PN - Configure the Palletline pallet network

Step-by-step guide to setting up the Palletline pallet network in Qargo, covering customer and contract carrier configuration, resources, transportation services, time windows, surcharges, packaging types, additional fields, transport networks, and task setup.

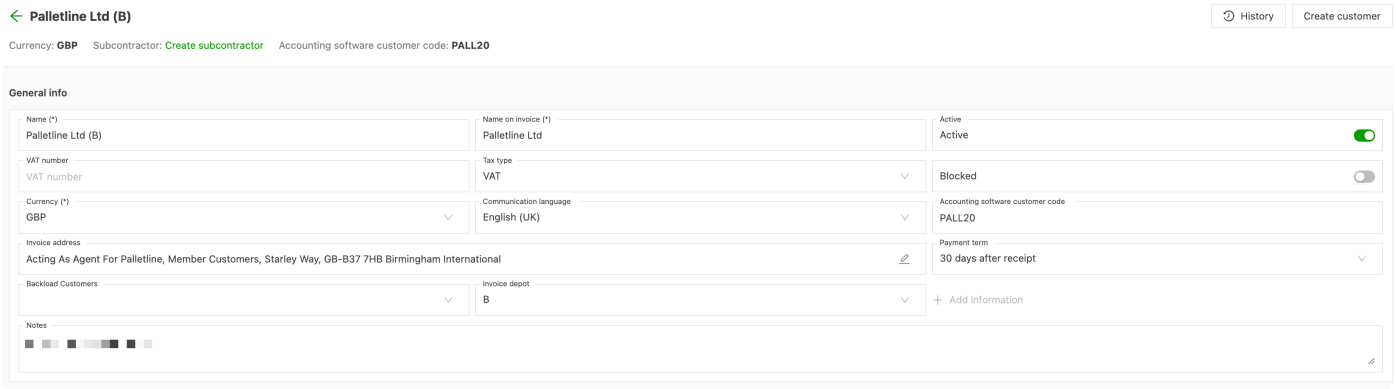
Updated March 17, 2026

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

Add a customer

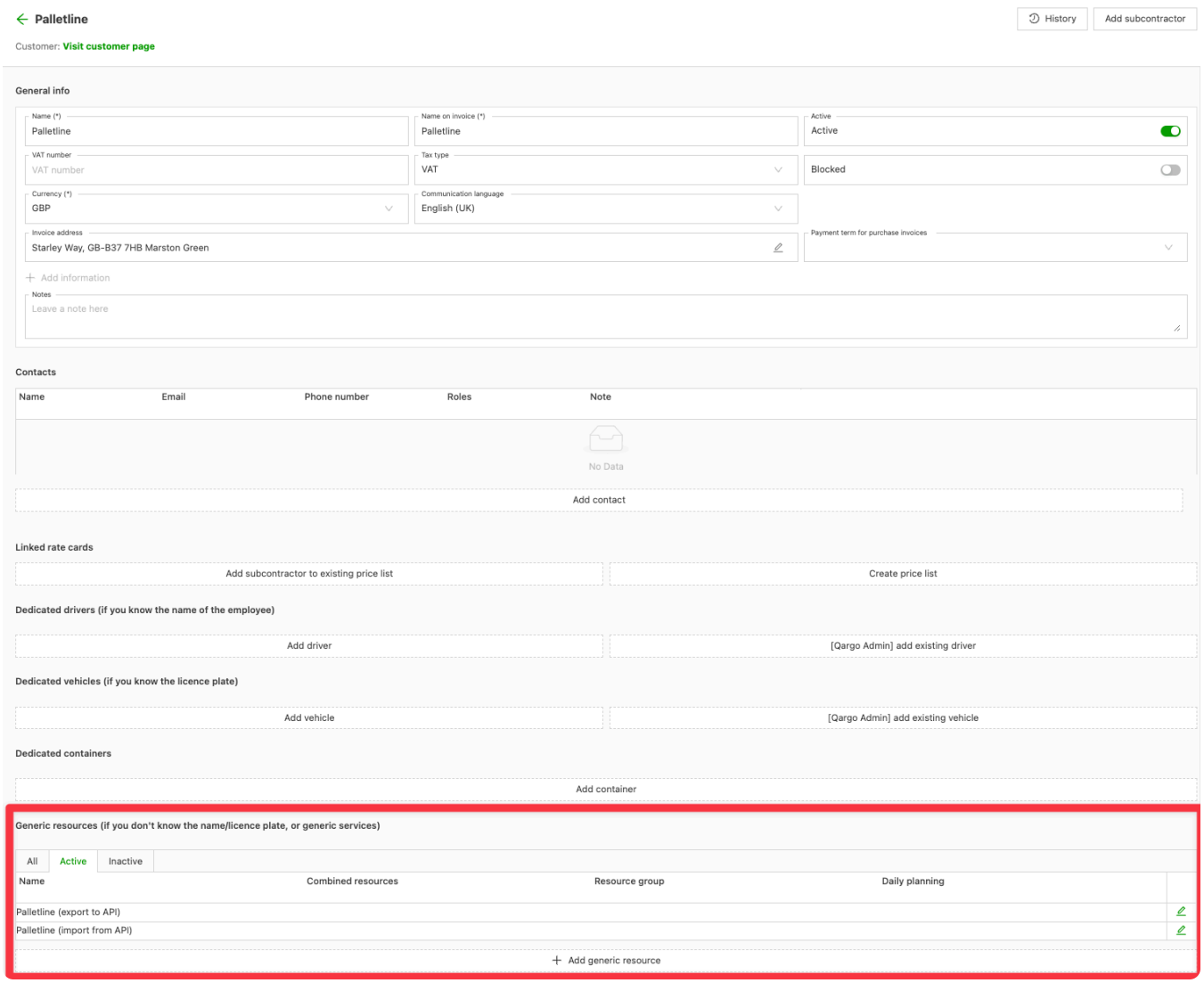
First, create Palletline as a customer.

