Add extra shipments to an order

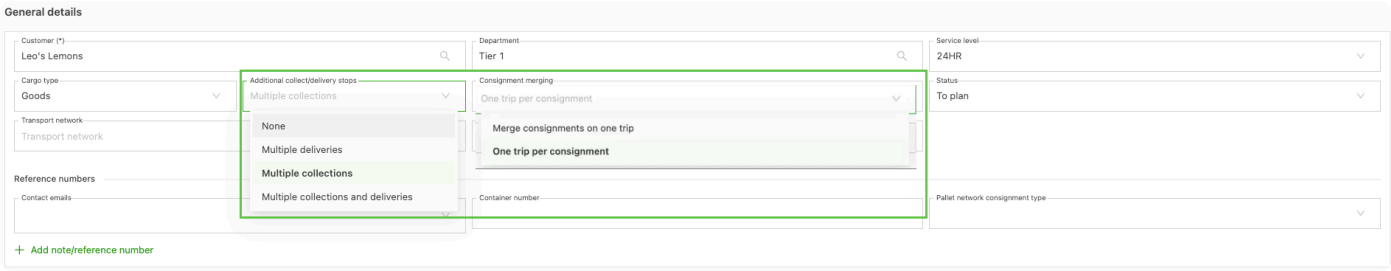
This article covers the different options available when creating orders that include multiple shipments.

