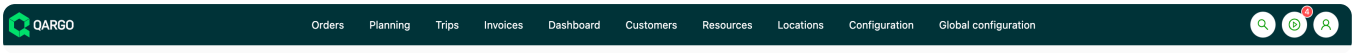
Fixing export to Palletline orders

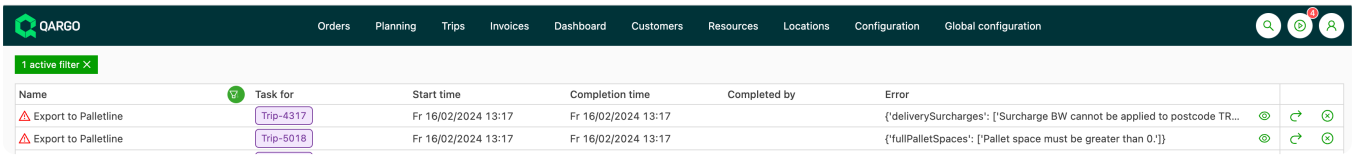
Fixing errors that appear when you export to palletline

Updated 9 December 2025

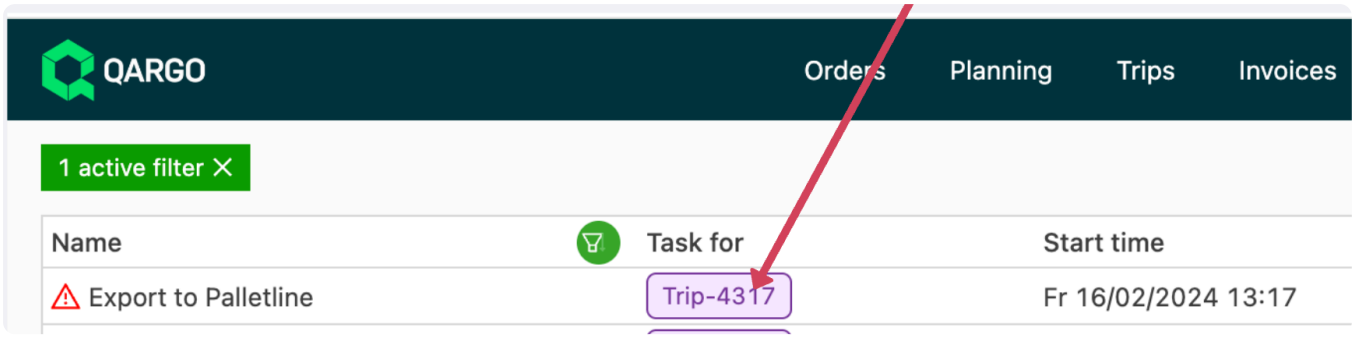
You can see all the errors by clicking on the play button with the red dot in the top right:



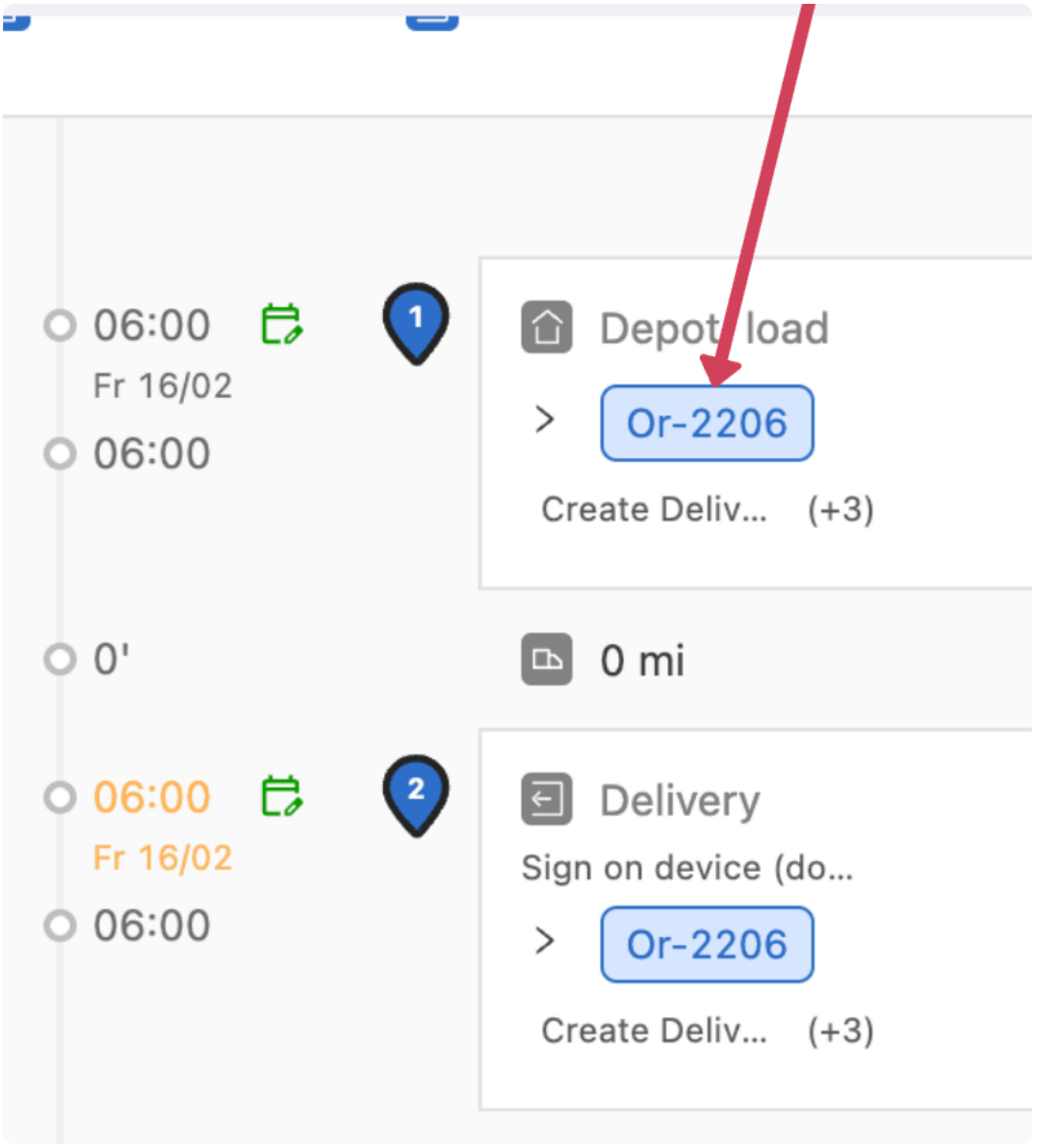
This will open a screen with all the errors:



You need to click on the purple trip tag to open the trip that has the error:



Then click on the blue tag to go to order detail:



Each of the titles below gives you more information on what to do.

manifestDate: Consignment cannot be updated with manifest date older than today.

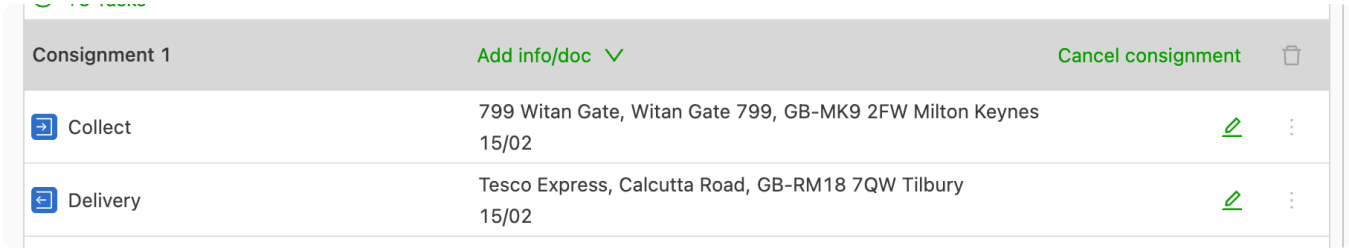
Contrado doesn't allow you to send consignments with a collection (manifest date) older than today.

This applies both when you first export the order and when you try to update an already-sent consignment. If the pickup date is in the past, Contrado will not accept changes.

