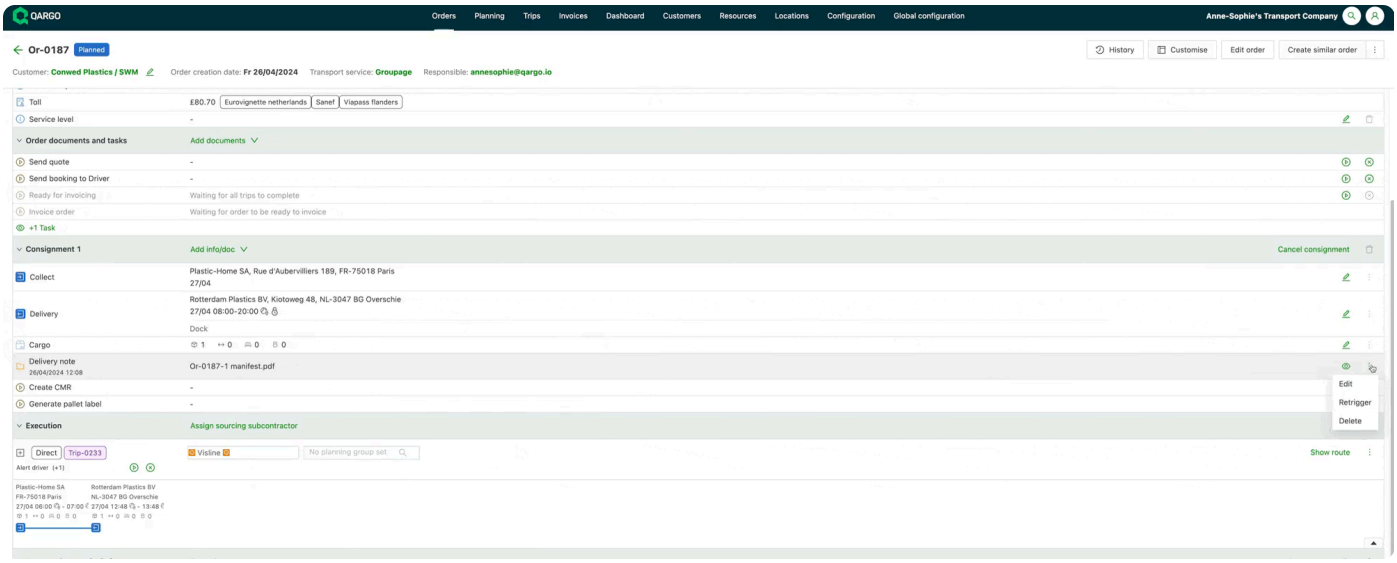
# FAQ – Retrigger tasks and dispatches

How to retrigger a task (for example, to regenerate a document), and when Qargo automatically retriggers a dispatch when information changes.