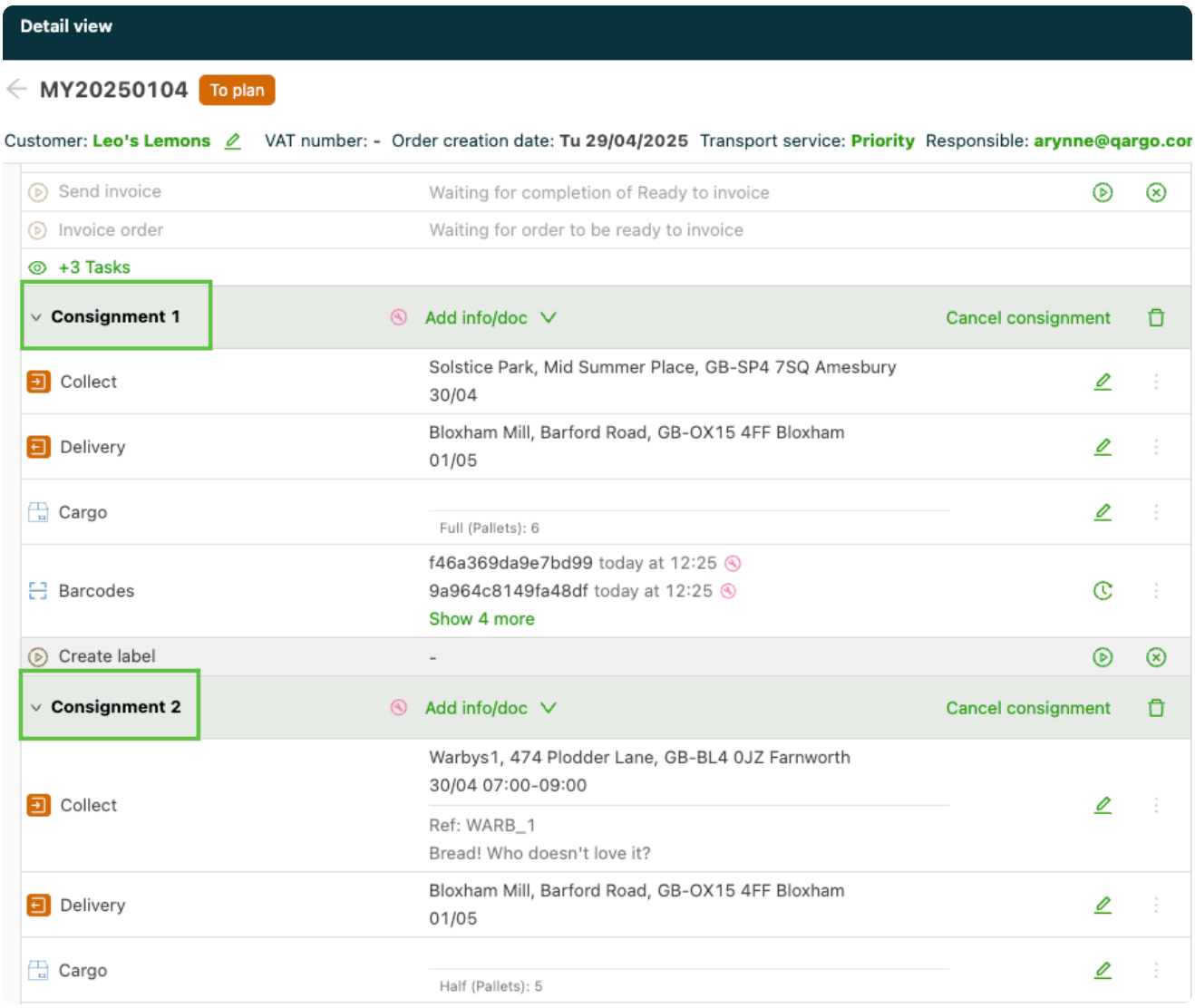
Updated August 18, 2026

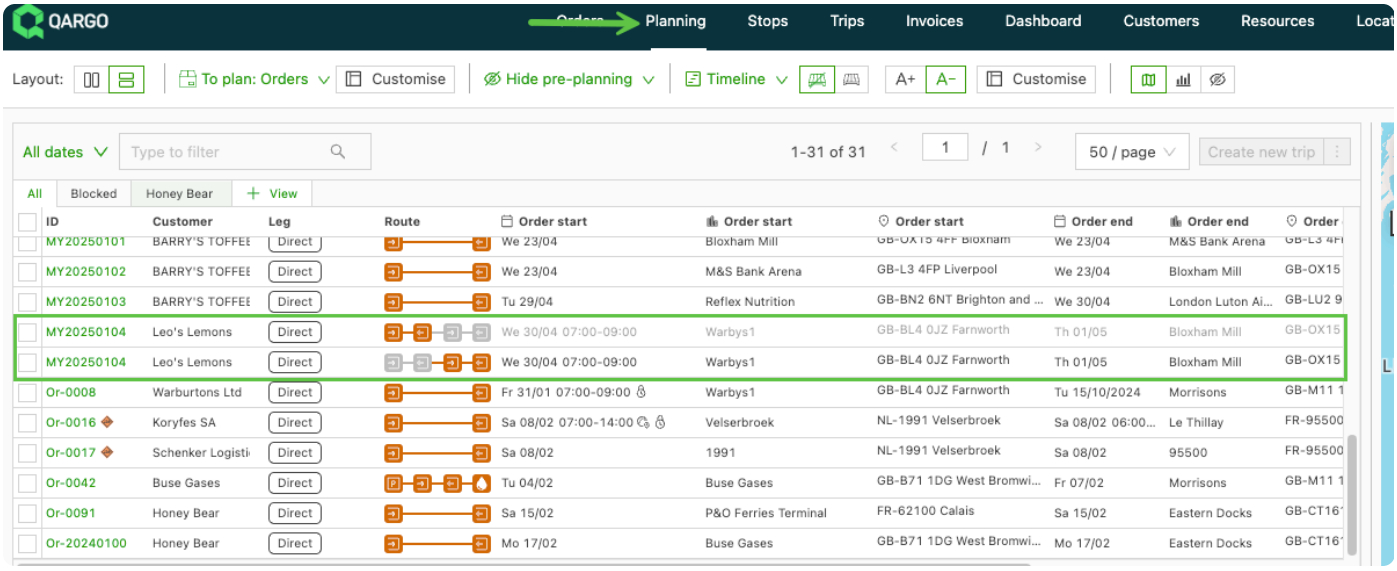
In Qargo, each shipment represents exactly one pickup and one delivery, and goods are always attached to shipments. This structure clearly links pickups to deliveries and allows for precise stop sequence configuration.
There are multiple options to add shipments to an order.

Add shipments when creating an order

- If an order needs multiple pickups and/or deliveries, specify them when creating the order.
- It is also possible to specify a planning preference:
- Merge shipments on one load
- ***One load per shipment***
- **Note:** If the transportation service uses a default transportation network or the order type is set to **'Groupage,'** the **'Multiple pickups and deliveries'** options are unavailable. Switching to a **Dedicated** order type can enable these options.

