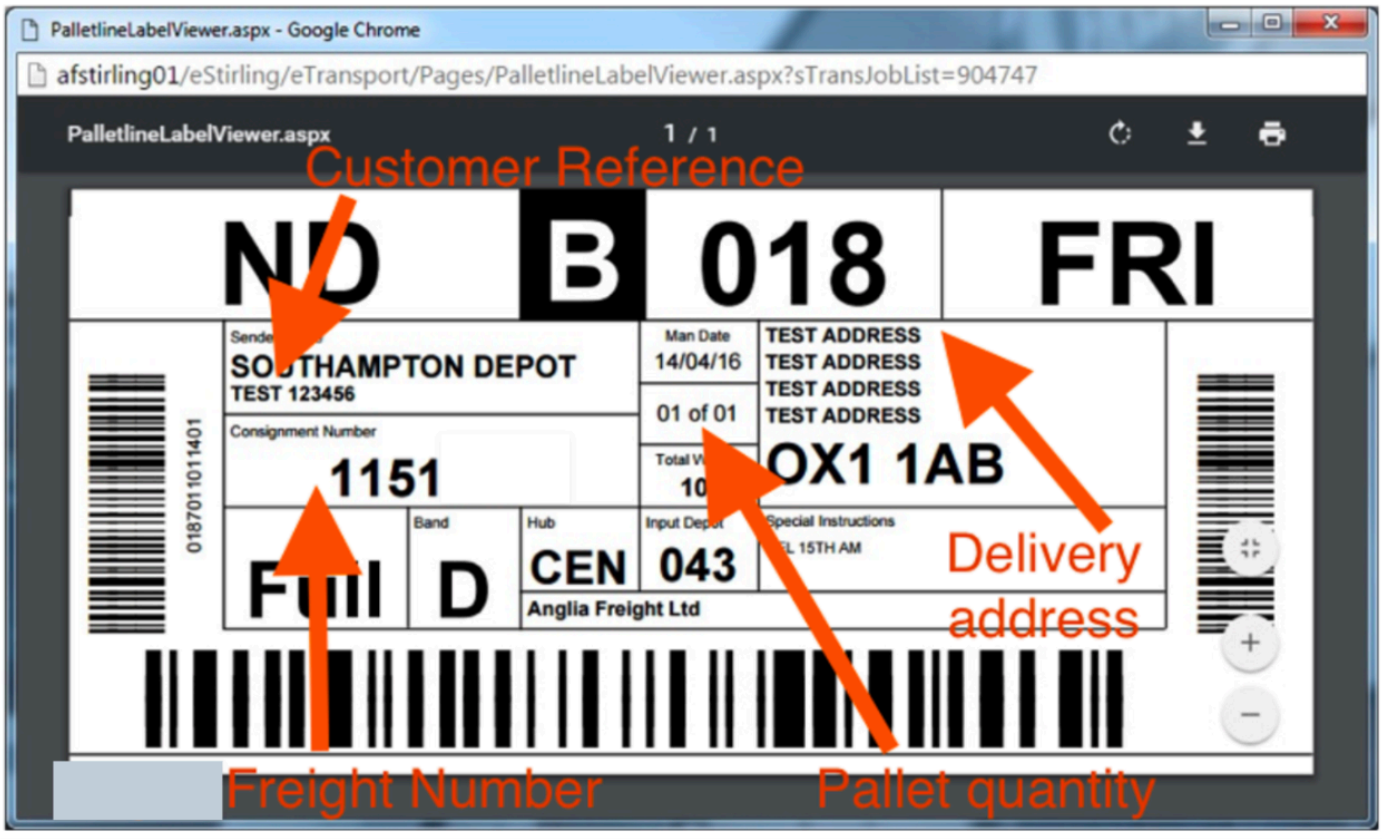
Label generation

Updated October 8, 2025

Concept

When the order is created, a label must be printed. This label is made available through the customer portal so the consignor can print it and put it on the pallet(s). This way, the pallets are easy to identify. The forklift operator at the terminal also knows what to do with them when the pickup load arrives at the terminal.

