Loads – Unplan/reset load

Updated October 14, 2026

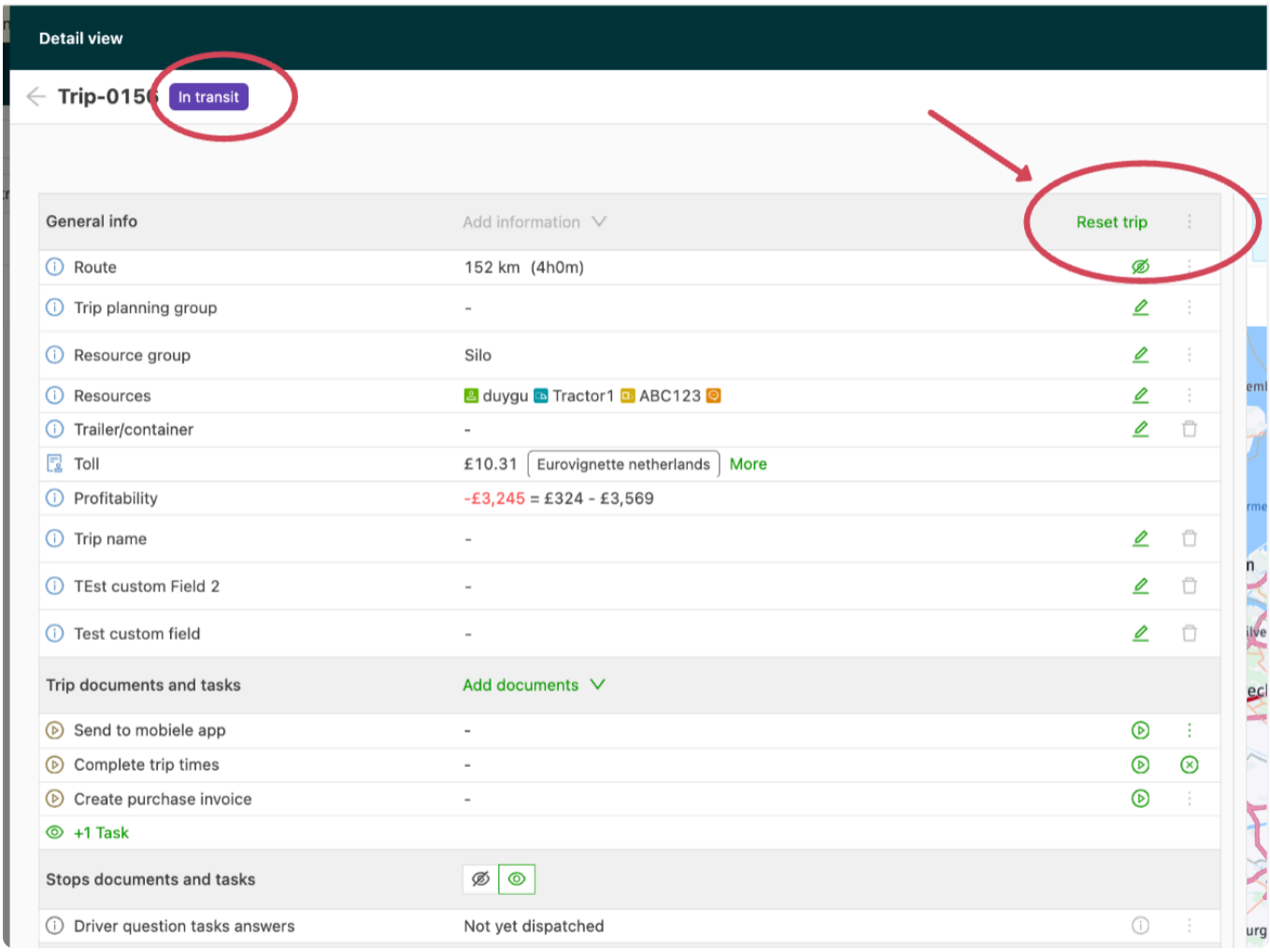
- **Resetting a load**
- **Unplanning a load**
- ***Unplanning an entire load on the planning board***
- ***Removing the resources from an order/load***

