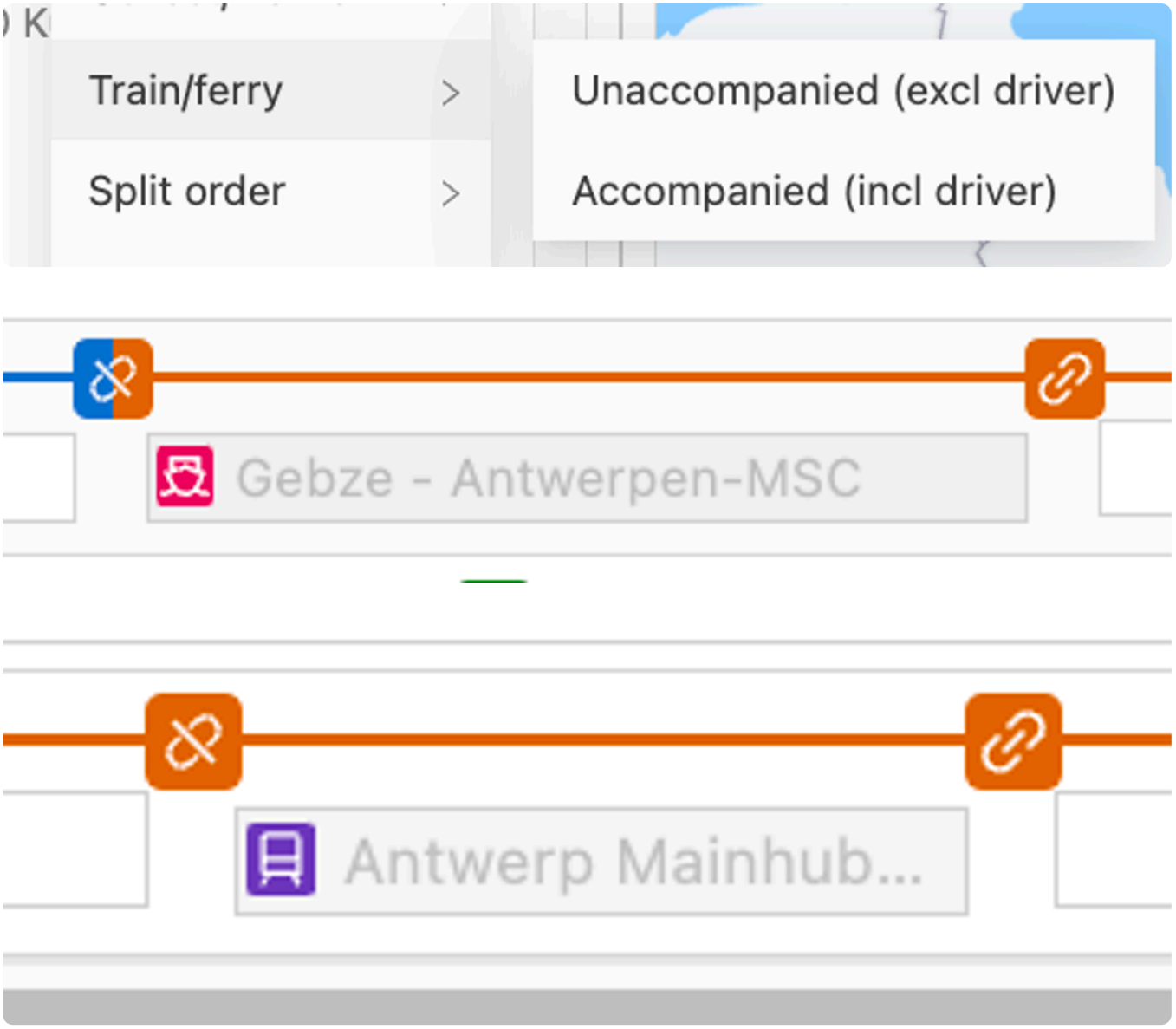
Pro Tip: It is possible to EXCLUDE stops from order distance calculations. This can be used when these stops should **NOT** be included for pricing based on distance.

Collect/deliver

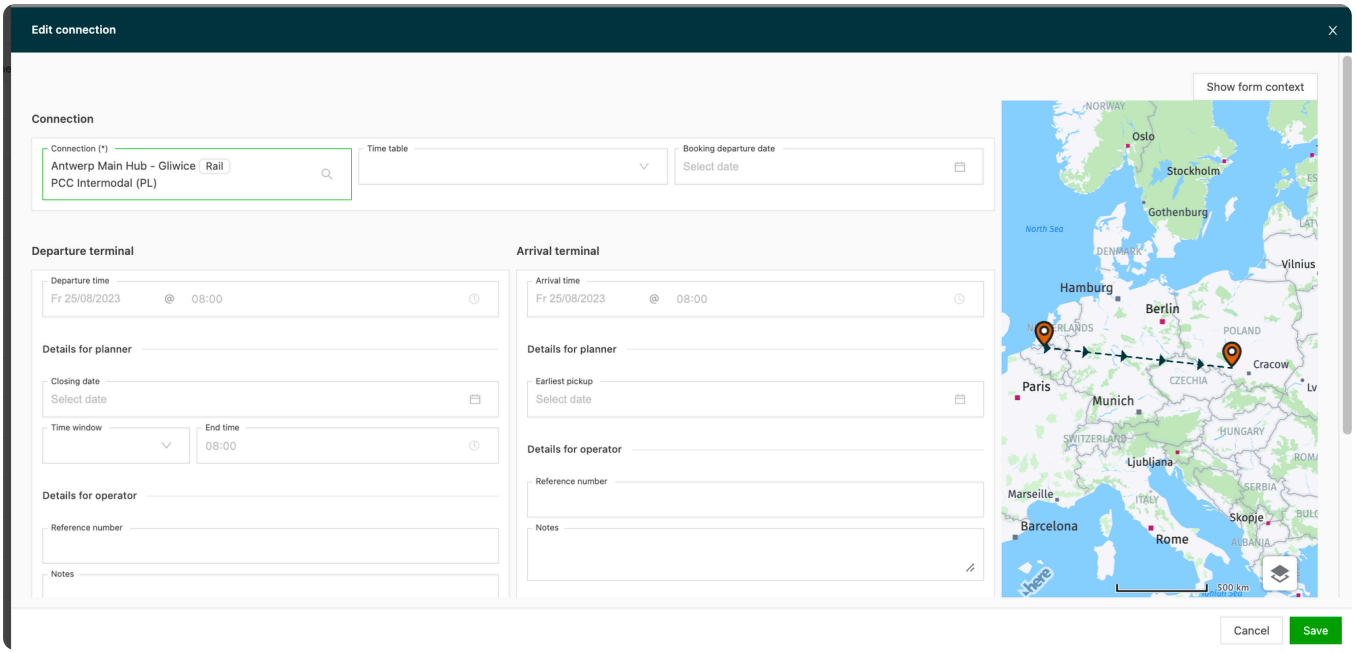
You can add extra collect and delivery locations. There are also other ways to add an additional collect or delivery stop.