Palletline label layout:

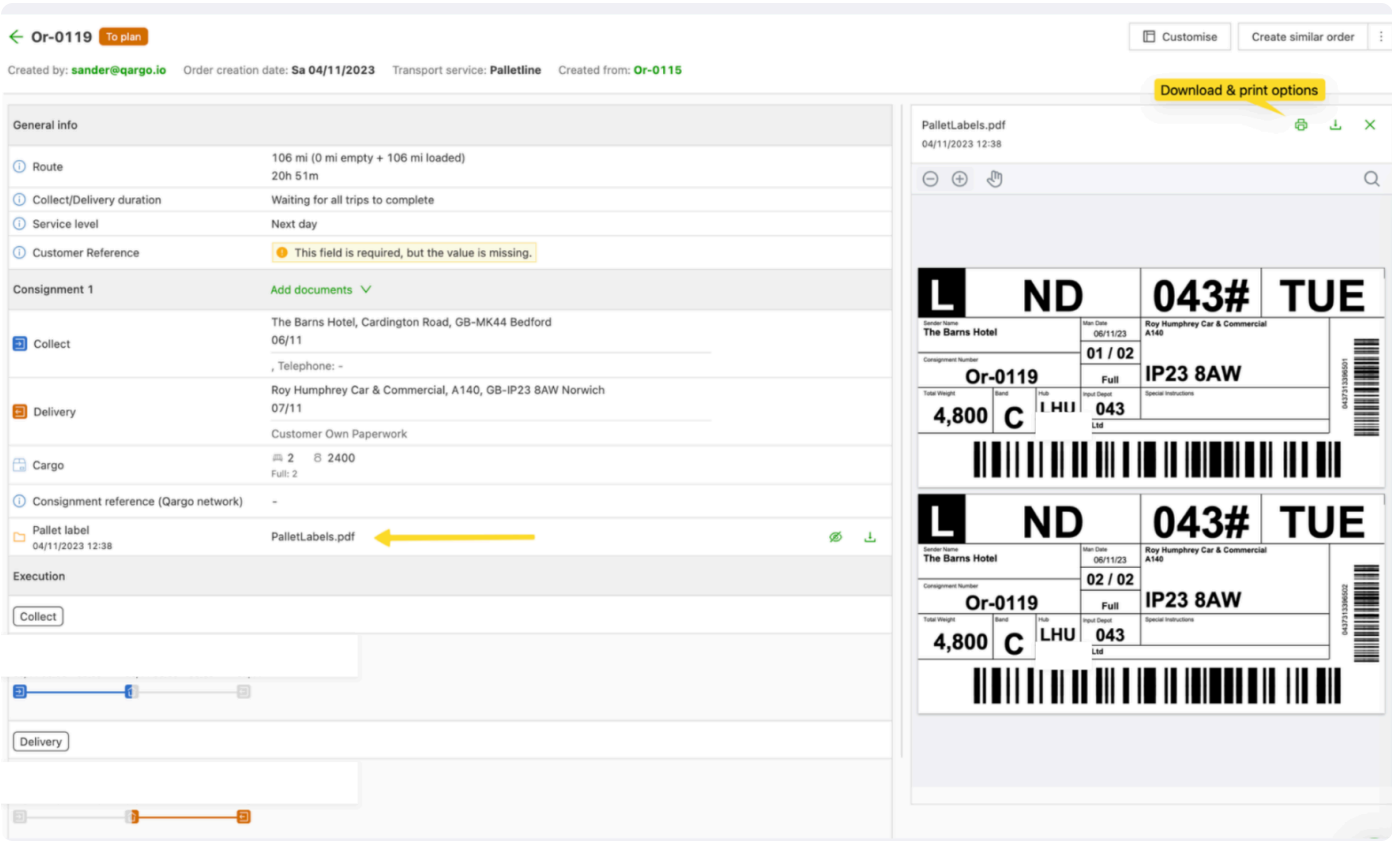


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Implementation in Qargo {#h_e0301baeb4}

A pallet label is generated automatically after order creation.
This happens asynchronously after the save, so the document might take a short time to become visible.

