Configure the Palletforce pallet network

An overview of how to configure the Palletforce network

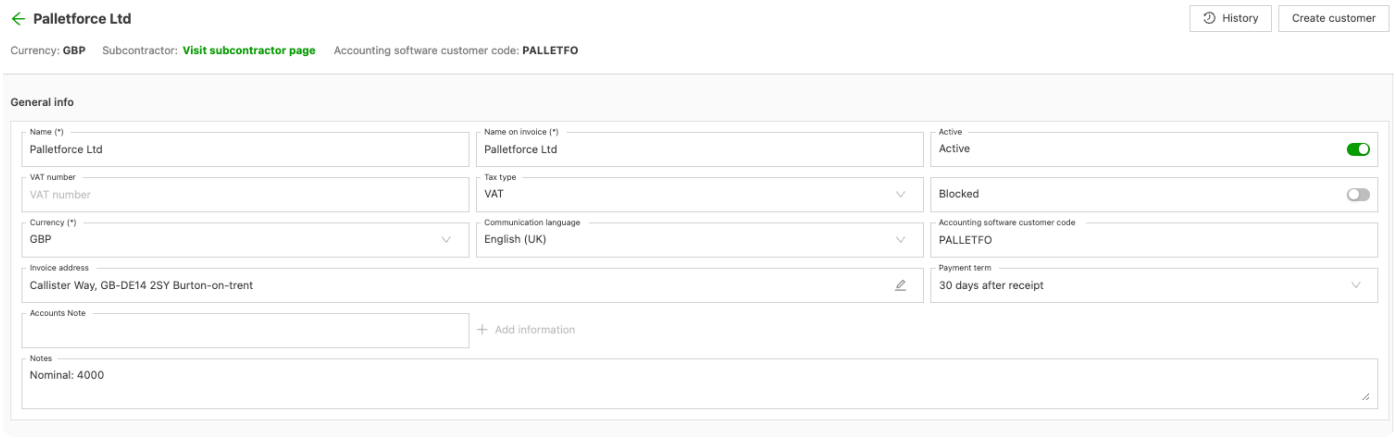
Updated January 25, 2026

To use Palletforce as the pallet network, complete the steps below first.

Add a customer

First, create Palletforce as a customer.

- Go to **Companies**
- From the *'Customers'* submenu, click ***'Create customer'***
- Create a customer named "Palletforce"
- Click **Create contract carrier** to also make Palletforce a contract carrier



Add the order input configuration

Add a transportation service

- Go to **Rates > Order input**
- Click **Transportation services**
- Add a new transportation service named "Pallets"
- The name can be chosen freely; the code is what matters
    - The code should stay the same
- Click **Save**

Add service levels

- Go to **Rates > Order input**
- Once a transportation service is added, click **Service levels**
- Add the service levels below with the following details:

Name	Code
24 hours	A
48 hours	B
72 hours	C
3–5 days	D

Add time windows and extras

- Go to **Rates > Order input**
- Click **Time window** to create new time windows.
- Then click **Pickup/delivery extra**. In the table below, this is called P/d extra.
- Fill in these fields with the details below

Qargo type	Code	Name	Description	Comments
Time window	AM	AM Delivery	Delivery before 12 PM	“Time window”:\
06:00 - 12:00				
Time window	BW	Booked Window	Delivery any time between 09:00 and 17:00 with a\	
minimum window of 3 hours.\				
	“Time window”:\			
09:00 - 17:00				
Time window	TA	By 10:00 AM	Delivery before 10 AM	
Time window	TB	Timed Booking	Delivery any time between 10:00 and 16:00	“Time window”:\
10:00 - 16:00				
Time window	BI	Book In		
Time window	AZ	Amazon Book In		Carton count and reference number
P/d extra	TL	Tail-Lift vehicle required for pickup and delivery		
P/d extra	CD	Check On Delivery		
P/d extra	EB	Economy Delivery		
P/d extra	PW	Paper POD Required		

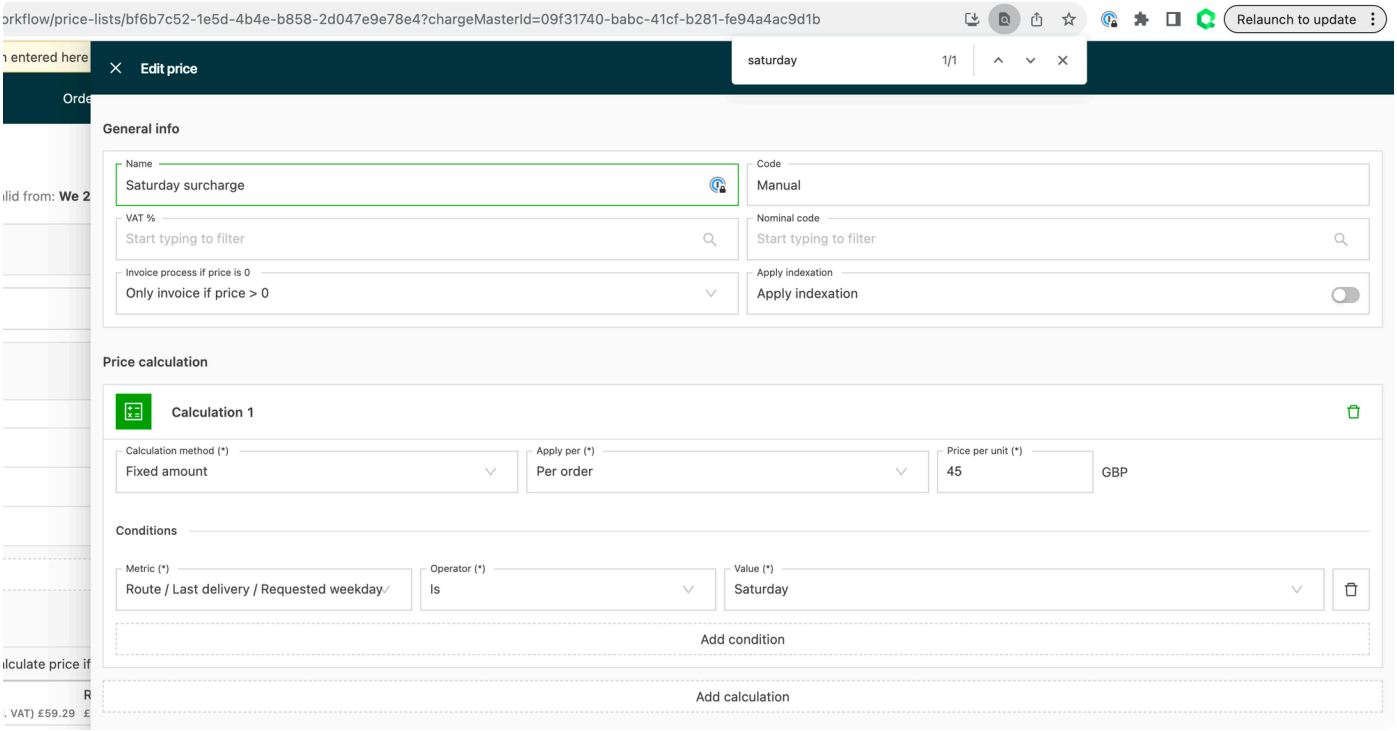
“Add input field”