Train/Ferry

Used for intermodal locations for ferry and train transport.



Once selected, you will be able to add an intermodal connection that has already been configured:



Note: An order can not start or end with an intermodal connection. Therefore you will see you cannot select this option as first or last stop.

If the intermodal location is not in the list, you can create intermodal operator.

Split order

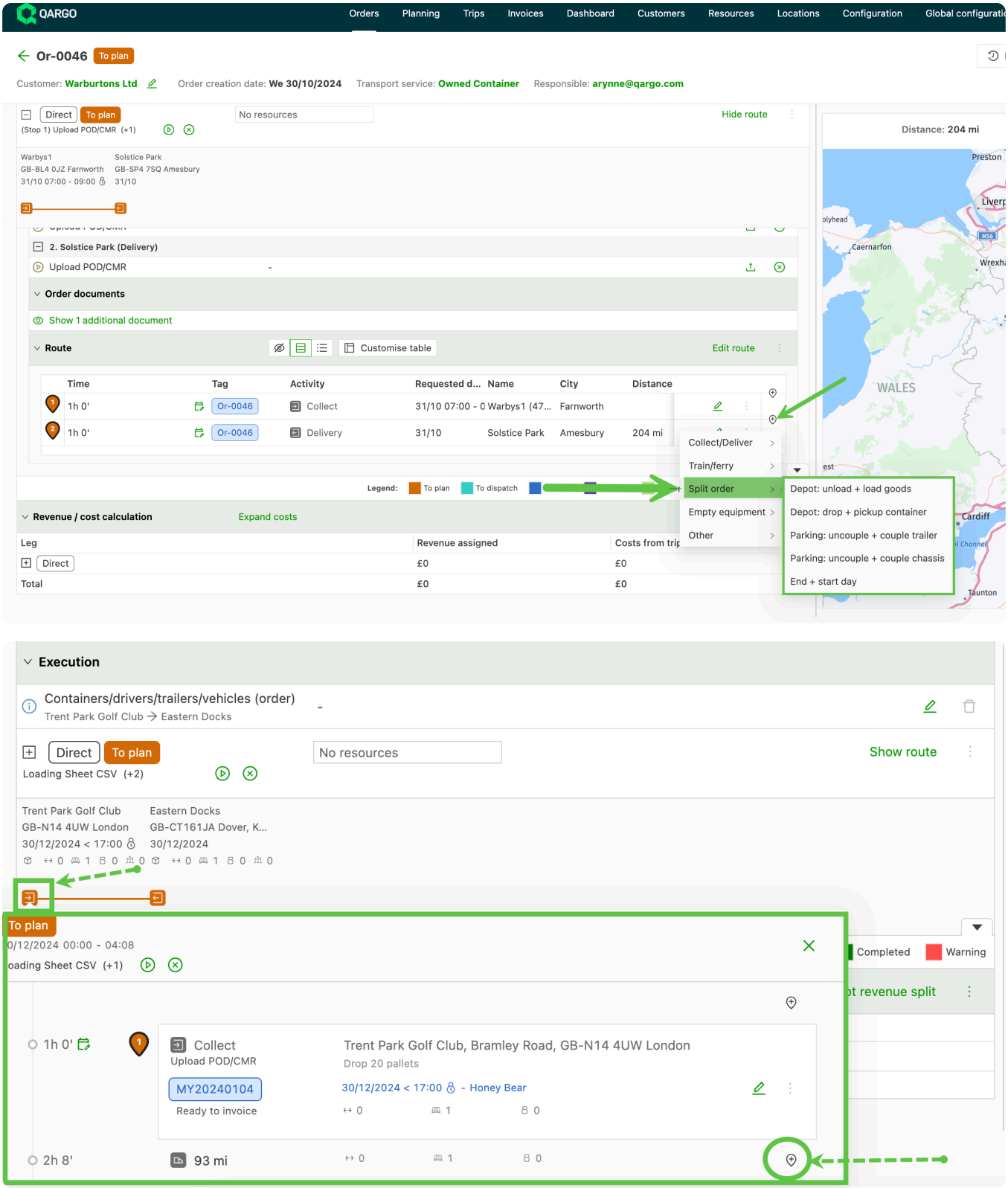
When there are orders that need to be consolidated at a depot, it is necessary to add this stop to the order. This can be added before or after dispatch, providing the delivery of the trip has not completed. This is referred to as a ***'SPLIT ORDER'***, as the order will be *'split'* at a depot location.

The "Split order" option is used for splitting the order and creating a different plan trip. There you can different actions, e.g.:

- Depot: unload + load goods
- Depot: drop + pickup container
- Parking: uncouple + couple trailer
- Parking: uncouple + couple chassis
- End + start day

Add a split to an order:

To split an order, use the ***'+ icon'*** which can be found associated to the route on the order.