Visibility of the pallet labels in the customer portal: one label is generated per pallet (in a single PDF):



For the pallet labels to be visible in the customer portal, they must be configured in the documents configuration.
More information: **Document configuration for customer portal**



Pallet label document configuration

For issues viewing the pallet labels in the system, see the help article: **Palletline labels: invalid PDF structure for PDF labels**

Zebra printer configuration for network labels

If Palletforce labels print incorrectly, follow these steps:

1. Adjust the printer page setup to match the label dimensions exactly.
2. Make sure the output orientation is correct by adjusting the rotation setting on the device.
3. Check that the paper/label size matches the printer media.

4. Set scaling to 100% and avoid **Fit to page** features. These steps can help resolve sizing and orientation issues during label printing.

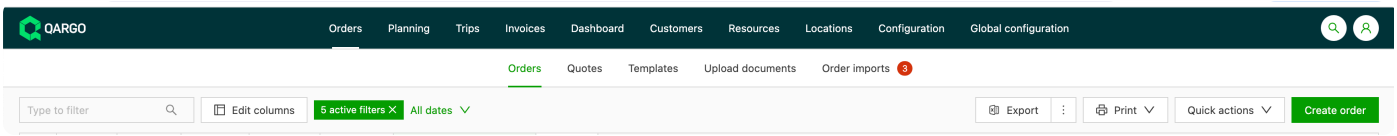
Additional troubleshooting for network labels

For issues with Palletforce label generation, consider the following:

- **Notifications in Alliance**: Make sure notifications are enabled for the specific customer in the Alliance system. This setting triggers label generation based on the order contact details. This change needs to be configured in Alliance and is external to Qargo.
- **Missing network labels for imports**: Network labels in Qargo are mainly generated for export orders dispatched to pallet networks. Import shipments require manual handling in the pallet network system, because inbound labels are not generated automatically. For more detailed instructions, consult the Palletforce network documentation or contact support.

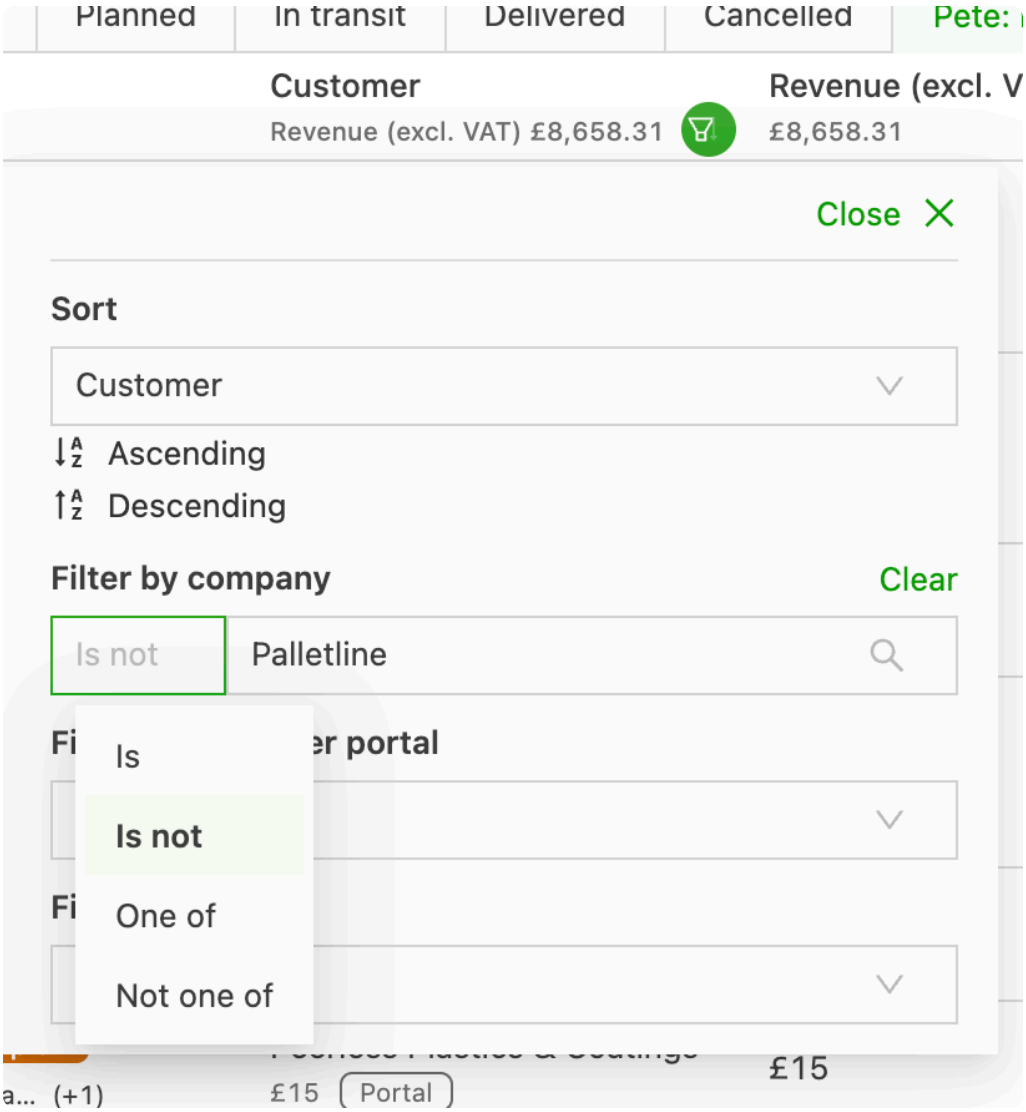
Generating own labels when the shipment is not via Palletline**: {#h_7261319102}**