Orders	ASN/FBA/BOL Reference Number	Active	Create custom field
Orders	Carton Count	Active	Create custom field

Add surcharge

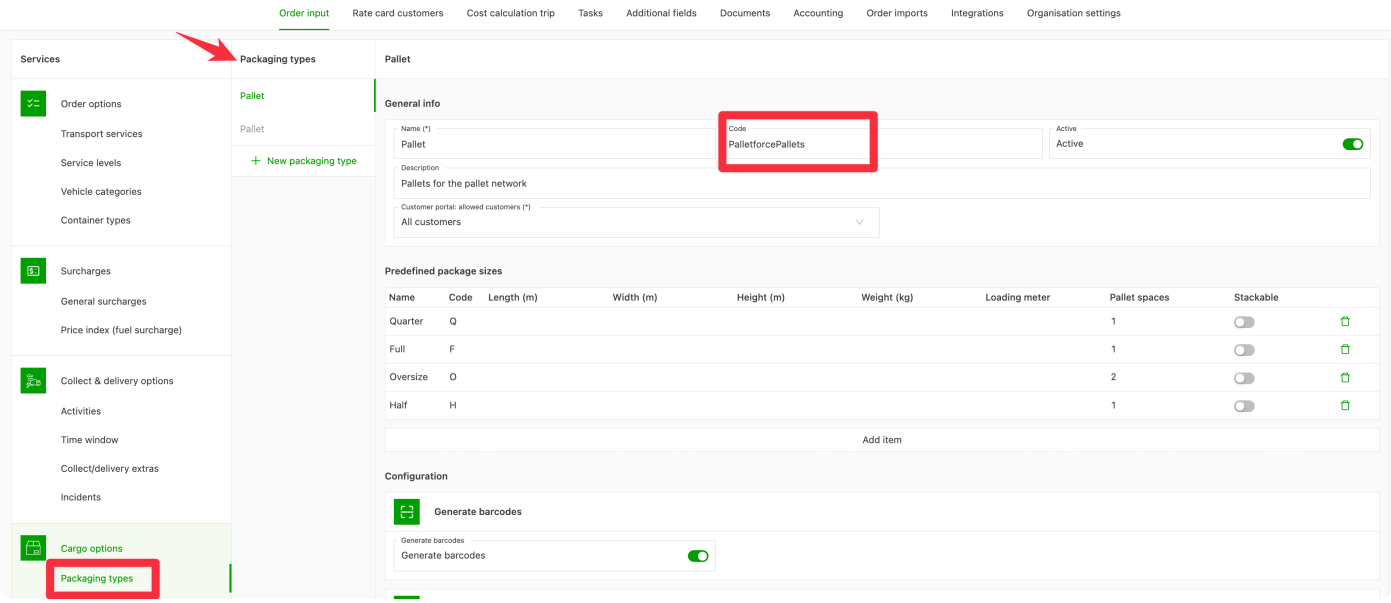
Once the time windows are set up, charges can be added, for example a Saturday surcharge.

- Go to **Rates > Order input**
- Click **General surcharges**
- Click **Add new general surcharge**. Add the relevant details and the price calculation condition: last delivery requested weekday is Saturday



Add a packaging type

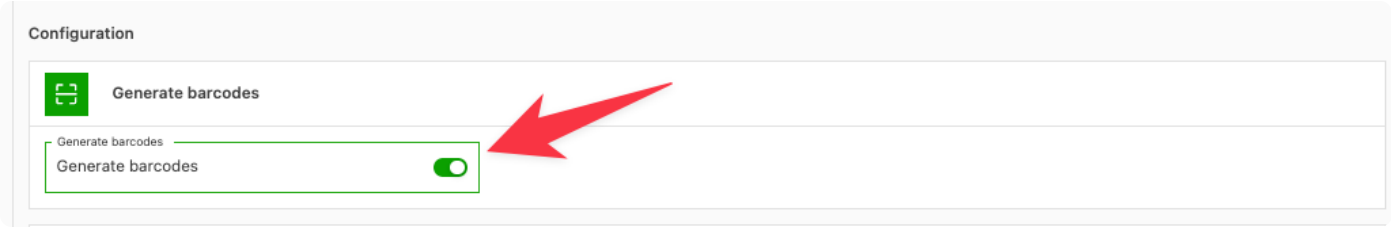
- Go to **Rates > Order input**
- Click **Packaging types**
- Click **"New packaging type"**
- Create a packaging type for Pallet with the code PalletforcePallets



- Add predefined package sizes for
  - Full pallet
  - Half pallet
  - Quarter pallet

Palletforce pallet type	Qargo code
Full	F
Half	H
Quarter	Q
Oversize	O

- Turn on **"Generate barcodes"** ***(Qargo Admin only)***



💬 **Enable barcodes is a Qargo Admin-only function.** Contact Qargo Support for assistance if this is required.

Add additional fields

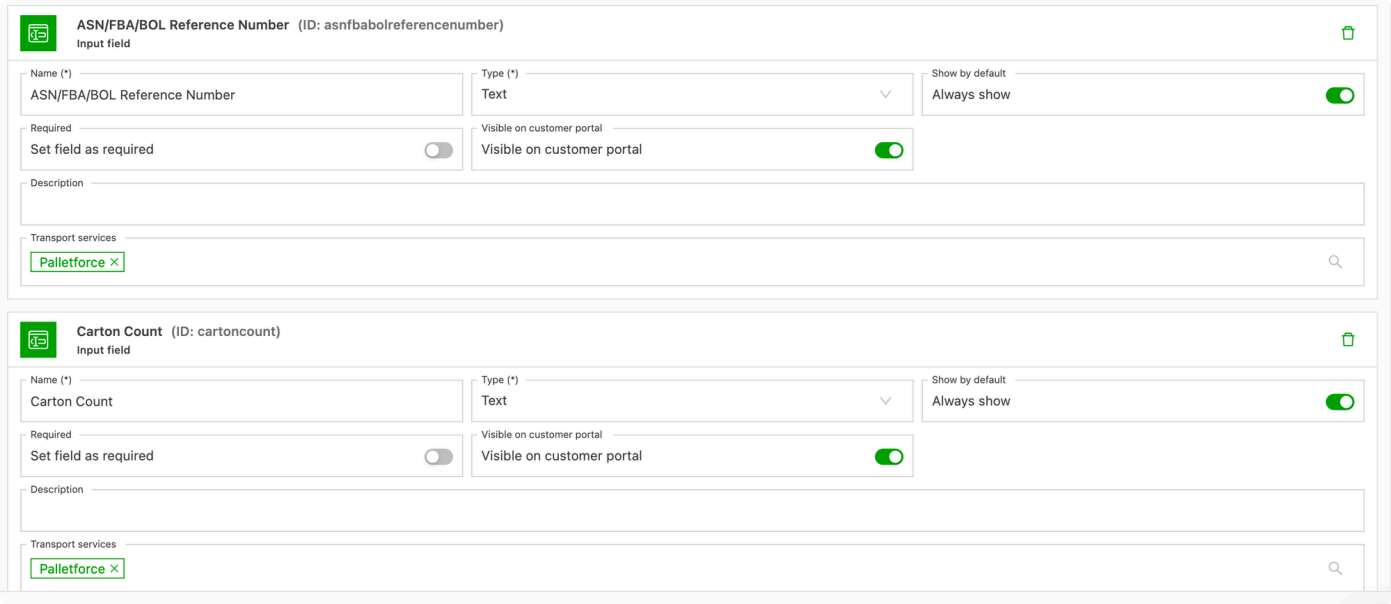
Next, set up additional fields.

- Go to **Configuration**
- Click **Additional fields** in the header

The different categories of additional fields appear on the left. Make sure the additional fields below are active or inactive as shown.

Additional field category	Additional field name	Status	Additional action
Orders	Requested price (order import)	Active	
Palletforce Insurance Code	Insurance code	Active	
Shipments	Shipment reference	Active	
Shipments	CMR reference	Inactive	
Freight	Pallet spaces	Active	
Freight	Loading meters	Inactive	

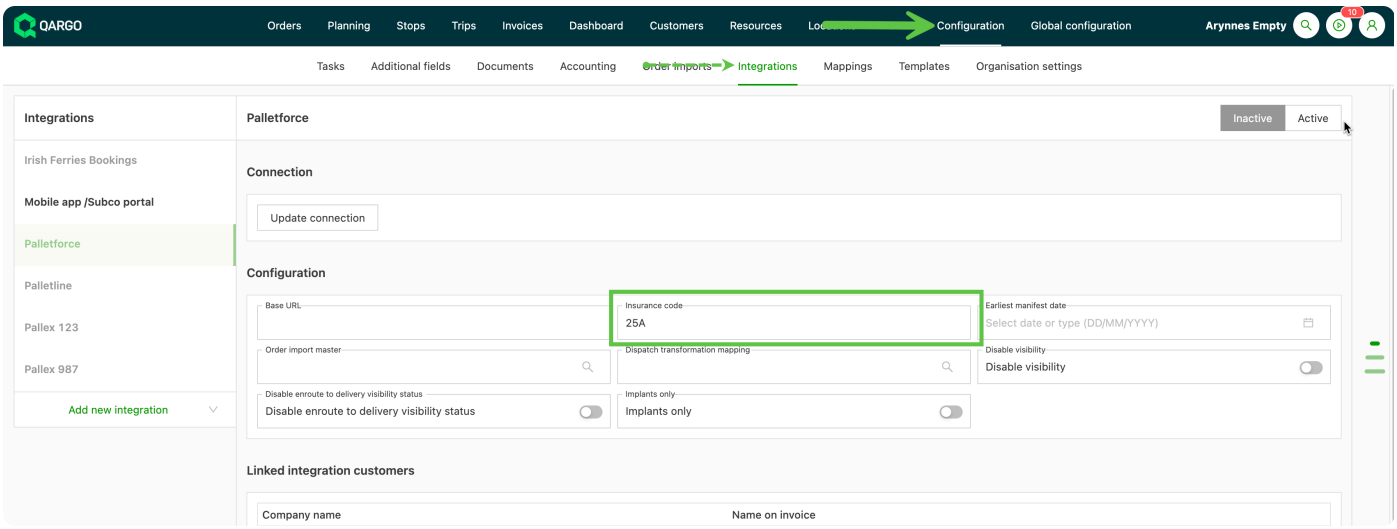
- For the custom fields, make sure the details match the screenshot below:



Insurance code:

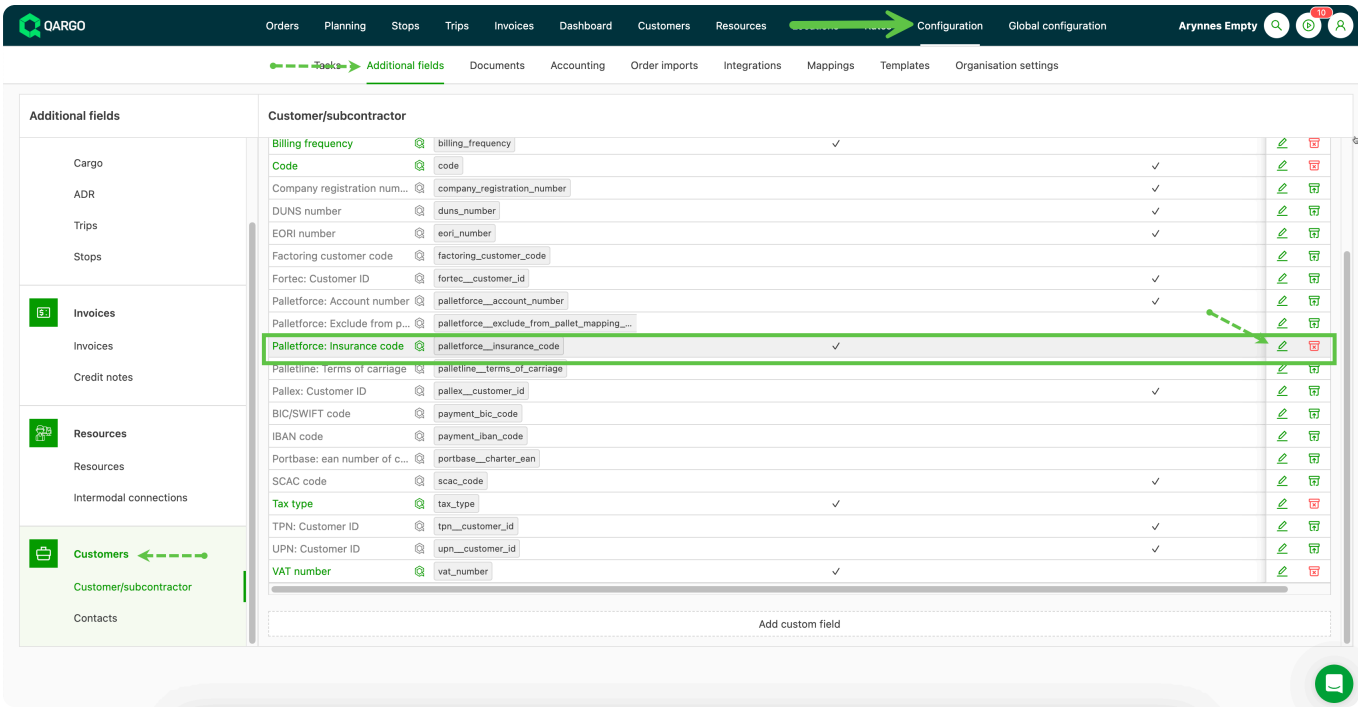
The integration configuration includes an option to add an insurance code for goods. By default, the code is added at the integration level. The code can also be set at the customer and order level. The values for these can be activated in **Additional fields**, for both customer and order**.**

Set insurance at configuration level.

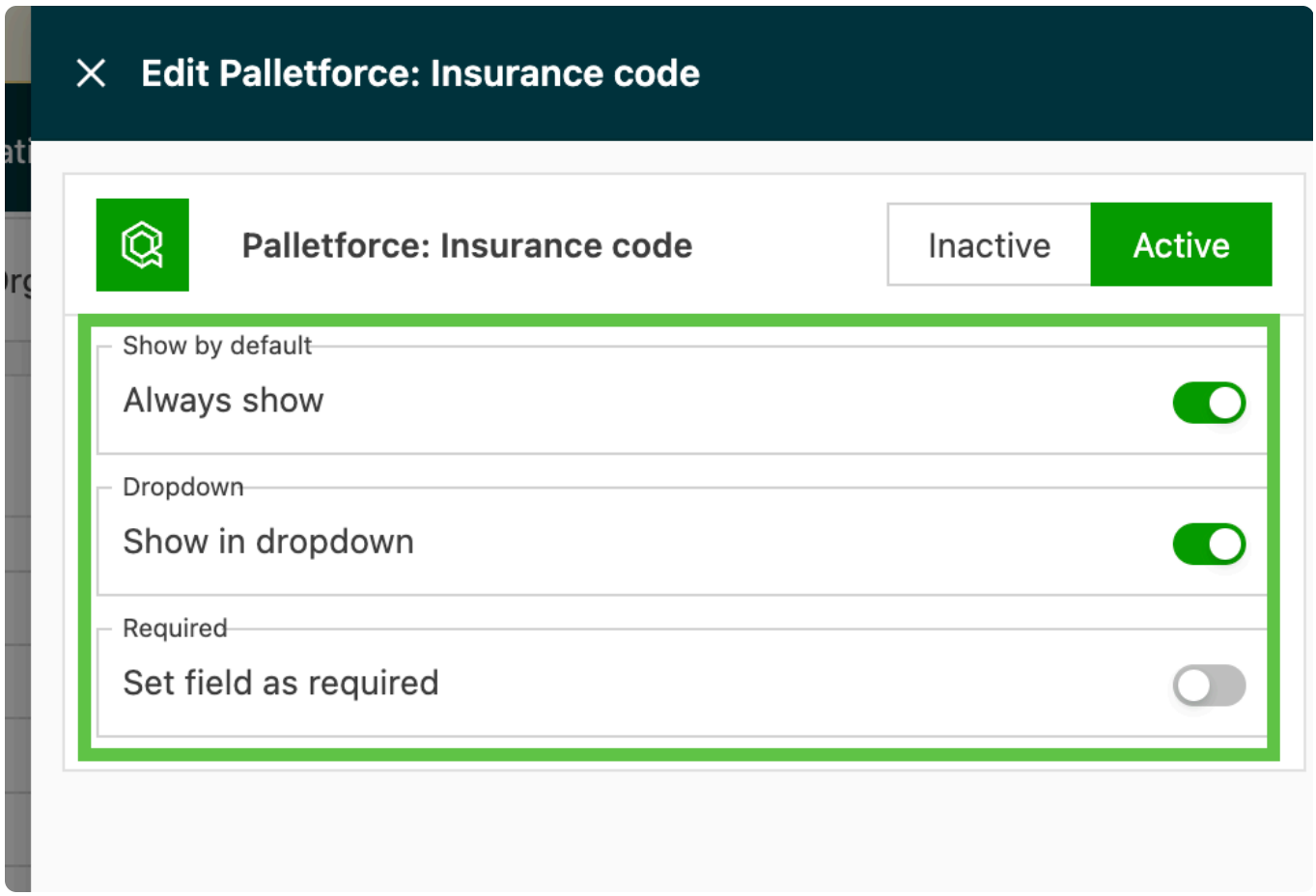


Activate the field on the customer:

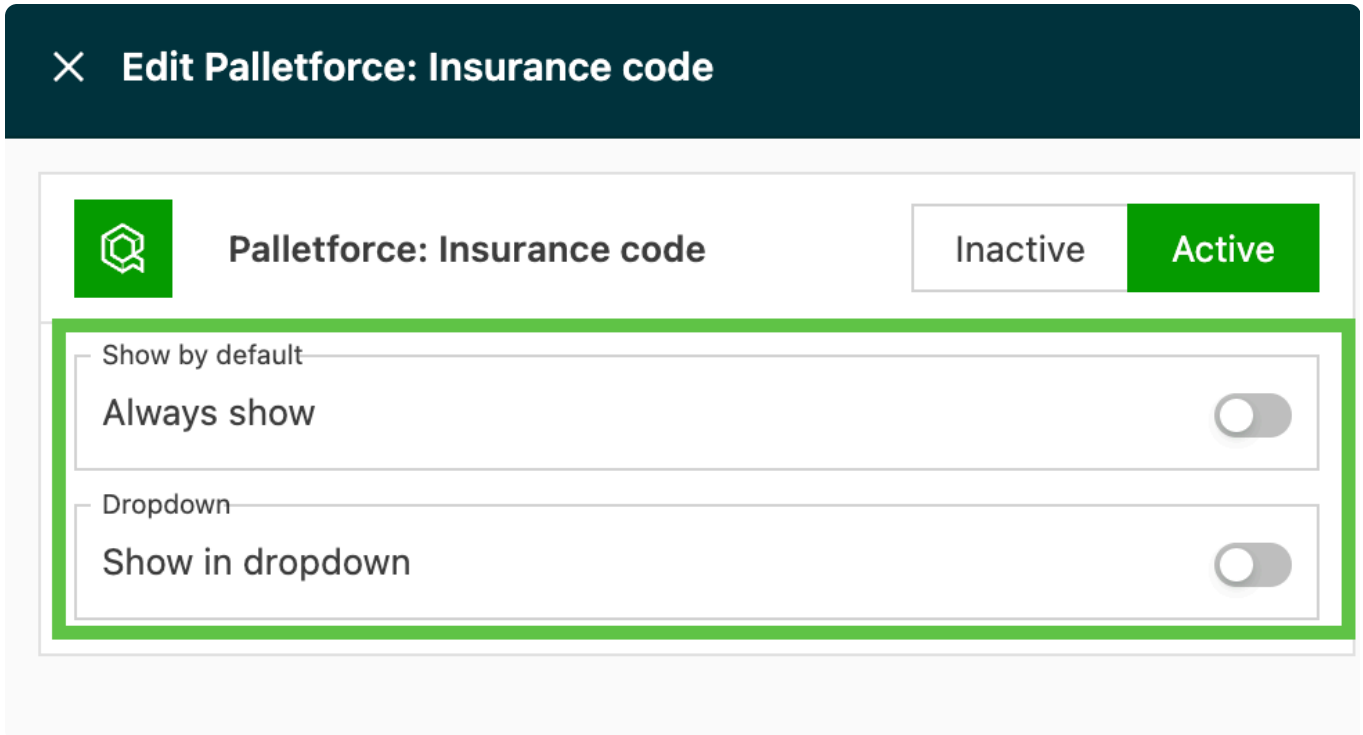
- Go to **Configuration**
- Click **'Additional fields'** in the submenu.
- In the side menu, select **Customers**.