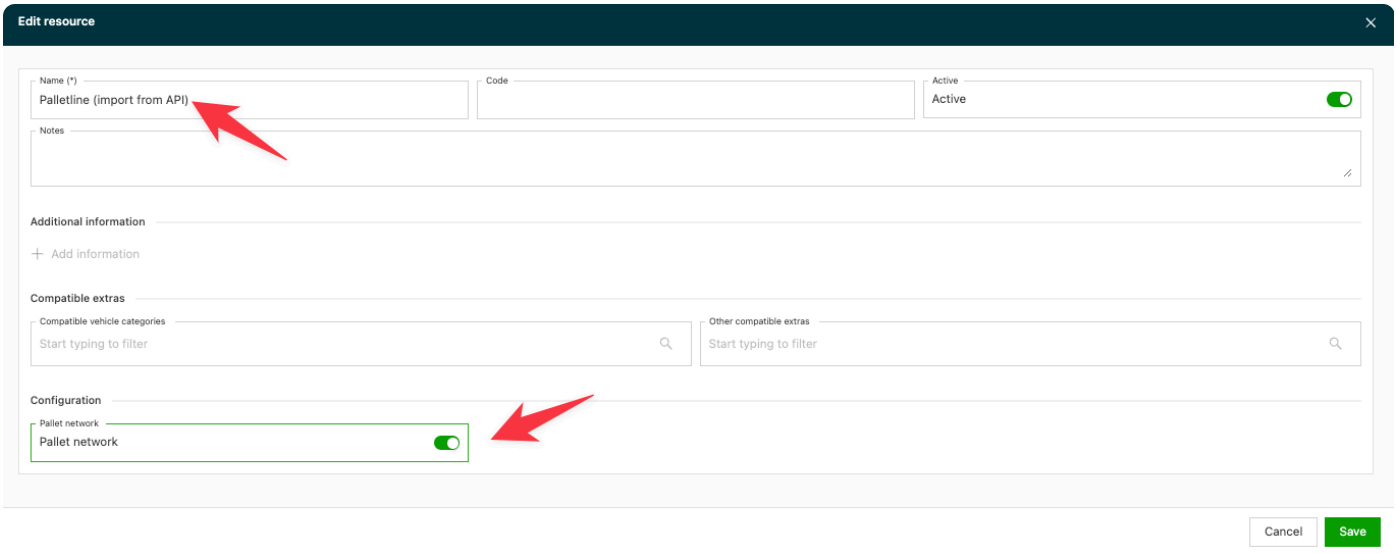
- Go to Customers
- Click **Create customer**
- Create a customer named “Palletline”
- Click **Create contract carrier** to make Palletline a contract carrier as well



Create 2 resources for the Palletline contract carrier

- Click **“Add generic resource”** or click the pencil to edit a resource that already exists.
- Double-check that the **Active** toggle is on
- Turn on the **Pallet network** toggle





Super admin access to Palletline integration configuration

***Super admin* users** can view and edit Palletline-specific integration configuration fields on **resources**.

‼️ Super admins should use caution when editing integration configuration fields: incorrect values can disrupt the live Palletline integration.

Add the order input configuration

Add a transportation service

- Go to Configuration > Order input
- Click Transportation services
- Add a new transportation service named “Pallets” (if it doesn’t exist yet)
- Save it.

Add service levels

Name	Code

Add time windows and extras

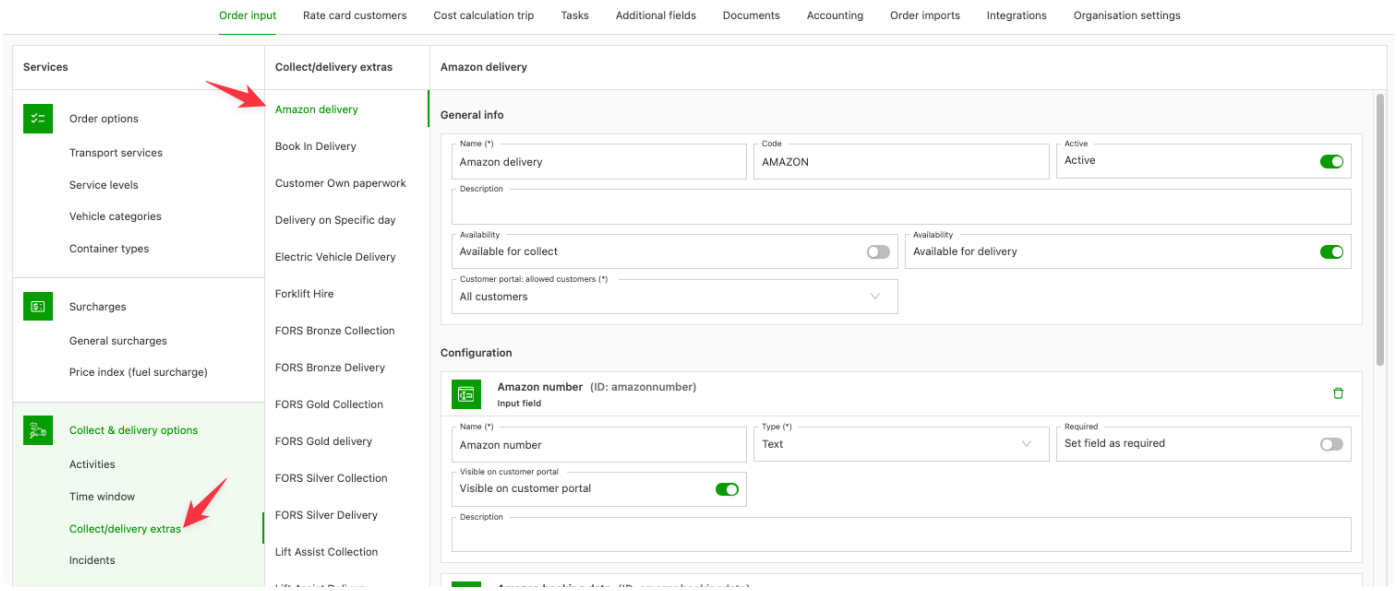
- Go to Configuration > Order input
- Click Time window to create new time windows.
- Then click **Pickup/delivery extra**. In the table below, this is named P/d extra.
- Fill in these fields with the details below

The time windows and pickup/delivery extras must have exactly these codes. If they already exist in the environment with a different code, use the Qargo chat for further support. The name may differ.