The best way to get this overview is to go to the orders screen:

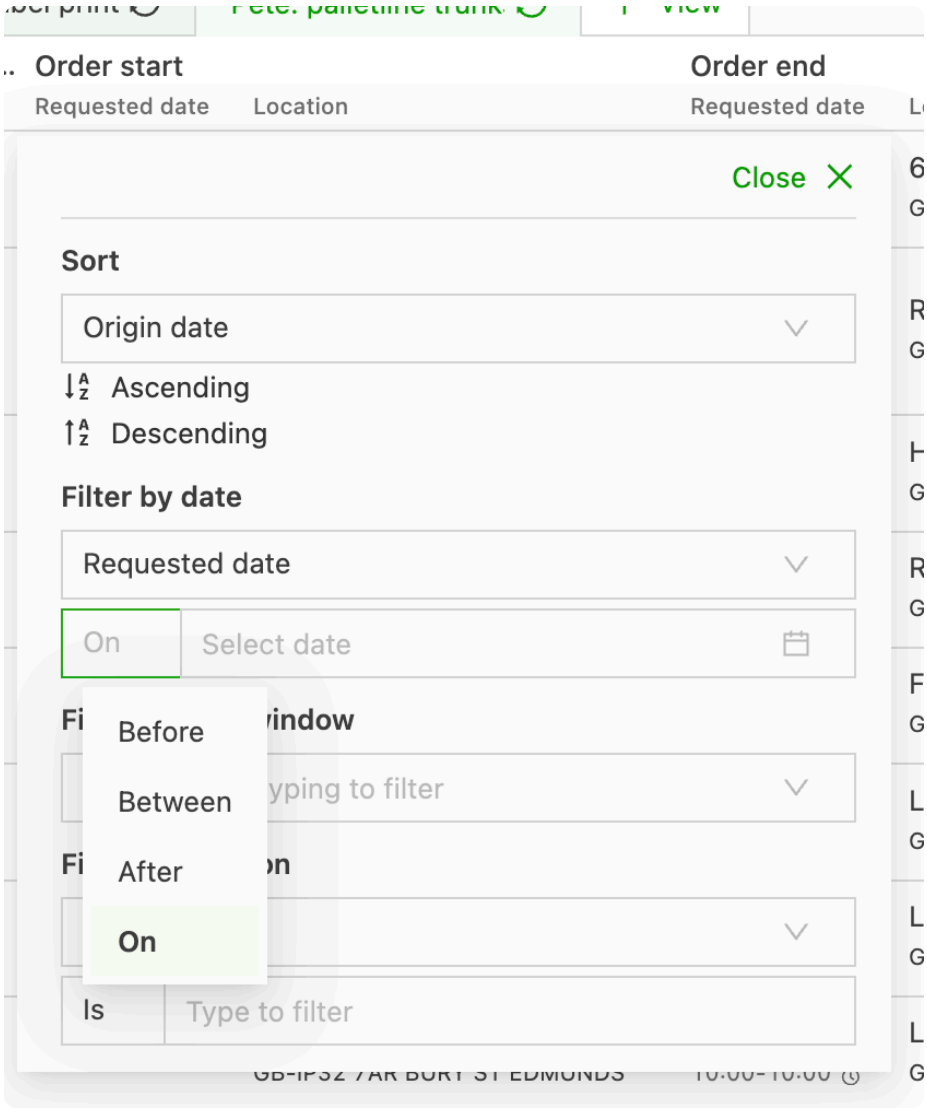


Then apply the following filters to the orders table:

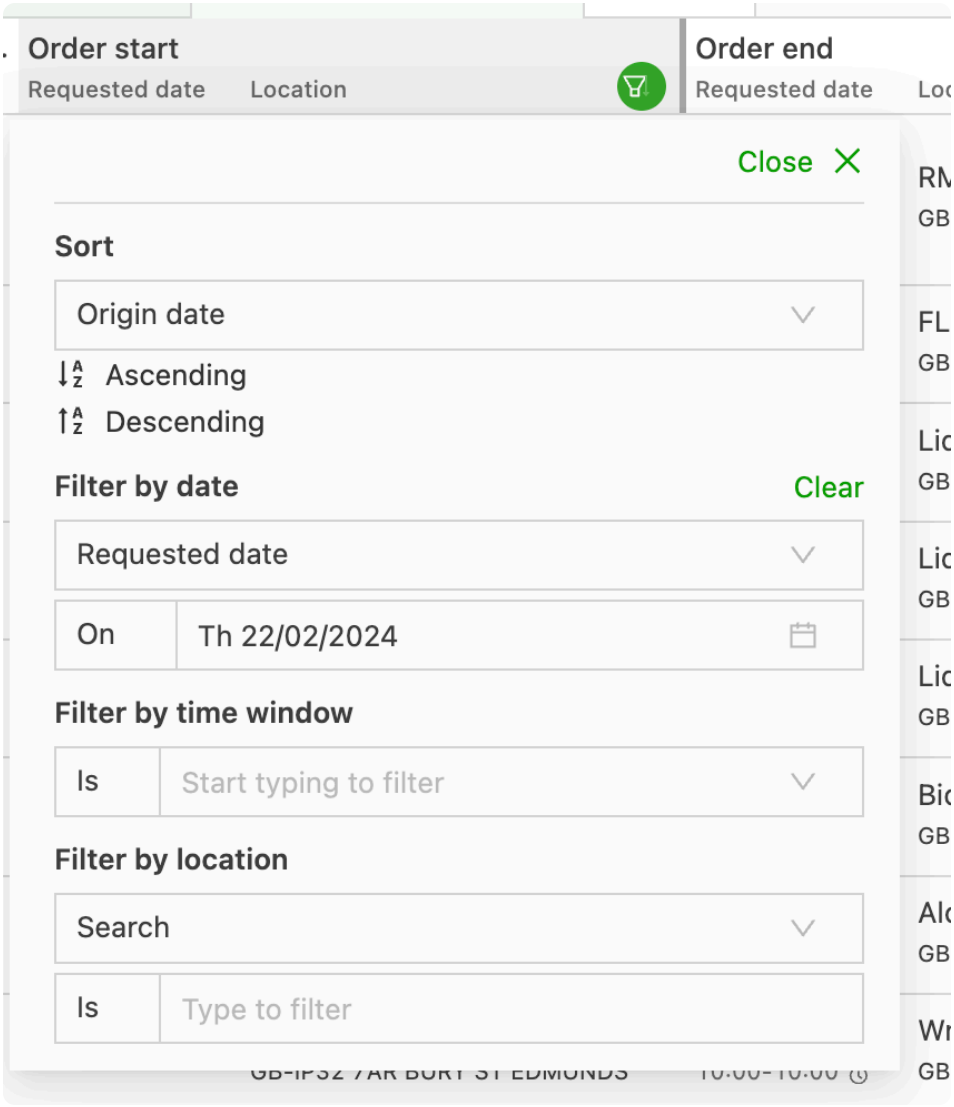
- Under **Customer**, select **is not Palletline**. This is needed to filter out all the inbound orders from Palletline:



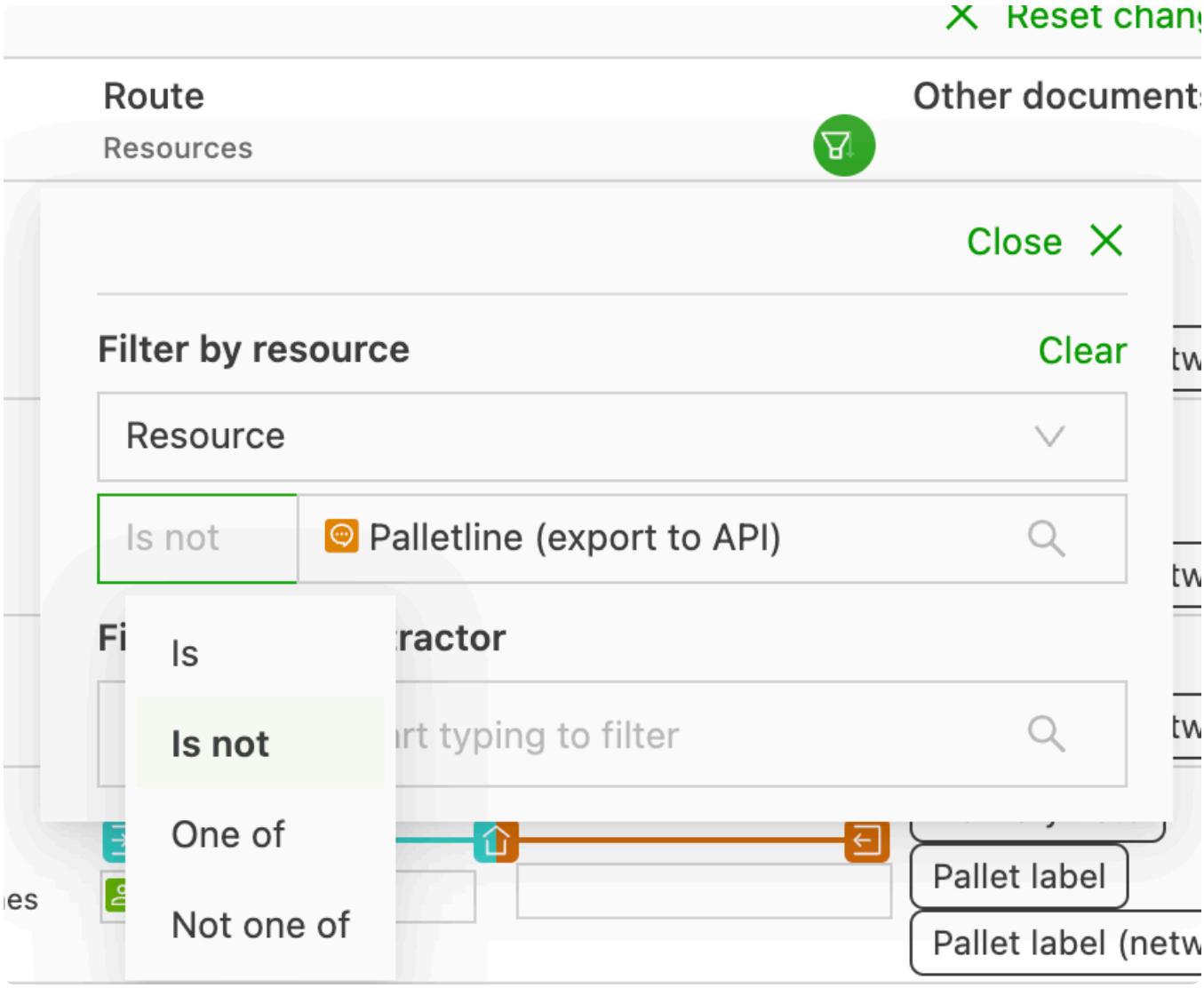
- Next, select today's date as the pickup date to see everything that goes out tonight. To do this, click the **Order start** filter and select **On**.