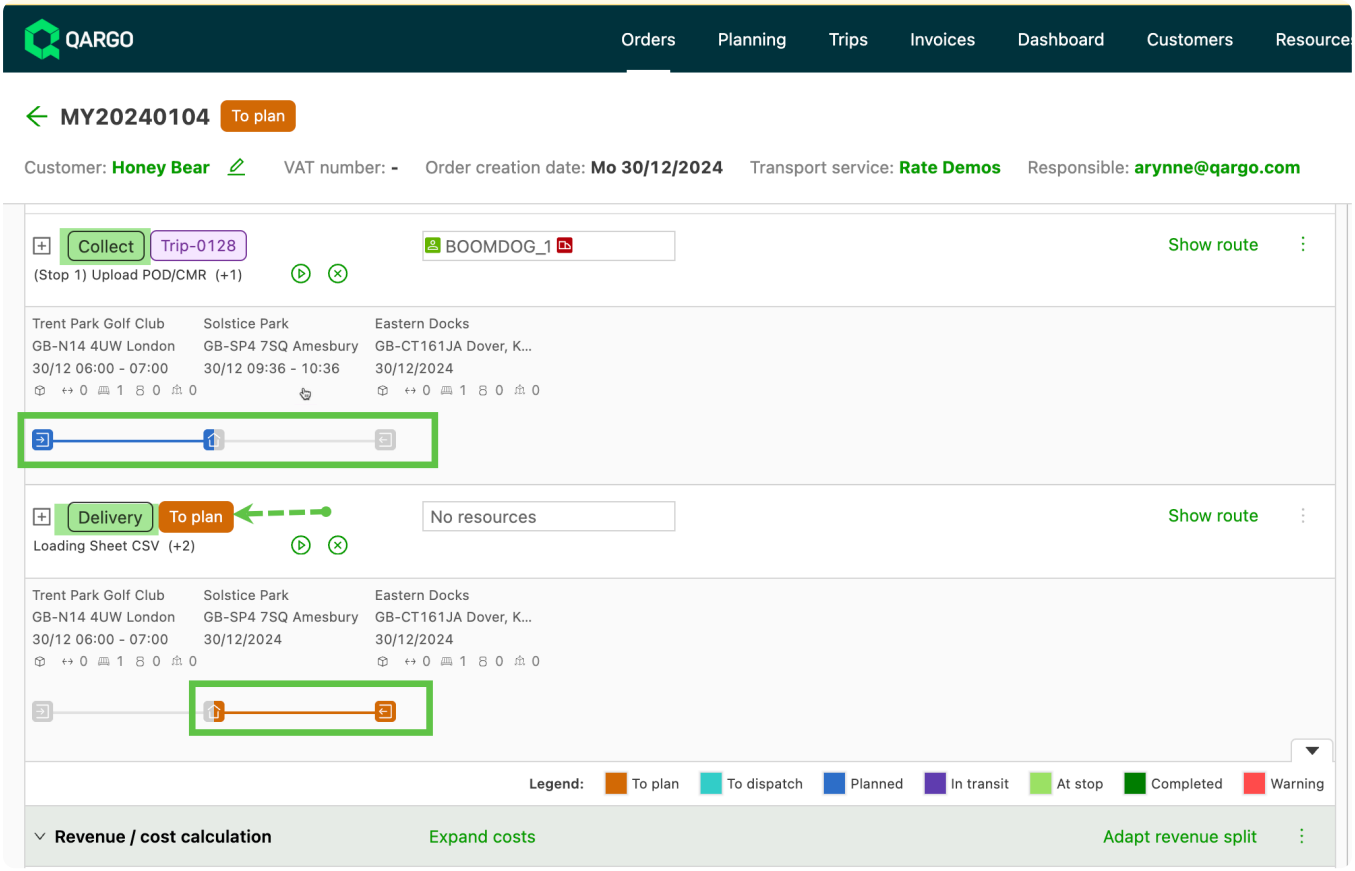
Click the icon to add the split. In the example below we are adding a depot stop:



Once a Split has been added to the order, the order is separated into Legs:

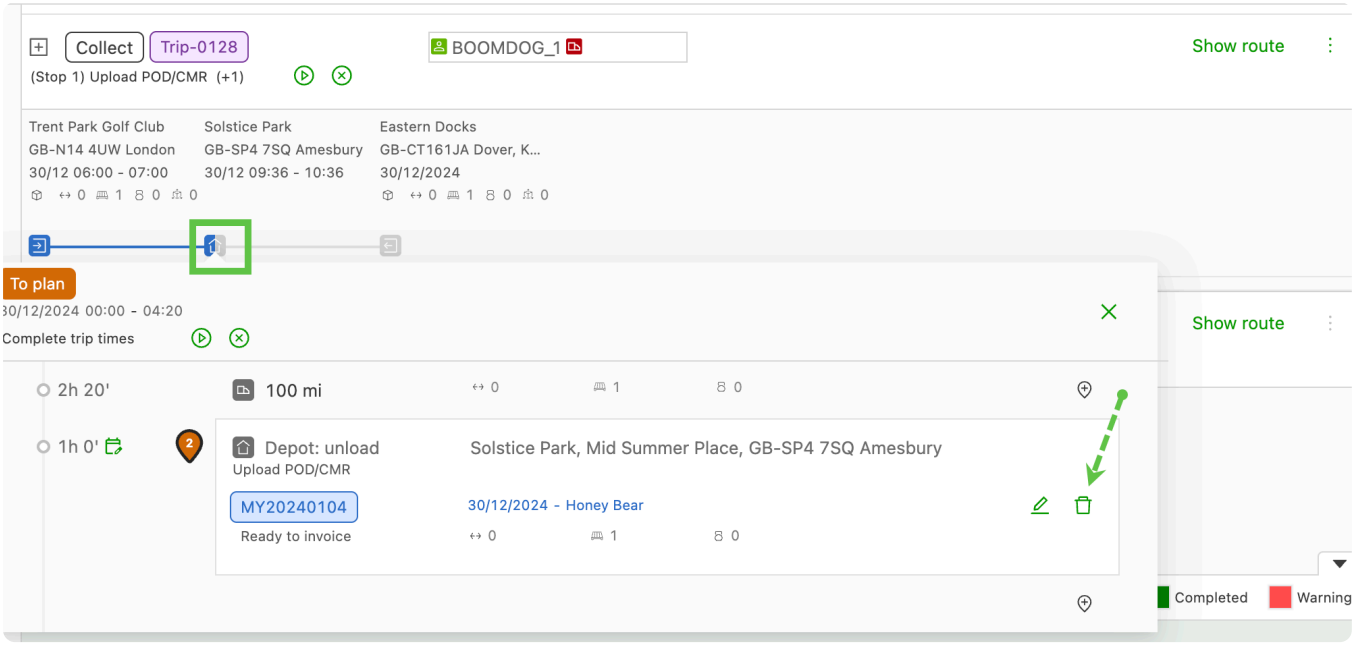
- Collect: Collection - Depot
- Delivery: Depot - Delivery

If the order has been dispatched before the split, only the first Collection leg will remain dispatched to the resource. The second leg (Delivery) will be set in a ***'To Plan'*** status. This allows for another resource to be planned to the trip, although it is still possible for the same resource to be dispatched onto the Delivery leg if required.