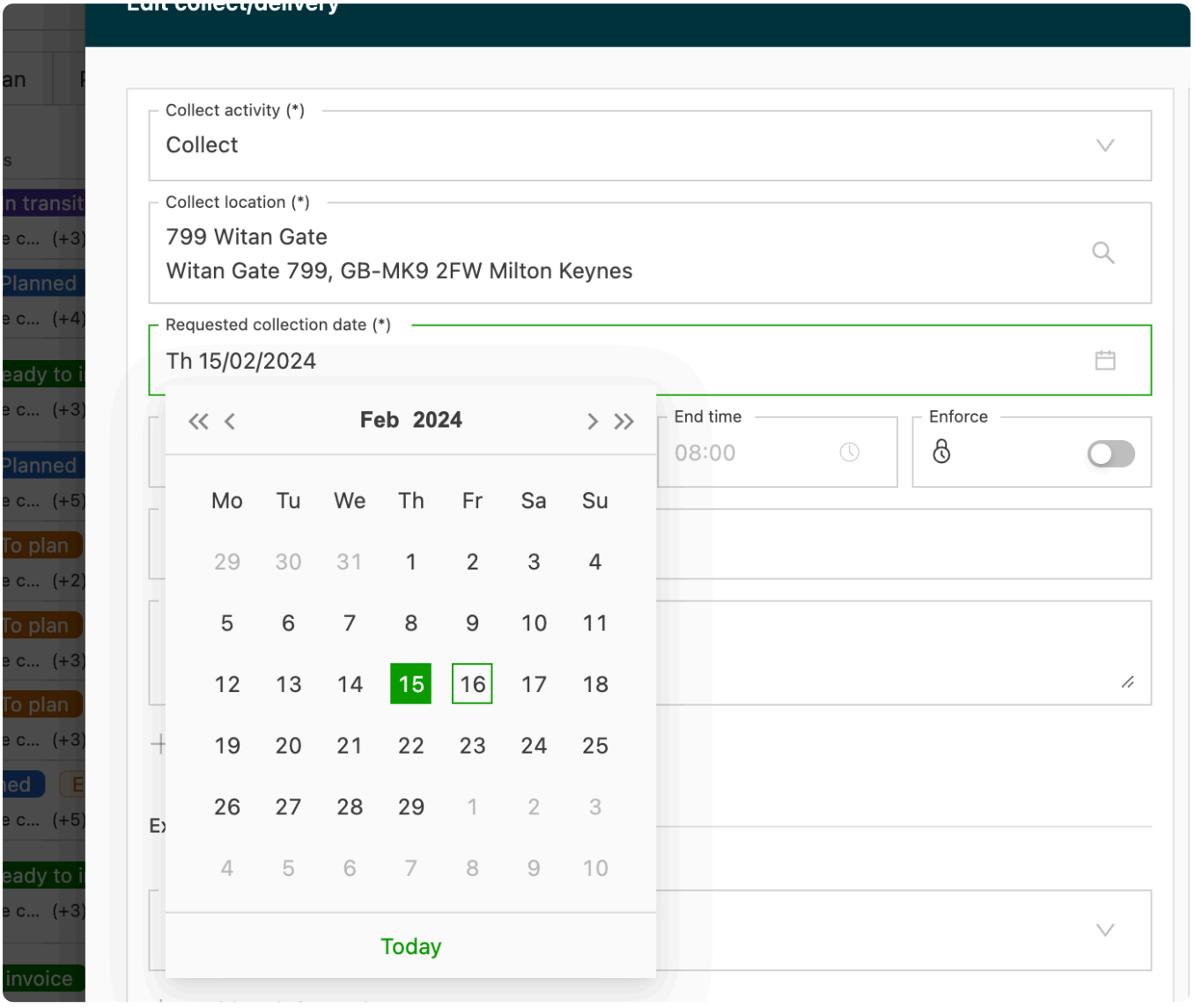
Why it happens

- The pickup date on the order is yesterday or earlier.
- You duplicated an older order and didn't update the pickup date.
- You are editing a consignment that was manifested for a past date.

The solution is to edit the pickup location:



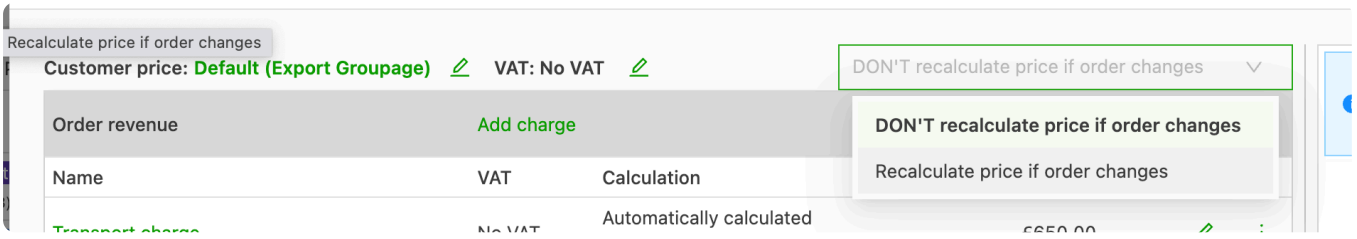
And then adapt the collection date:



You will then have 2 options:

1. Adapt the delivery date as well so that it matches the service level.
2. Adapt the service level and keep the delivery date in place.

If needed, lock the price calculation if you change the service level so that it doesn't change the pricing:



It is best to add a note in the order so that everybody knows the reason why the service level was changed.

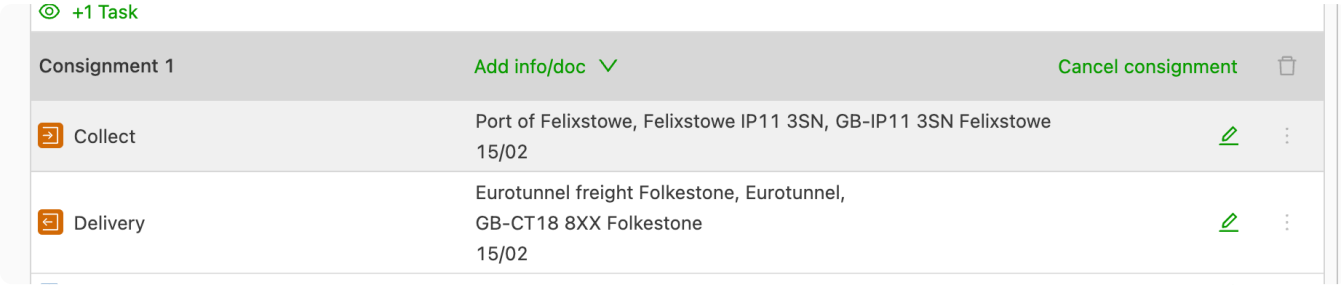
deliverySurcharges: Surcharge X cannot be applied to postcode X for this hub with this service level

This means that the surcharge is not allowed for this specific postcode.

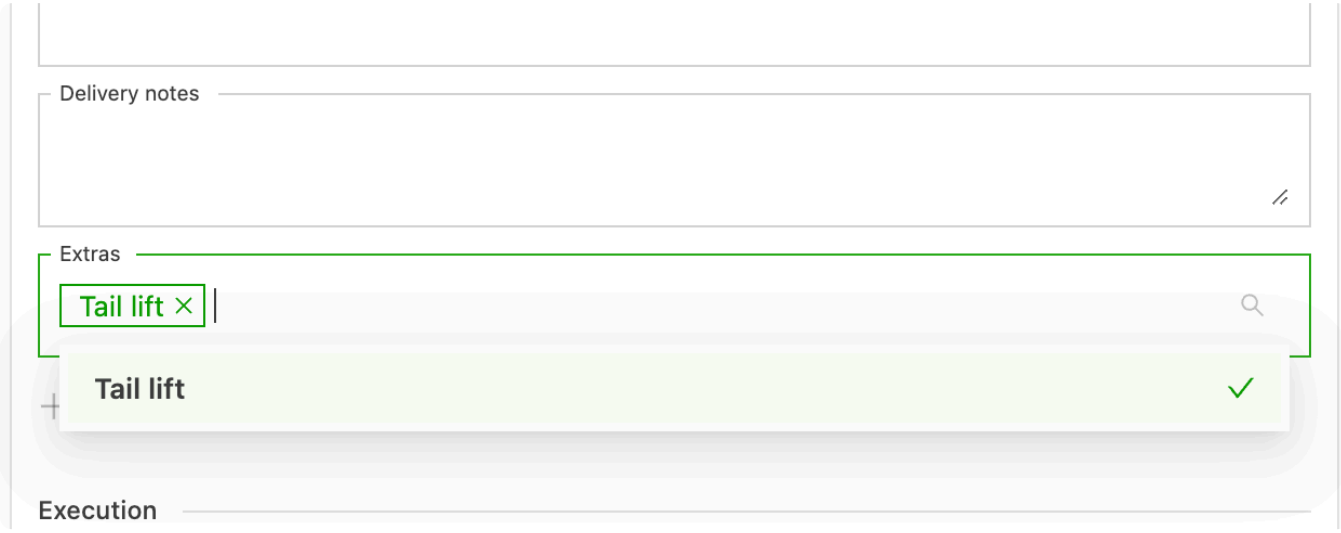
Why it happens

- The selected surcharge is not valid for the destination postcode under the current service level.
- A generic surcharge was applied that this hub does not support for that area.
- The order was duplicated from another region where the surcharge was valid, but the postcode is different here.

Click on the edit icon next to the location:



And remove the extra

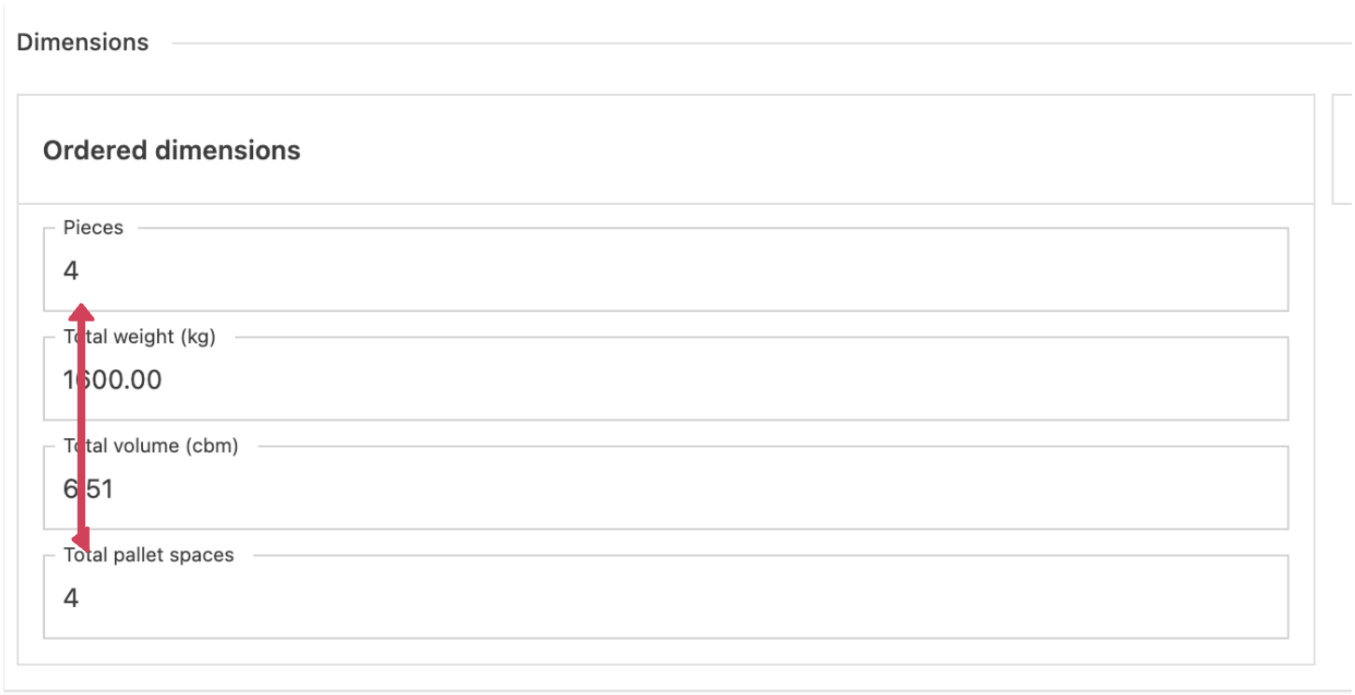


FullPalletSpaces: Pallet space must be greater than 0.