Updated October 21, 2026

## Q: How can a task be retriggered?

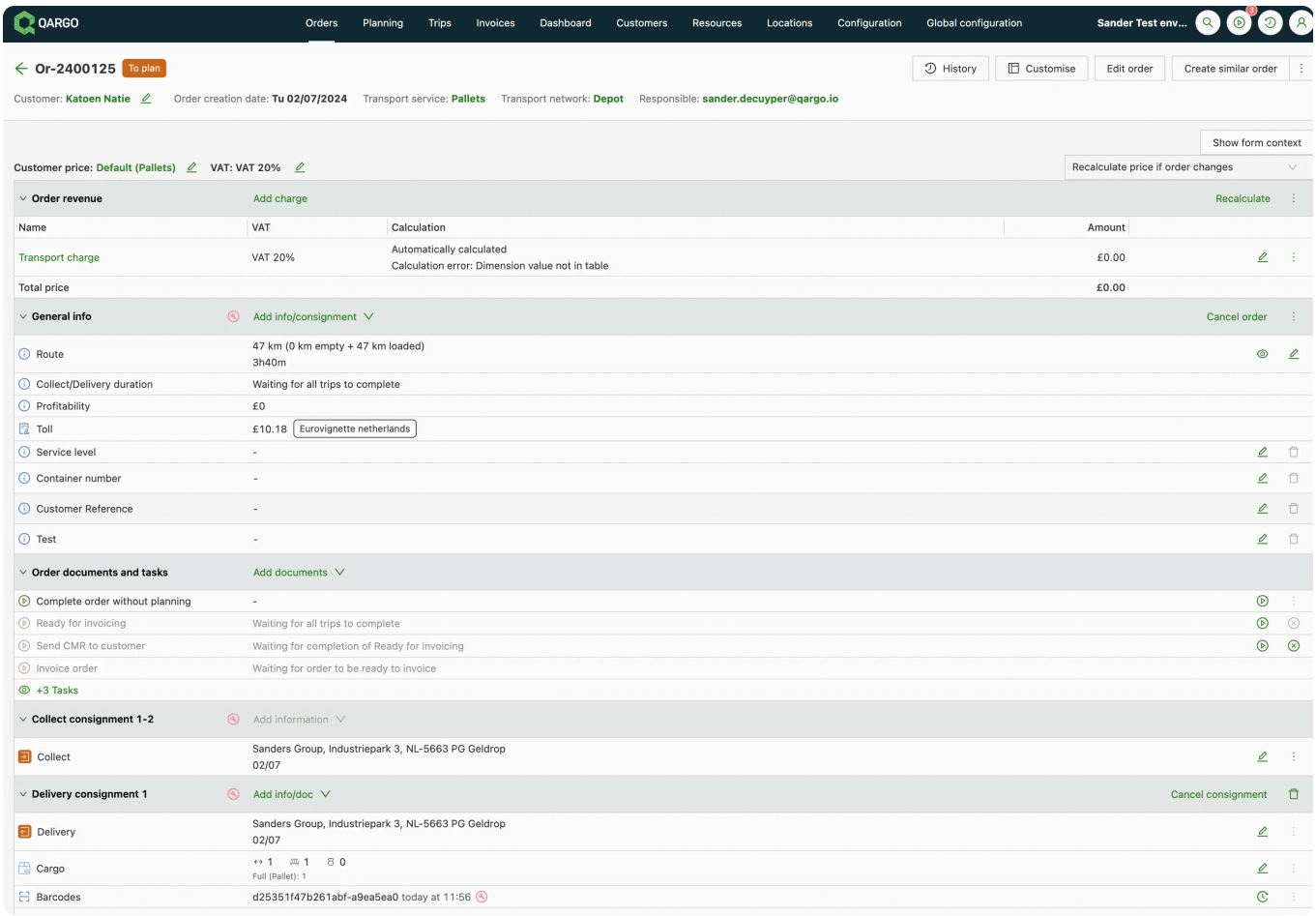
Once a task has been initiated, users can trigger it again at any time. For example, a user created a load sheet, and later the itinerary for that load is updated. Retrigger the task to generate a new load sheet that reflects the most up-to-date information in Qargo.




### Retrigger a task at stop level

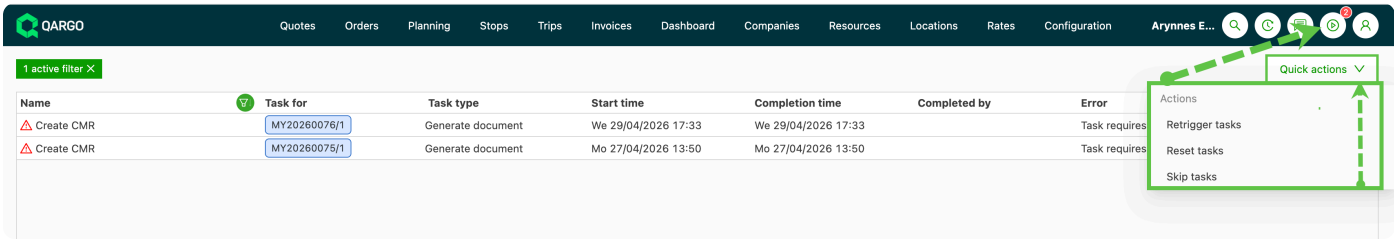
**Documents created at stop level** show on the shipment itself. To retrigger the document generation, go to the **Stops documents and tasks** section of **Operations**.

1. Find and expand the stops.
2. Click **+tasks** to expand tasks that have already been executed.
3. Locate the tasks available for those stops. The option to retrigger is shown there.




## Bulk actions on failed tasks

When many tasks have failed at once (for example, after an integration issue or a bulk import error), the **Failed Tasks** page supports bulk **Re-trigger**, **Reset** and **Skip** in a single operation.