Resetting a load

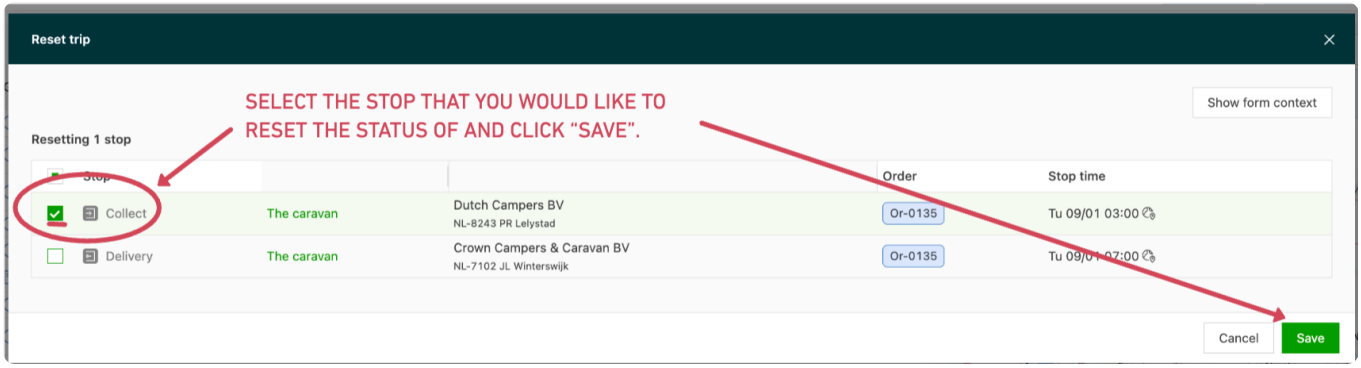
- **Purpose**: Resetting a load does not mean deleting it.
  This action changes the status or hours of loads that have already been partially or fully carried out in the system. For example, if a load is marked as completed and its status needs to change to in transit or planned, this action reverts the status to “planned” or “in transit”.
  Q: A load was set to “delivered” by accident. How can it be reverted?
  A: Use Reset load. A completed load can go back to planned or in transit. The steps are below.

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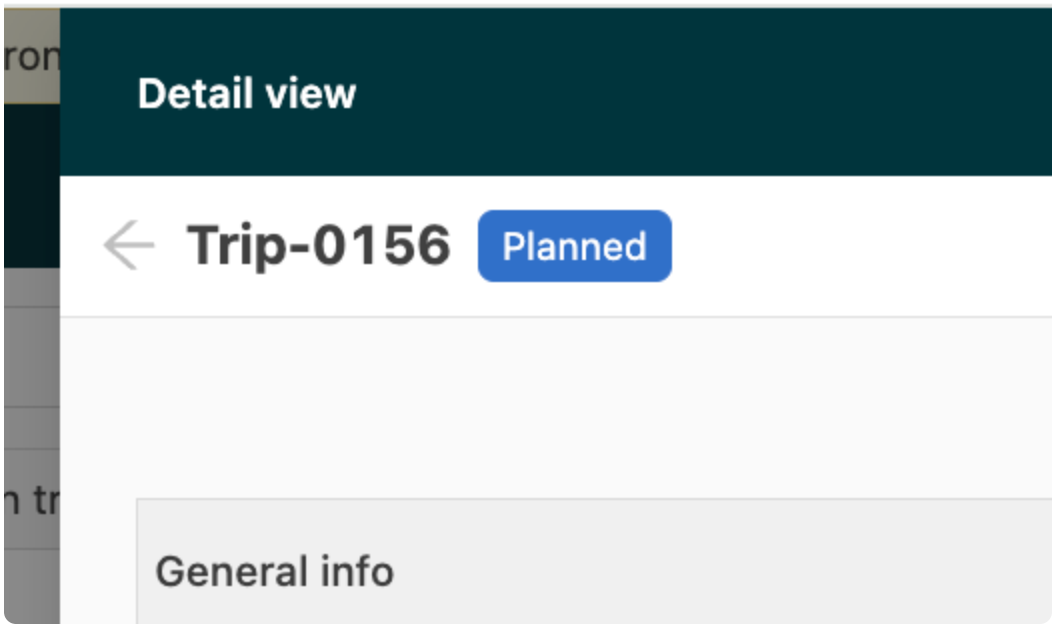
- **Location**: To access the **Reset load** function, open the load page and click the **Reset load** button to change the load’s status.



After clicking the reset load option, select the stop whose status should be reset and click **Save**:



If the load is marked as in transit and the example above is carried out with all stops selected, the load reverts to a "planned" status.



Unplanning a load

- **Definition**: Unplanning a load removes it from the planning entirely.
  This option can also remove a specific order from an existing load that contains multiple orders.

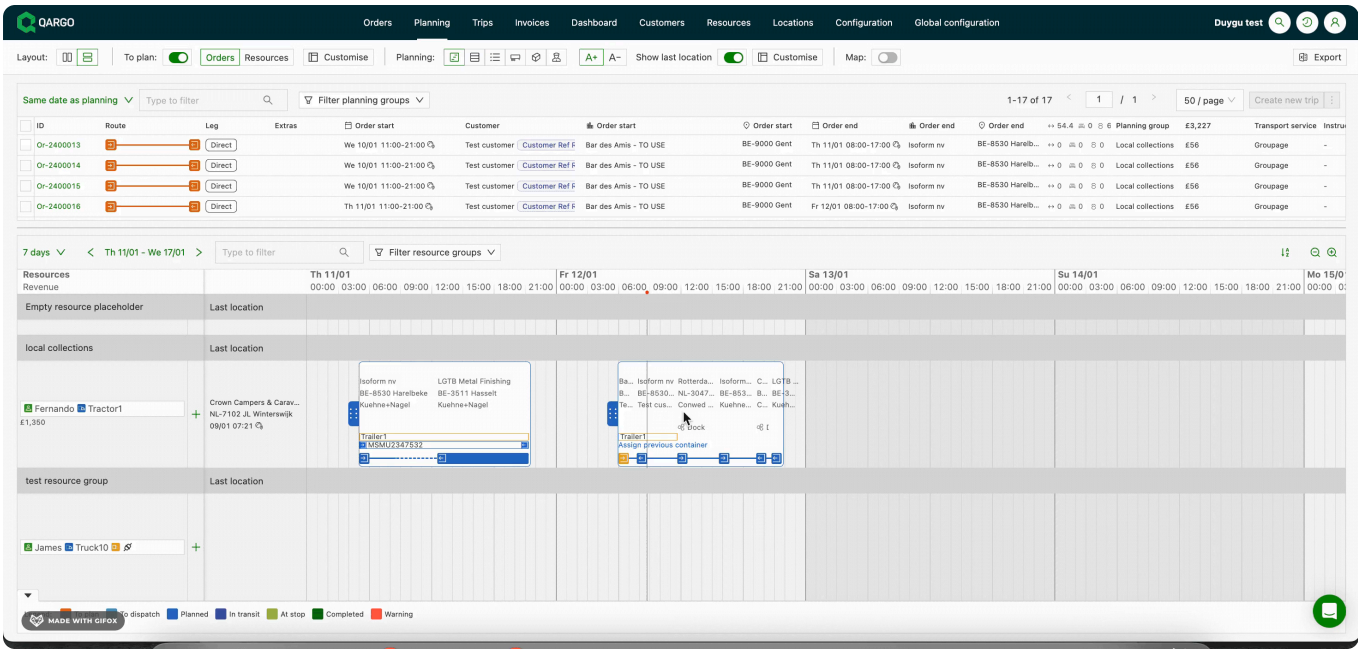
- **Verification**: Check whether any orders have been planned for transportation, that is, whether any resources have been assigned to this load.

- **Execution**:

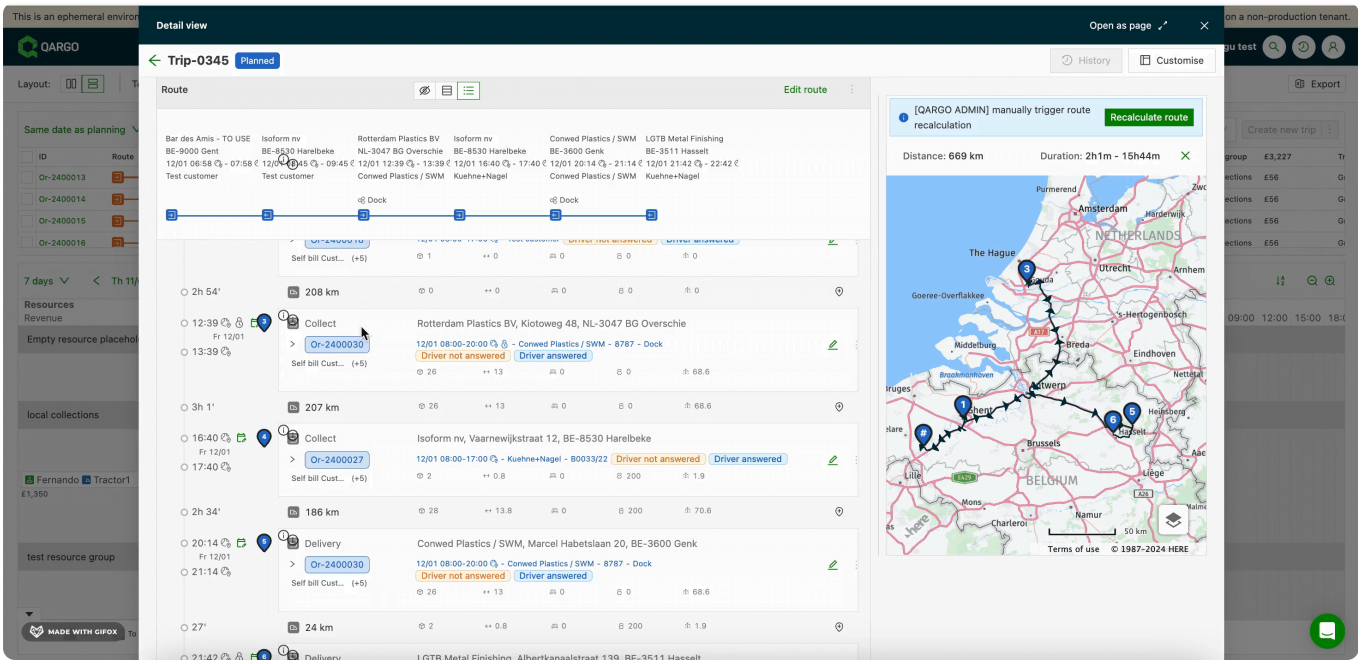
  ➡️ ***Unlinking an order from a load that contains multiple orders (groupage):***

  To unplan a load or unlink a specific order from a load, go to the load page or the order page.

Removing via the load page: Open the load page, find the order(s) to remove from the load and click the **Unplan order** option:



Removing via the order page: Open the related order page and view the route details. Use the three dots at the top of the route details to unplan the load:



➡️ Unplanning an entire load on the planning board:

- To remove a load completely, drag the entire load to the **Orders to plan** list on the planning board. This starts the unplan action.

▶ https://www.loom.com/embed/5fac15bfc03c4ce0ae6ef90d6de54132

➡️ Removing the resources from an order/load

- Another way to remove or delete a load is to remove **all** resources/resource groups from the order or load:

▶ https://www.loom.com/embed/14fc4c27c66f4f329fbb48e542896152