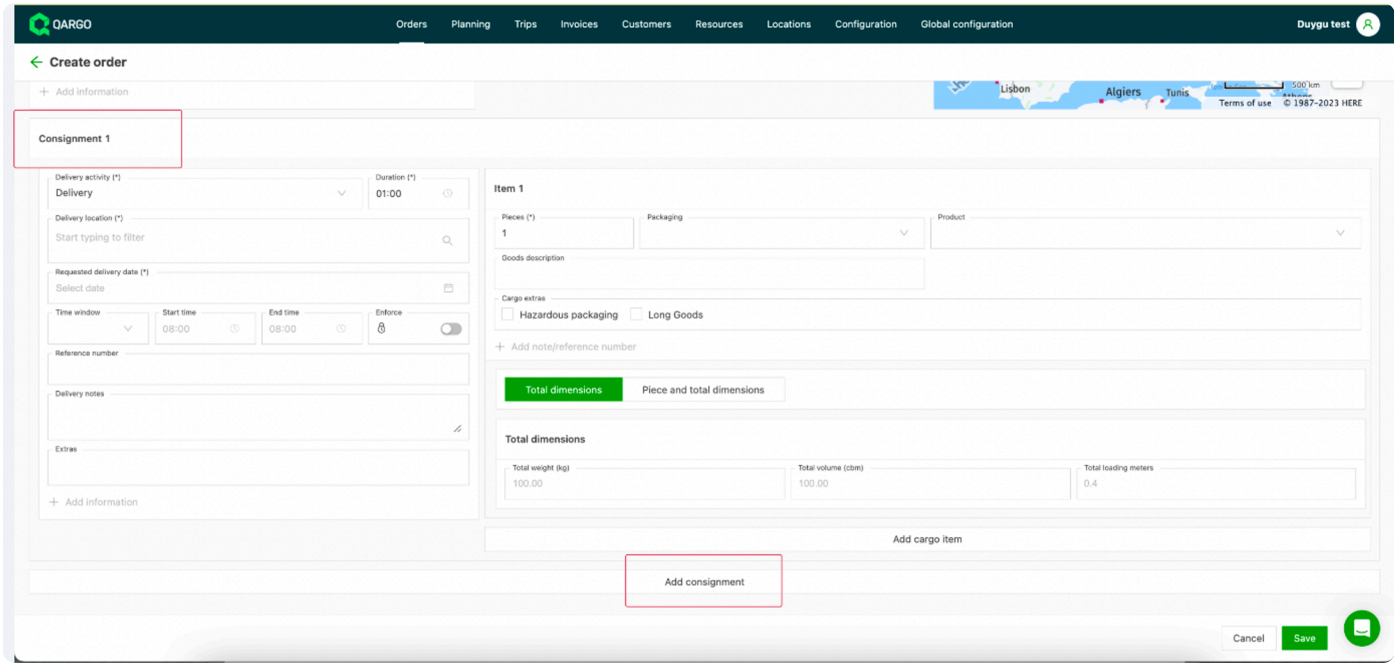




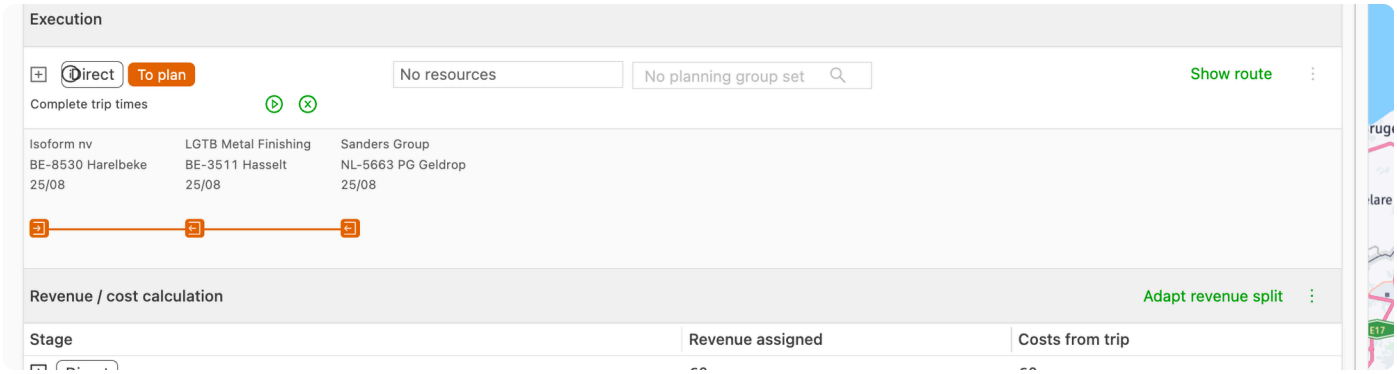


Pro tip: ***One load per shipment:*** Use this option to price per order instead of having an order per shipment.

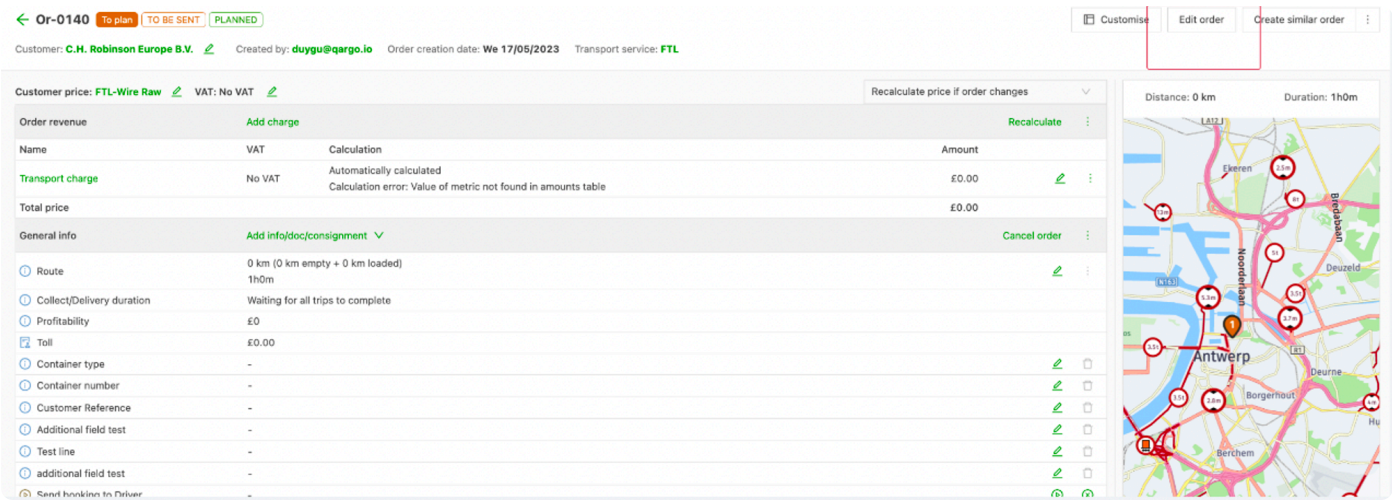
- When an option with multiple pickups and/or deliveries is selected, additional locations can be added after entering the first pickup and delivery location. An additional **Add shipment** button then appears at the bottom of the entry screen.



- Selecting **Multiple deliveries** allows additional delivery locations to be added after entering the first pickup and delivery location. Use this option when picking up from a single location and delivering to multiple locations (milk runs).
- Selecting **Multiple pickups** allows additional pickup locations to be added. This makes it quick to create multiple pickups on one order.



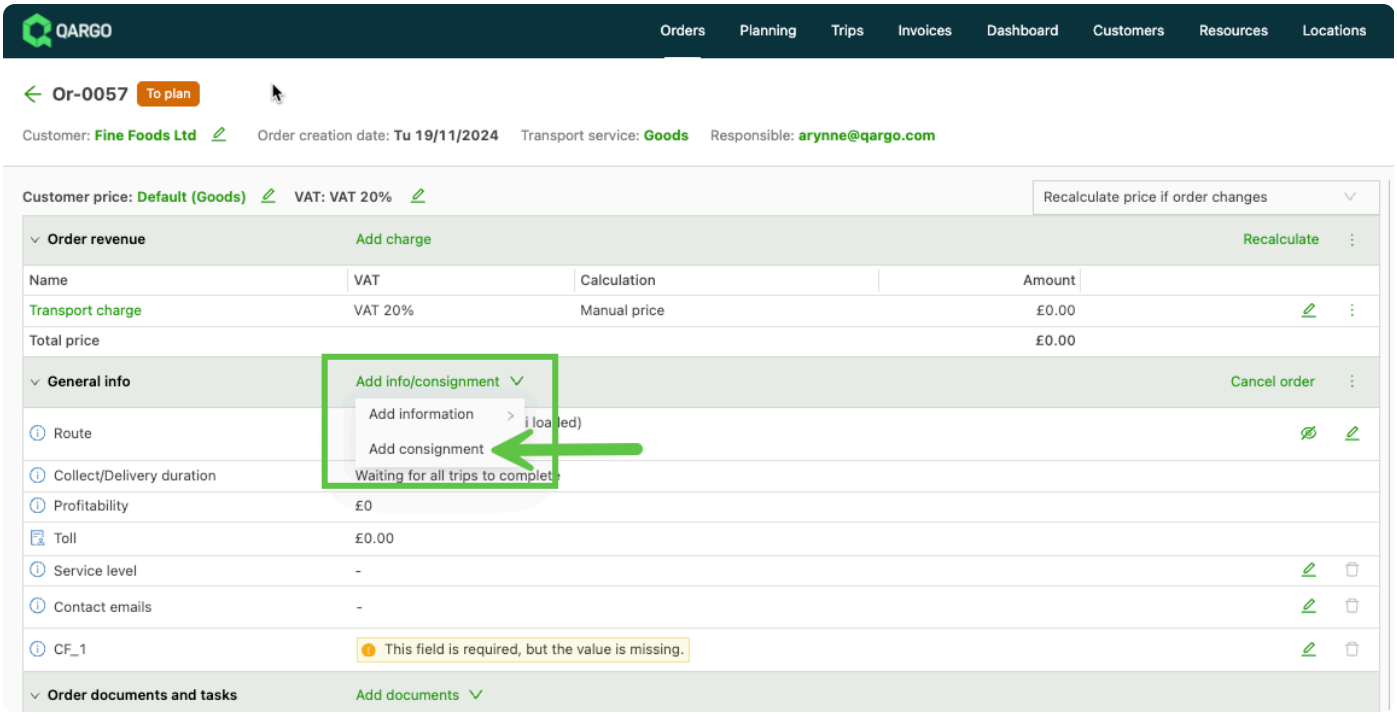
To add an additional pickup or delivery after the order has already been created, click **Edit order** to return to editing.

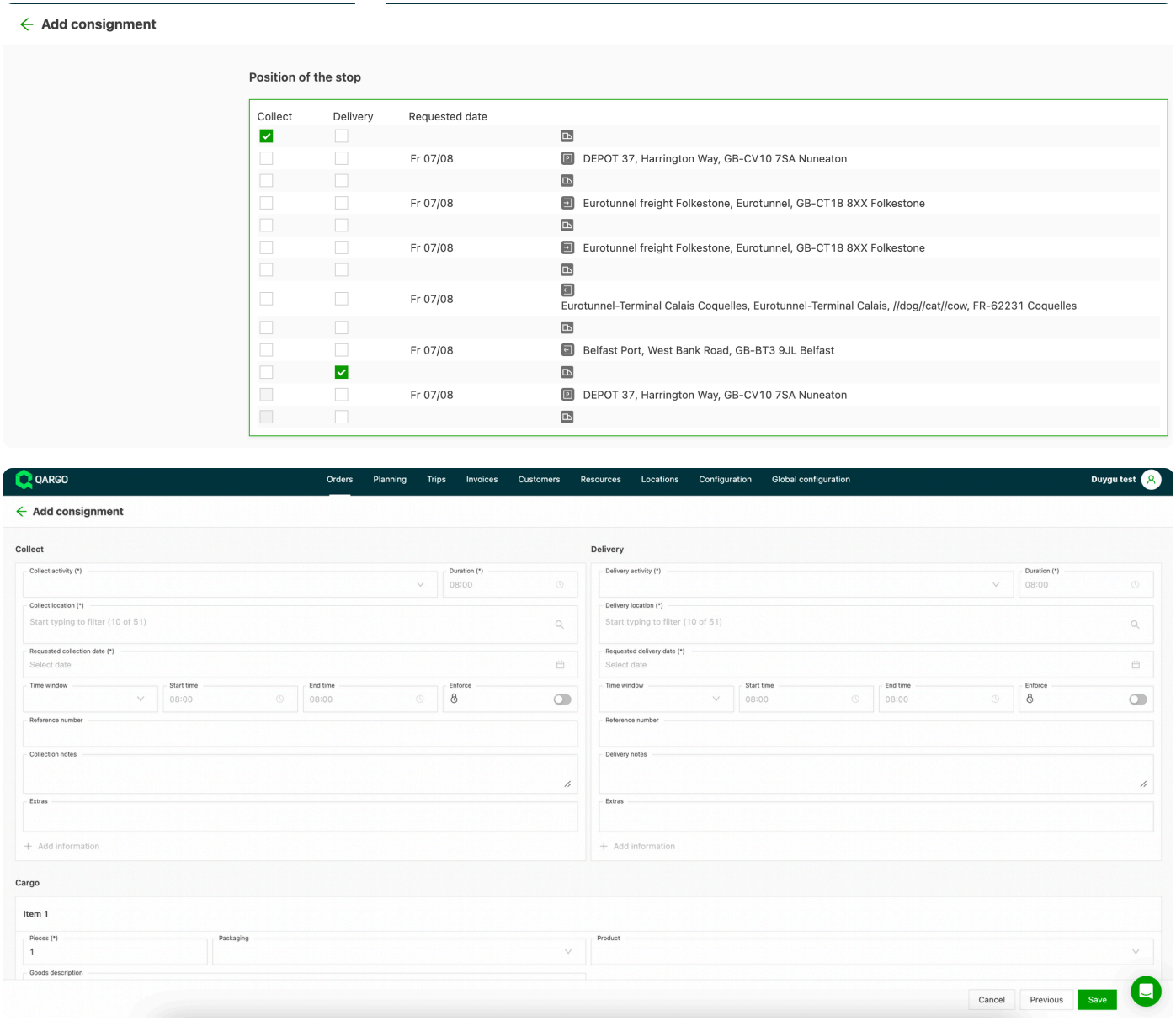


Note: It is not possible to modify the option for additional pickups/deliveries once the order has been saved.

Add a shipment after creating an order

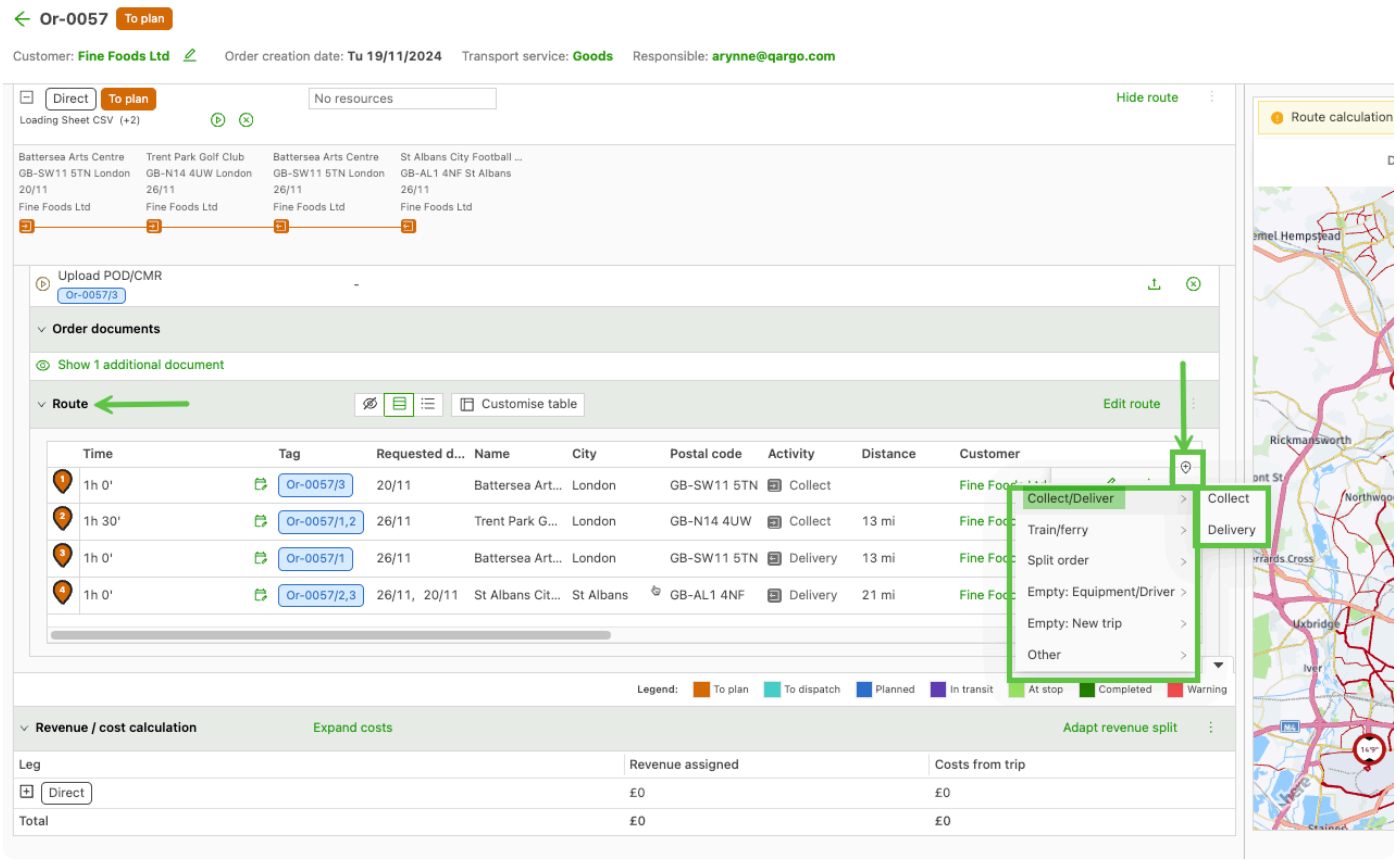
If the order has already been created and new shipments need to be added, open the **Add info/shipment** dropdown to add additional shipments.





Add a shipment from the overview page

The **Route overview** of the order shows a **"+"** icon to add extra shipments or stops to the order. Select the **Pickup/Delivery** option. This opens the **Add shipment** screen, where the position of the stop to be added can be set.



Adding a shipment: step by step

1. Open the order to which the shipment must be added.
2. Select **Add shipment** from the **General info** panel
3. Review the stop-positioning screen: the *requested date and time* for each existing stop is now displayed, allowing the new pickup and delivery to be placed in the correct position.
4. Complete the shipment details (pickup address, delivery address, goods information).
5. Confirm the shipment to save it to the order.

Why do stops look out of order on the planning board?

When an order has more than one shipment, the stop sequence on the planning board may look different from the shipment list in the order. This is normal. Here is why.

Shipment numbers vs. the planned route

When an order is created, each shipment gets a number (C1, C2, C3…) based on the order in which it was added. These numbers don't change once the order is created.
When the order is planned on the planning board, the stops are arranged in the route that makes sense for the driver. That sequence is independent of the shipment numbers: Qargo doesn't automatically renumber shipments to match the route.
💡 Think of it this way: shipment numbers are like ticket numbers at a counter. They reflect when someone arrived, not the order in which they will be served.

Why can’t Qargo just match them up automatically?

It gets complicated quickly. If there are 3 shipments but two of them are on one load and the third is on a separate load, there’s no obvious way to number them that reflects both routes at once. Rather than guess, Qargo keeps the shipment numbers fixed and allows the stop sequence to be controlled separately on the planning board.

What can be done

If the stop order doesn’t match what is needed, adjust it manually:

- For **orders not yet planned**: open the order, go to **Operations > Show route > Edit route**, then drag the stops into the right order.
- For **planned loads**: go to **Planning**, open the load, select **Edit route**, then drag the stops into the right order.

See Edit the stops of an order for full instructions.