Intermodal - Intermodal planning

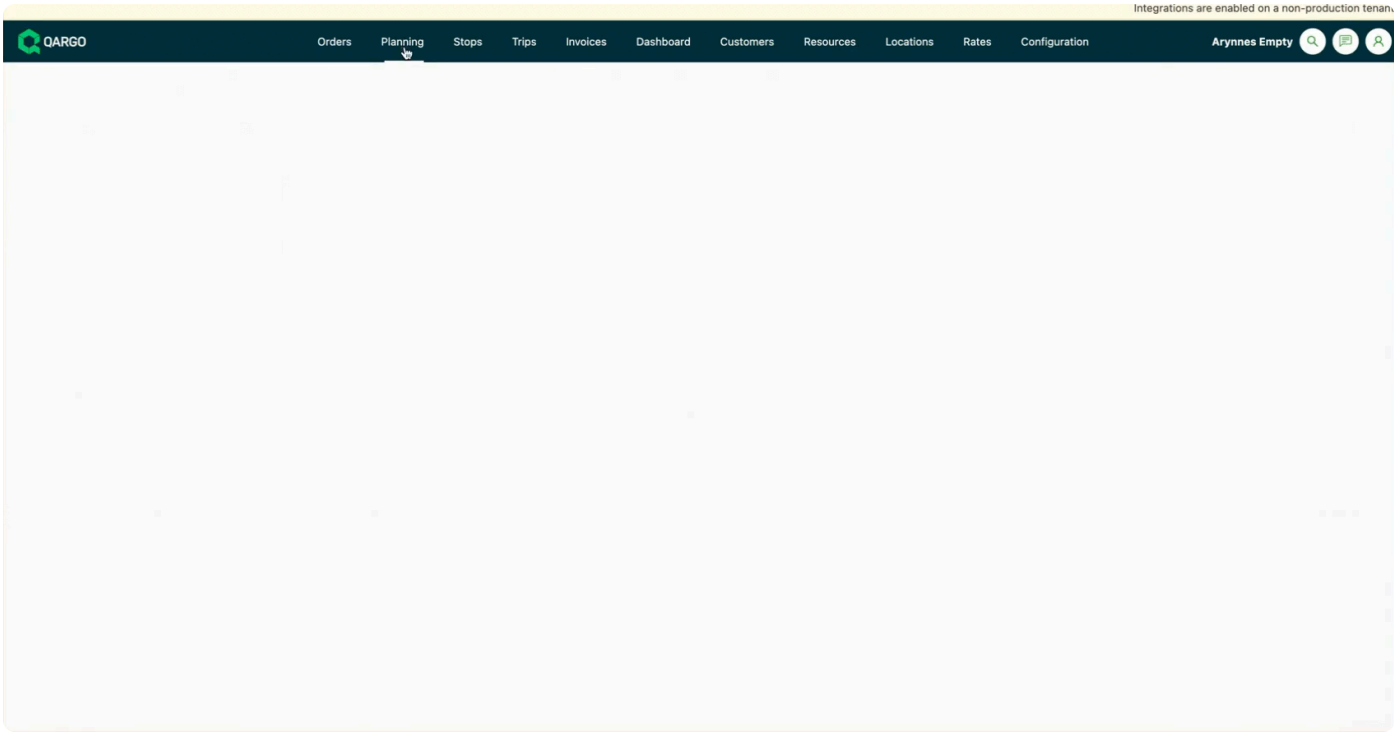
Intermodal operations guide for adding intermodal stops mid-route. Choose accompanied or unaccompanied, select line, timetable, and dates.

Updated July 28, 2026

Intermodal list view

The **dedicated Intermodal list view in planning** makes it much easier to manage intermodal departures and bookings at scale.

- The Departures panel shows an overview of all booked departures.
- Planners can **manage multiple container bookings across different departures in one place**

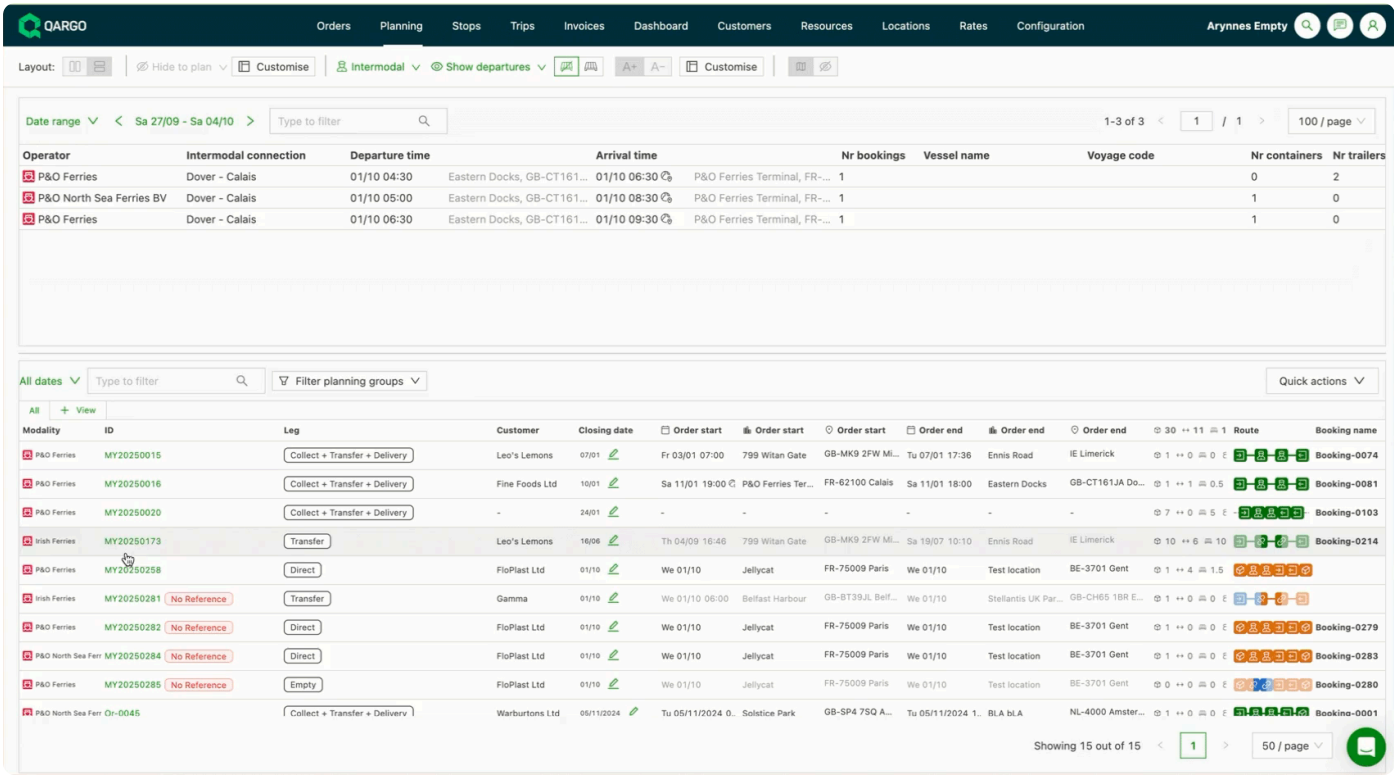


Key benefits

- Better visibility, faster assignments, and clear capacity control for operators booking multiple containers (one container per load, multiple loads per departure)
- Managing voyages or train schedules with limited allocations
- Detailed departure-level planning, manifests, and capacity checks

How it works

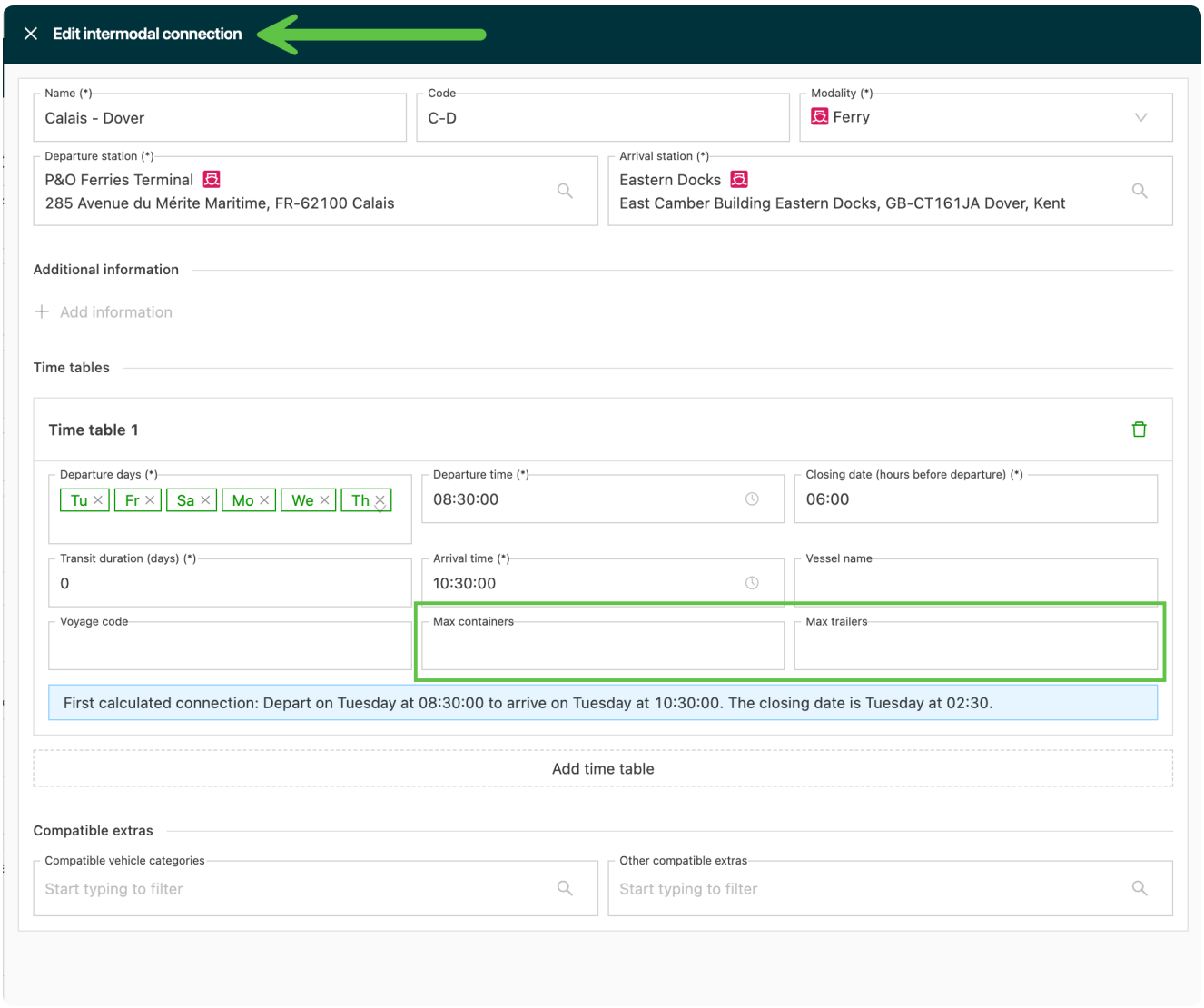
- The **intermodal departures table** provides a clear overview of all upcoming sailings and train departures.
- Clicking a departure highlights it and filters the booking table below, showing only the related bookings.
- **Drag and drop** makes it quick to assign bookings or move them between departures.
- **Capacity controls** show the maximum container and trailer allocations and display a warning when limits are exceeded.



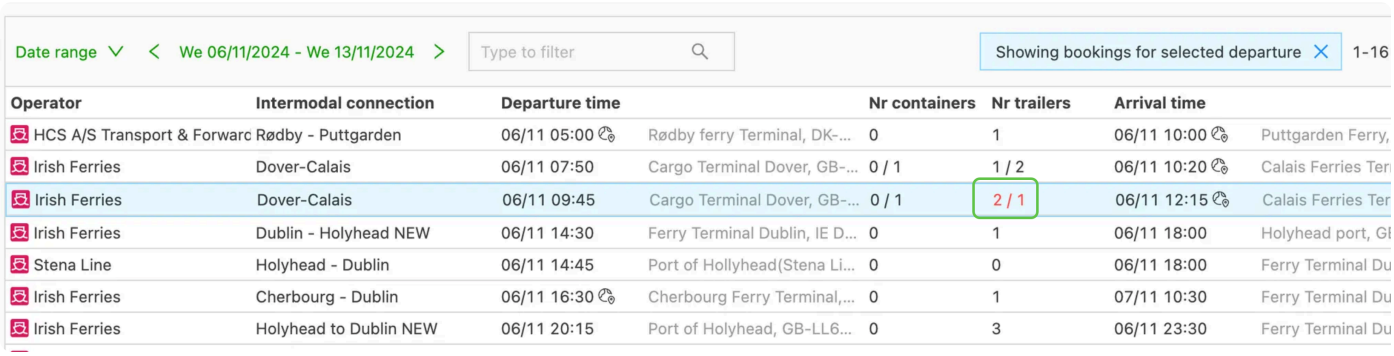
Configuring list view options

Configure the **maximum number of containers and/or trailers** that can be scheduled per sailing.

- Navigate to the **Resources > Intermodal operators** page
- Click the operator that needs the maximums added
- In the **Intermodal connections** panel, click the **Edit** icon for the specific timetable.
- In the **Timetable panel**, add the maximum number of containers and trailers

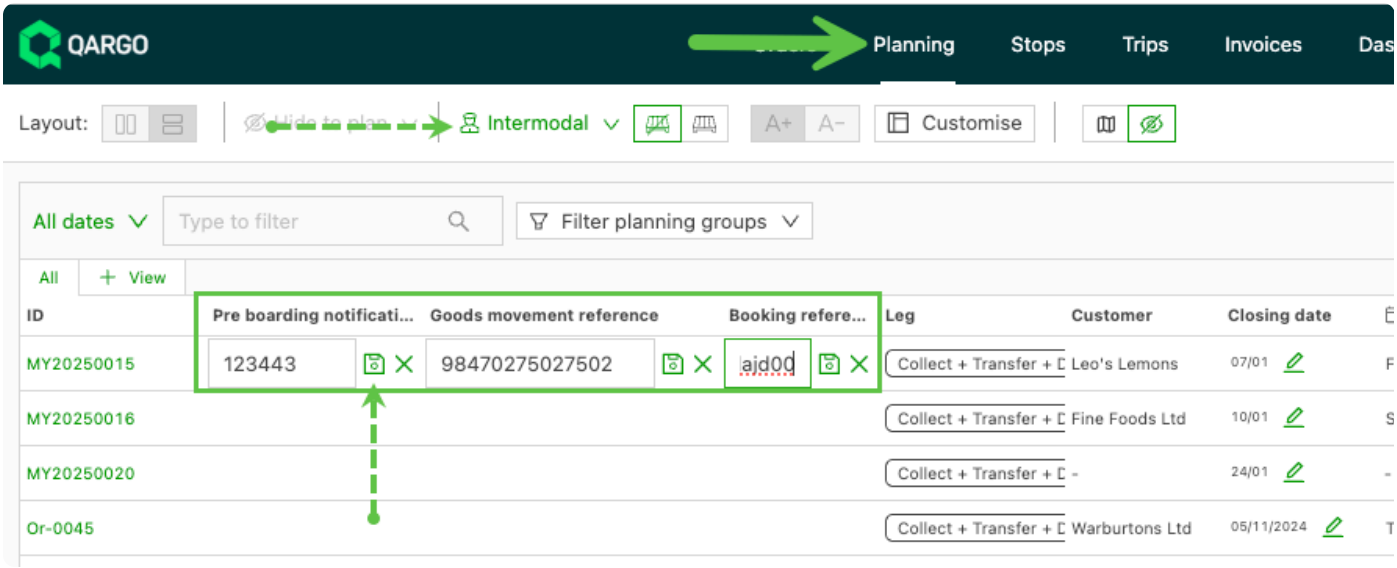


- Visual alert when capacity is exceeded

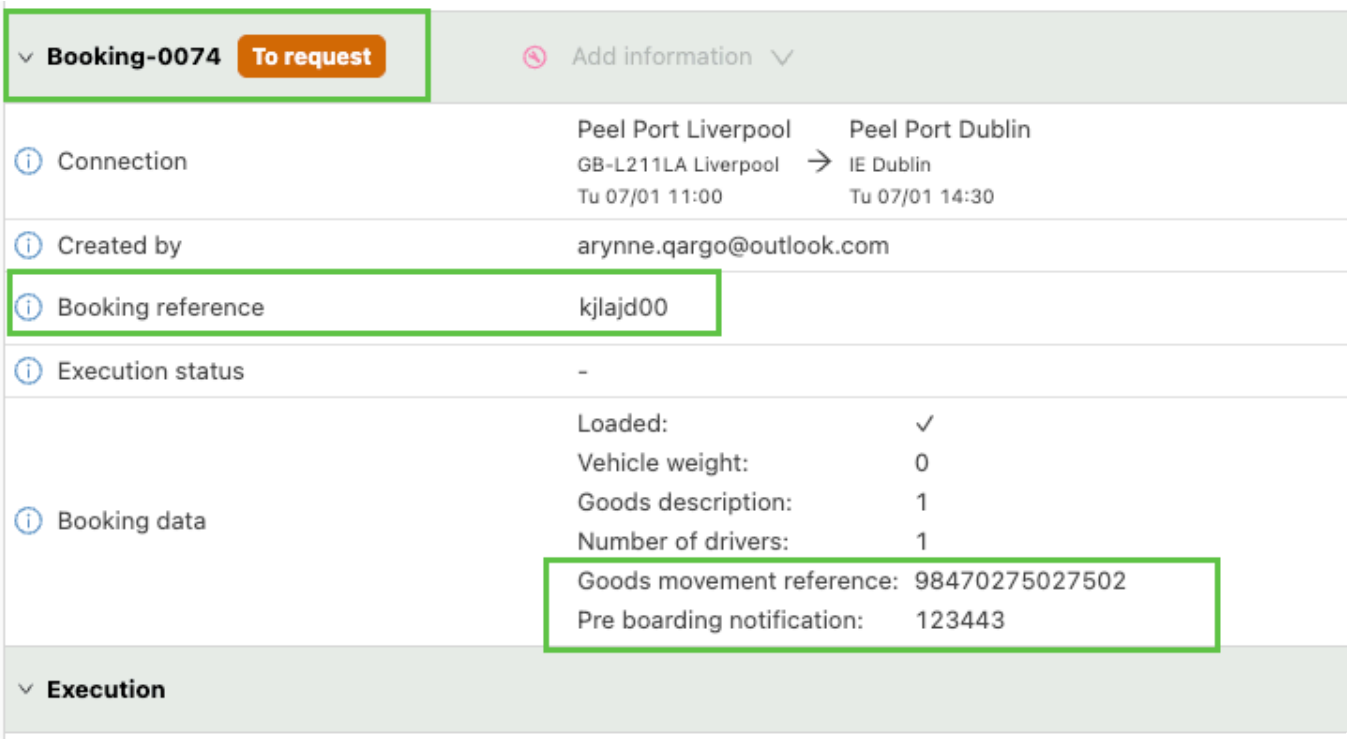


When viewing the list of loads, the **Pre-boarding notification, Goods movement reference and Booking reference** can be updated directly from the page.

- Click in the column for the order that needs the reference.
- A text box opens. Add the reference and click the **Save** icon.



- The references are automatically copied to the Booking details in the order.

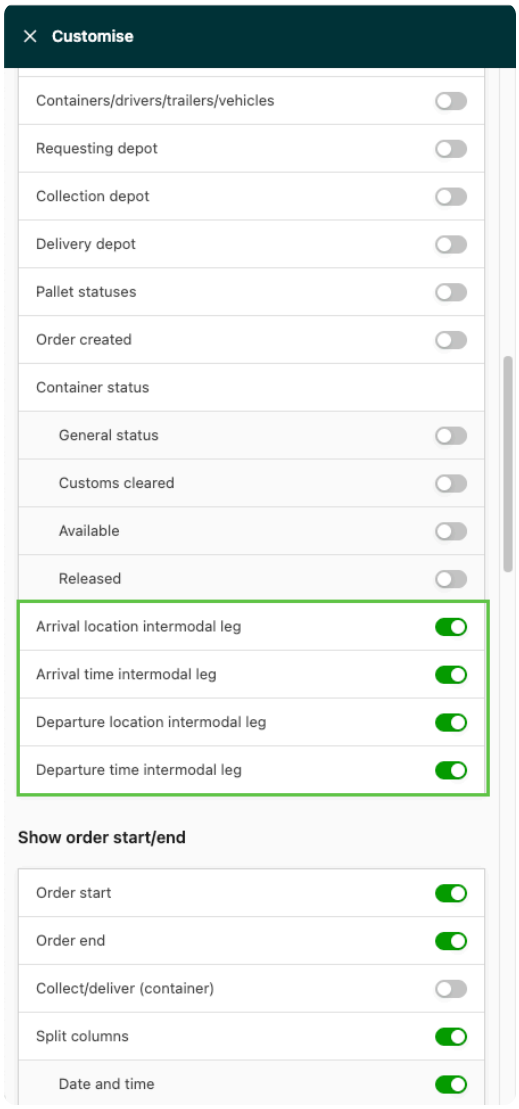


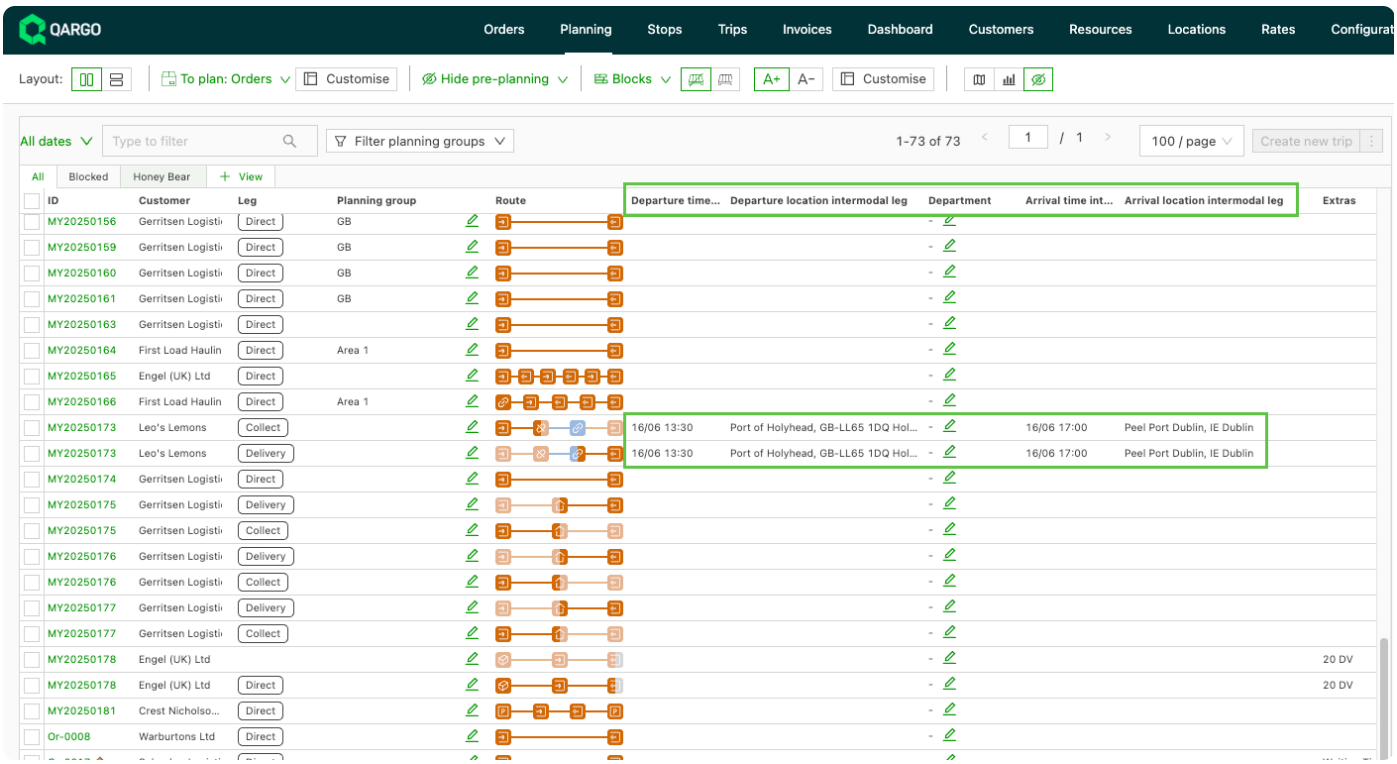
Improved visibility for booked connections

Connection details for arriving or departing connections are now visible in Planning. Under **To plan: Orders** and **Resources**, there are 4 new columns with information on the intermodal arrival and departure locations and dates:

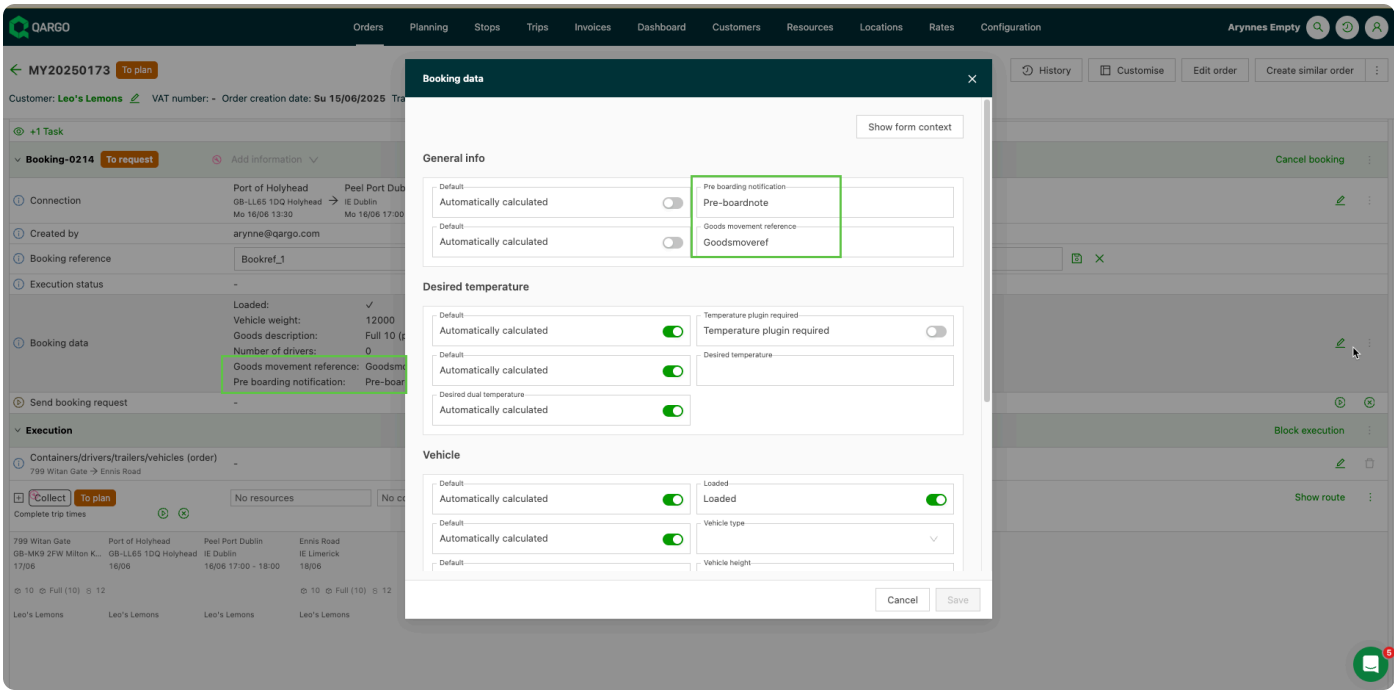
- Departure time intermodal leg
- Departure location intermodal leg
- Arrival time intermodal leg
- Arrival location intermodal leg

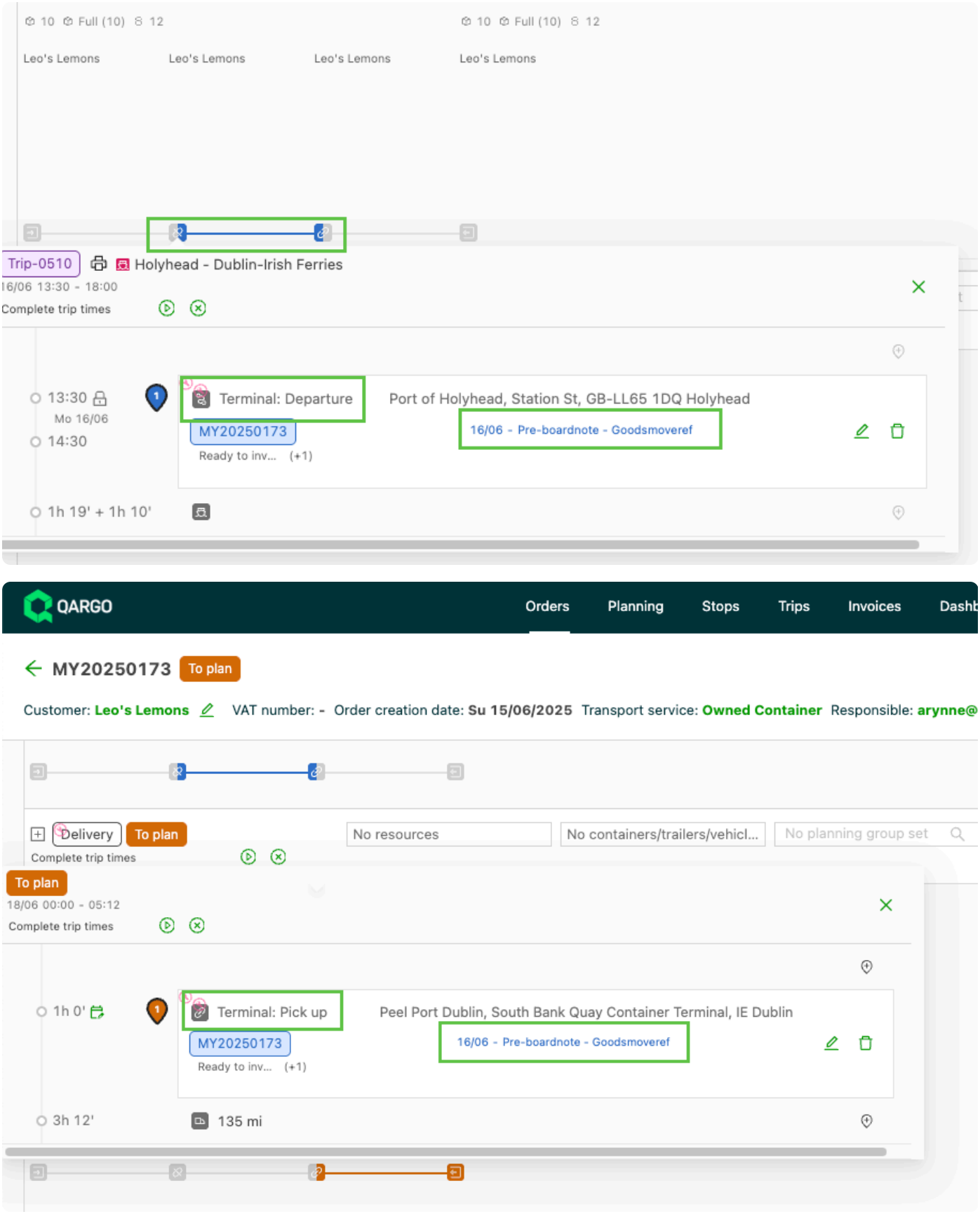
Click **'Edit columns'** and turn the columns on.


Customise
Containers/drivers/trailers/vehicles
Requesting depot
Collection depot
Delivery depot
Pallet statuses
Order created
Container status
General status
Customs cleared
Available
Released
Arrival location intermodal leg
Arrival time intermodal leg
Departure location intermodal leg
Departure time intermodal leg
Show order start/end
Order start
Order end
Collect/deliver (container)
Split columns
Date and time



- Booking-related references are now visible on the terminal stop as well. These can be added to the booking data and are shown when the terminal stop is expanded.



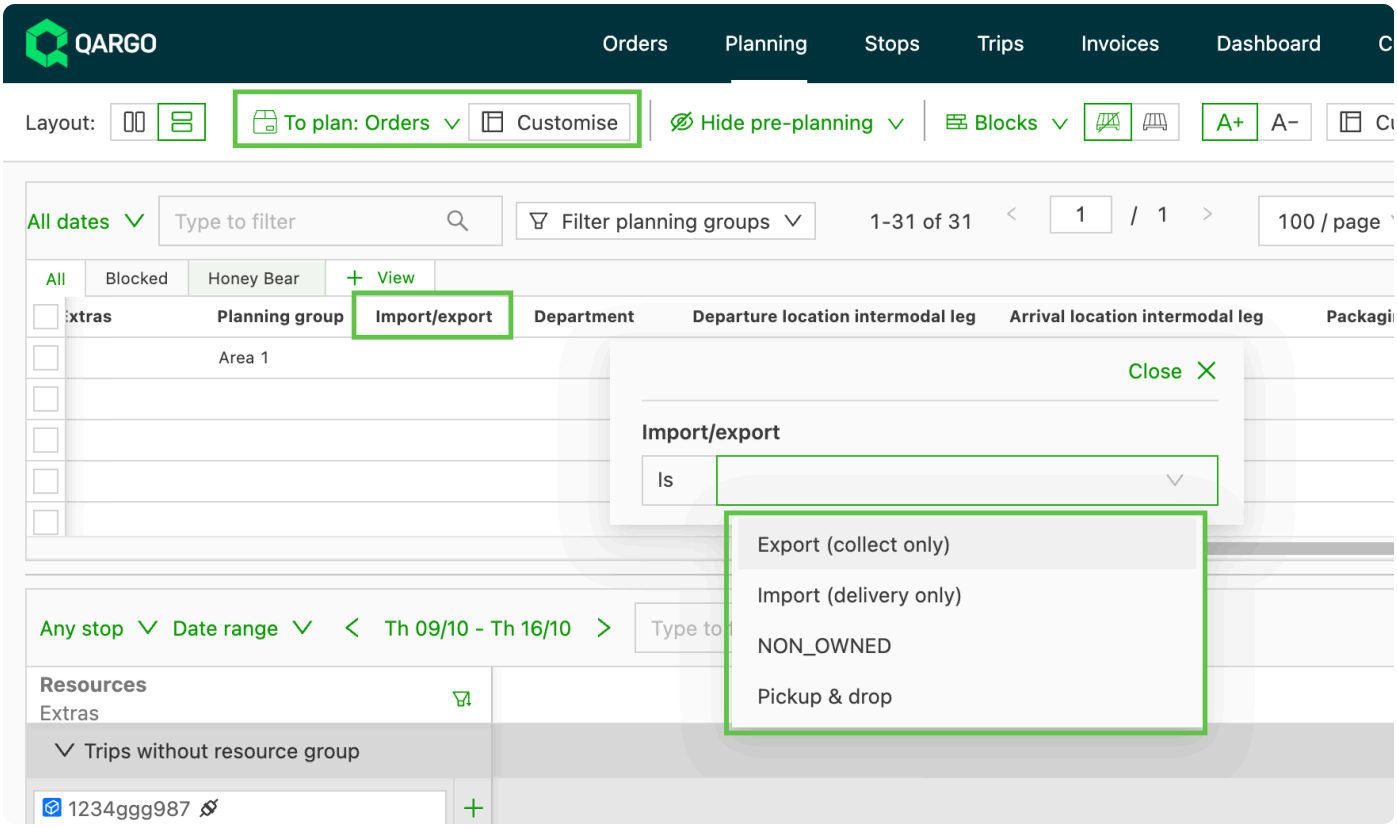


Customer impact

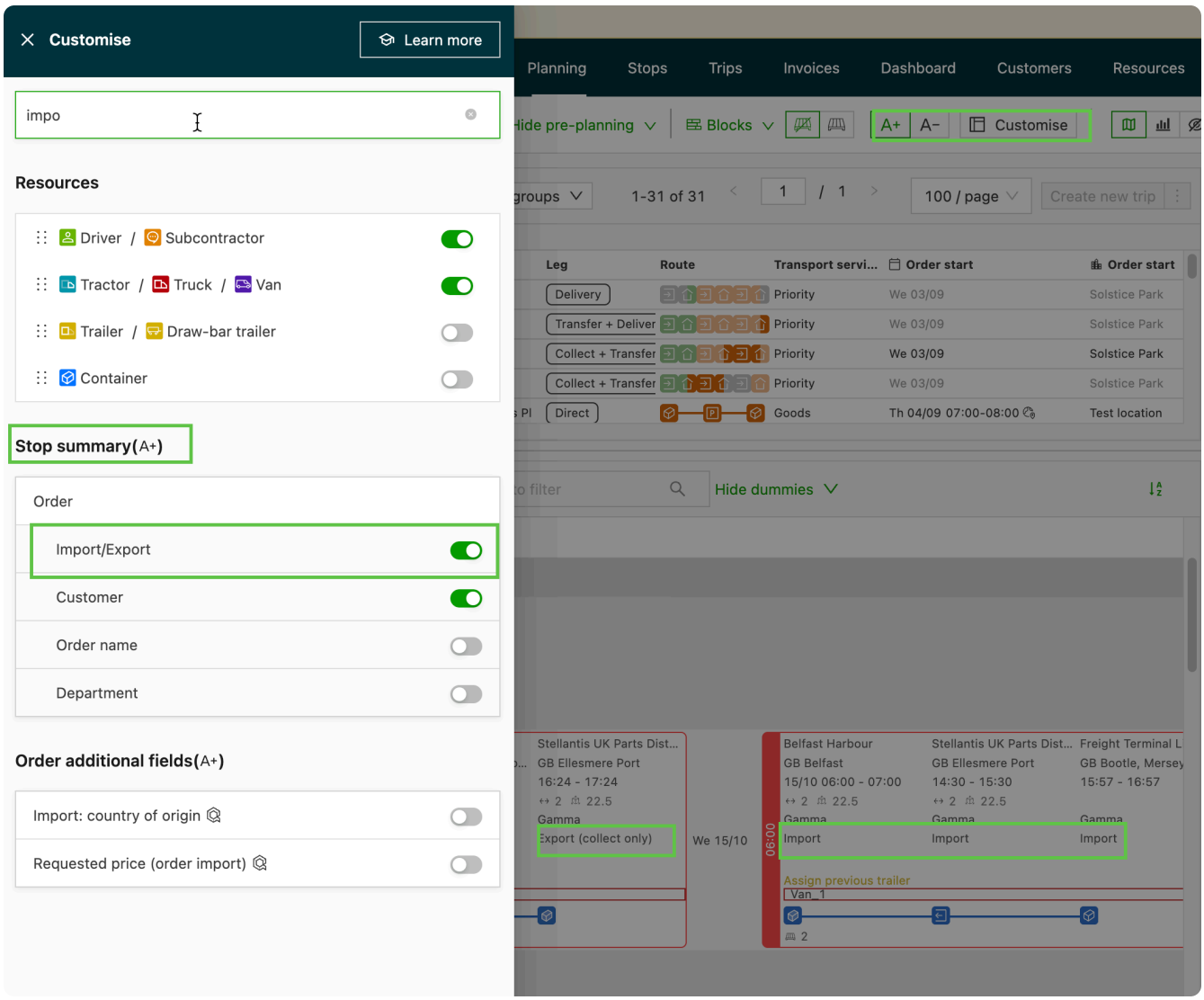
- Better overview of intermodal information on orders and loads
- Easier planning, with intermodal arrival and departure information readily available

Improved container visibility (sea container / owned container only)

- For **containers**, the Import/Export status is shown in the movement details of the planning block.
- Available as a column option in the Planning table view
  - Use the **'Customize'** button to turn on the **'Import/Export'** column
  - The column header can be filtered.



- Available in both the Minor (A-) and Major (A+) views.
  - Use the **'Customize'** button to turn on the **'Import/Export'** details in the load
  - The load block displays the import/export details from the order



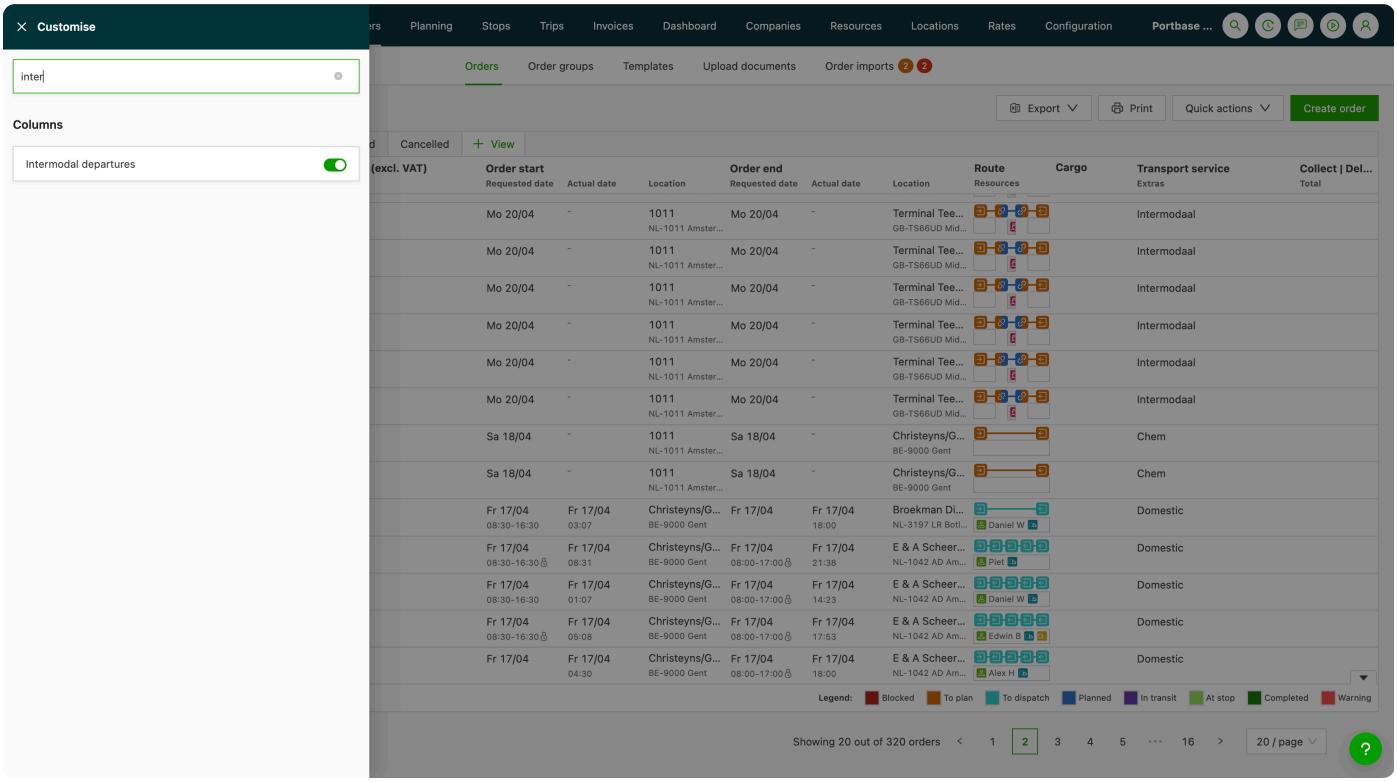
Intermodal departures column in the orders list view

- A new **Intermodal departures** column is available on the **Orders** list (enable it via the **Edit columns icon**).
- Each row displays up to two ferry legs inline: planned departure time, operator, and connection.
- A *+X* indicator appears when an order has more than two legs.
- Hovering over a row in the column opens a booking details popover for each leg: departure and arrival times, operator, booking reference, booking status, vessel name, voyage code, pre-boarding notification, and *GMR* (goods movement reference).

How to enable and use the Intermodal departures column

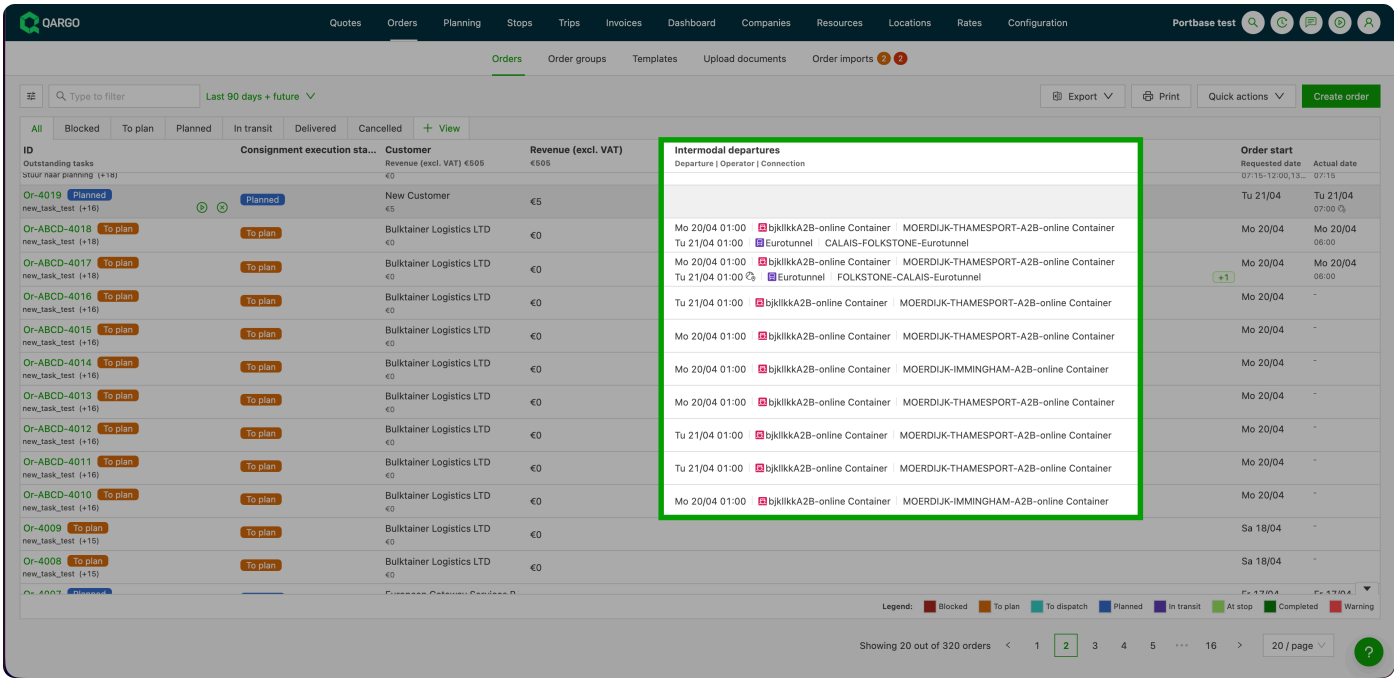
Enabling the column

1. **Navigate** to **Orders > Orders**.
2. **Click** the **Edit columns** icon (customize icon, top right of the table).
3. **Locate Intermodal departures** in the column list.
4. **Enable** the toggle to add the column to the table.
5. **Save** the column configuration. The column now appears in the **Orders** table.



Reading the column

- Each row shows the planned departure time, the intermodal operator, and the connection name for up to two ferry legs.
- When an order has more than two legs, a *+X* label indicates the remaining count.
- **Hover** over any row in the column to open the booking details popover. It shows departure and arrival times, operator, booking reference, booking status, vessel name, voyage code, pre-boarding notification, and *GMR*.



Using the column with saved views

The **Intermodal departures** column can be saved as part of a named view via **Edit columns > Save view**. This allows teams to create a dedicated intermodal planning view with the column permanently visible.

Troubleshooting

Symptom	Likely cause	Action
Intermodal departures is not listed in **Edit columns**	The column is only available on the **Orders** list	Confirm that the correct view is open: **Orders > Orders**
The column shows no data for an order	The order has no intermodal booking assigned	Assign a ferry departure to the order in the intermodal planning view
Only 2 legs are shown, but the order has more	The column displays a maximum of 2 legs inline	Hover over the column to see all legs in the popover
The arrival time is not shown inline	The arrival time is only shown in the hover popover	Hover over the row in the column to see departure and arrival times

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Previous & next connection columns

What is it?

The **previous and next intermodal connection columns** are available in the **'Edit columns'** option in **Planning > To plan: Orders**. These columns show the timing, location, booking status, and operations status of the intermodal legs immediately before and after each order stop, directly in the general planning view.

🧰 All new columns are **opt-in** via **Edit columns**; none are visible by default.

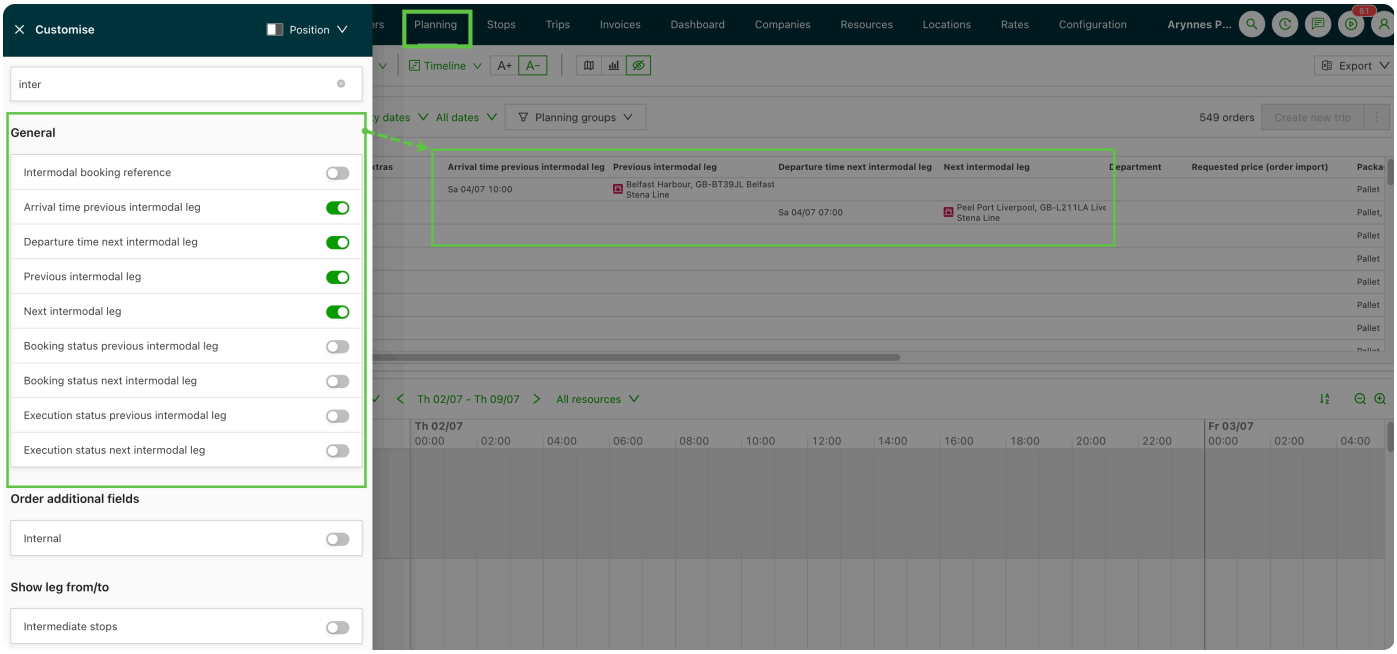
All columns below come in two directions: **Previous intermodal leg** (the connection just before this part of the load) and **Next intermodal leg** (the connection immediately after).

Column	Description
Arrival time previous intermodal leg	Arrival timestamp of the preceding intermodal connection
Departure time next intermodal leg	Departure timestamp of the upcoming intermodal connection
Previous intermodal leg	Location and operator of the preceding connection, in one cell
Next intermodal leg	Location and operator of the upcoming connection, in one cell
Booking status previous intermodal leg	Booking status of the preceding connection
Booking status next intermodal leg	Booking status of the upcoming connection
Operations status previous intermodal leg	Operations status synced from the intermodal operator (e.g., Checked-in, Confirmed, Shipped)
Operations status next intermodal leg	Operations status of the upcoming connection

📚 All columns are **sortable and filterable**.

How to add the new columns

1. **Navigate** to **Planning > To plan: Orders**.
2. **Click Edit columns** in the top-right area of the planning view.
3. **Search** for or scroll to the required intermodal columns (e.g., **Departure time next intermodal leg**).
4. **Enable** each column to add it to the view.
5. **Close** the column picker. The columns appear in the planning grid.



Load number, contract carrier and customs columns on the Intermodal list view

A further set of opt-in columns is available on the Intermodal list view (**Planning > Resources > Intermodal**). Planners and customer service can show load, last-leg contract carrier and customs details directly on that view, without opening each order.

🎥 This video explains how to activate and interpret these intermodal columns:

▶ https://watchclueso.com/embed/kyz3e9v9blz7p7ib

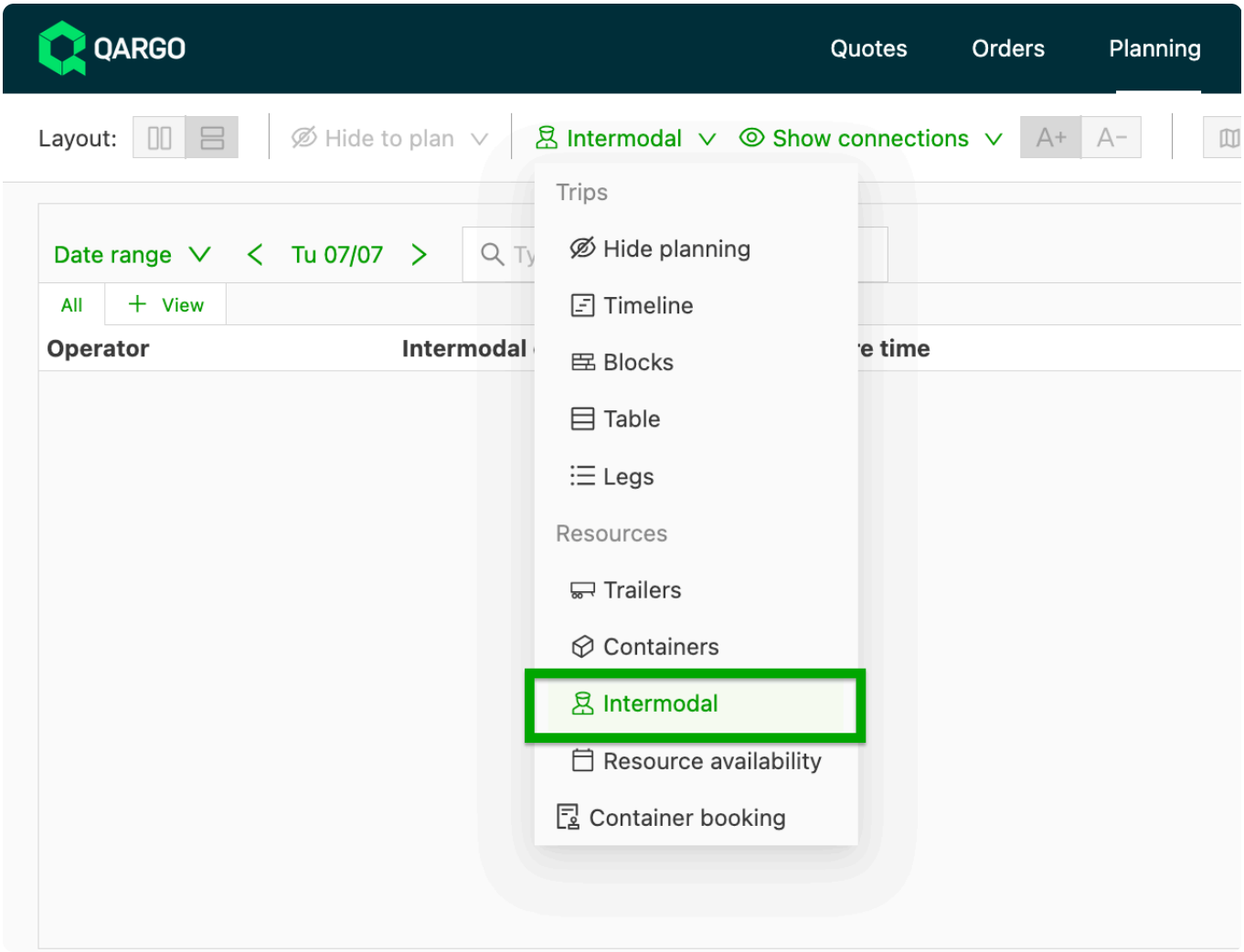
Use cases

- Cross-check shipping confirmations against the load number without opening the order. The load number acts as a second anchor when a trailer number is entered incorrectly.
- Answer “who is handling the last leg?” on a customer call by reading the last-leg contract carrier straight from the table, instead of drilling into each order.
- Keep customs references such as MRN visible on the planning view, so declarations can be prepared in one place rather than by switching screens or maintaining a parallel spreadsheet.

Add the columns

The new columns are opt-in and are turned on through the existing **Customize** control on the Intermodal list view.

1. **Navigate** to Planning and open the Intermodal view.

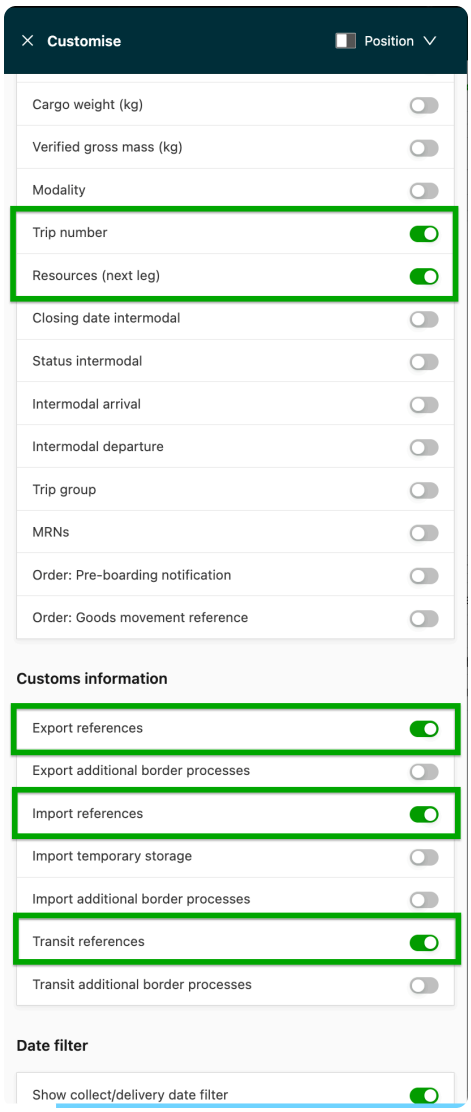


2. **Click** the **Customize** control on the view.

3. **Turn** on the required intermodal columns. The available additions are:

   - Load number: the load ID linked to the intermodal row, shown as a clickable link.
   - Resources (next leg): the name of the carrier handling the last intermodal leg of the shipment.
   - Customs information: the customs reference columns (such as export, import and transit references) that already appear in the order overview, now available on the Intermodal view.

4. **Close** the **Customize** panel. The selected columns appear in the table.



Sorting and filtering

- All new columns are sortable, except the customs information columns.
- Filtering on the new columns follows the existing filter availability of the view.

🧰 Customs information columns are displayed as-is. There is no MRN validation and no automatic pull from a customs system.

Limitations

- The Resources (next leg) column shows the carrier on the last intermodal leg only. There is no multi-leg contract carrier breakdown.
- The customs information columns are not sortable or filterable.
- There are no changes to the customer portal or the contract carrier and mobile portals.
- The new fields are not exported to BigQuery or the external API in this release.

Create an intermodal order

- An intermodal order can be created manually (via the **'Create order'** function) or automatically by uploading an order confirmation.
- When an order is created by uploading an order confirmation, suggestions can be added for the following container fields when these default fields are enabled:
  - Container no.
  - Seal number
  - Container PIN code
  - Destination of goods
  - Origin of goods
  - Port of loading
  - Port of unloading
  - Ocean carrier name (shipping company)
  - Ship name

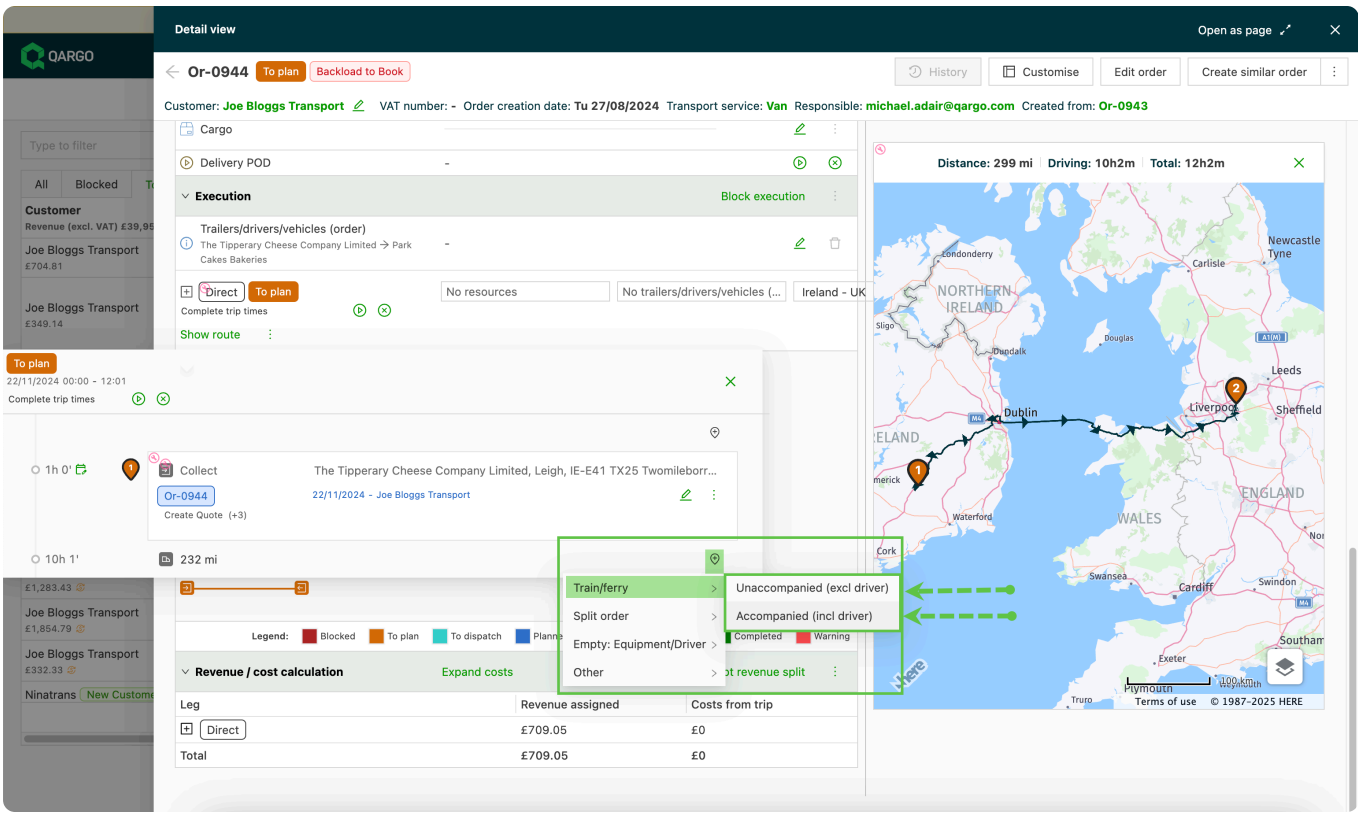
> 📚 **Limitations**
>
> - Suggestions cannot be shown for the container type.
> - These suggestions may be shown on the corresponding field, as well as on different fields.

Adding an intermodal stop to an order

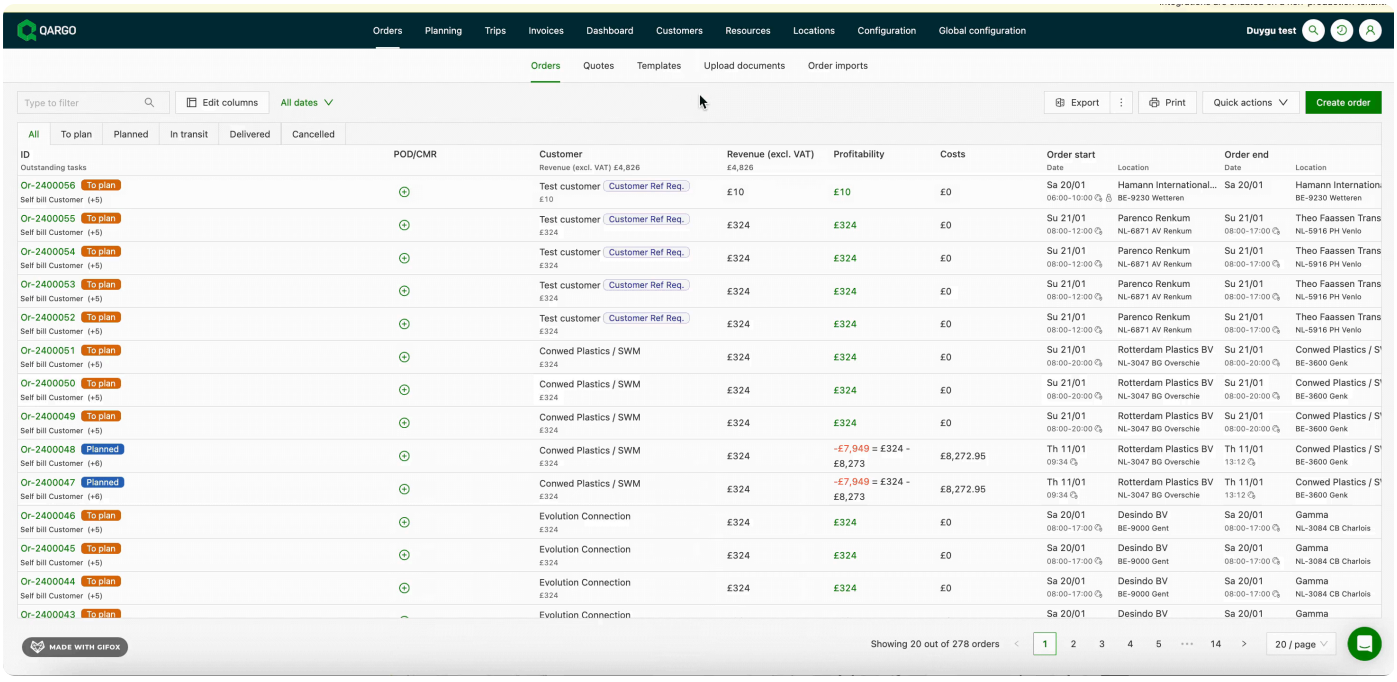
- Locate the order that needs the intermodal connection and open the order page.
- Locate the route where the intermodal connection should be added.

> 📚 An order cannot start or end with an intermodal connection stop. The connection must be set between the stops in the order.

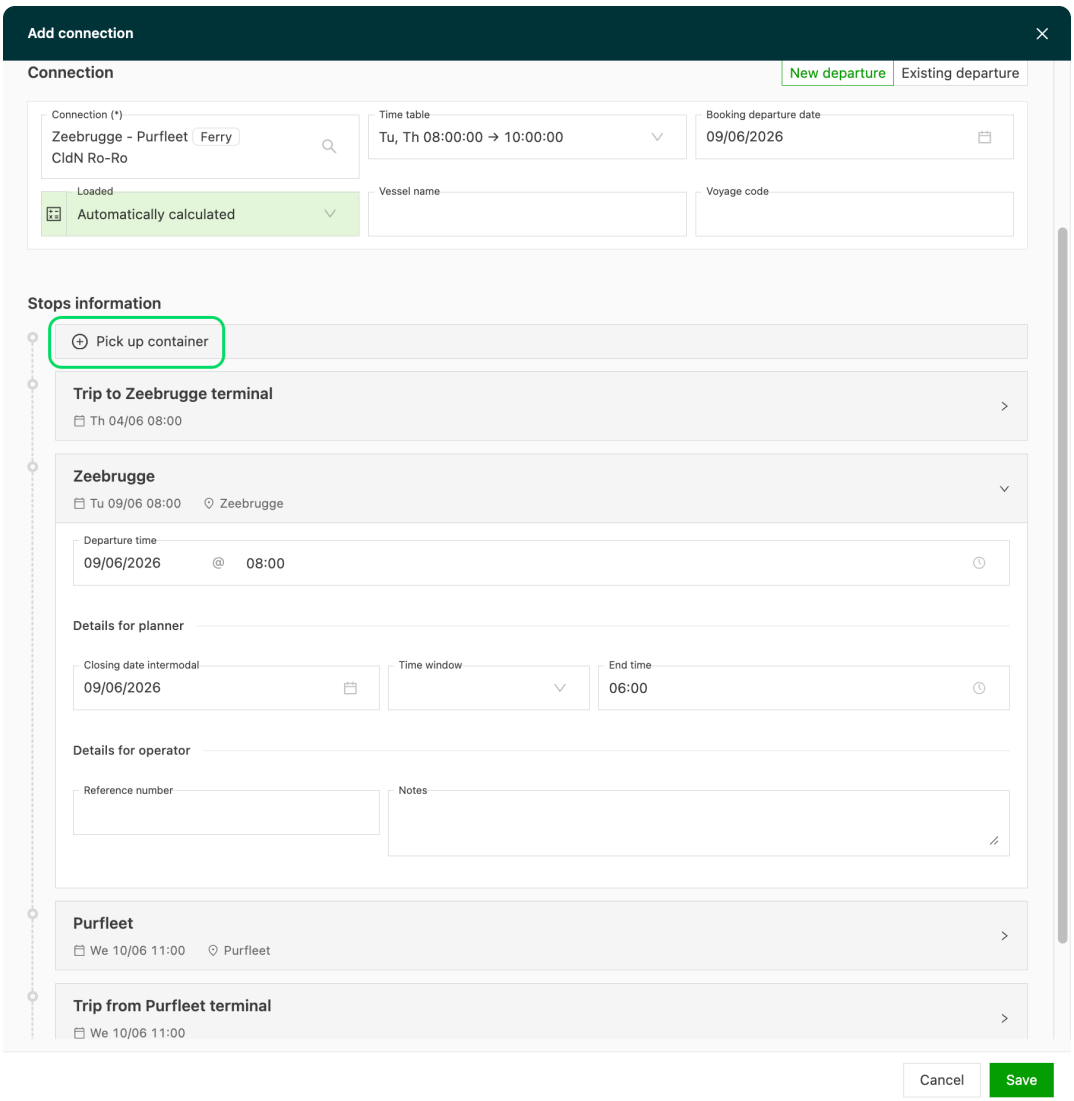
- Click the plus icon to add the intermodal connection



- Select the type of intermodal connection:
  *__Accompanied__: connections where the driver is included in the route
  *__Unaccompanied:__ connections where the driver is not included in the route



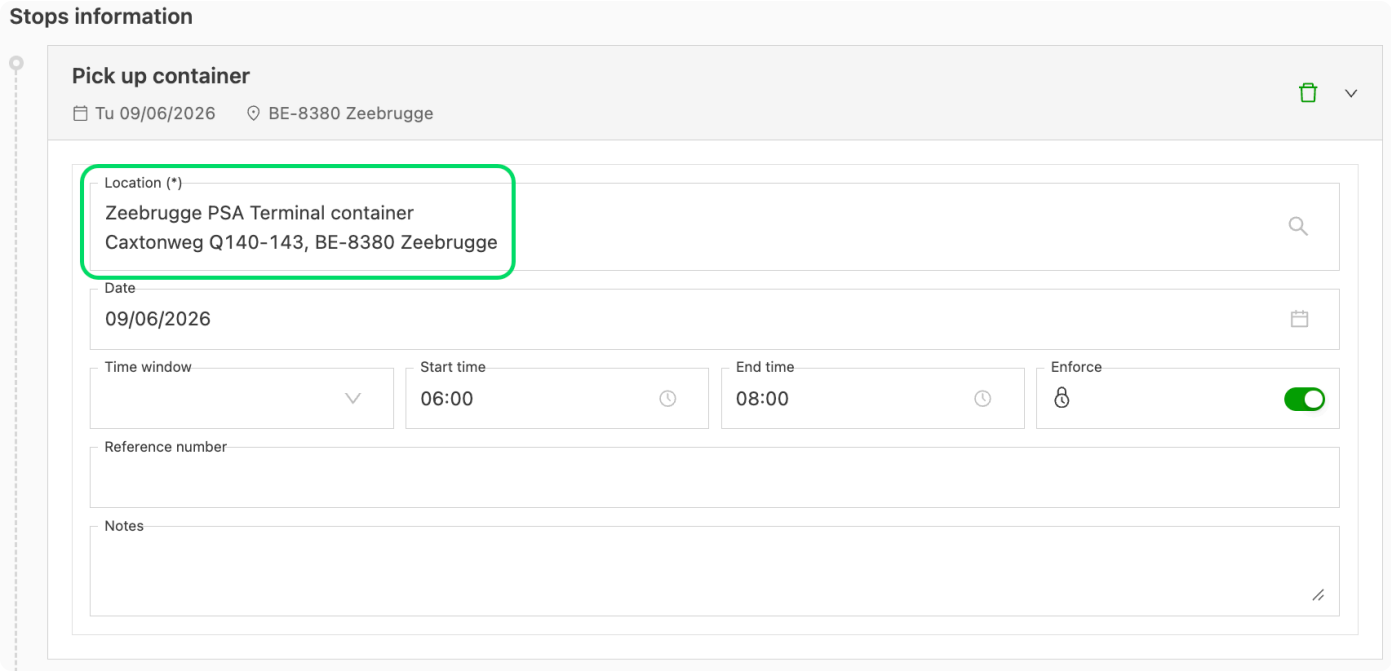
- Add the line to use in the order.
- Select the applicable timetable and the departure date
- Set the dates and times of the vessel/train and any other required information, such as references, and save.



When a ferry or rail intermodal connection is added, the connection modal includes optional **Pickup** and **Drop-off** sections. Enabling either section adds an empty container stop at the corresponding terminal directly to the load. No separate manual step is required.

- **Pickup container**: the location is prefilled with the intermodal **departure terminal**
- **Drop-off container**: the location is prefilled with the intermodal **arrival terminal**

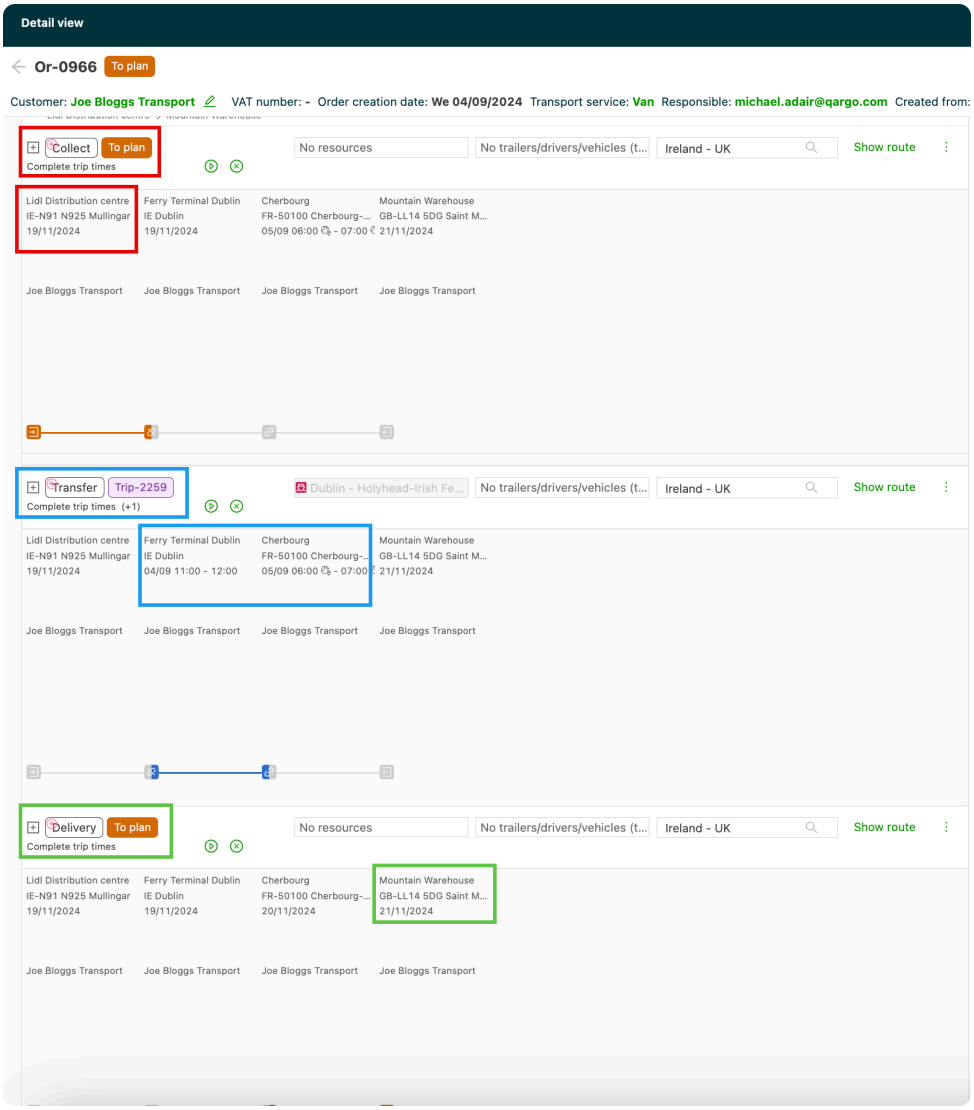
Empty stops are added at **load level**. On loads with multiple orders, a single stop is created per load; the stop is not duplicated for each order.



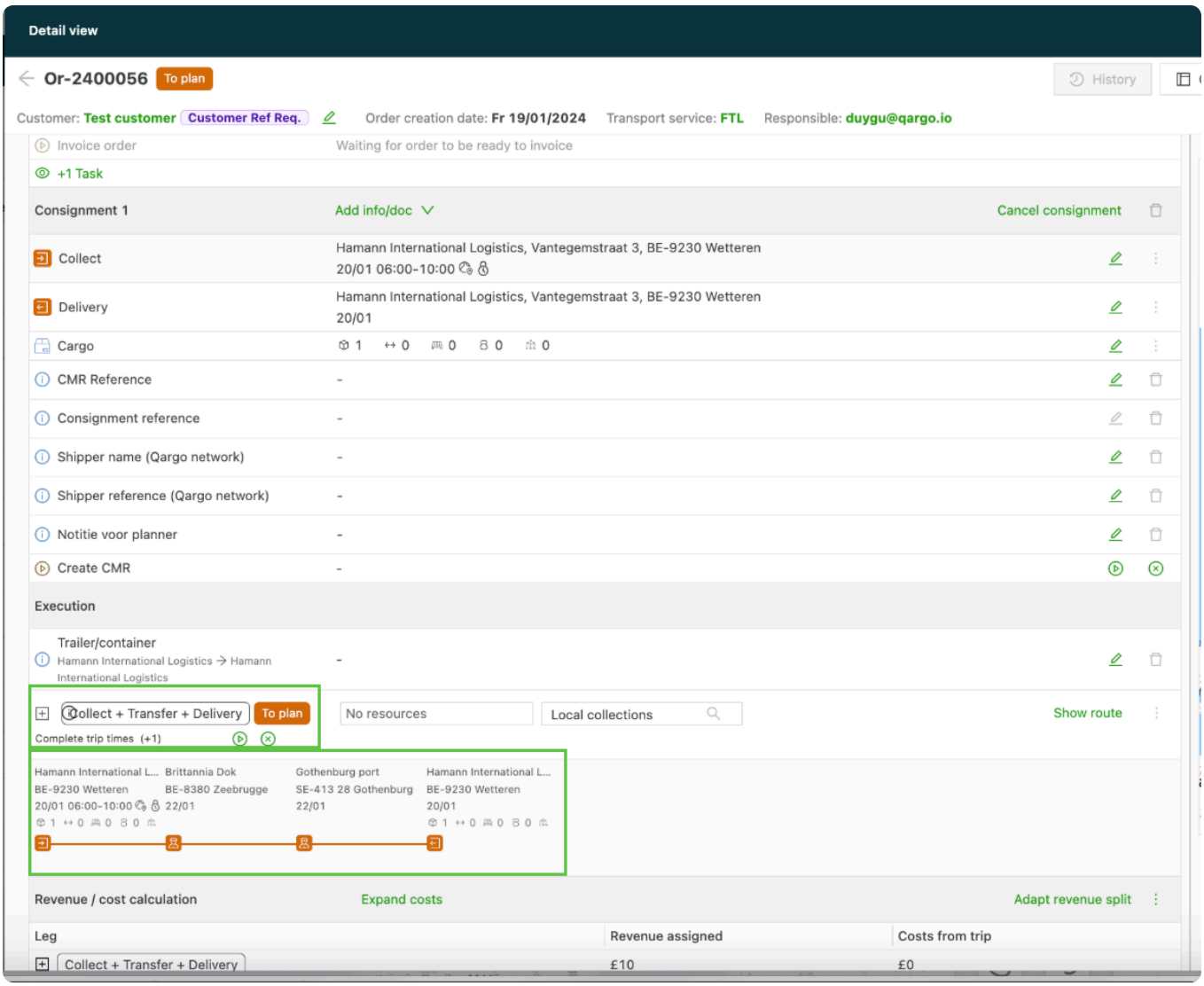
1. **Enable** the pickup toggle. The terminal location is automatically prefilled with the departure terminal from the connection.
2. **Verify** the prefilled location and adjust it if needed.
3. **Save** the connection. The empty pickup stop is added to the load.

To **remove** the pickup stop, click the **trash icon** next to the **Pickup** section header before saving. **The same process applies to the drop-off stop.**

- If the connection is unaccompanied, the order is split into legs as shown below:

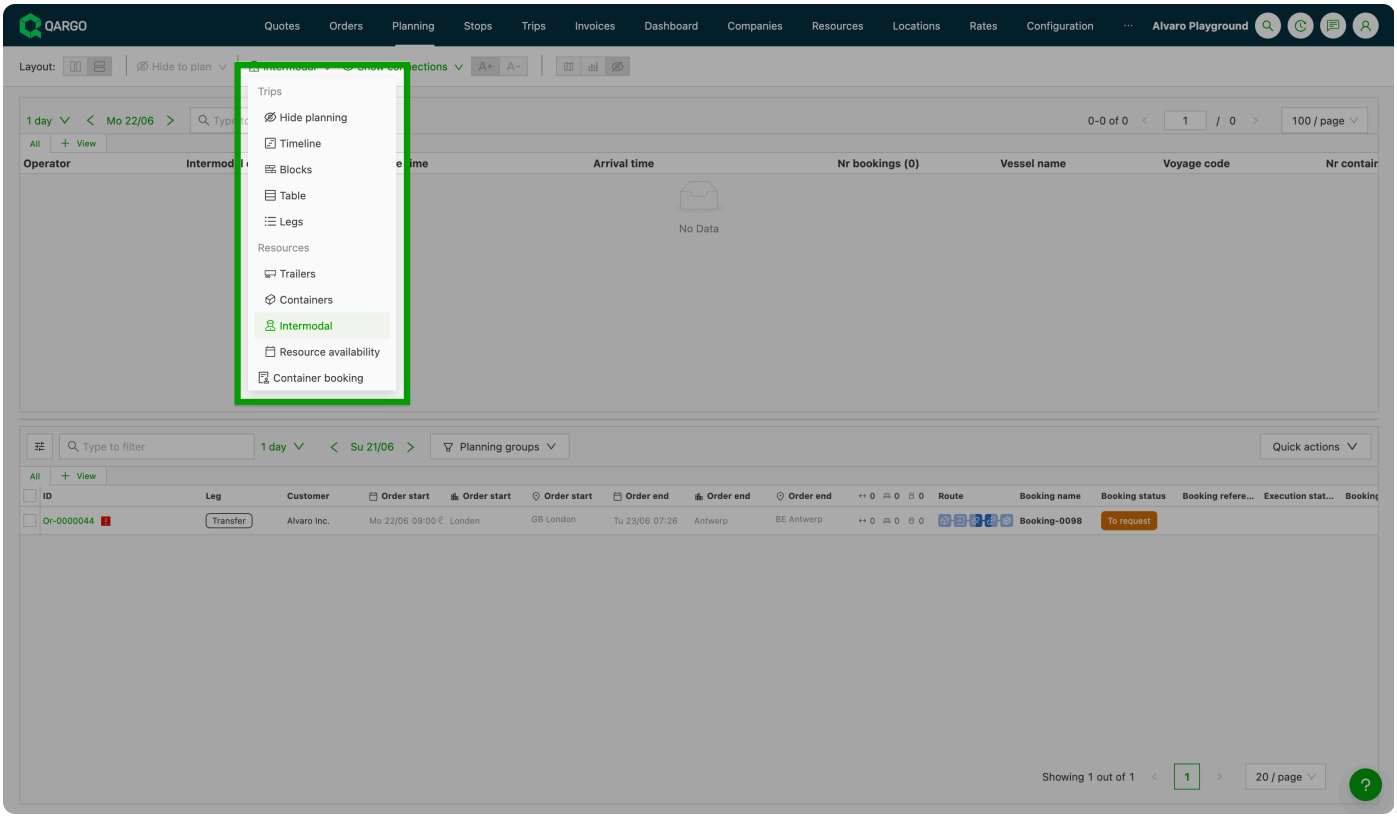


- If the connection is accompanied, there is 1 load/1 shipment for this route:



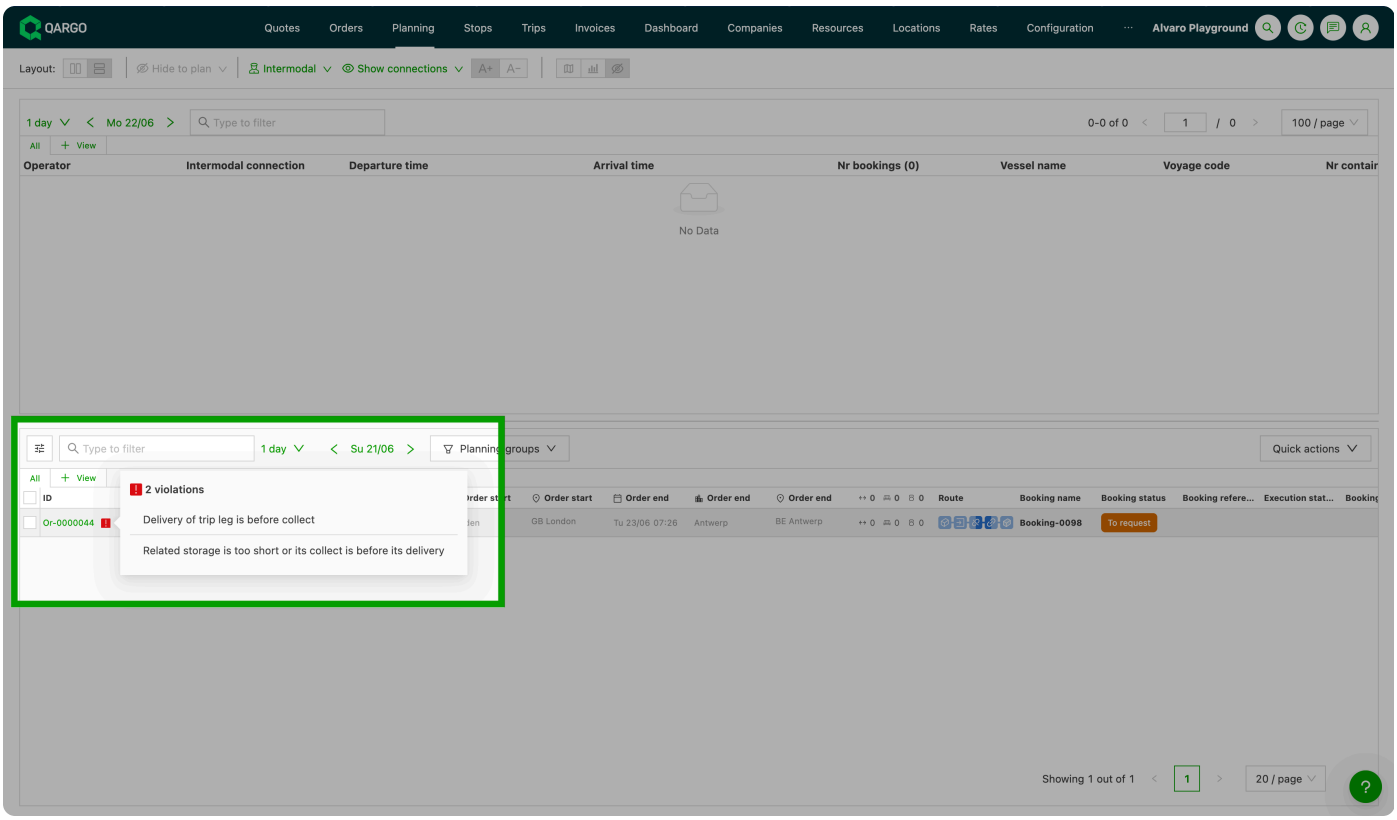
Timing violation indicators on the intermodal table

The intermodal table (`Planning > Resources > Intermodal`) is the main place for assigning shipments to intermodal bookings. It now flags connected legs with impossible timing, using the same detection logic as the planning timeline. A conflicting row shows a red violation indicator at the start of the row.



To read and resolve a violation:

1. Open the intermodal table at `Planning > Resources > Intermodal`.
2. Find any row marked with the red violation indicator.
3. Hover over the indicator to read the violation details: the leg in conflict and the relevant timestamps (for example, a pickup carried out after the intermodal departure).
4. Adjust the connected legs so that the pickup finishes before the intermodal departure and the delivery starts after the intermodal arrival.



Violations shown on the table (the same rules as the planning timeline):

- The pickup leg is carried out after the intermodal departure.
- The delivery leg starts before the pickup leg finishes.

> ‼️ The violation indicator is non-blocking. A booking can still be saved while a violation is present, and the violation must be corrected manually. The indicator remains until the timing conflict is resolved.

Do not plan load status for unused intermodal legs

When an intermodal split is created (pickup, ferry, delivery legs), some legs may not be required for a given order. The **Do not plan** load status allows planners to mark a load as not in use for a given intermodal structure, while keeping the load itself intact for reference or future activation. These “unplanned loads” are excluded from active planning views, distance and revenue calculations, and operational dashboards.

▶ https://watchclueso.com/embed/k2ktpfvjvvuwyd4e

When to use

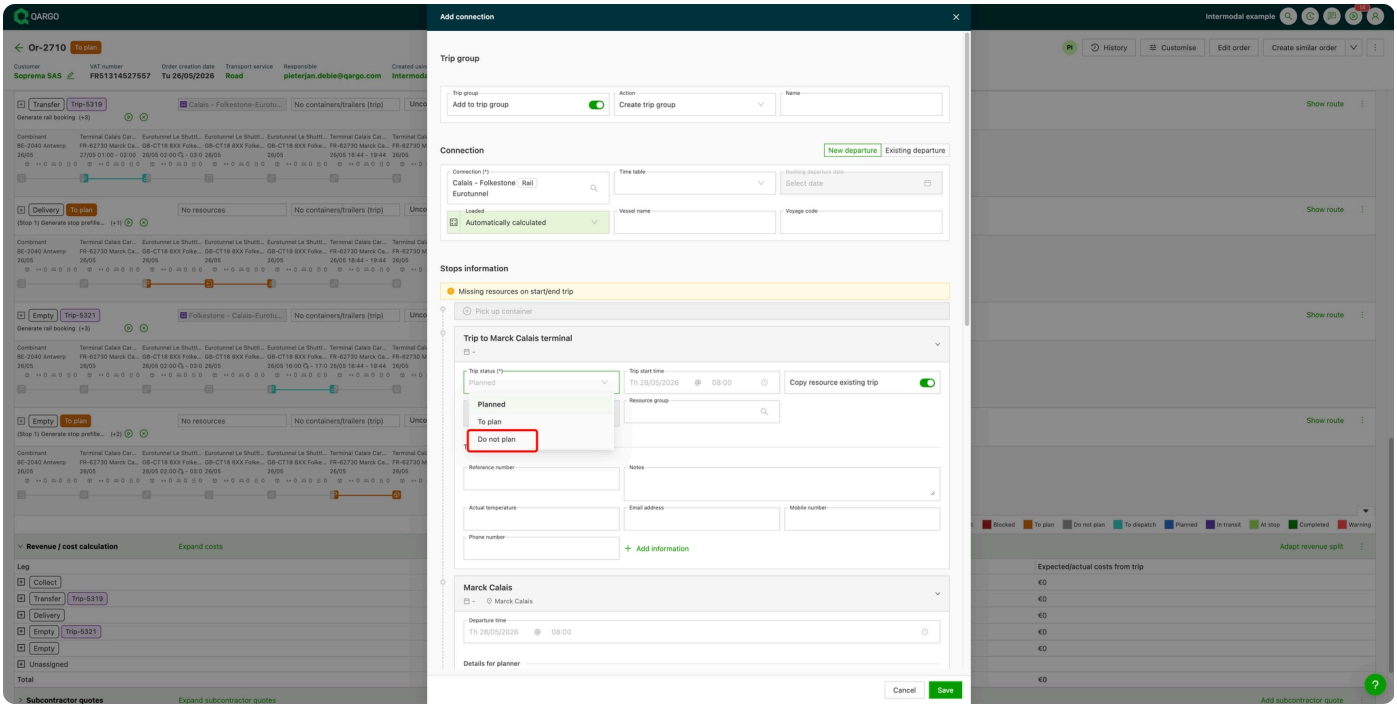
Common scenarios for marking a load as **Do not plan** include:

- Unaccompanied intermodal moves where only the ferry leg is operationally planned, and the pickup or delivery leg is handled outside Qargo by the customer or a third party.
- Load groups where the intermodal split generated a placeholder leg that is not required for operations.
- Multimodal flows where one or more legs are temporarily skipped while alternative arrangements are made.

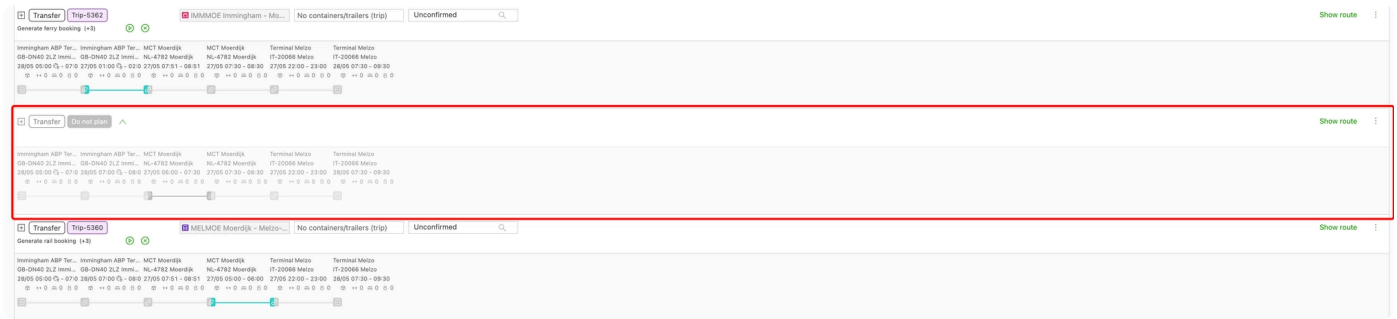
Steps to mark a load as ignored

1. Open the load from the **Planning board** or from the **Load group** detail view.

2. Open the load status menu.
3. Select **Do not plan**.



The load is removed from the active planning view but remains visible inside the load group. Resource allocations on the ignored load are preserved.



Reverting an ignored load

1. Open the ignored load from the load group detail view.
2. Open the load status menu.
3. Select the required active status (for example, **To plan** or **Planned**).

The load returns to active planning views and is included in calculations again.

Impact on related views

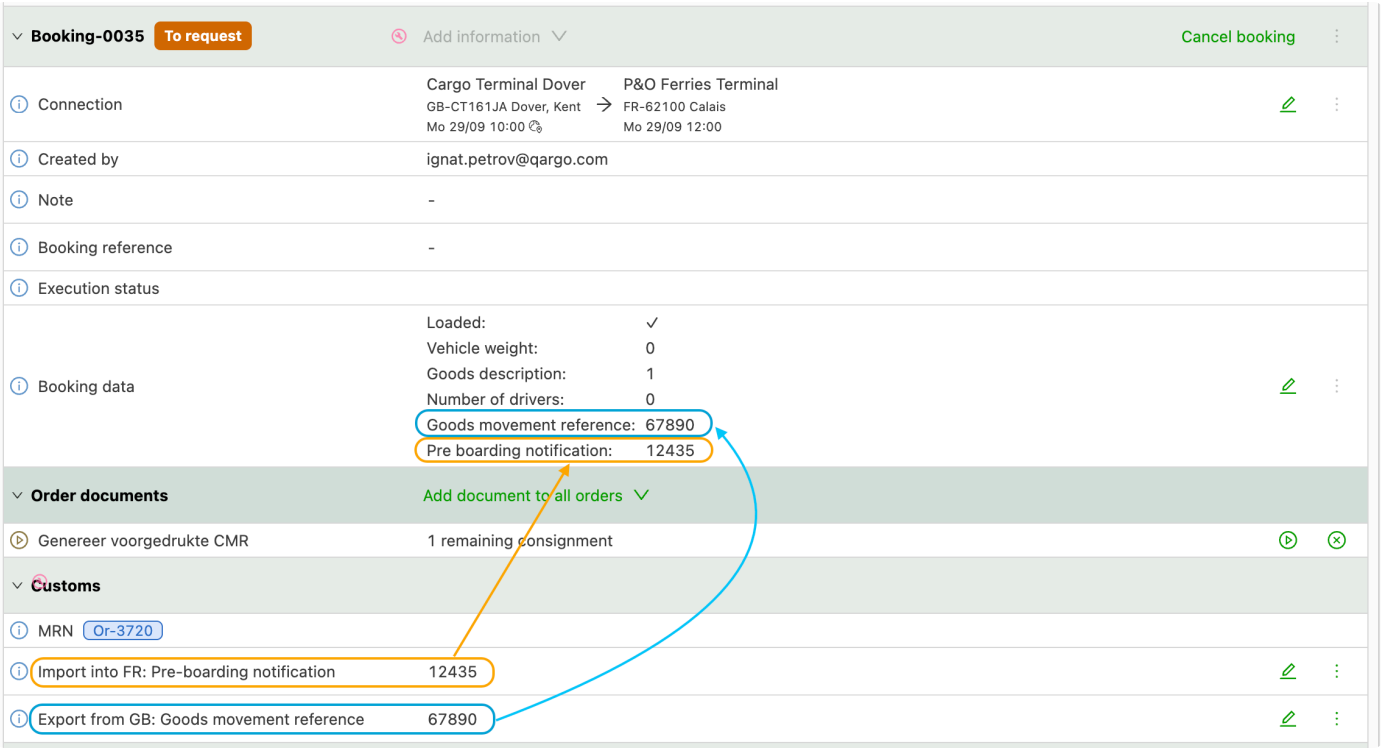
- **Planning board:** ignored loads are hidden by default.
- **Load group detail:** ignored loads remain visible for context.
- **Revenue and distance calculations:** ignored loads are excluded.
- **Operational dashboards:** ignored loads are excluded from counts.

Syncing PBN and GMR codes

Qargo automatically synchronizes **PBN and GMR codes** between **intermodal and customs bookings**. This eliminates manual entry and ensures data accuracy across linked records.

When a new intermodal booking is created, the system automatically checks for existing customs bookings with the same source and target countries. If a match is found, it populates the **PBN** and **GMR codes**.

Whenever a customs booking is created, updated, or deleted, the system automatically looks for the matching intermodal bookings and updates their **PBN** and **GMR codes** accordingly.



Loads between mainland UK and Northern Ireland are included in this workflow

- The system detects the crossing using the NI ZIP code prefix 'BT'
- When the load includes either a pickup or a delivery, specific UK-NI / NI-UK customs bookings are created as part of the generated 'border crossing'.

Limitations

- Detection relies on the pickup and delivery ZIP codes and currently assumes that NI can be identified by the BT prefix.

Cancel a booking

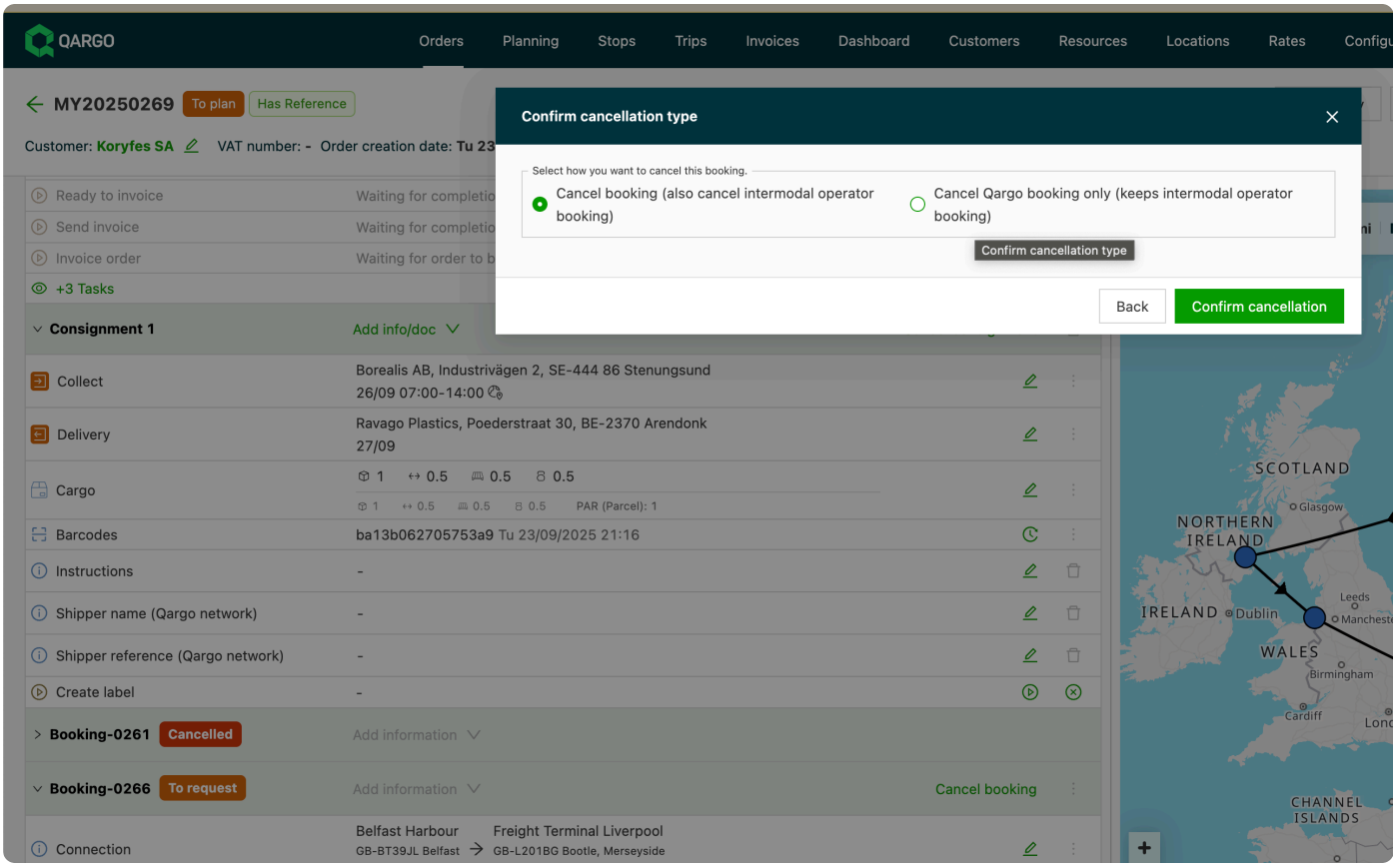
Canceling an intermodal booking in Qargo without canceling it with the intermodal operator means the booking slot is retained and can be manually reused for another shipment later, while resources inside Qargo are still freed up.

- Secure valuable intermodal slots in advance, but keep flexibility when plans change.

How it works

When canceling an intermodal booking, there are two options:

1. **Cancel in Qargo + with the intermodal operator**: removes the booking in both systems.
2. **Cancel in Qargo only**: keeps the slot reserved externally while canceling internally.



- Prevents unnecessary loss of intermodal slots.
- Improves operational flexibility for planners.
- Reduces manual work and errors when reusing existing bookings.

> 📚 **Canceled intermodal slots cannot be automatically reassigned to new Qargo bookings. Manually reallocate** them through the operator's portal.

Moving an intermodal leg between shipping lanes

On the Intermodal view of the planning board, confirmation is required before an intermodal leg is moved to a different shipping lane. Planners can then verify or cancel the change before it is applied. A lane change can move a leg to different departure times, a different operator, or different routing, so a confirmation step prevents unintended reassignments.

🎥 Watch this video or follow the steps below:

▶ https://watchclueso.com/embed/fw4vve9fzglbqda5

Moving an intermodal leg between shipping lanes

1. **Open** the Intermodal view of the planning board under **Planning**
2. **Drag** an intermodal leg from its current shipping lane.
3. **Drop** the leg onto a different shipping lane. Qargo opens a confirmation modal titled **Move intermodal leg to a different shipping lane?** that names both the current and the target shipping lane.
4. **Review** the current and target shipping lane shown in the modal.
5. **Select Move leg** to confirm the reassignment, or **Cancel** to return the leg to its original shipping lane.

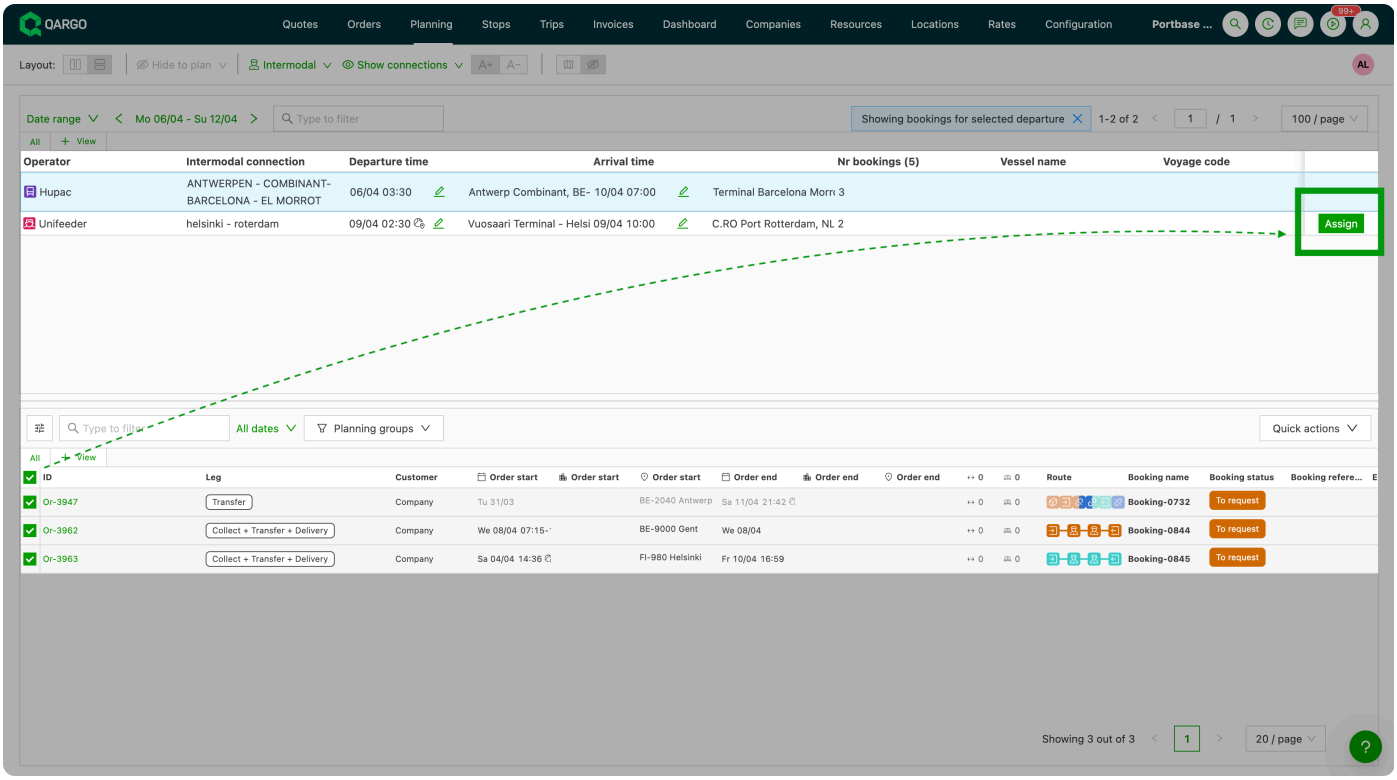
📚 Dropping a leg back onto its current shipping lane works exactly as before: no confirmation appears, and the move proceeds immediately. The confirmation only appears when the shipping lane actually changes. Same-lane moves proceed without a prompt.

Bulk reassign orders to another departure

When an intermodal departure is canceled, rescheduled, or overbooked, all orders booked on that departure can be reassigned to a different intermodal connection in a single action. This removes the need to drag and drop each order individually and allows moves across different operators and connections when needed.

How it works

1. Open the **Intermodal** list view from the Planning toolbar.
2. In the departures table, click the departure whose orders need to be moved. The row is highlighted in blue, the bookings table below is filtered to that departure's bookings, and a **"Showing bookings for selected departure"** indicator appears above the bookings table.
3. **Check** the box next to each order to reassign. Orders from the same source departure can be selected together; orders from different source departures must be reassigned in separate actions.
4. In the departures table, an **Assign** button appears on every other departure row, one for each possible target.
5. **Click Assign** on the target departure row to start the reassignment. A confirmation dialog summarizes how many orders will be moved and to which intermodal connection.
6. **Confirm** to complete the reassignment, or cancel to keep the current selection without applying changes.

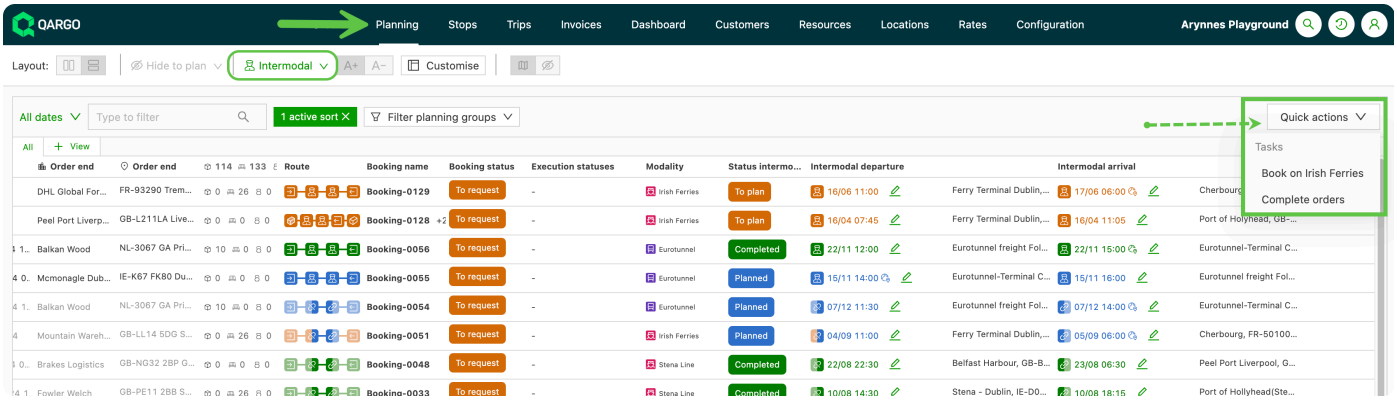


Key benefits

- Significantly reduces the time needed to replan after a canceled or rescheduled departure.
- Works across operators and connections in one step. For example, a Unifeeder sailing can be reassigned to a Hupac rail connection.
- Prevents orders from being overlooked when the same corrective action has to be applied to many bookings.

Quick actions added

For customers with a high volume of intermodal orders, mass updates across multiple loads were cumbersome. For example, when sailings needed to be verified, there was a heavy manual effort to verify and update loads individually. A **'Quick actions'** function on the **Intermodal planning** page now allows loads and tasks to be completed efficiently without processing each one individually.



Key benefits:

- Save time by completing multiple loads at once
- Reduce the risk of human error in repetitive tasks
- Maintain a clear overview of pending actions