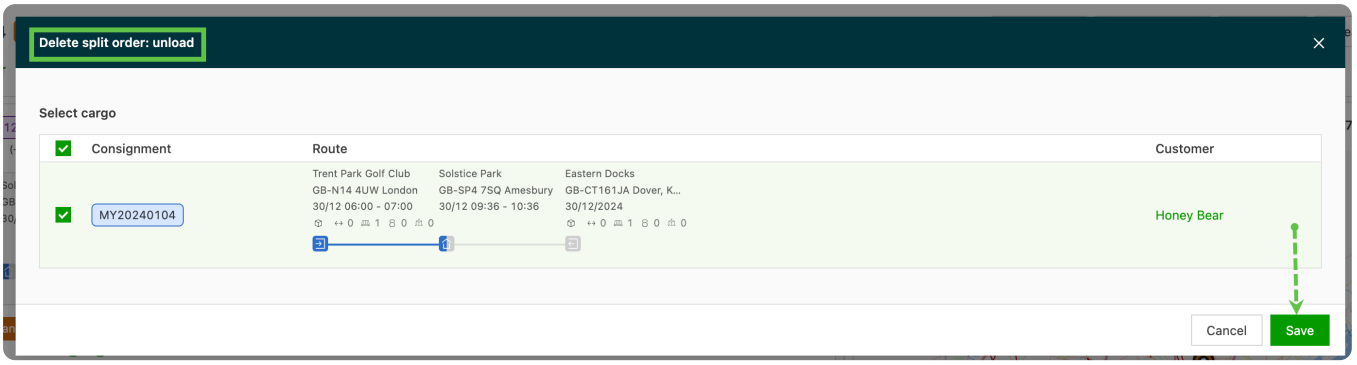


Remove a Split:

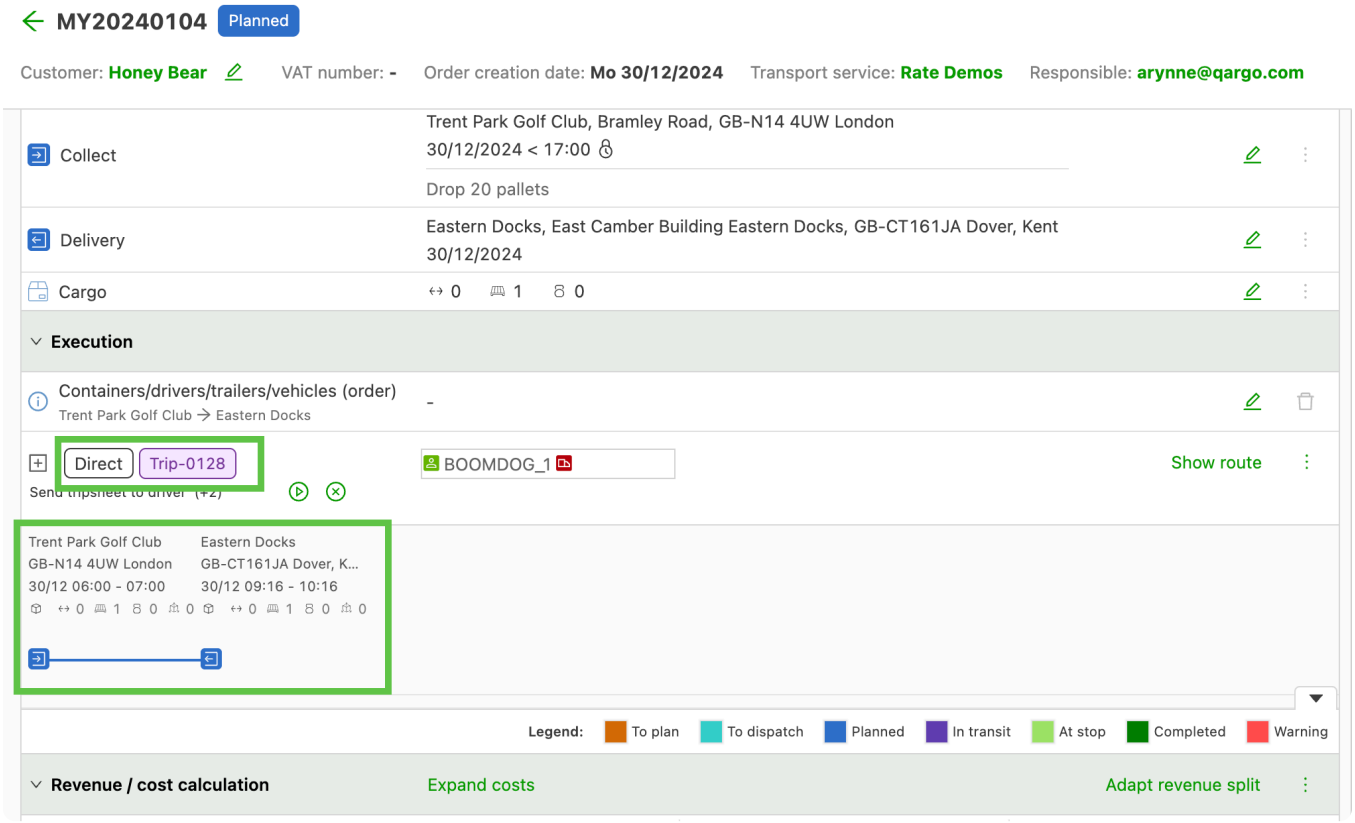
If an order has a split that is no longer required, this can be removed with a few clicks.
Using the same ***'+ Icon'***, click on Depot stop in the route. This will open the summary window for the stop. Click the ***'Trash'*** icon to remove the stop.

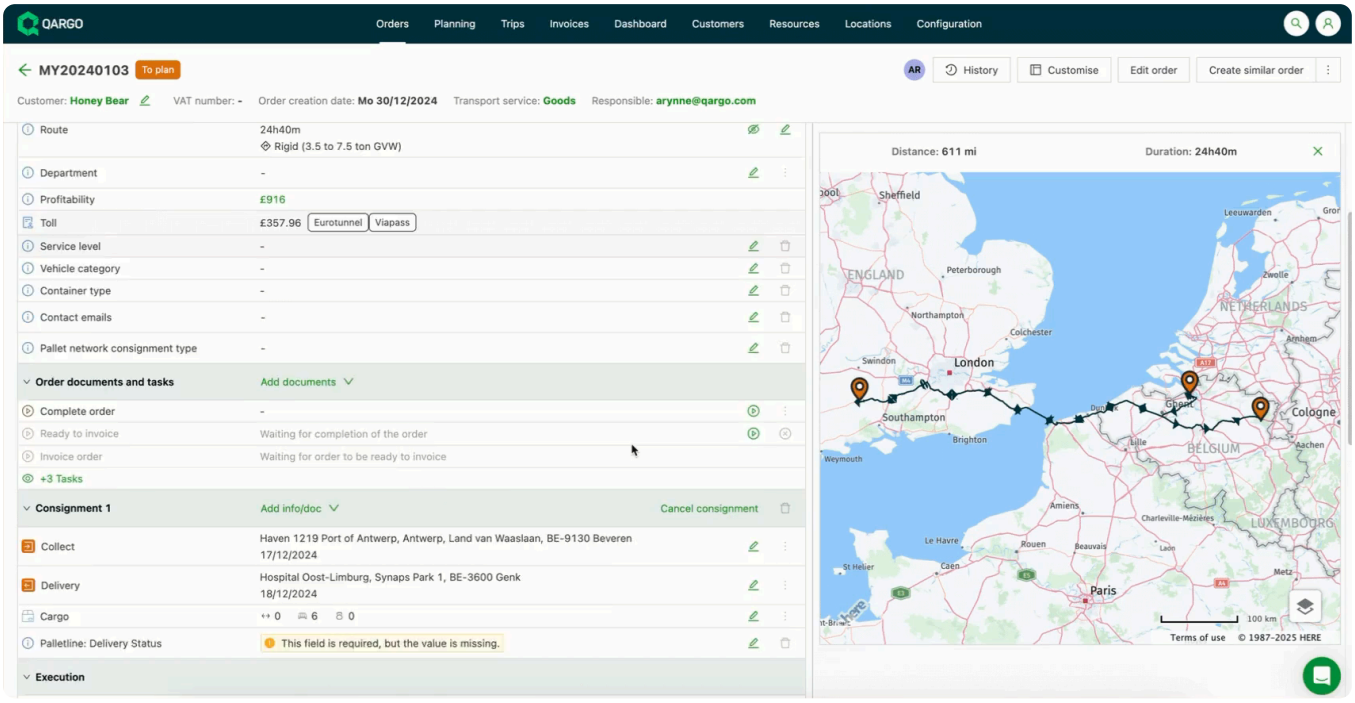


This will open the new Delete split order window, select the consignment (or all if removing the split entirely), and SAVE.



The split will be removed. In the example below, the Collect leg was already planned, therefore the direct trip remains in a planned status. If there was no trip yet planned, the status would revert back ***'To Plan'***.





Empty equipment

Used for actions like coupling/uncoupling trailers or picking/dropping the containers depending on the transport service that is used.

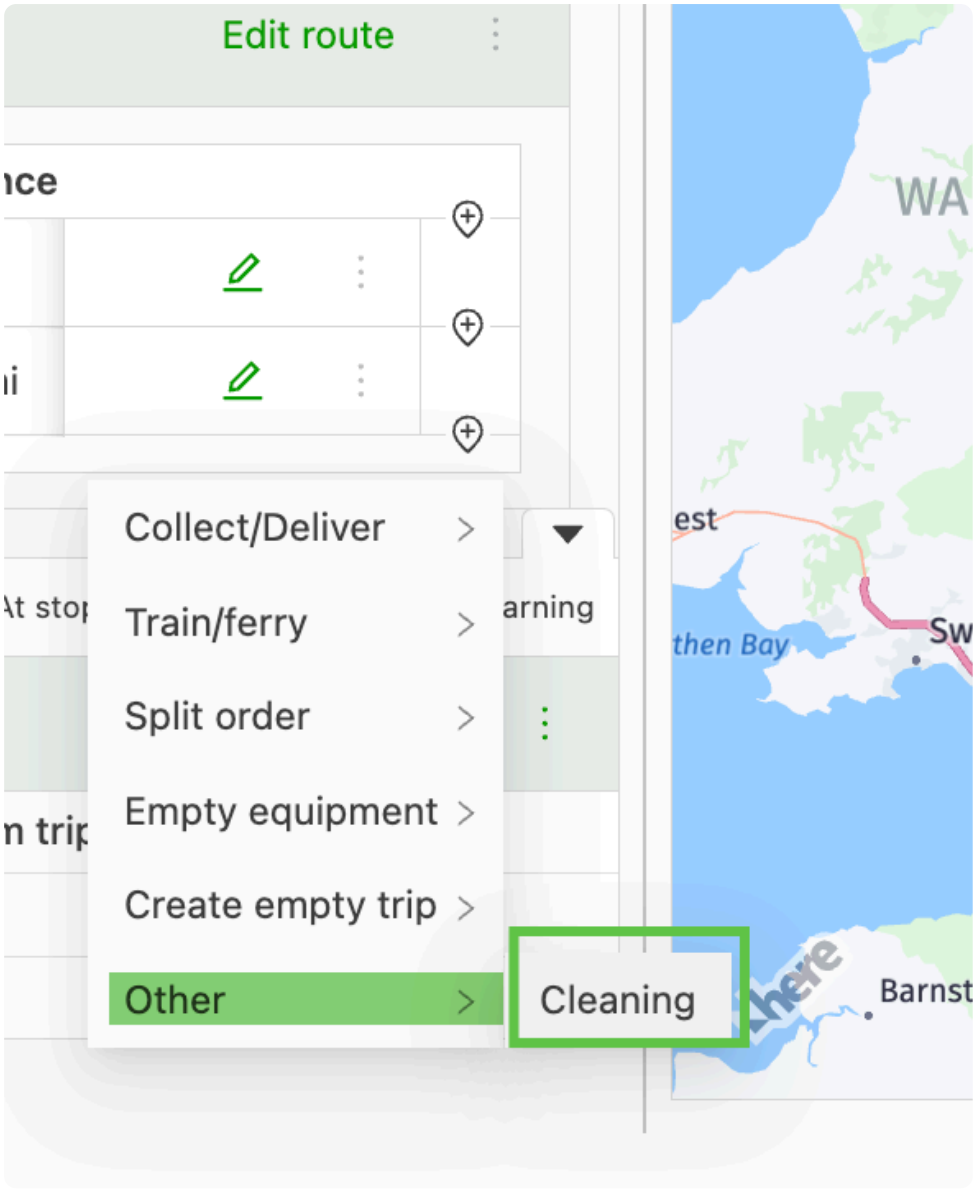
Other

If applicable, your company can decide to configure other stop actions in Location. Once done, these actions will be shown in the dropdown menu “Other”.
To include an intermediate stop (e.g., for refueling, using a weighbridge, or other needs), follow these steps:

1. Navigate to **Locations** > **Internal Stop Actions**.

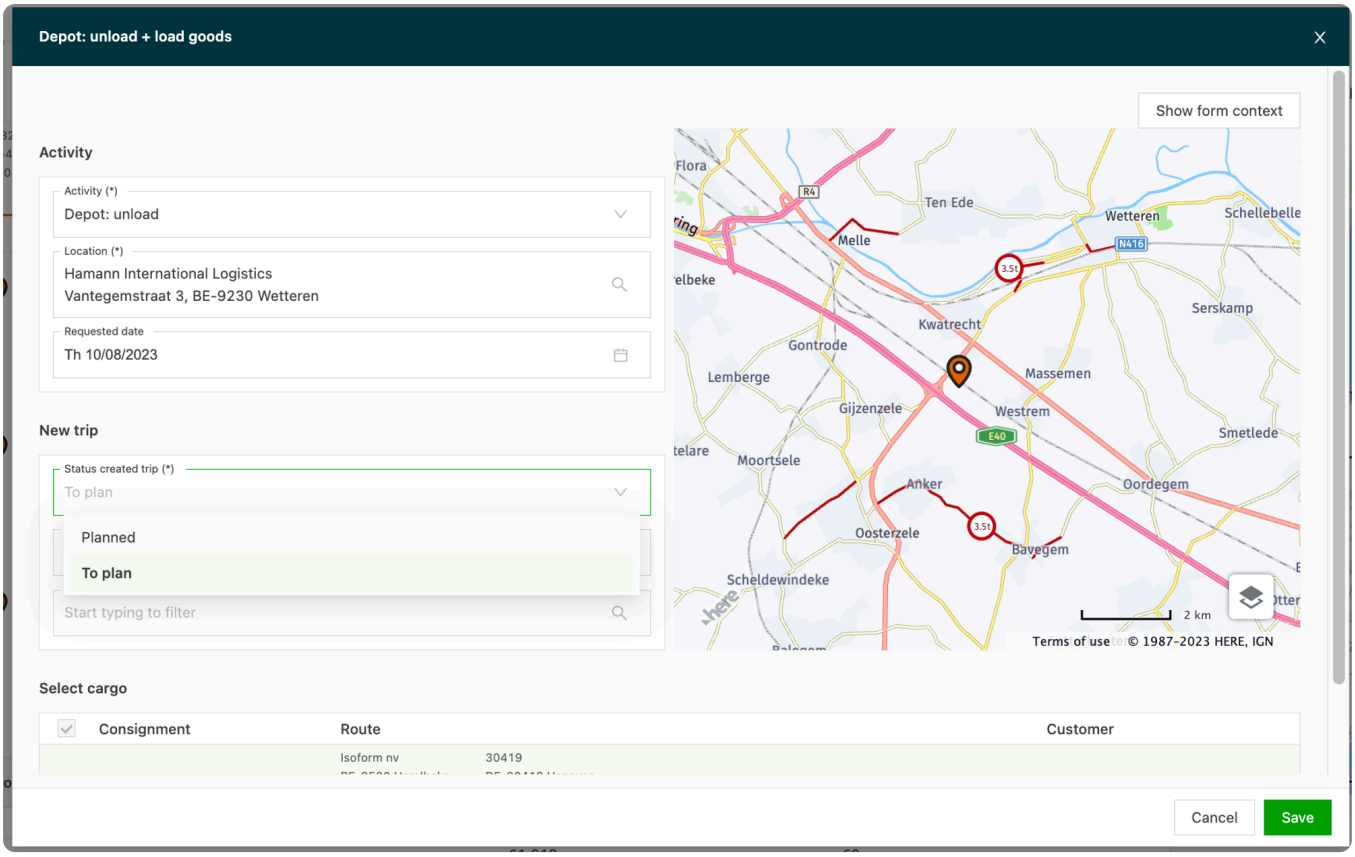
2. Select **Add Stop Action**.
3. Create a new stop action that describes the activity (e.g., “Refuel Stop” or “Custom Stop”).
4. When planning a delivery job, choose this stop action under the **Other** category to designate it as an intermediate stop.

This ensures efficient route management tailored to operational needs.



Details of extra stop

When one option is selected, you will need to fill in all necessary information such as the location, the date, the status of this stop etc.



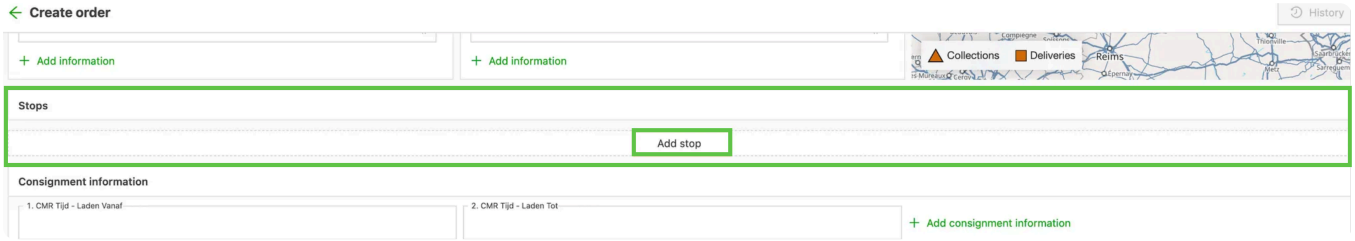
Note: If the selected location does not exist at the moment you are filling in the below details, you can create a location.

Edit the order of a stop

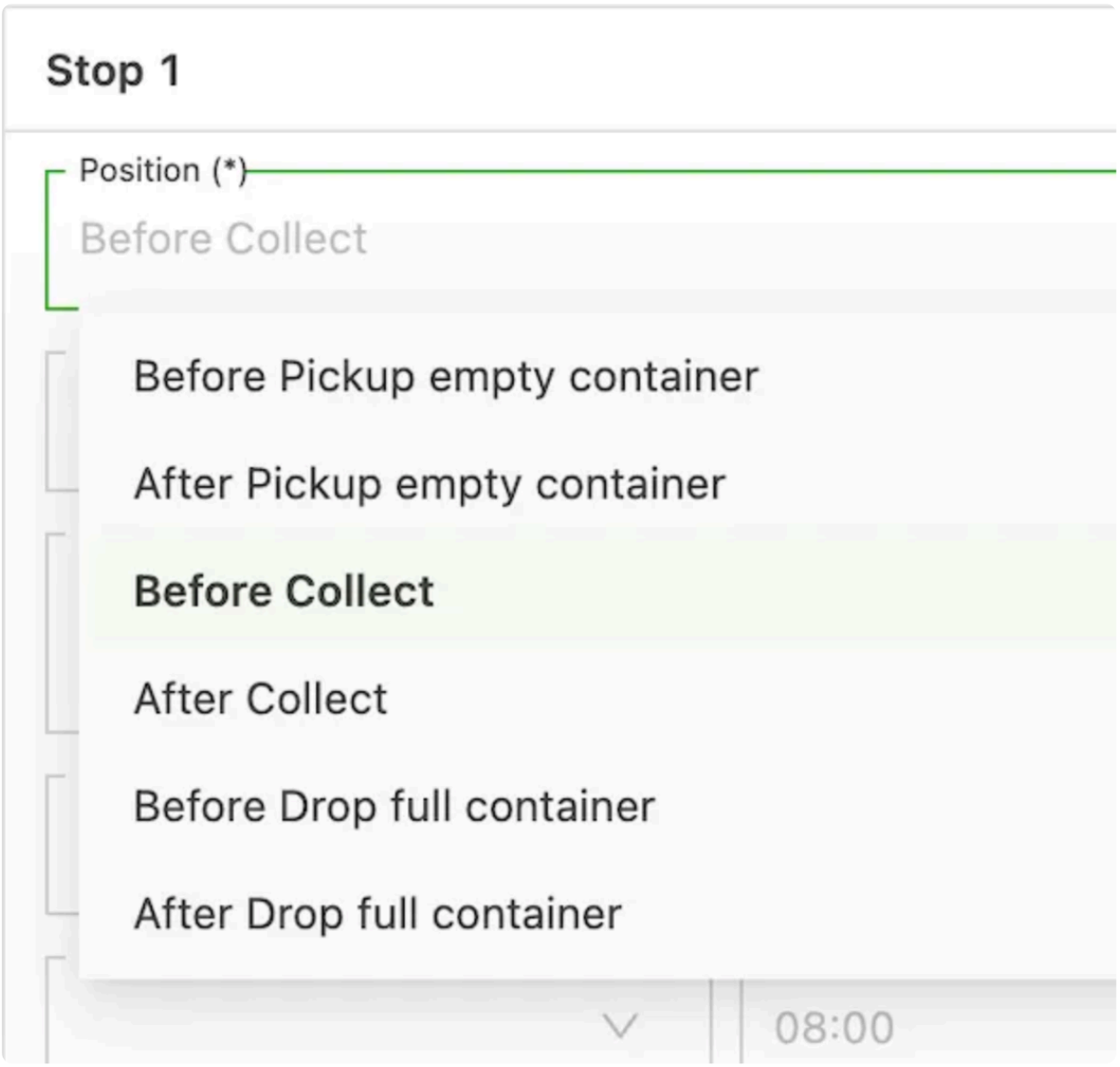
Once you have added a stop, you can still edit the order of stops if required.

Standalone stops (Owned/Seacontainers only)

If the transport service selected is **Owned** or **SeaContainer**, there is an option to add standalone stops during order creation. These can be used to add standalone stops which may be chargeable, like custom clearances, for instance.



Users can add custom stops to the **CONSIGNMENT**, and define where in the trip the stop should be added:



Multiple stops can be added to the consignment. **Please note**, there are some limitations to this feature.

1. Only applicable to container orders (Owned / Seacontainer)
2. Not applicable to transport network orders
3. Is not compatible with creating multiple legs, ie: uncouple chassis with container

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Add activities in bulk

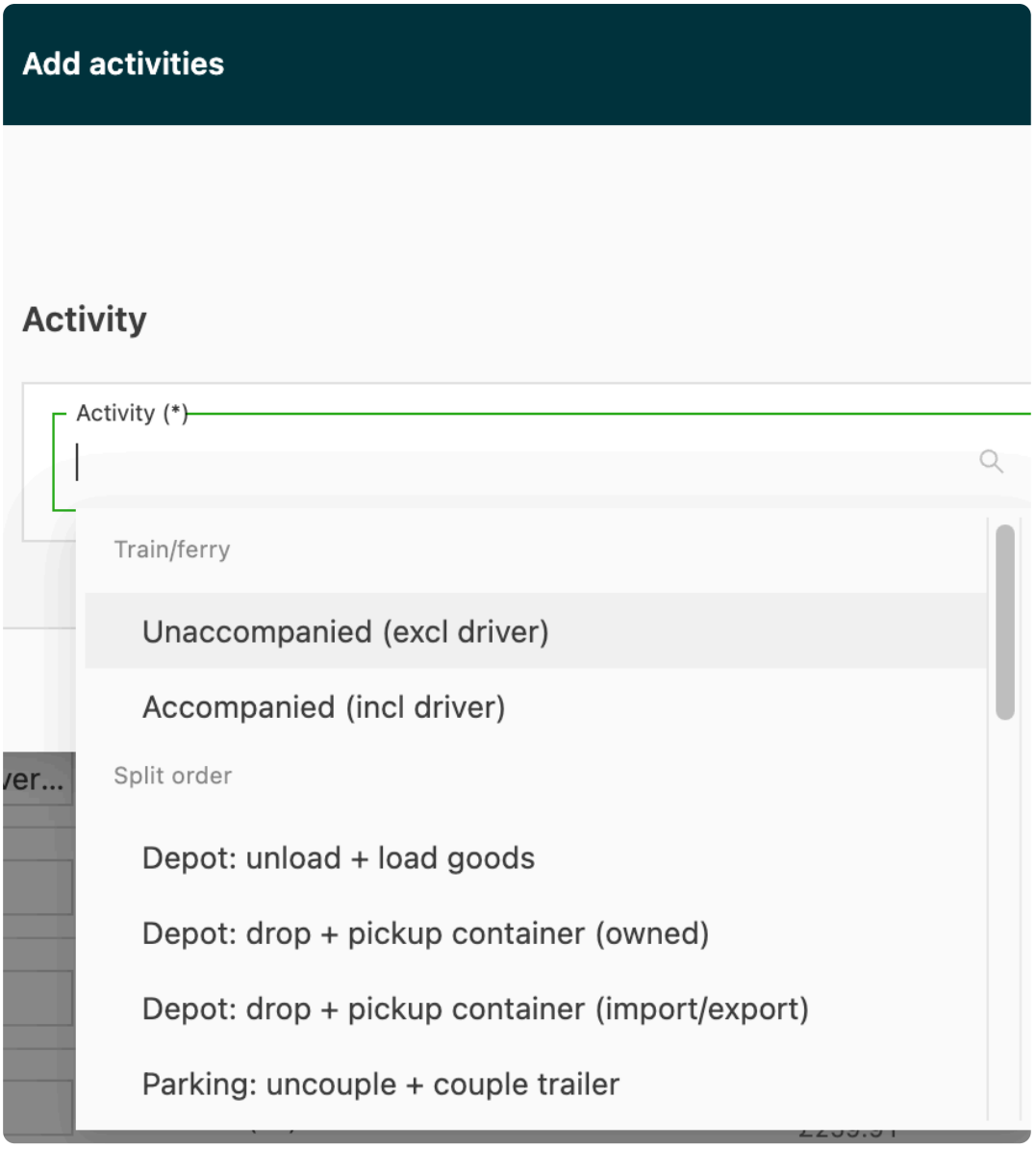
Users now have a new option under *'Quick Actions'* to add additional stops or split loads in bulk.

When there are multiple consignments on one order, the behaviour of how the stop is added will be different depending on the stop type that it being added:

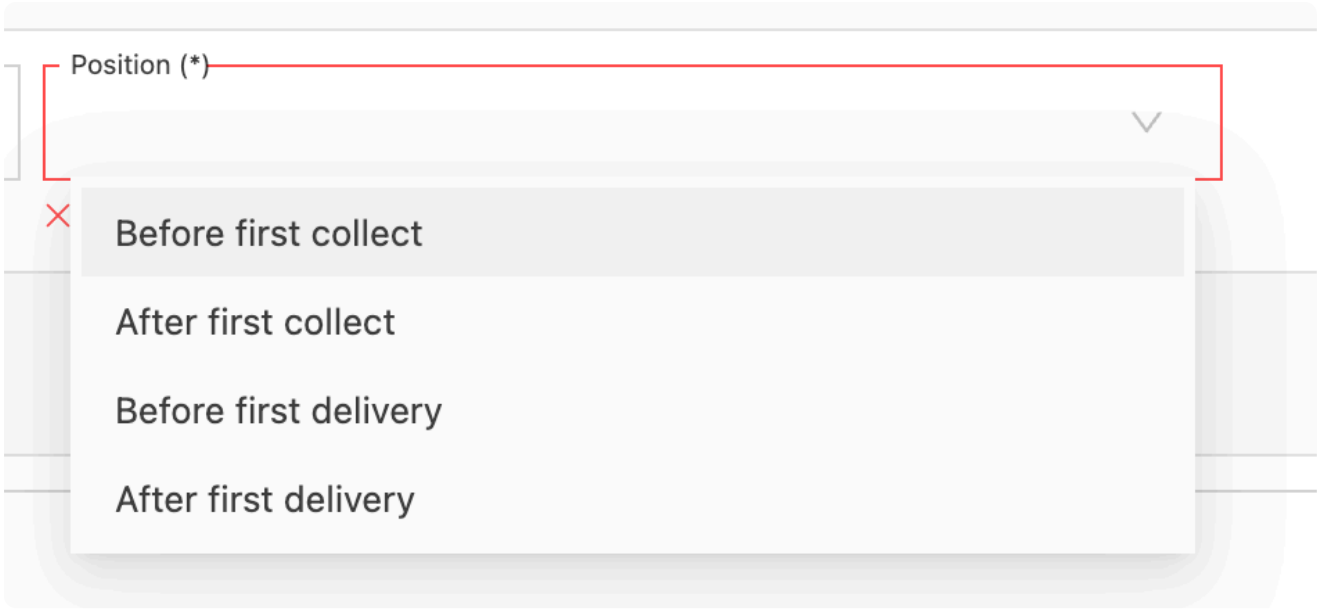
- **Intermodal stops**: Stop is added per order. When adding intermodal stops in bulk, the stop will be added only once to the order, regardless of the amount of trips on the order.
- **Empty: Equipment/Driver**: Stop is added per trip. When adding this stop type in bulk, it will add the stop to each trip. If all consignments are merged on one trip, the stop will only be added once. If each consignment is on a separate trip, the stop will be added multiple times (once for each trip).
- **Split order** and **Other stops**: Stop is added per consignment. When adding these stop type in bulk, it will always add the stop to each consignment in the order.

Using the Quick Action

- From the orders list page, click the Quick Actions function and select *'Add Activities'*
- From **'Activity'** drop down, select the option that applies



- From **'Position'** select where this new stop / split should be positioned



Option to add stops in bulk before/after the first collect/delivery only.
We cannot add stops in bulk in other positions of the order.

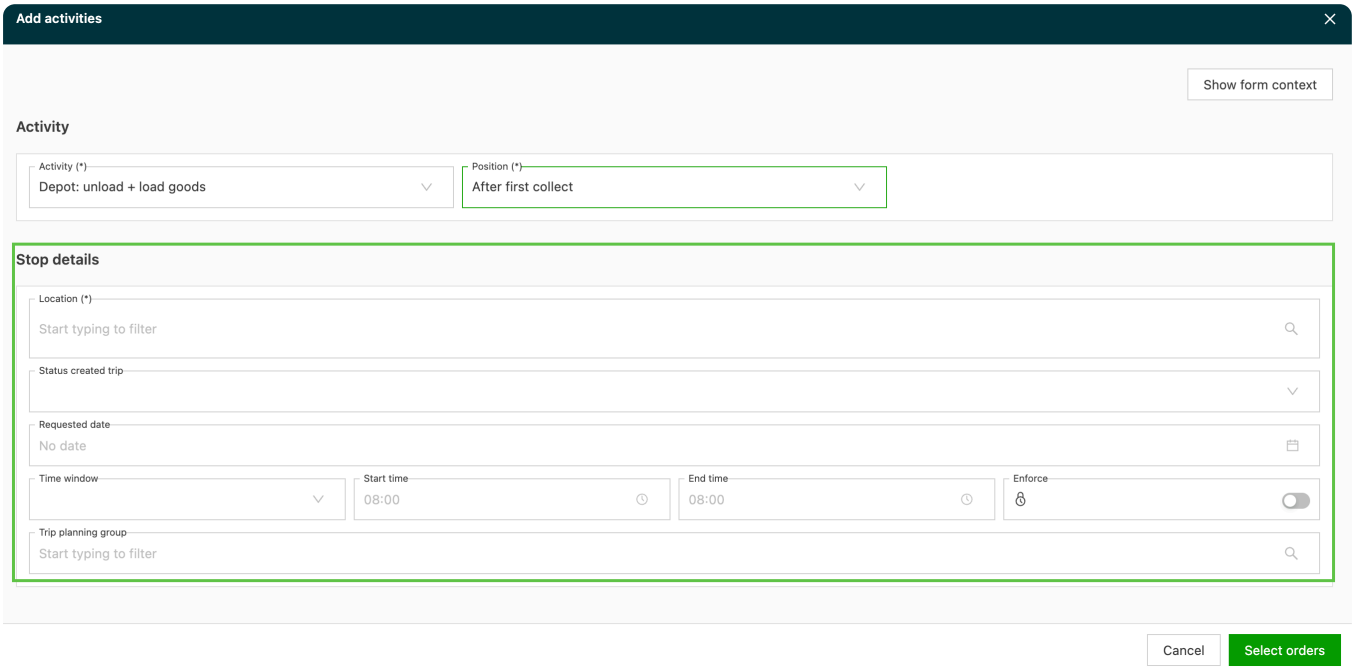
Driver Visibility After Rescheduling with an Incident

When rescheduling a delivery job after an incident, note the following:

- The Qargo Driver App **does not display** failed (incident) stops.
- Only the updated delivery stop or location is visible to the driver.
- Incident-related data is automatically recorded in the order for back-office and billing purposes.
- There is no requirement to mark an incident stop as completed, as it is already documented as a failed stop in the system.

By keeping the driver's view simplified, Qargo improves focus and reduces potential confusion.

- Complete the stop details. Depending on the activity options in this section will differ.



- Click **‘Select Orders’** to select orders from the main list view that this activity will apply to.
- Click **‘Add Activities’** to complete the action.