Qargo type	Code	Name	Comments
Time window	CA	AM pickup	Pickup required before 12:00
Time window	AM	AM delivery	Delivery required before 12:00\
Time window	BD	Specific time delivery	Delivery required at a specific time or within a 2-hour range.\
Applies from 10:00–17:00.			
Time window	BK	Booked in by delivery terminal.	Contact the delivery point to set a delivery window of +2 hours, between 10:00–16:00.
Time window	BW	Booked window	Window of 4 hours or more between 11:00–17:00
Time window	PT	Premium timed - pre-10:00 delivery	Delivery window between 09:00–10:00\
Time window	VU	Very urgent	Specific timed delivery between 09:00–09:59\
P/d extra	AMAZON	Amazon delivery	Available for delivery only
P/d extra	COP	Customer paperwork	Available for delivery only
P/d extra	FC	FORS Bronze pickup	Available for pickup only
P/d extra	FD	FORS Bronze delivery	Available for delivery only
P/d extra	LA	Lift assist delivery	Available for delivery only
P/d extra	LC	Lift assist pickup	Available for pickup only
P/d extra	PU	Pallet unload / handball	Available for delivery only
P/d extra	SC	FORS Silver pickup	Available for pickup only
P/d extra	SD	FORS Silver delivery	Available for delivery only
P/d extra	SV	Small vehicle	Available for delivery only
P/d extra	TL	Liftgate	Available for delivery only

Add additional configuration for Amazon delivery

- Once the extras are set, click the Amazon delivery extra in **Pickup/delivery extras**.
- Click **"Add input fields"** at the bottom of the page



Create the following custom fields.
The custom fields must have exactly these names.

Name	Type	Set field as required
Amazon number	Text	No
Amazon booking date	Text	No
Amazon booking time	Text	No
Amazon FBA number	Text	Yes
Amazon ASN number	Text	Yes
Amazon unit count	Text	Yes
Amazon PO number	Text	No
Amazon carton count	Text	Yes

Add freight extras

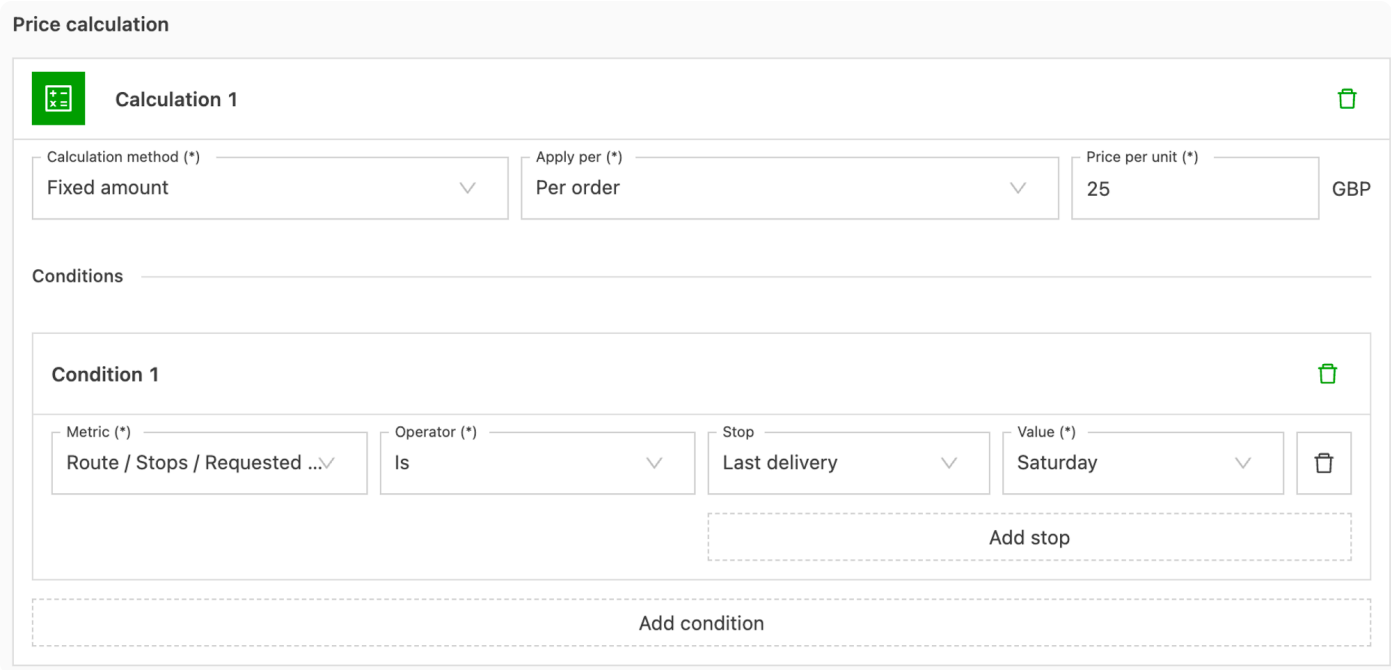
The freight extras must have exactly these codes. If they already exist in the environment with a different code, use the Qargo chat for further support. The name may differ.

Qargo type	Code	Name	Comments
Freight extra	CM	Cargo insurance	Cargo insurance applies
Freight extra	LQ	Limited quantity	Info only - must be identified on the pallet according to the restricted goods instructions.
Freight extra	SL	Slaving bricks	Slaving bricks on a pallet
Freight extra	NS	Non-stackable	Non-stackable goods
Freight\			
extra	PW	Palletization	Pallet wrap & palletization

Add surcharge

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

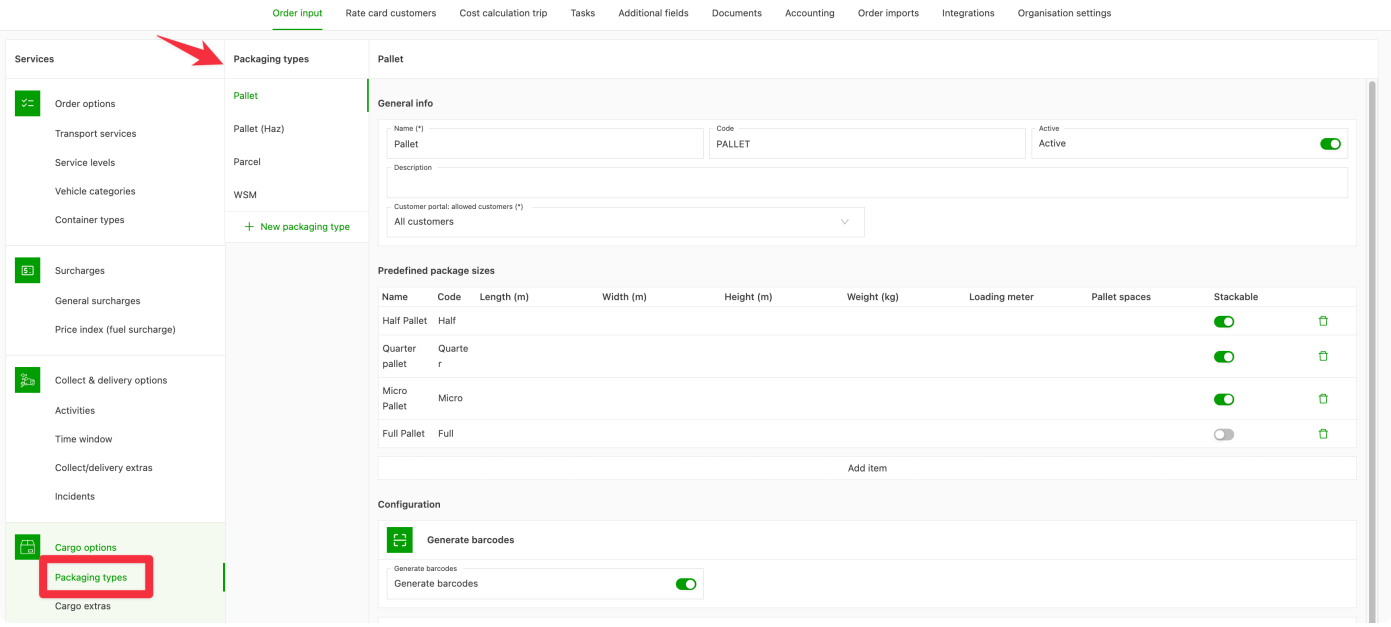
- Go to Configuration > Order input
- Click General surcharges
- Click **Add new general surcharge**. Add the relevant details and the price calculation condition: last delivery requested weekday is Saturday



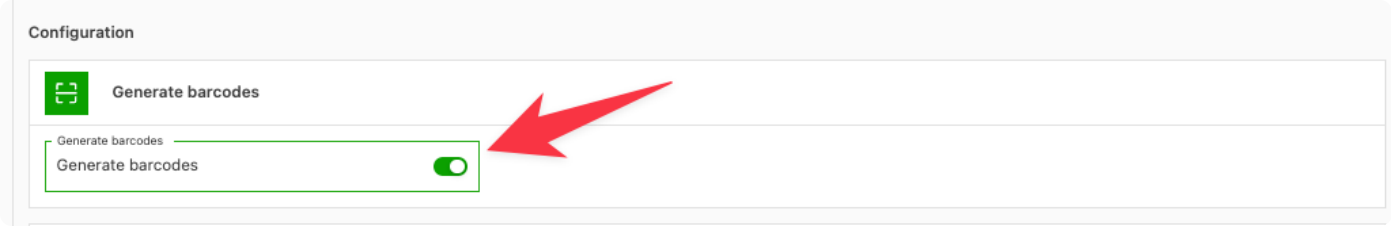
Add a packaging type

- Go to Configuration > Order input
- Click Packaging types
- Click **“New packaging type”**
- Create a packaging type for Pallet and add the sizes shown in the image below.

The codes must match the table below. If they already exist in the environment with a different code, use the Qargo chat for further support. The name may differ.



- Turn on the **"Generate barcodes"** toggle ***(Qargo admin only)***



💬 **Enabling barcodes is a Qargo admin function only.** Contact Qargo Support for assistance if this is required.

Add additional fields

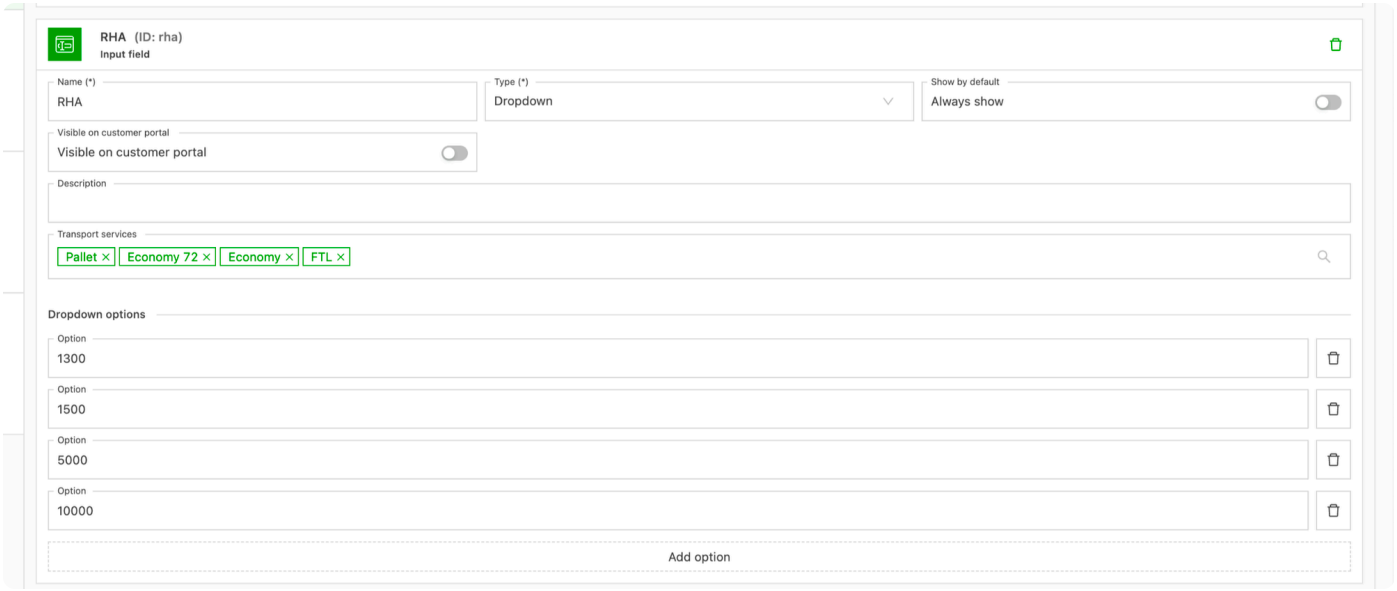
Next, set up the additional fields.

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

The different categories of additional fields appear on the left side. Make sure the additional fields below are active/inactive.

Additional field category	Additional field name	Status	Additional action
Freight	Loading meters	Inactive	
Freight	Pallet space	Active	
Orders	RHA	Active	Create a custom field

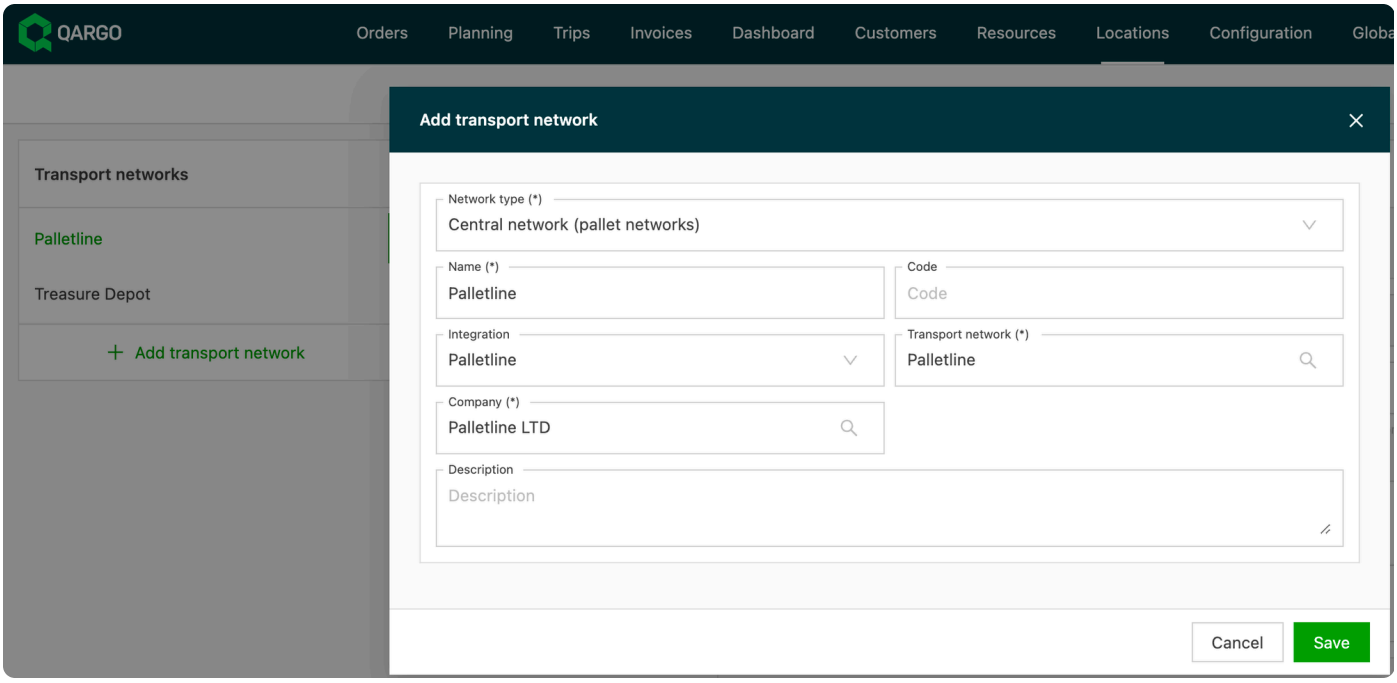
For the RHA custom field, make sure the details match the screenshot below:



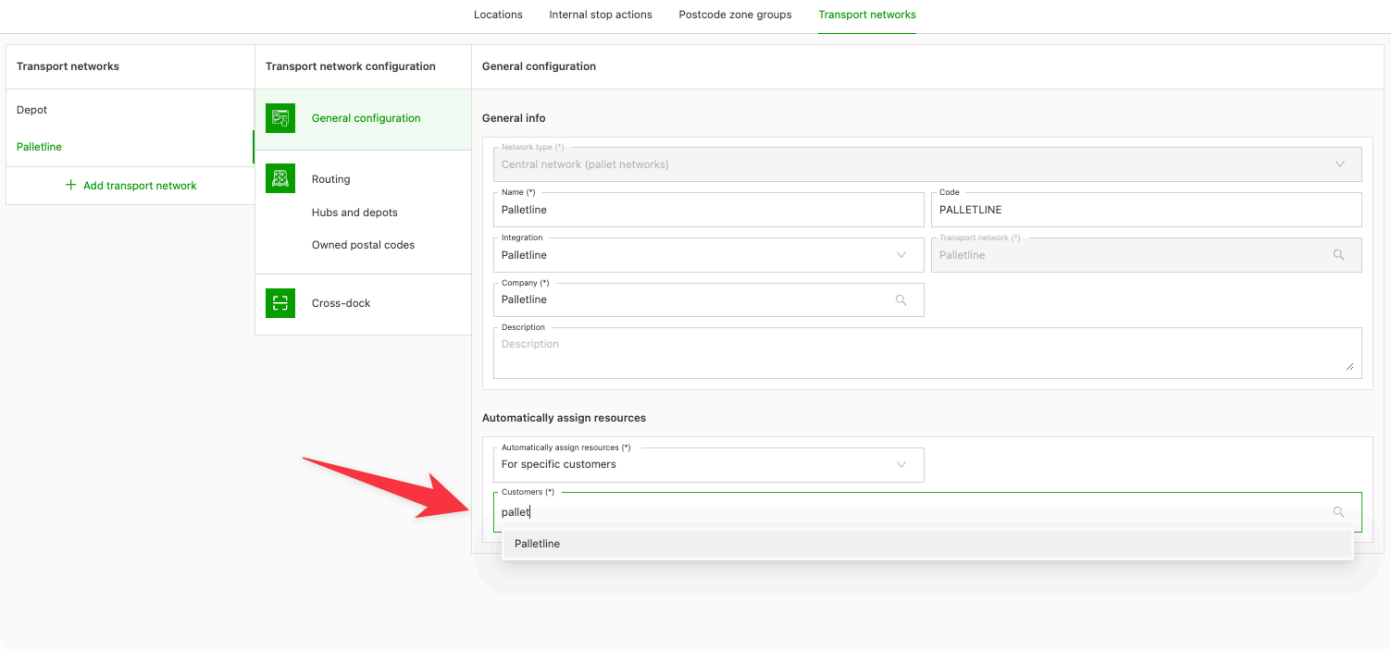
Add a transport network

In addition, add a transport network.

- Go to **Locations**
- Click **Transport networks** in the header
- Click **Add transport network** and create a new Central network for Palletline (if it doesn't exist yet).



- Click **Automatically assign resources** and change it to **For specific customers**
- Select Palletline in the dropdown list

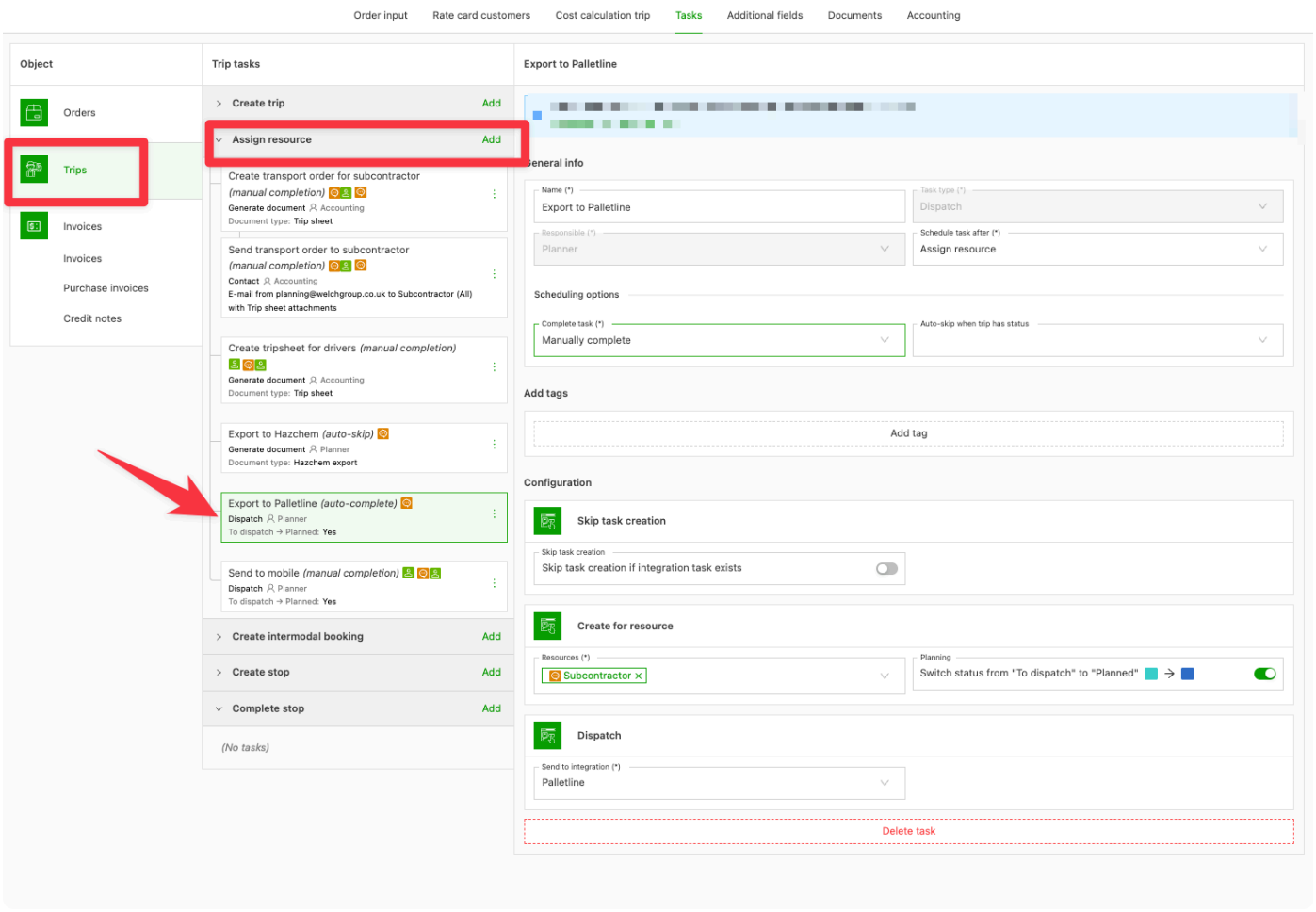


- Once it is created, add their terminal in the **“Hubs and terminals”** section, mark it as “internal” and fill in the location, for example:

Add tasks

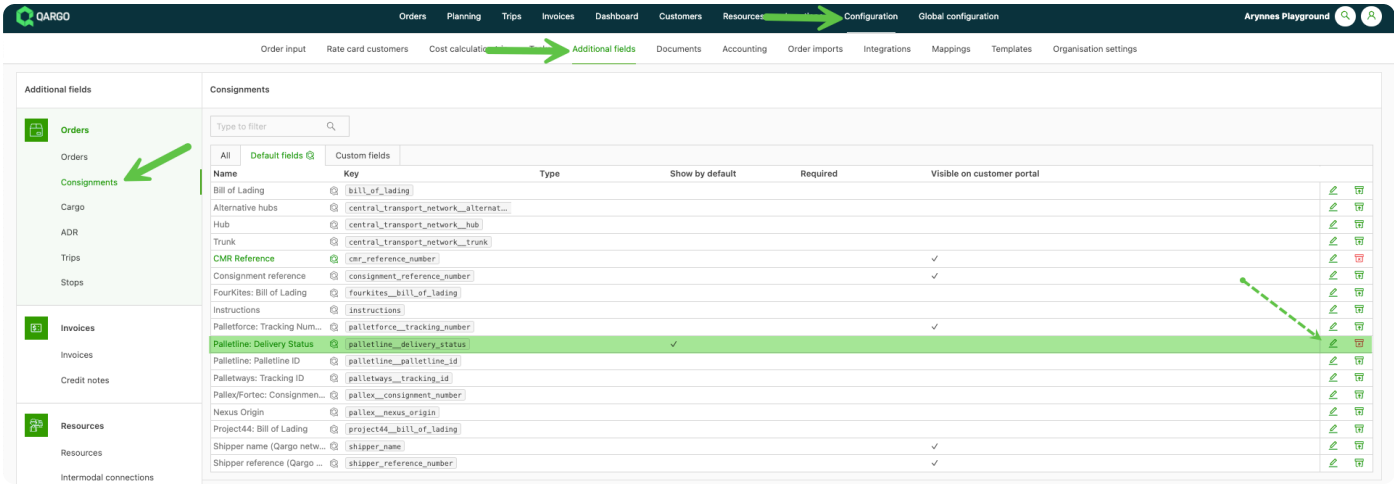
Add an “Export to Palletline” task

- Go to **Tasks**
- Add a new task in **Loads > Assign resource** that matches the details below