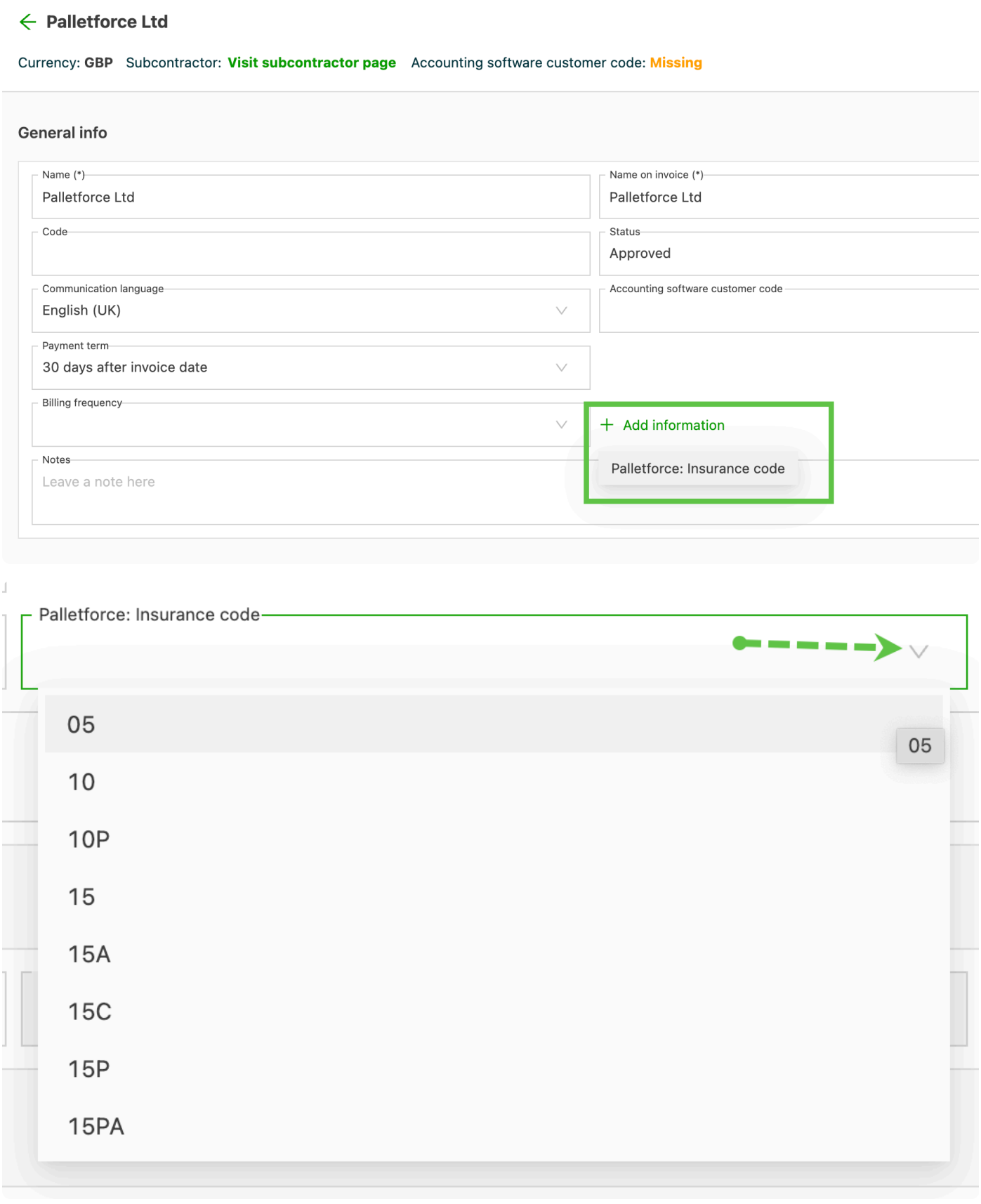


- Select ***'Palletforce Insurance Code'*** in the list and click the pencil icon to edit.
- Select **Active** and turn on ***'Always show'***. This adds a field with a drop-down menu (when turned on):



- Select **Active** and turn off ***'Always show'***. This adds a **+ Add information** option to select.

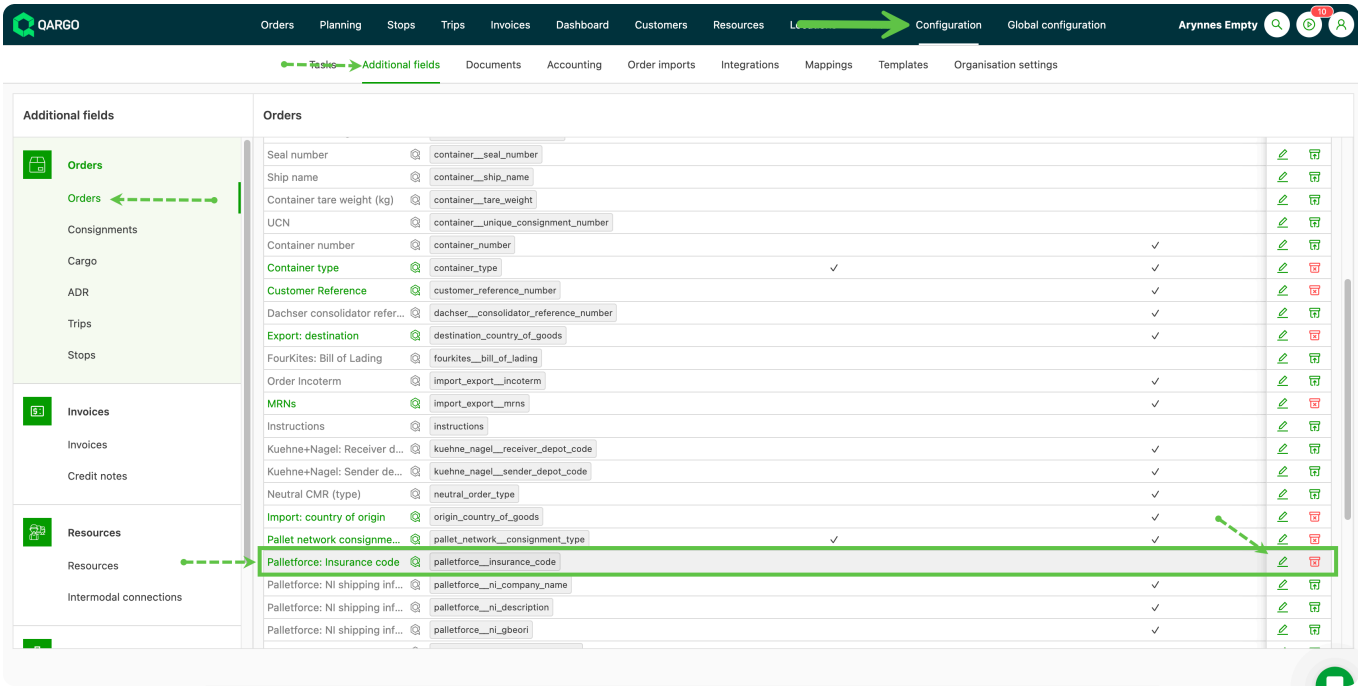




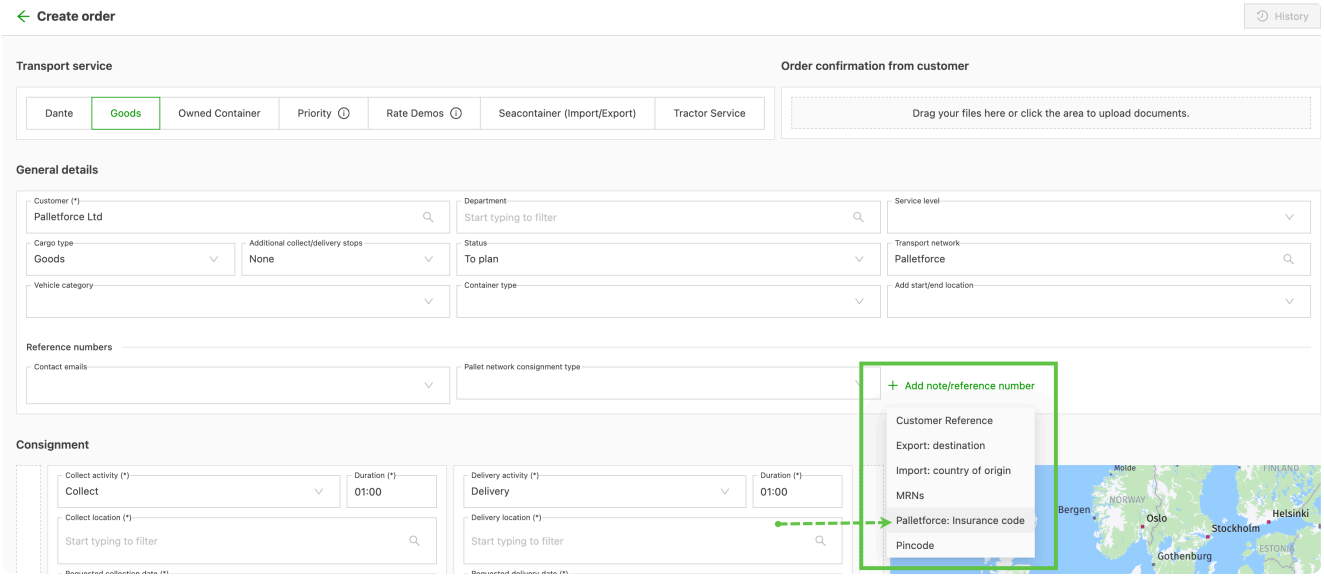
Activate the field on the order:

- Go to **Configuration**

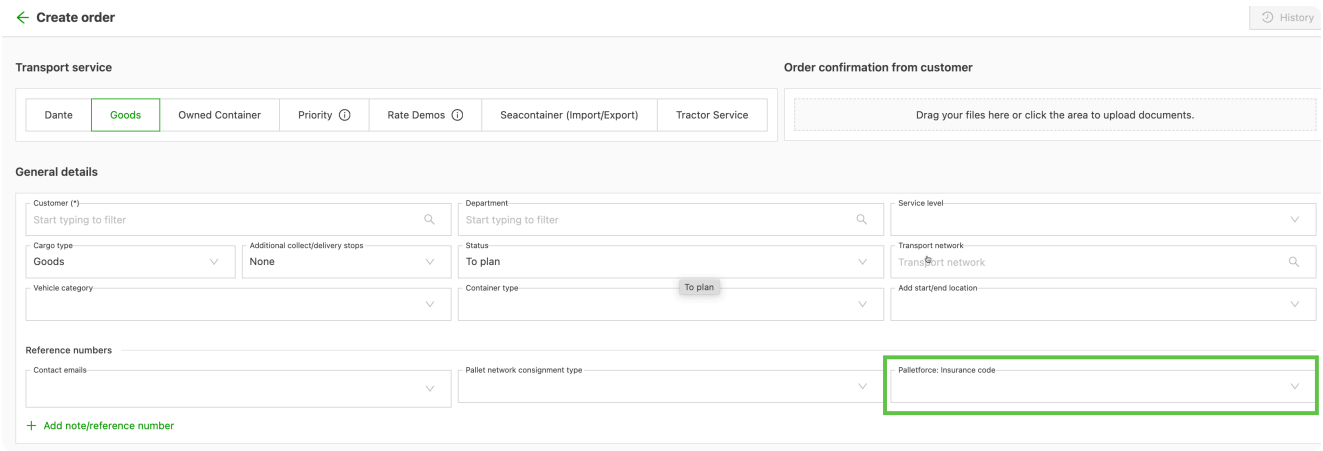
- Click **‘Additional fields’** in the submenu.
- In the side menu, select **Orders**.



- Select ***‘Palletforce Insurance Code’*** in the list and click the pencil icon to edit.
- Select the transportation services on which to make this field active.
  - Set the ***‘Always show’*** default. When turned off, the field is added from *‘Add note/reference number’*



  - Set the ***‘Always show’*** default. When turned on, it shows as a field to fill in during order capture.



Sending logic in export:

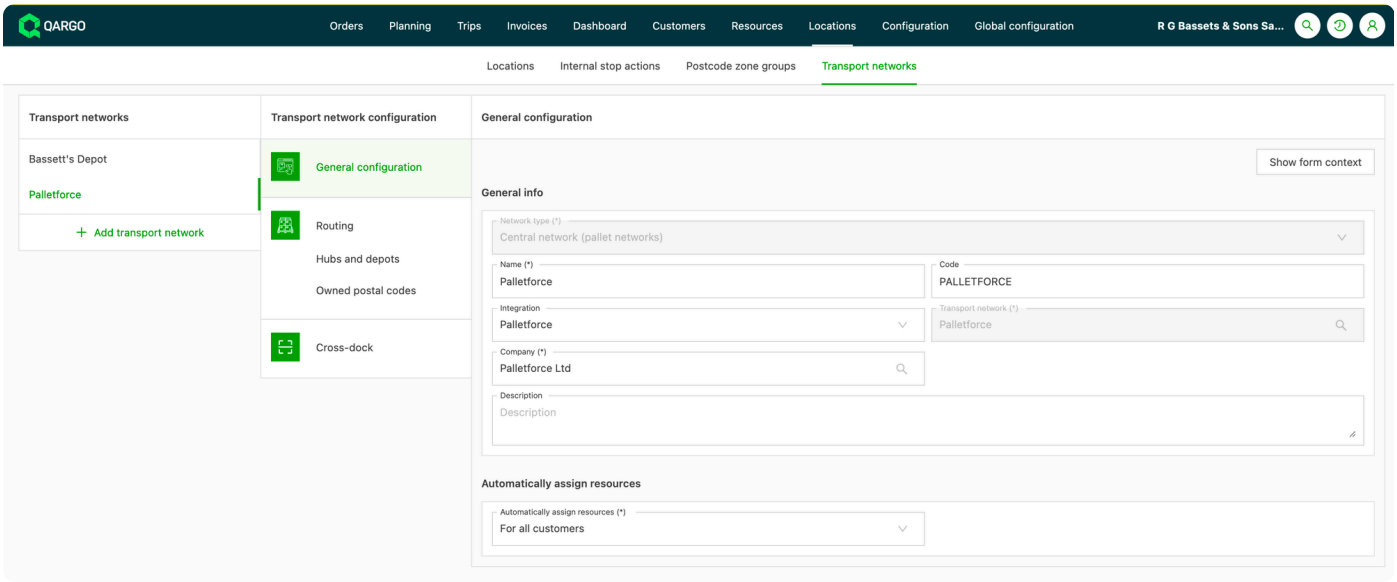
1. Order-level code, if present; otherwise
2. Customer-level code, if present; otherwise
3. Integration-level code.

> Adding the goods insurance code at the order level ensures that the order keeps the correct code when changes are made to it.

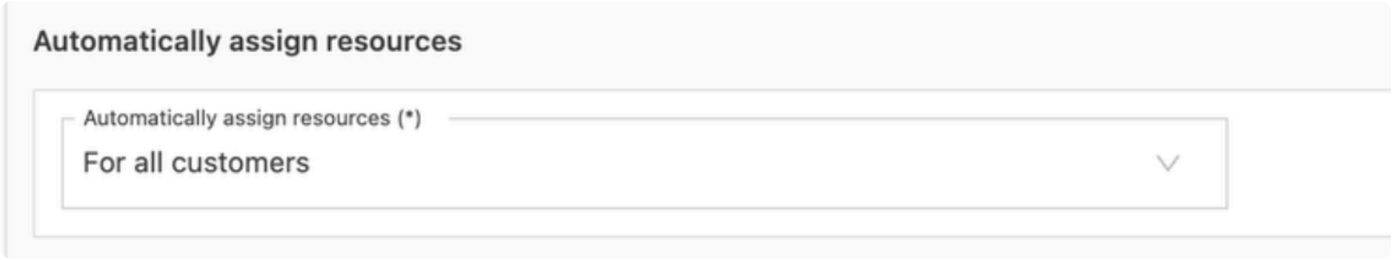
Add a transport network

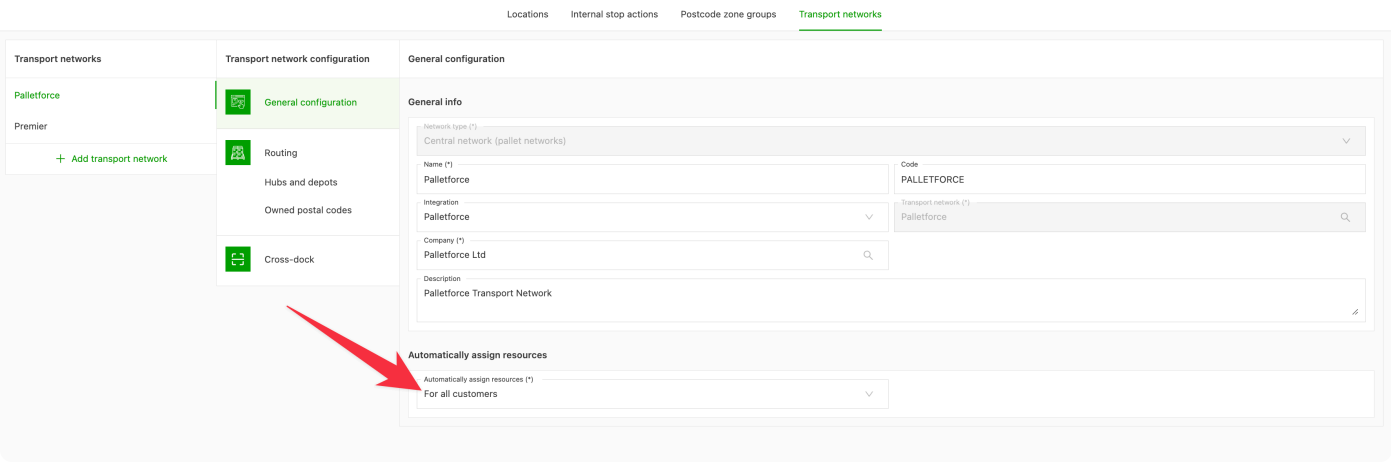
Next, add a transport network.

- Go to **Locations**
- Click **Transport networks** in the header
- Click **Add transport network** and create a new central network for Palletforce

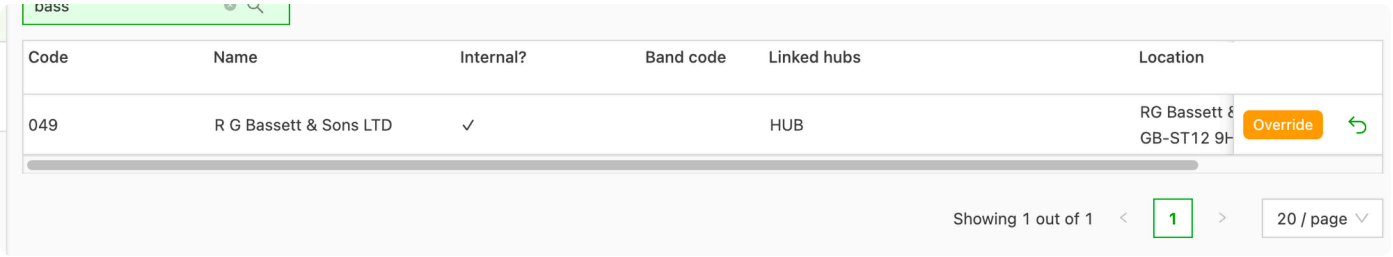


- Once it is created, select the ***'For all customers'*** option in the ***'Automatically assign resources'*** drop-down menu





- Add the terminal in the **“Hubs and terminals”** section, mark it as **“Internal”** and fill in the location, for example:



- Click **Owned postal codes**
  - Add the terminal’s code in **Default terminal code**.
  - Add the ZIP code ranges or prefixes that the terminal is responsible for.

