Failed delivery for pallet network order

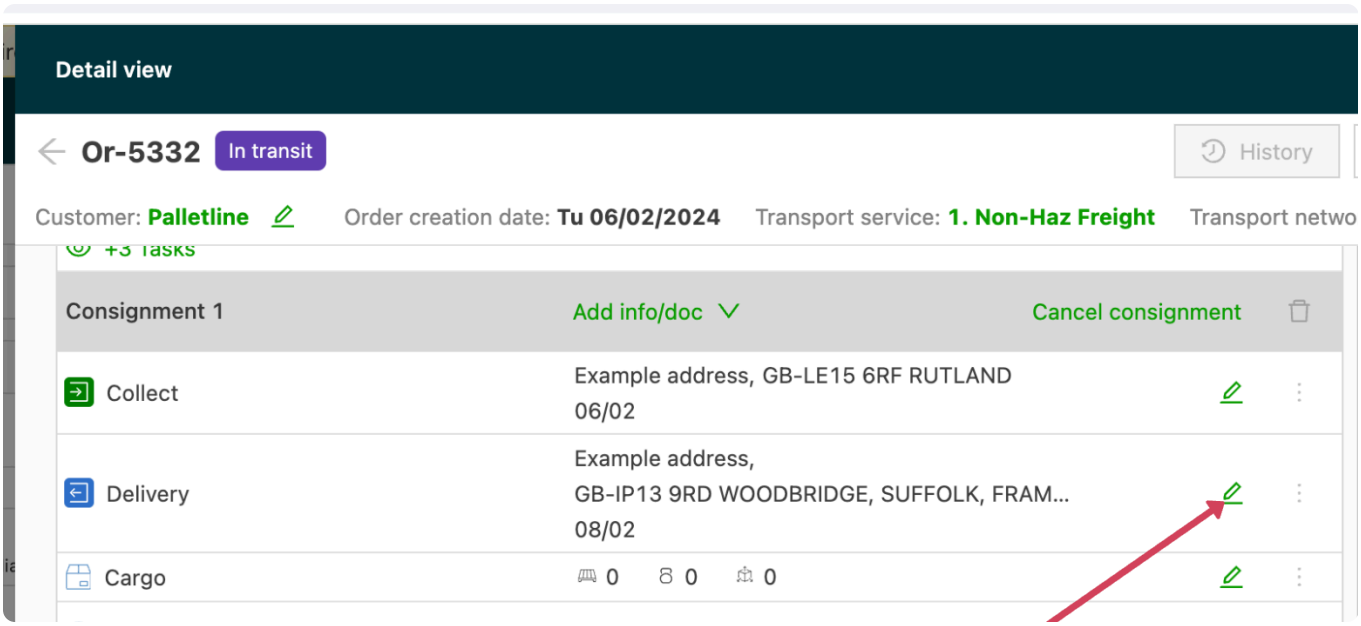
This article explains how to record a failed delivery for a palletline shipment

Updated October 24, 2024

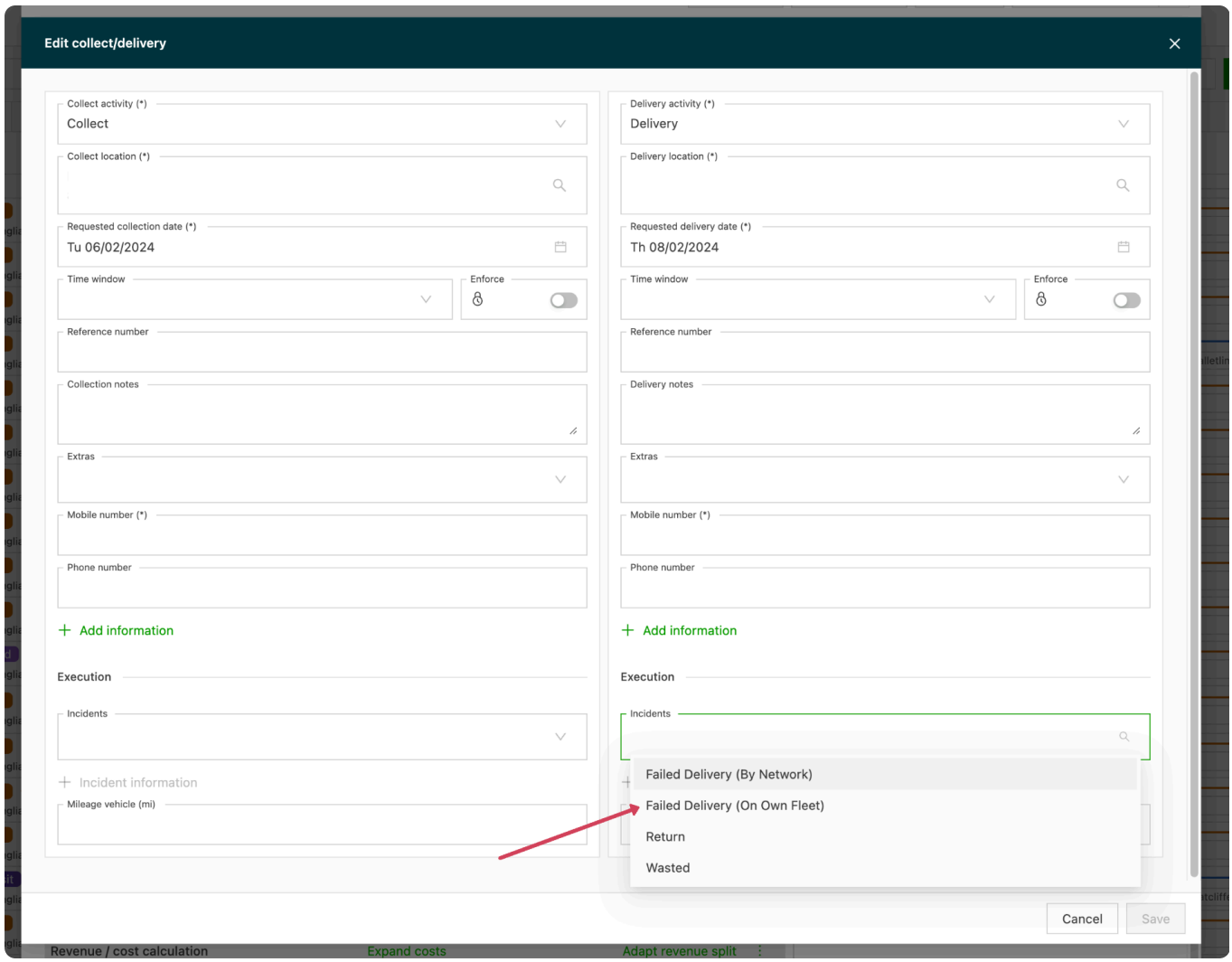
Operational

When a delivery for a palletline shipment fails, take the following steps:

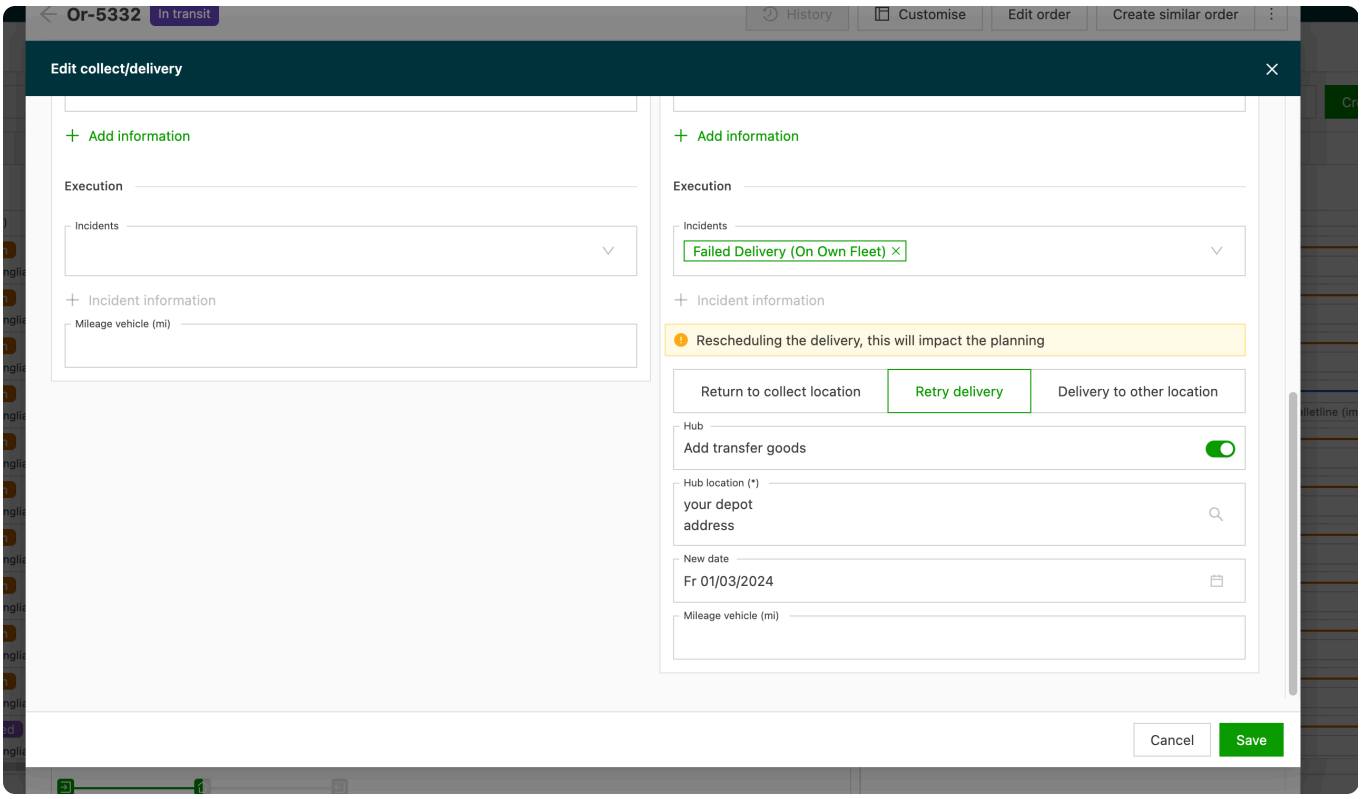
1. Open the order with the failed delivery and edit the delivery location:



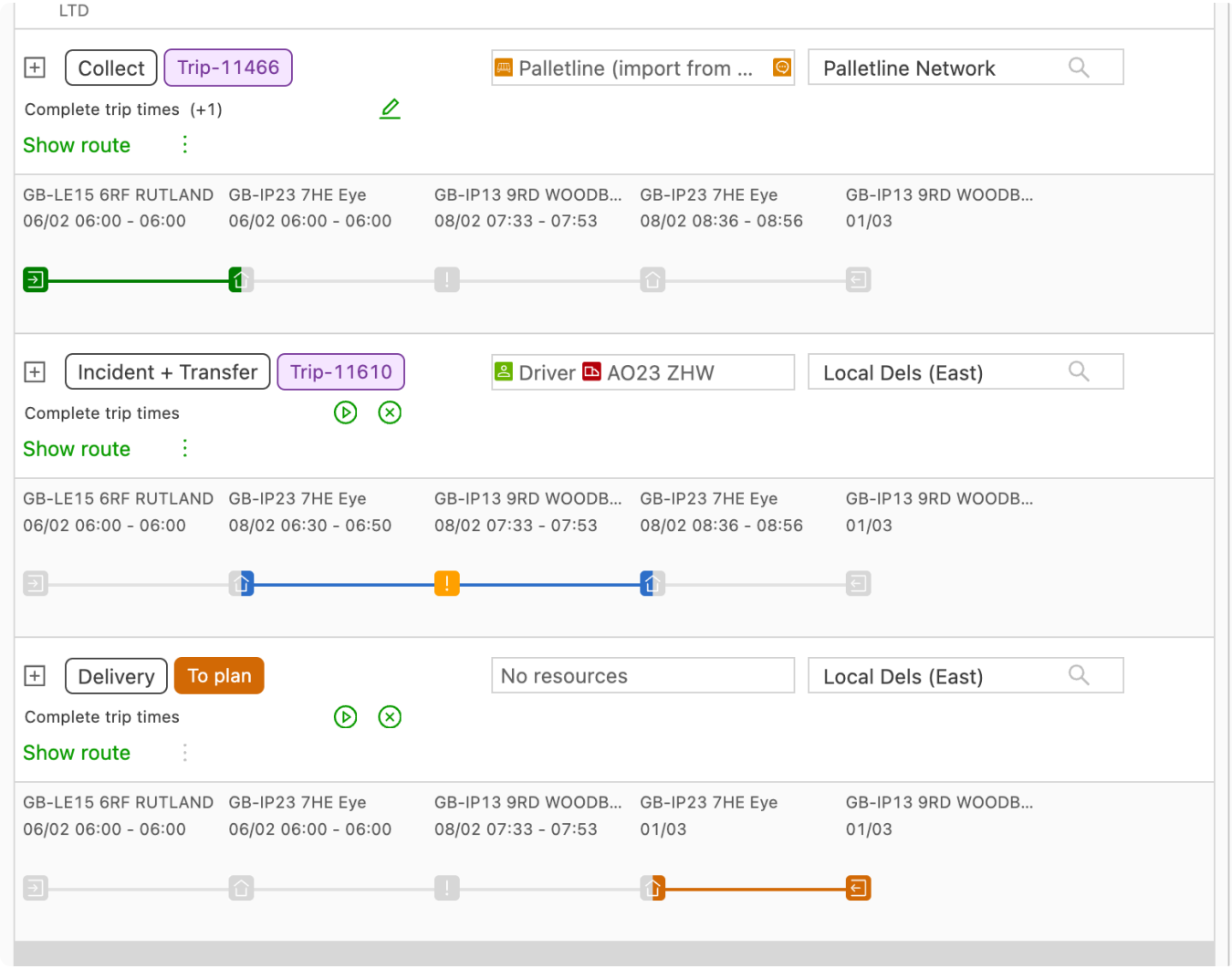
2. Go to incidents and select **Failed delivery**



3. Then select **Retry delivery** and select the terminal address and the date to retry the delivery:



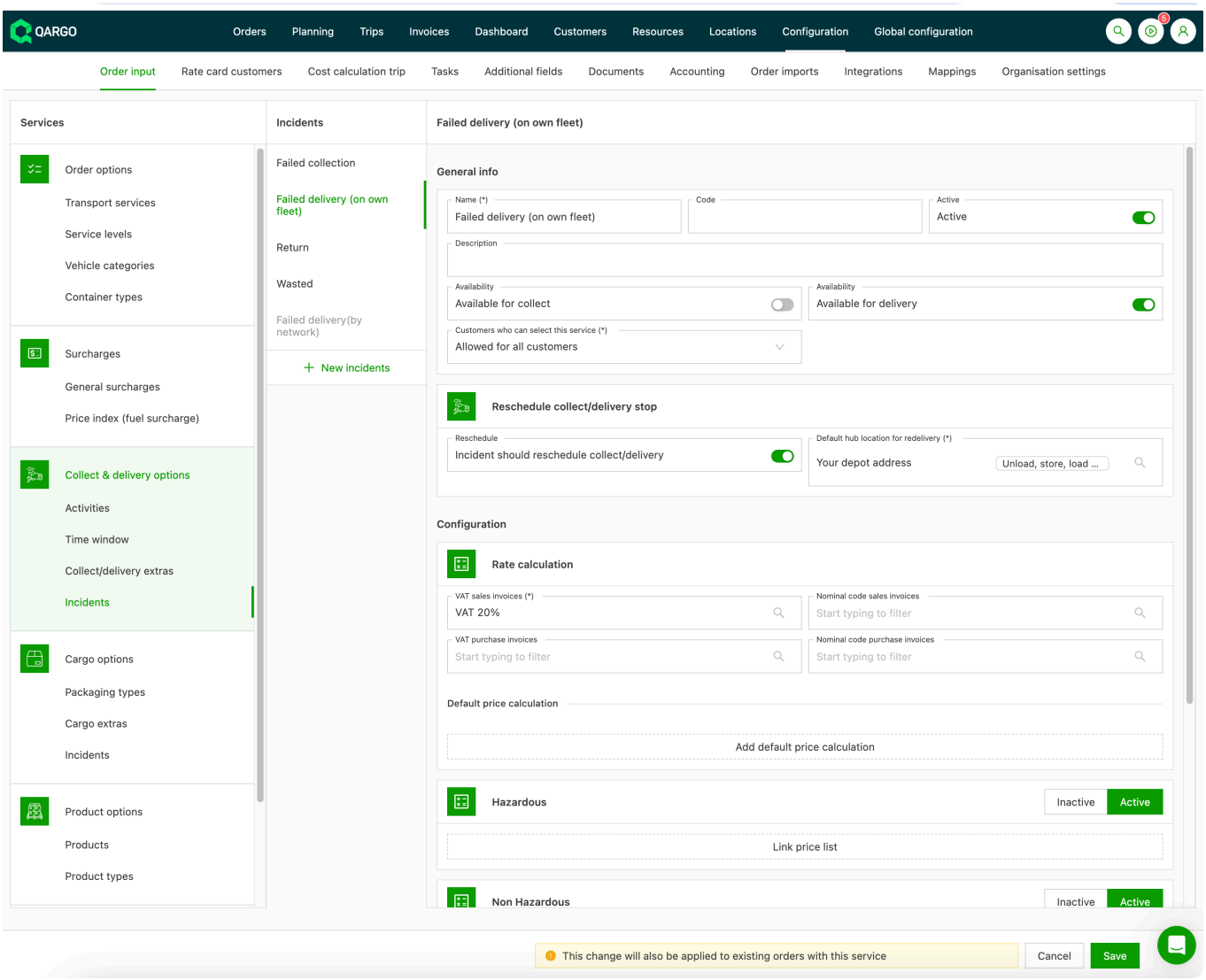
4. A new leg is added to the order to plan the redelivery:



5. An alert for the failed delivery also needs to be added manually on Contrado

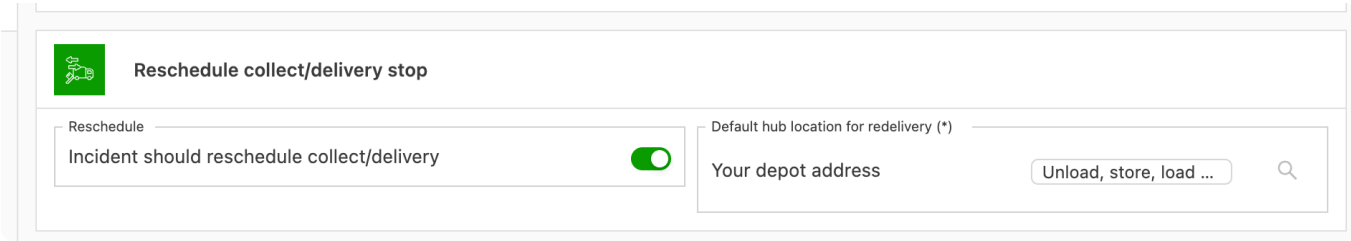
Configuration

Go to **Configuration > Order input > Pickup & delivery incidents**:



Then make sure there is an incident with the following settings:

- **Failed delivery**: this name can be chosen freely
- **Availability**: **Only for delivery** must be checked
- **Incident should reschedule pickup/delivery** must be checked, and the terminal must be selected as the default terminal



- Make sure the correct transportation services are selected