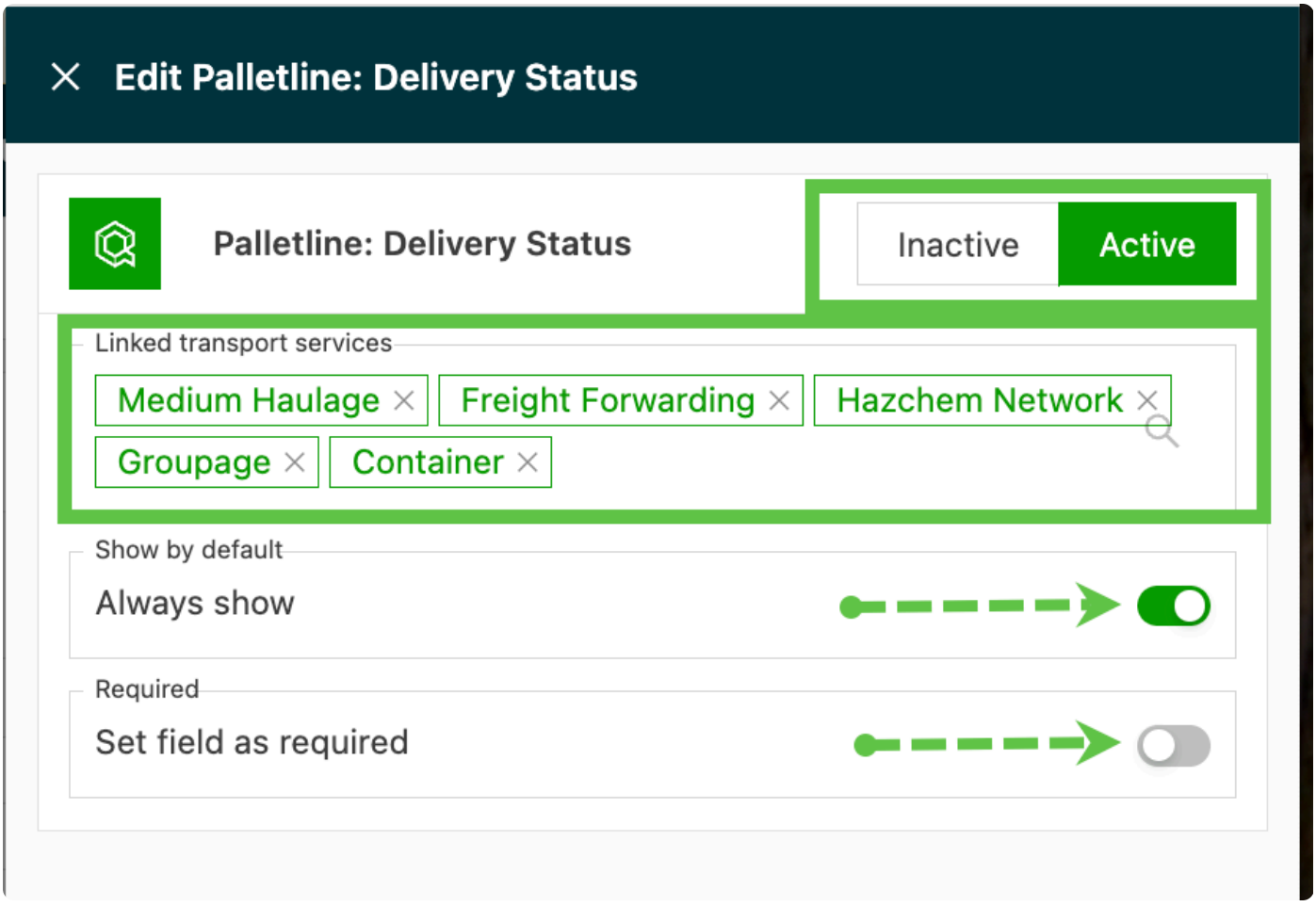


Configure delivery status task

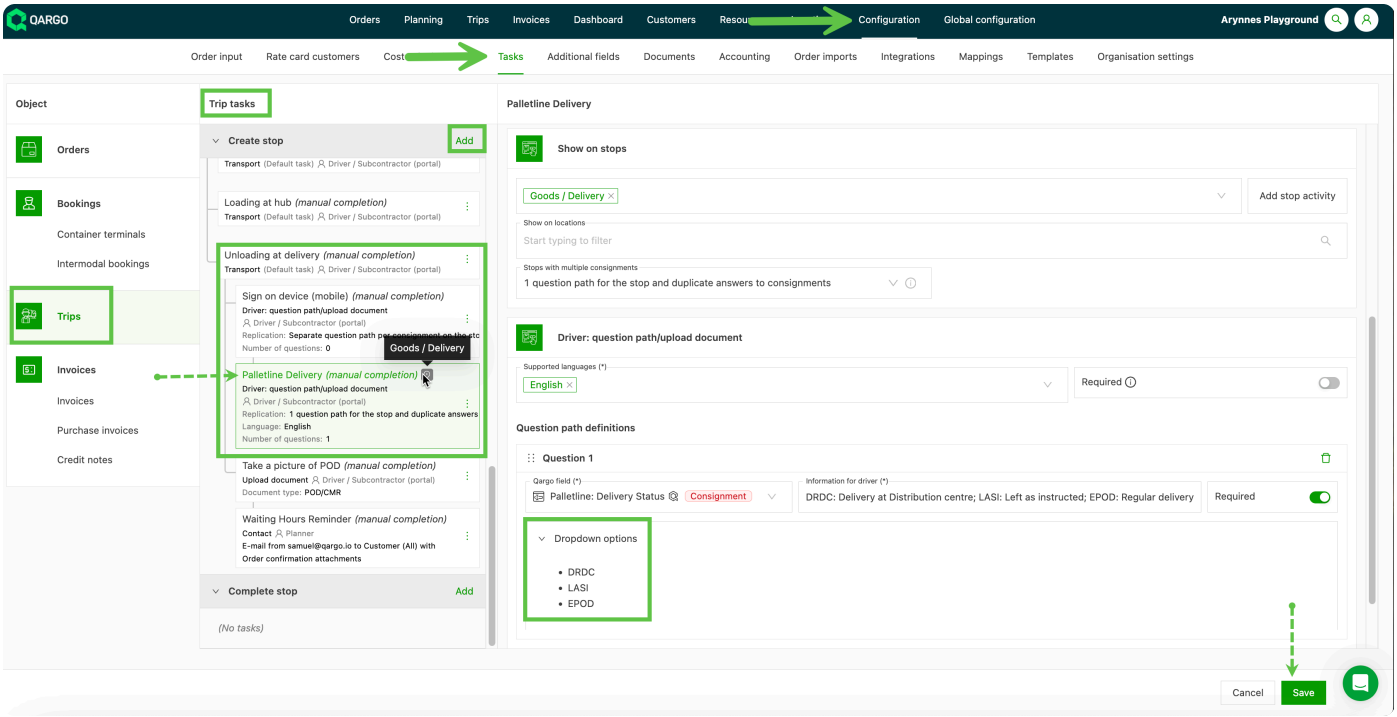
- Configure a specific Palletline delivery status in the driver question paths to distinguish between EPOD (regular delivery with signature on the device), DRDC (delivery at a distribution center) and LASI (left as instructed). The response is recorded and the status is sent as part of the integration.
- The status is set up as an extra field that, once enabled, can be configured in the question paths.
- To set it up, go to **Configuration > Additional fields**
- Select **Shipments** and find the ***'Palletline: Delivery status'*** option.



- Click the edit icon (pen). This opens the configuration panel for this option.
- Mark the option as **Active**.
- Add the transportation services that apply to this option.
- Select whether this option is ***'Always show'*** and ***'Required'***, and turn the toggles on or off as needed.



- Create the task for the driver to complete as part of the delivery process.
  - Set it at the ***'Delivery'*** stop activity, **after** the sign on device requirement.
  - Direct the driver to indicate the delivery status from the options provided.


QARGO
Orders
Planning
Trips
Invoices
Dashboard
Customers
Configuration
Global configuration
Arynnes Playground
Order input
Rate card customers
Tasks
Additional fields
Documents
Accounting
Order imports
Integrations
Mappings
Templates
Organisation settings
Object
Orders
Bookings
Container terminals
Intermodal bookings
Trips
Invoices
Invoices
Purchase invoices
Credit notes
Trip tasks
Create stop
Add
Loading at hub (manual completion)
Unloading at delivery (manual completion)
Sign on device (mobile) (manual completion)
Goods / Delivery
Palletline Delivery (manual completion)
Take a picture of POD (manual completion)
Waiting Hours Reminder (manual completion)
Complete stop
Add
(No tasks)
Palletline Delivery
Show on stops
Goods / Delivery
Add stop activity
Start typing to filter
1 question path for the stop and duplicate answers to consignments
Driver: question path/upload document
English
Required
Question path definitions
Question 1
Palletline: Delivery Status
Consignment
DRDC: Delivery at Distribution centre; LASI: Left as instructed; EPOD: Regular delivery
Required
Dropdown options
DRDC
LASI
EPOD
Cancel
Save