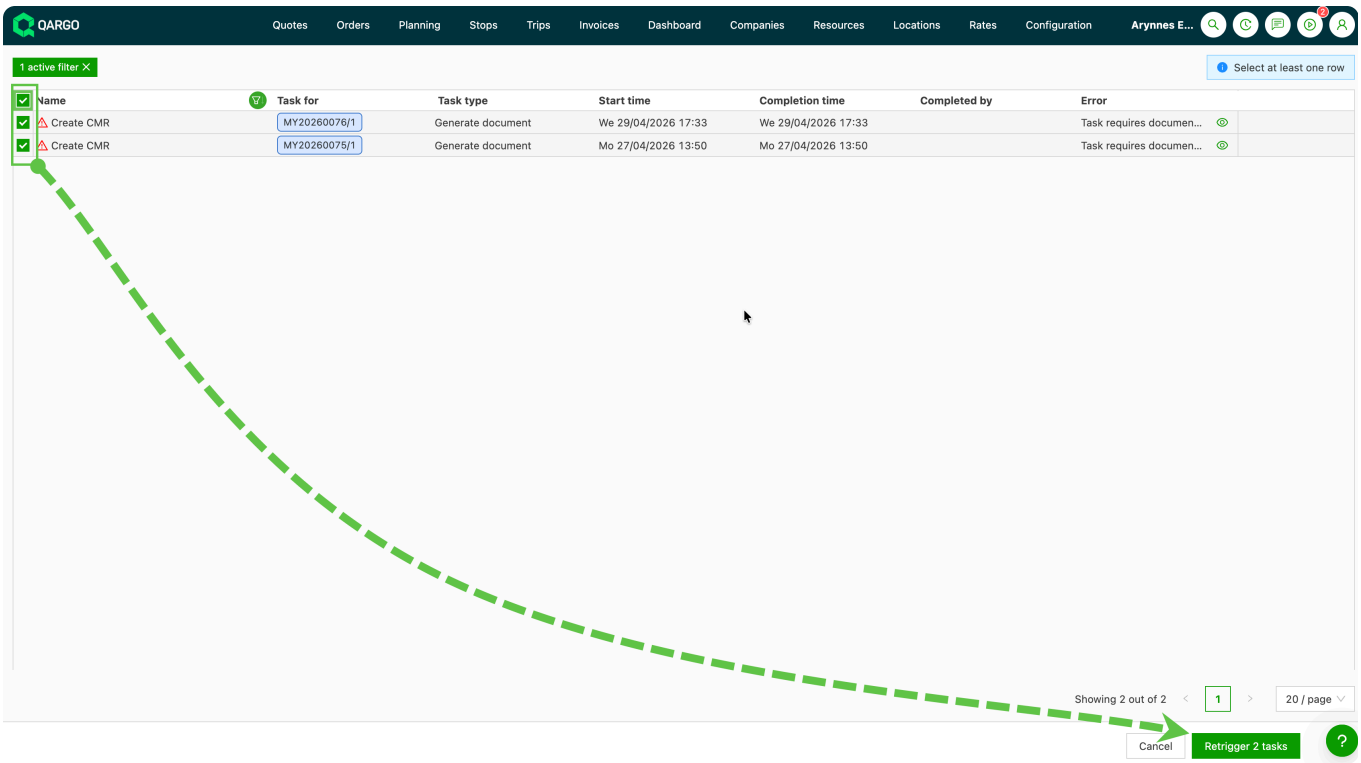



### How to open the Failed Tasks page

1. Click the action button in the top right corner of the navigation bar. It shows a red notification badge when there are failed or in-progress tasks.
2. In the dropdown that opens, click the **eye icon** next to failed tasks.
3. The Failed Tasks page opens.

### How to retrigger in bulk

1. Select the checkbox for all the tasks to retrigger.
2. Click **Re-trigger**.




## Q: When is a dispatch retriggered?

This section gives an overview of what happens when information on a load is updated, who is informed and how.

**Q. If a load is dispatched and something is updated, such as a phone number or a reference, how is the information updated?**

***A.*** Most loads today have some element of integration with other services, customers and communication systems. Information flows constantly between these parties and is typically “set” at the point of dispatch. Many data points, such as a customer reference number or a contact phone number, are used by other functions and by any of the parties in the order.

***When information is updated in Qargo, a redispatch is triggered that includes the updated information.***

> Redispatch is an automatic update that happens when these fields are changed, unless the load is completed. For completed loads, these do not update.

### Redispatch triggers: stop update

All updates below are sent to **FMS / Mobile app / Pallet networks**.

| Update performed |
| --- |
| Date |
| Estimated start |

Actual start

Actual end

Location

Any field related to ‘Addon’

Note

Reference number

Any additional field linked to stops

Stop type

Skip dispatch

Phone number

Cell number

Email

CMR reference number

Any additional field linked to receiver

eCMR

### Redispatch triggers: shipment update

All updates below are sent to **Container / Intermodal booking**.

Update performed

Description

Quantity

Total weight

Total volume

Weight unit of measurement

Volume unit of measurement

Any additional field linked to goods

Total loading meters

Total pallet spaces

Packaging

Commodity name

Actual loaded quantity

Actual total weight

Minimum temperature

Maximum temperature

specific_gravity

Any field related to add-ons

### Redispatch triggers: order update

All updates below are sent to **FMS / Mobile app / Pallet network**.

| Update performed |
| --- |
| CMR reference number |
| Container no. |
| Customer reference number |
| Any additional field linked to orders |
| Name |
| Any field related to add-ons |

### Redispatch triggers: container / intermodal booking update

| Update performed | Redispatch / update sent to |
| --- | --- |
| Most changes in information on the container handling / container booking / intermodal booking | FMS / Mobile app / Pallet network, Container / Intermodal booking dispatch, Container handling dispatch |