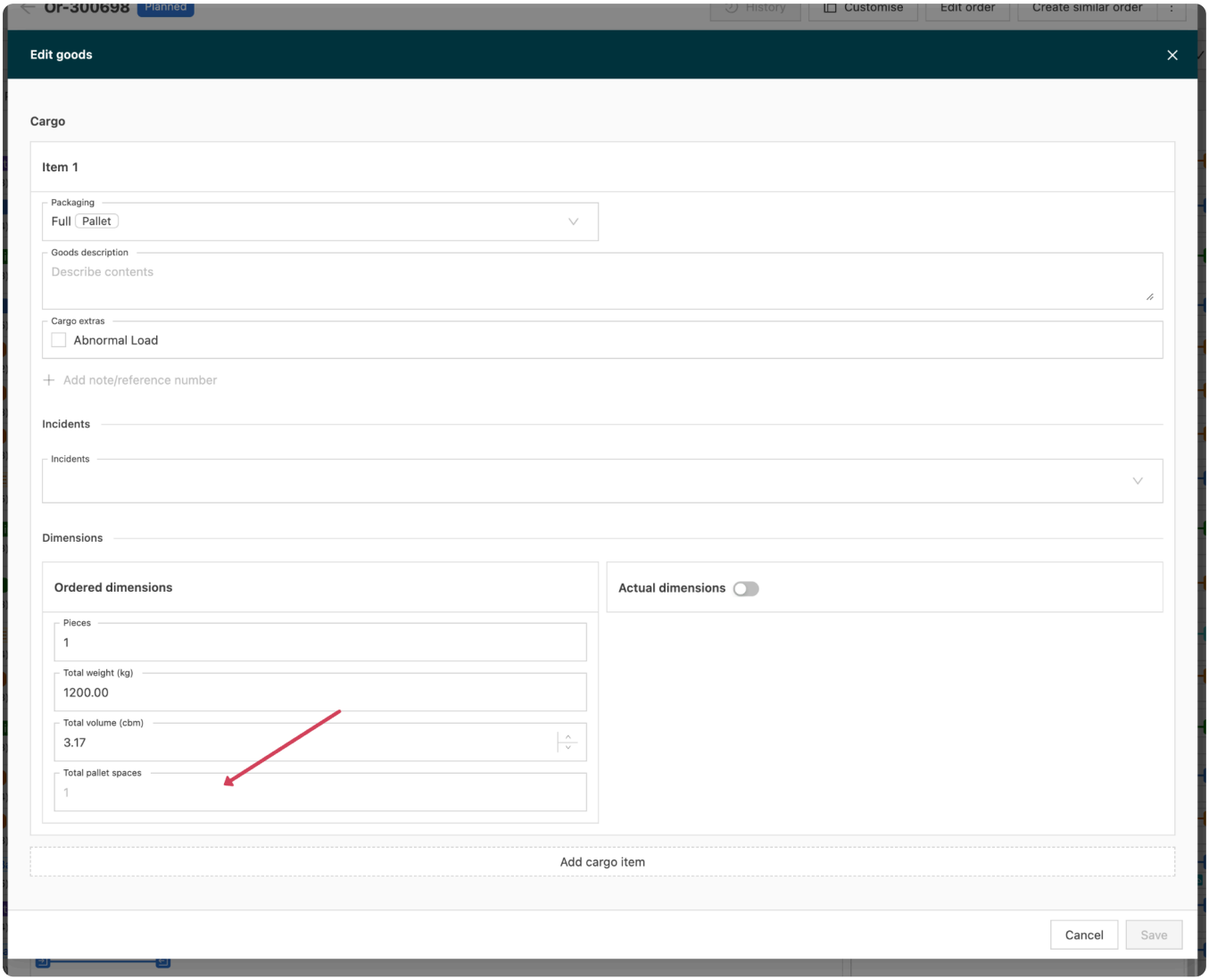
This means that there are no pallet spaces filled on the order OR that the number of pallet spaces is smaller than the quantity.

Why it happens

- Item was added with quantity but pallet spaces left empty
- You duplicated an order with different pack configuration
- Mixed items on one line where some require pallet space and others do not



Edit the cargo and fill in the pallet spaces:



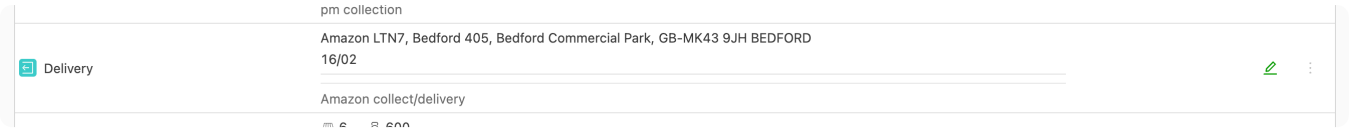
Expected either Amazon ASN number or Amazon FBA number to be filled in for delivery stop

For Amazon deliveries, Palletline requires a reference that Amazon recognises. Either the Amazon ASN (Advance Shipment Notice) or the Amazon FBA (Fulfilment by Amazon) Shipment ID must be present on the delivery stop. If neither is provided, the consignment is rejected.

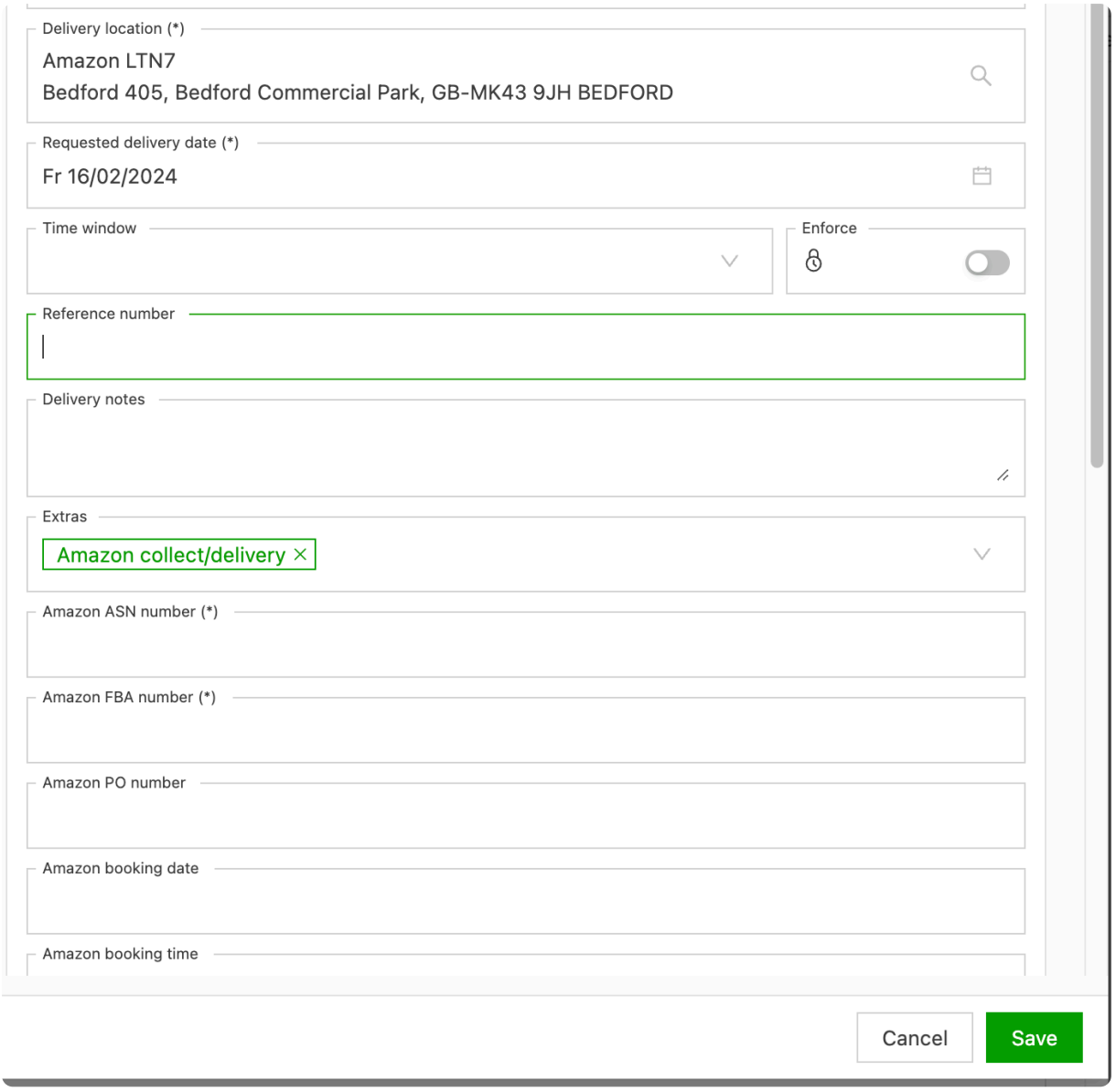
Why it happens

- The delivery location is an Amazon FC but the ASN/FBA field was left empty.
- The order was duplicated from a non-Amazon delivery.
- The wrong reference type was entered in a notes field instead of the dedicated Amazon fields.

You need to edit the location:



And then fill in the Amazon details:



And then save this off

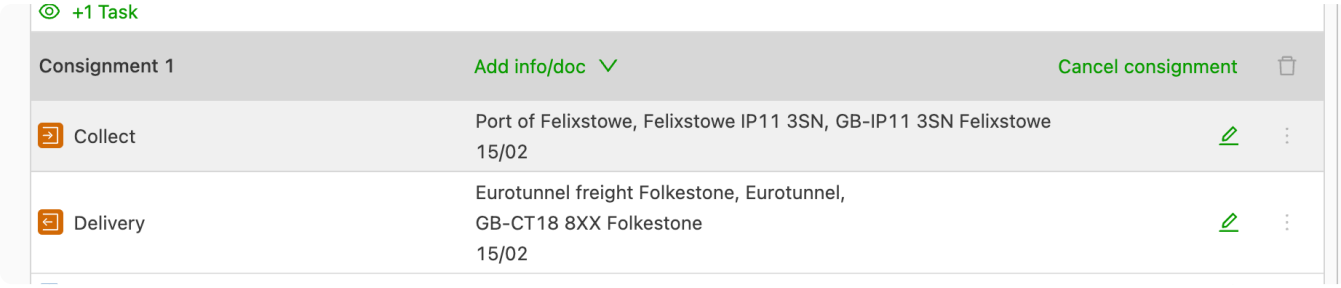
DeliveryPostcode: Invalid postcode

The destination postcode does not pass Palletline's validation rules. This can be due to an incorrect format, missing characters, extra spaces, or a postcode that does not exist for the selected country.

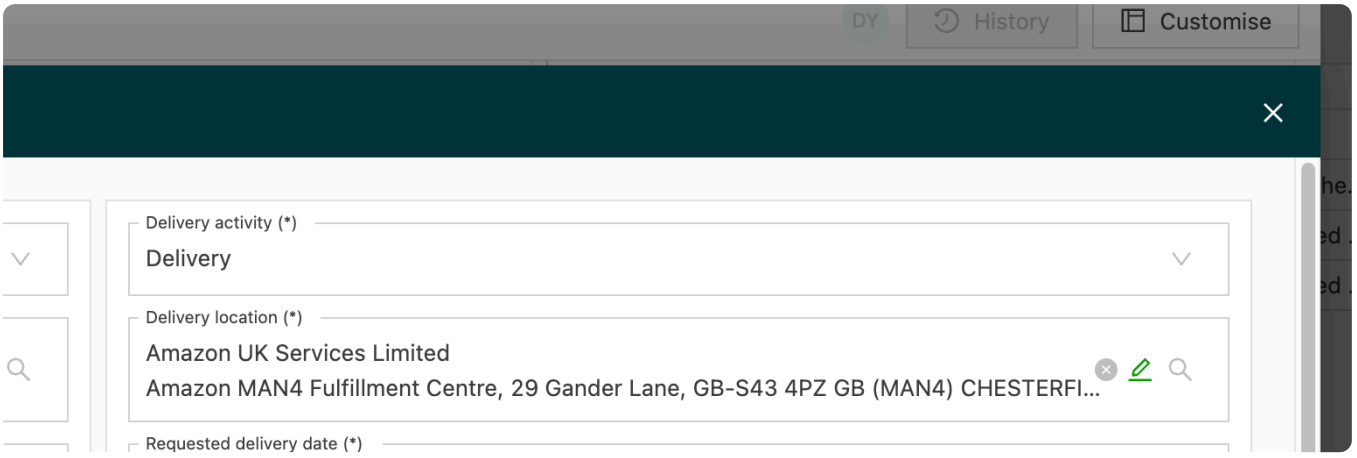
Why it happens

- Typo or missing part of the postcode
- Extra spaces or special characters
- Wrong country vs. postcode combination
- Copied data with trailing spaces or hidden characters

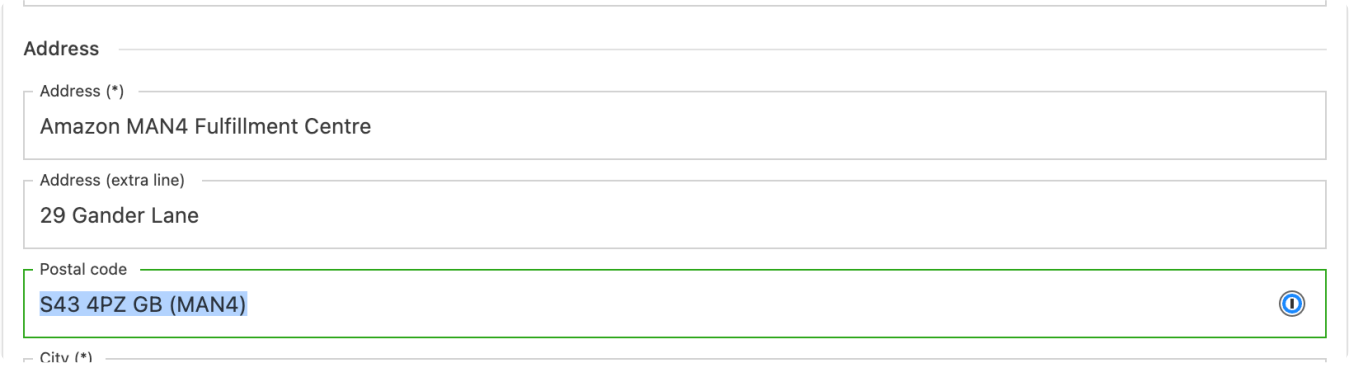
You need to edit the collection/delivery location:



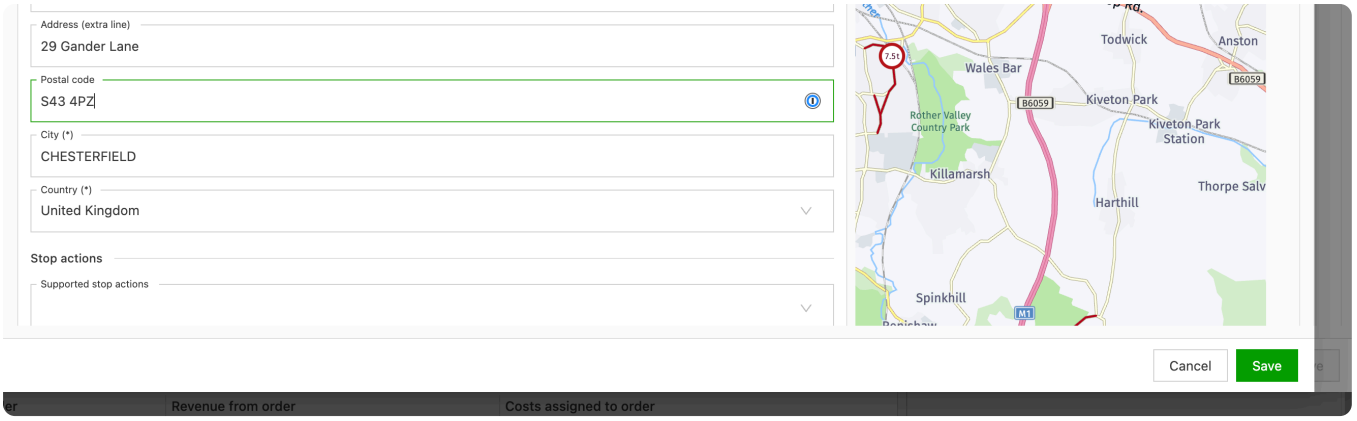
Then click on the edit next to the actual location:



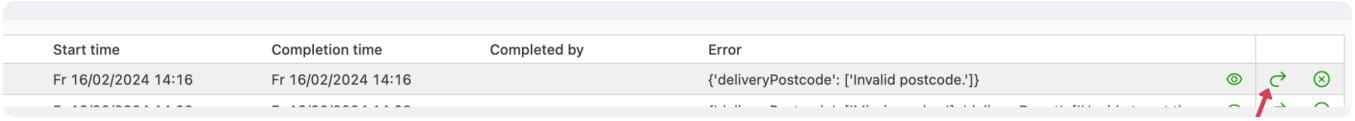
And then fix the postcode:



Then you need to click the save button:



And then you need to back to the failed tasks and press the resend button:



deliveryPostcode': ['Missing value.'], 'deliveryDepot': ['Unable to set the missing Depot from the postcode

This is the same solution as the example above.

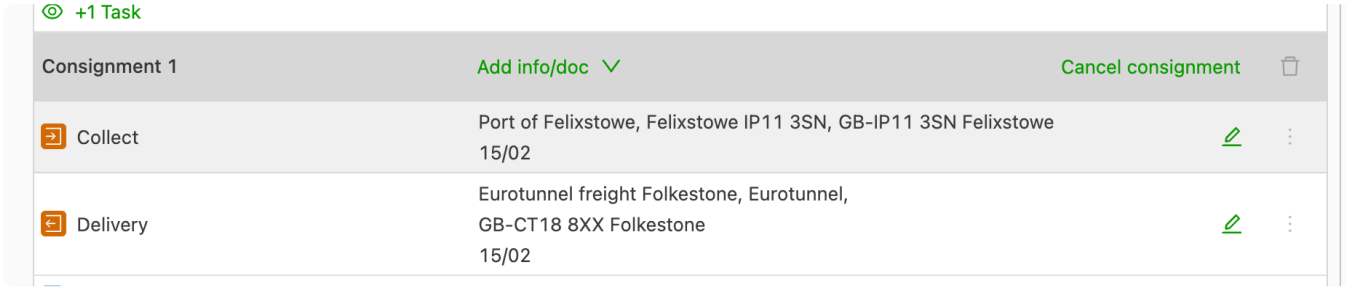
📚 To ensure Palletline can correctly assign the depot, verify that the postal code for EU locations matches the format provided in the linked document (e.g., a location in France must use **FREU**).

DeliveryFromTime': ['The time difference between From and To should be between 04:00 and 06:00 hours.'], 'deliveryToTime': ['The time difference between From and To should be between 04:00 and 06:00 hours.']

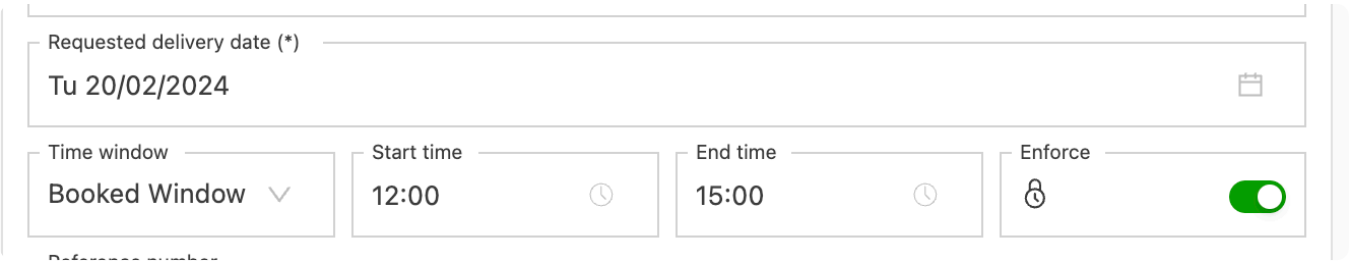
When the Booked Window Delivery add-on is used, Palletline requires the delivery time window to be at least 4 hours and at most 6 hours. If the "From" and "To" times fall outside that range, the consignment is rejected.

Why it happens

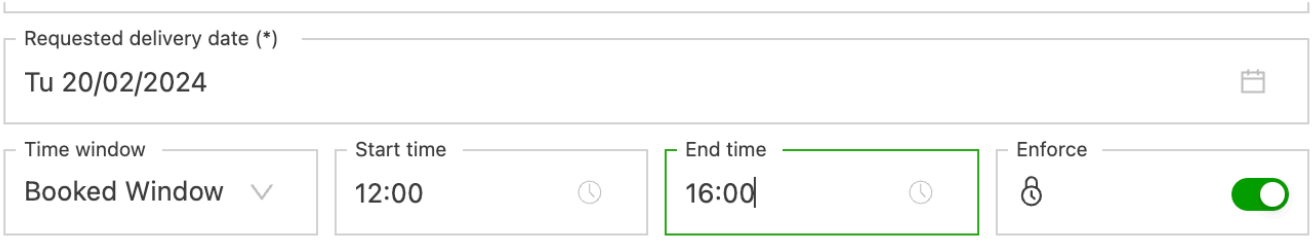
- The window is shorter than 4 hours or longer than 6 hours
- The times were entered in the wrong fields or with the wrong format
- The window crosses midnight without being set as a next-day end time
- The add-on is selected but the window hasn't been adjusted to meet its rules



So you need to edit the delivery location and change the start and end time :



to have between 4 and 6 hours in between:



And then press save.