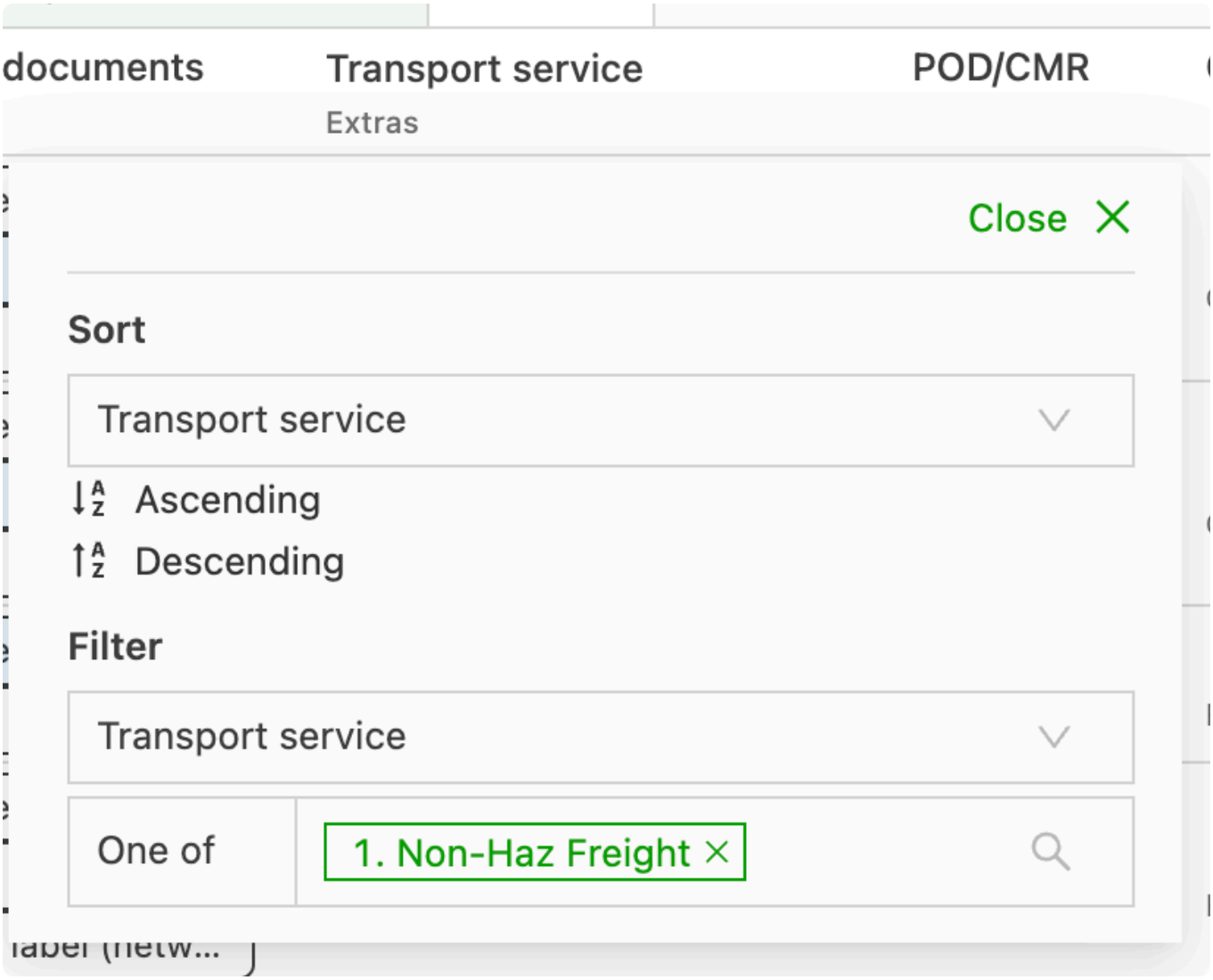
Then select today's date:



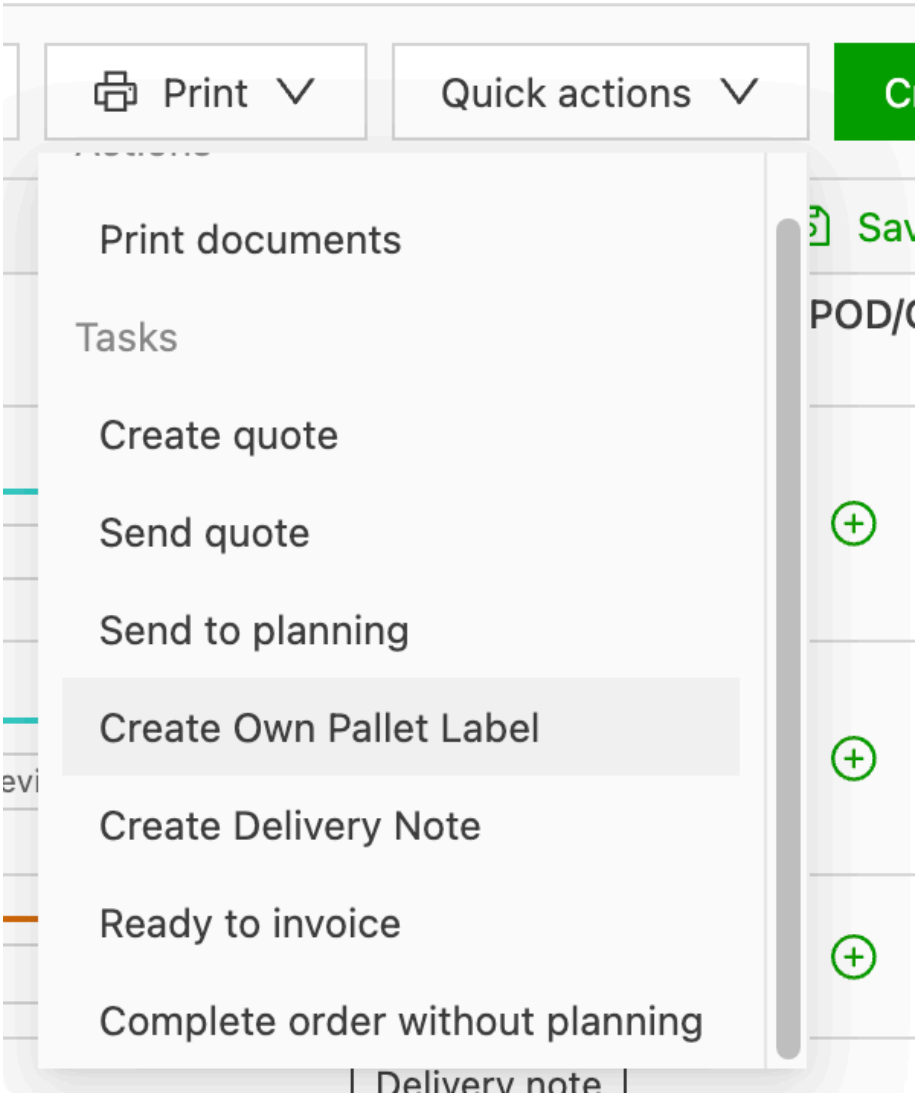
- Under **Route**, select **Resource is not Palletline (export)** to filter out everything that goes to Palletline.



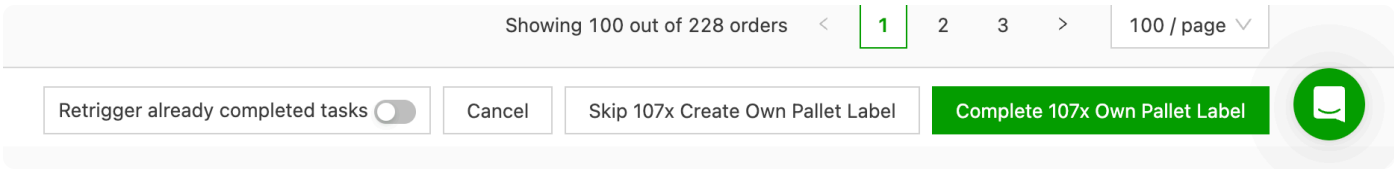
- Under **Transportation service**, select the transportation service used for Palletline orders.



Then generate the own labels by clicking **Quick actions** and then **Generate own labels** (this task can have a different name on each tenant):



Then select all the orders in the view and click **Complete own pallet label**.



Once those documents have been generated, click the print button and select **Pallet label**:

