PN - Palletline Optima migration: what you need to know.

Palletline is replacing its current platform (Contrado) with a new pallet network portal called Optima. Qargo has been working with the Palletline team over the last few months so your Qargo integration moves across without disrupting operations.

Updated 24 September 2026

Summary

From day one on Optima you'll have everything you use today, plus anything the new API makes mandatory. Our first priority is a stable integration that covers everything Palletline requires and everything you already rely on, so nothing goes backwards.

- Optima goes live on 30 November 2026
- Fill in the questionnaire
- Your pricing, invoicing and day-to-day planning in Qargo stay exactly the same
- We handle the setup in Qargo. You just need to give us a few details from Palletline

🧰 If Optima opens up new features you'd like, please send them through our standard feature request process.

How the migration works

Phase	When	What happens	What changes for you
1. Prep	Now until your go-live	We set up Optima in your Qargo account alongside your current integration	Nothing
2. Go-live	The date Palletline confirms for your depot	We switch over in Qargo on the day. All new orders go through Optima	New orders get Optima labels and tracking
3. Run-out	A few days to a few weeks after go-live	Orders already in progress finish on the current integration. PODs, statuses and signatures keep syncing as they do today	Nothing. Both integrations run in the background with no duplicate updates sent to Palletline
4. Wrap-up	Once your last in-progress order is complete	We switch off the old integration	Nothing

You never have to work in two systems. Both integrations run behind the scenes in Qargo, and you keep planning and dispatching as normal.

‼️ What you need to do

1. **Fill in the questionnaire**. It tells us how you use Palletline today so we can set Optima up to match. **We can't schedule your migration without it.**

What stays the same

- Your price lists and customer cut-offs
- Invoicing and self-billing
- Your transport service, network and postcodes

- How you plan and dispatch in Qargo

We reuse your existing Palletline setup rather than building a new one, which is why nothing commercial changes.

What's changing

- **Extras & Services:** Optima may require some you don't have yet. If so, we'll add them and note "Added by Qargo for the Optima migration" in the description. They won't be shown to your customers.
- **Customer Own Paperwork:** exchanged through the API from day one.

Go-live day support

If something doesn't look right, message us through our Support chat in Qargo for the fastest response as normal!

FAQ

- **Is there a cost for the migration?**
  - No, the migration of the existing functionality will be provided as part of your Qargo subscription.
  - If you'd like to change the order import/export mappings to cover anything that wasn't in your Contrado setup, our Professional Services team can handle this as usual.
  - Email success@qargo.com with what you need and we'll let you know if a quote is required.
- **Does my team need training?**
  - No. Planning and dispatch in Qargo work the same way.
- **What happens to orders already in Qargo on go-live day?**
  - They finish on the current integration as normal.
- **Will my customers notice anything?**
  - No. Your customer portal, services and pricing are unchanged.
- **What if Palletline moves the go-live date?**
  - We move with it. Your setup is done ahead of time, so we're ready whenever Palletline is.

> 💬 **Questions?**
> Email success@qargo.com with ***"Optima migration"*** in the subject line and we'll pick it up.