FAQ – How to add / remove a terminal stop from an order

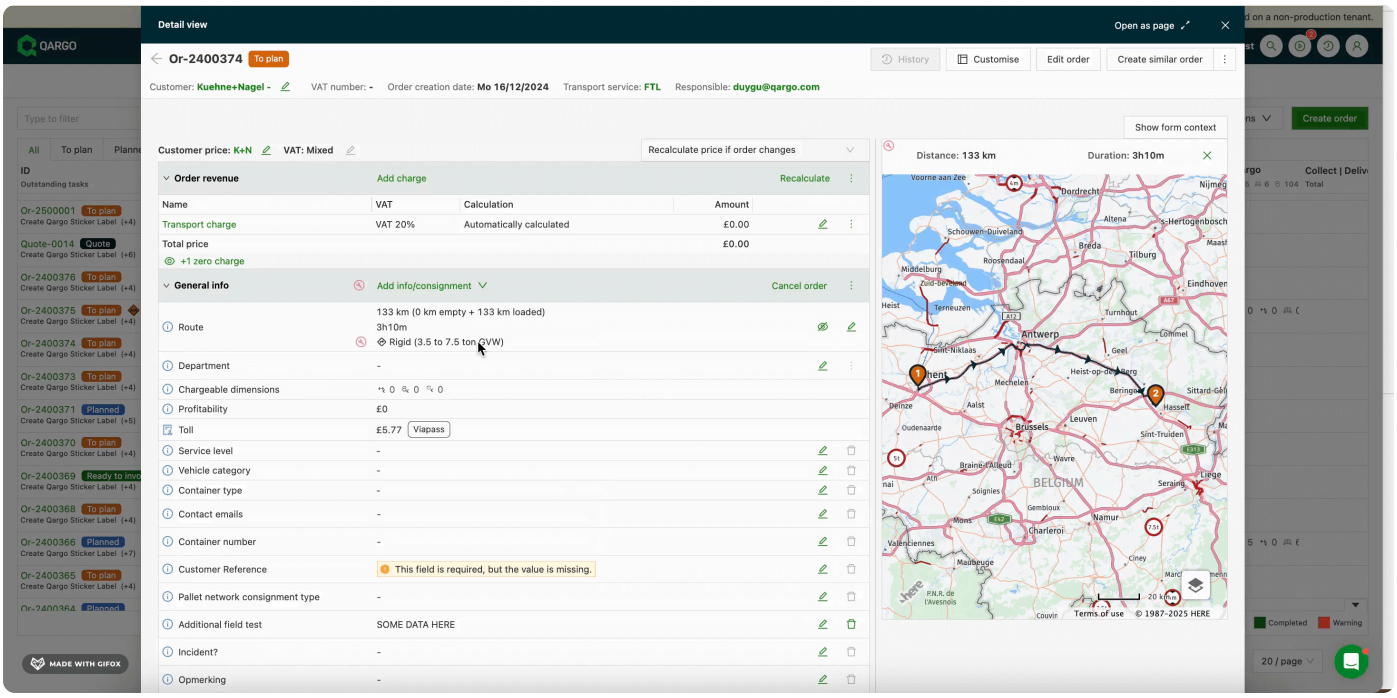
Updated October 14, 2026

The **Split order** option splits the order and creates a different plan load. Different actions are possible there, for example:

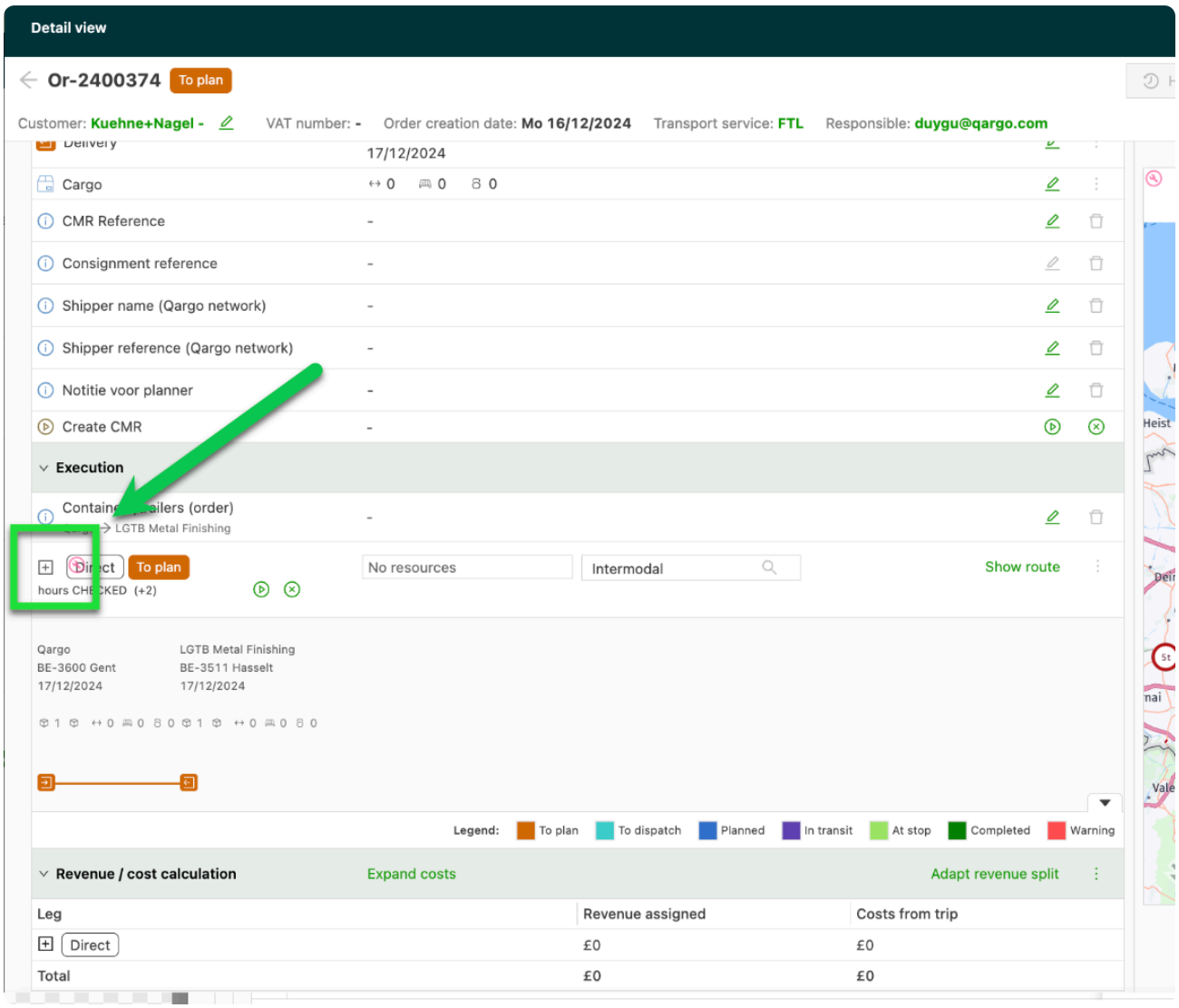
- Terminal: unload + load goods
- Terminal: drop + pick up container
- Parking: drop + hook trailer
- Parking: drop + hook chassis
- End + start day

Add a split to an order:

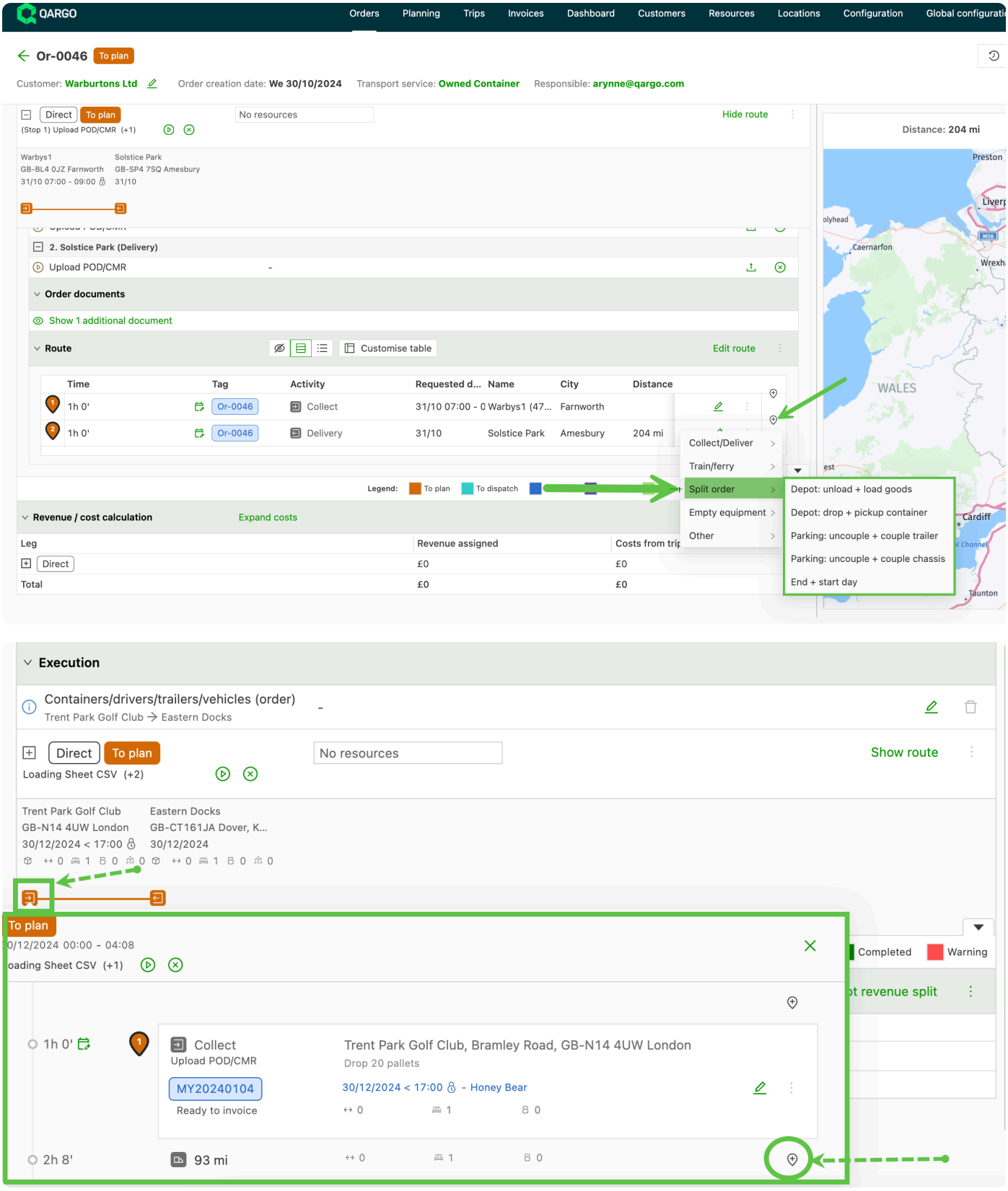
To split an order, first open the order page and scroll down to the route details:



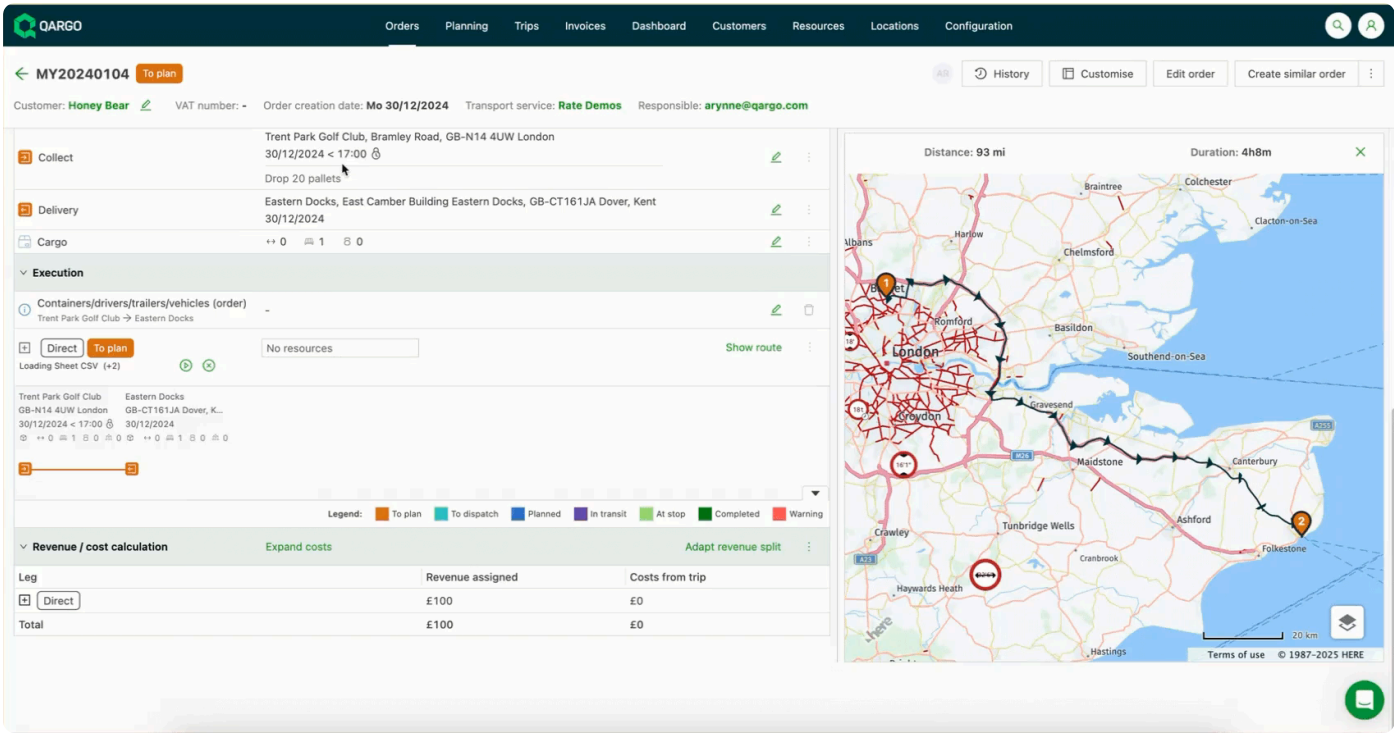
Note: the route details on the left side of the page can also be opened with the ***'+ icon'***. See below



Locate the point to split the order from and use the ***'+ icon'*** (found along the route on the order) *in between* the related stops:



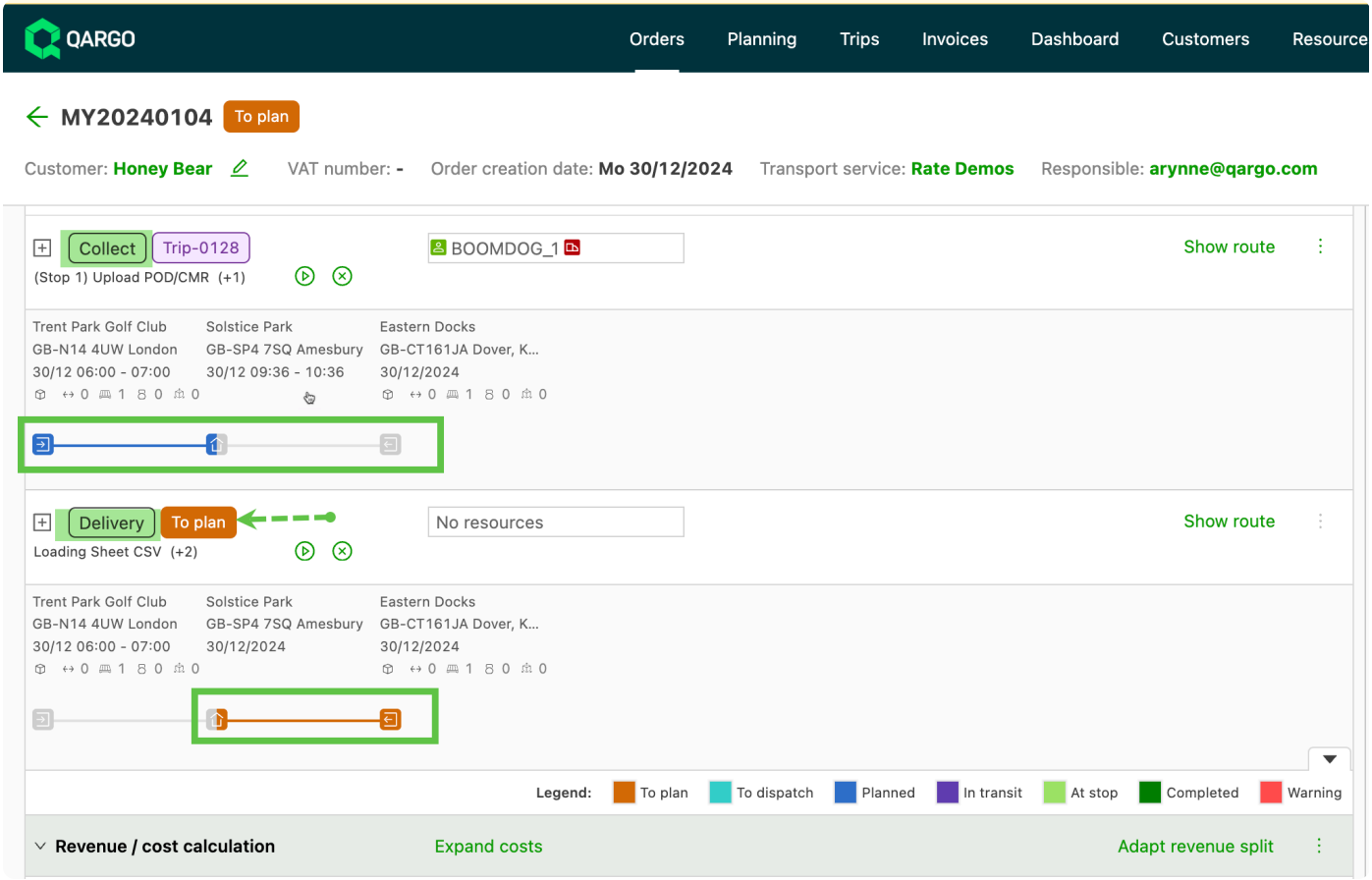
Click the icon to add the split with the terminal location. The example below adds a terminal stop:



Once a split has been added to the order, the order is separated into legs:

- Collect: Pickup – Terminal
- Delivery: Terminal – Delivery

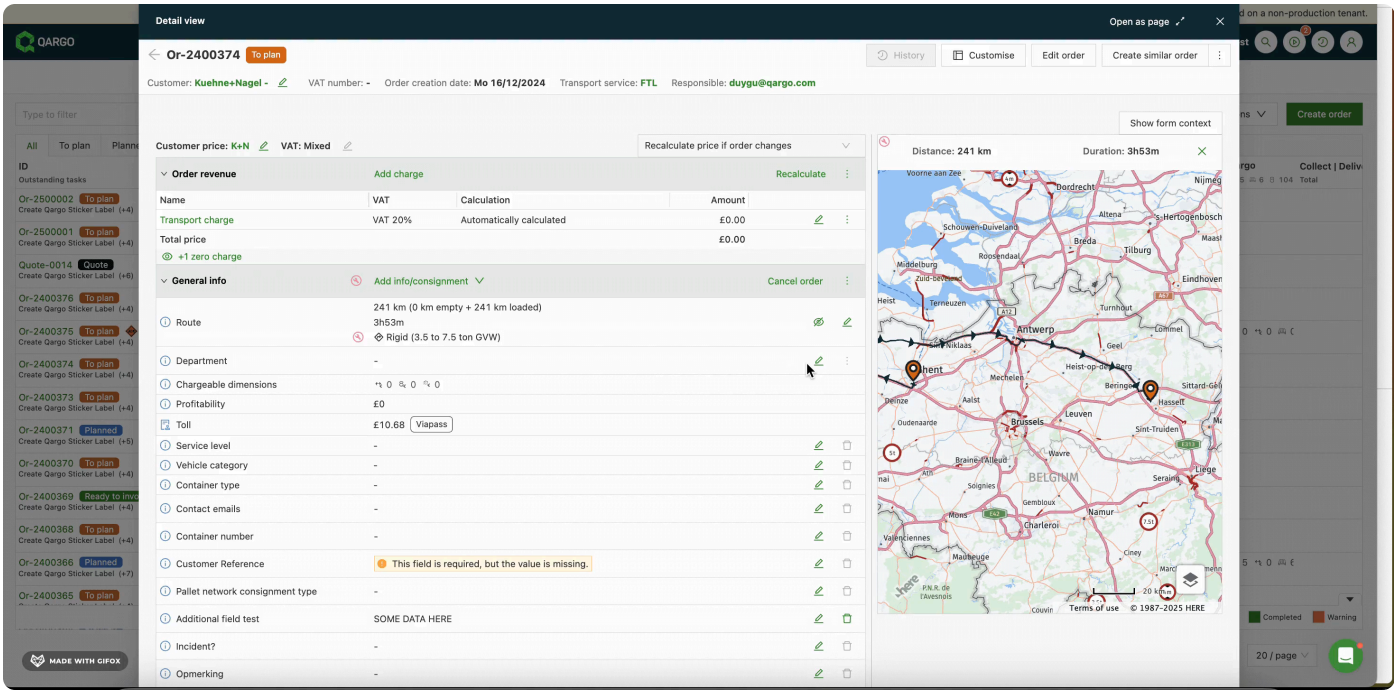
If the order was dispatched before the split, only the first pickup leg remains dispatched to the resource. The second leg (Delivery) is set to a ***'To plan'*** status. This allows another resource to be planned to the load. The same resource can still be dispatched onto the Delivery leg if required.



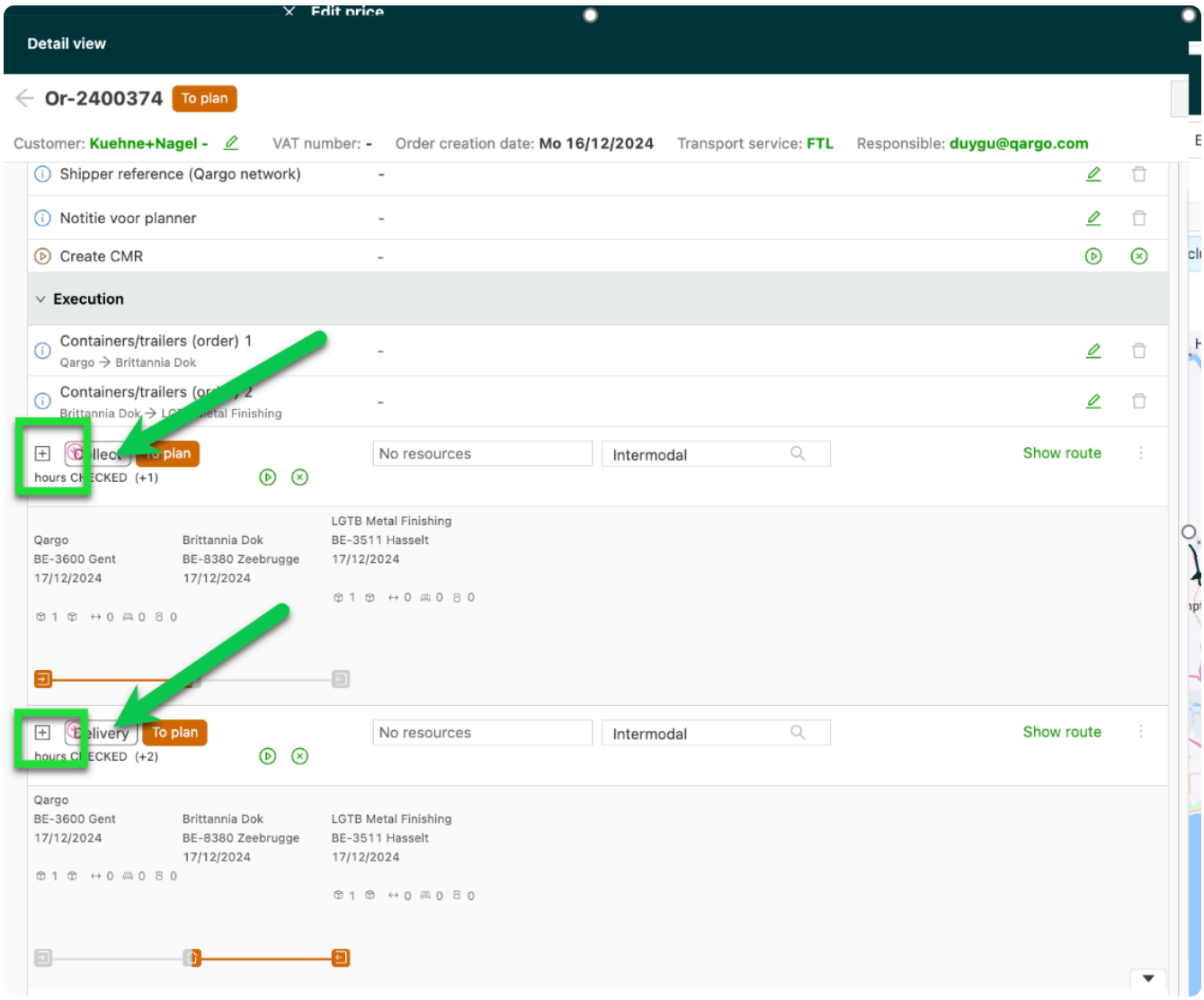
Remove a terminal from a split order

If an order has a split that is no longer required, it can be removed in a few clicks.

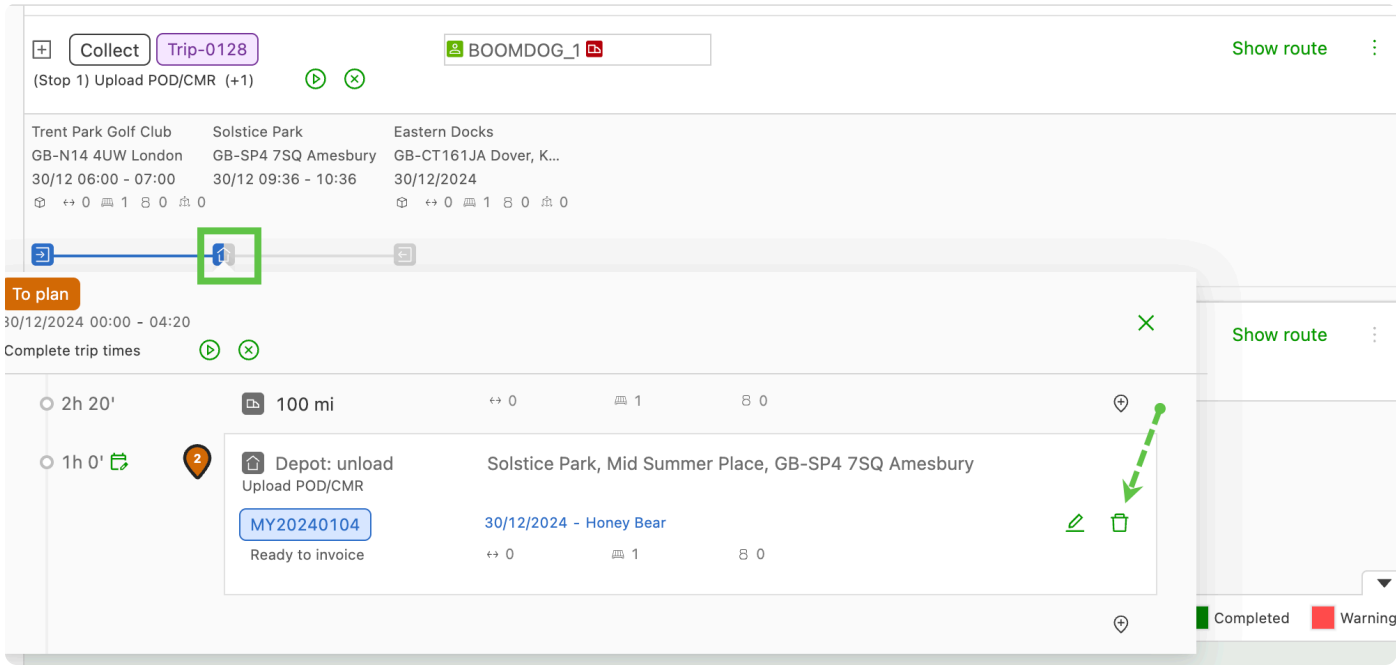
Navigate to the order and locate the terminal stop action:

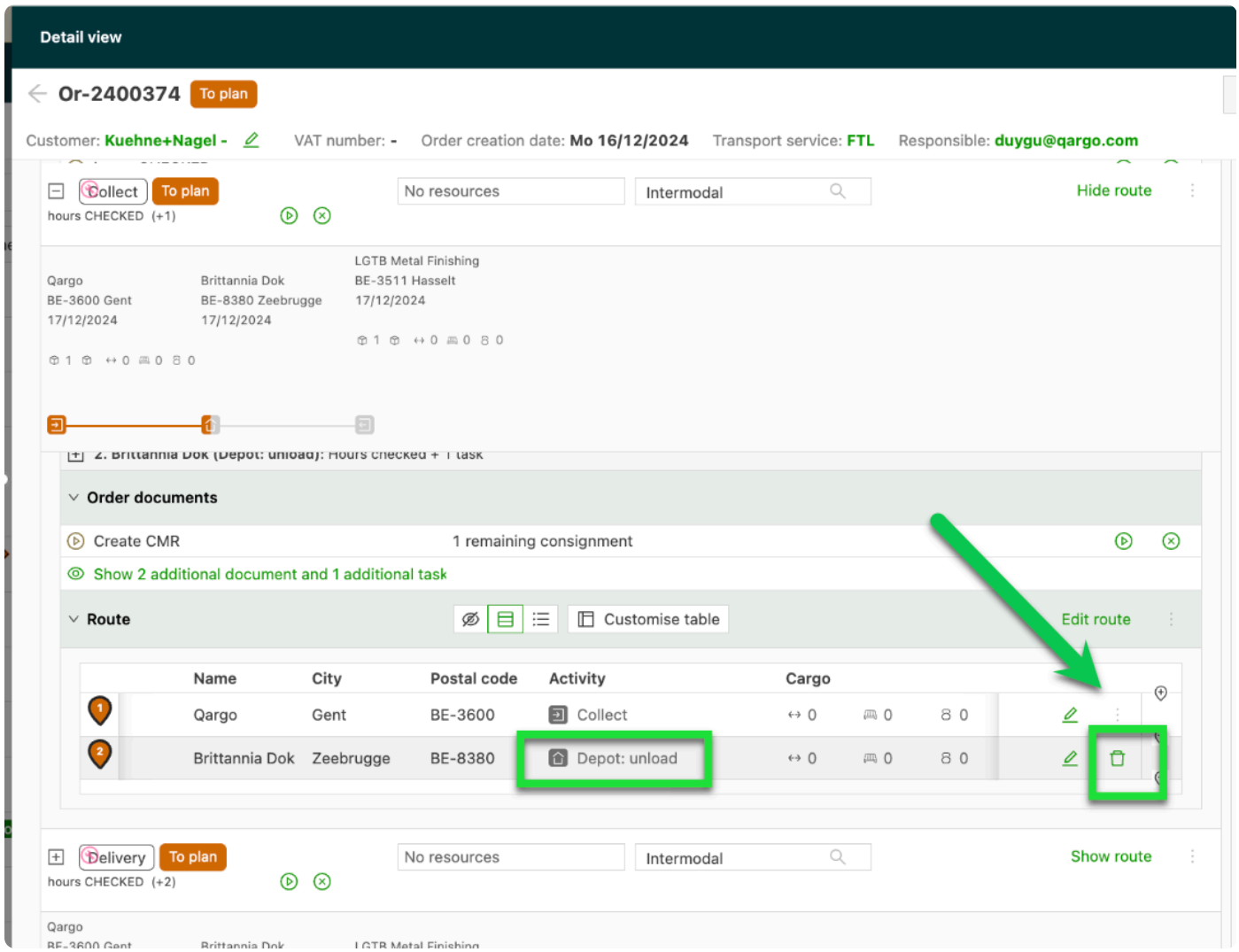


Note: the route details on the left side of the page can also be opened with the ***'+ icon'***. See below

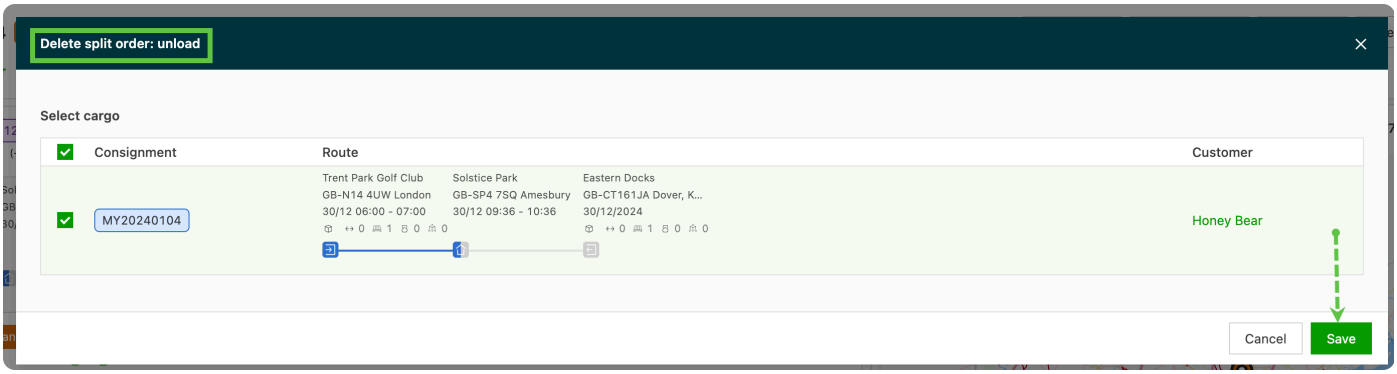


Locate the terminal stop in the route. Click the ***'Trash'*** icon to remove the stop.

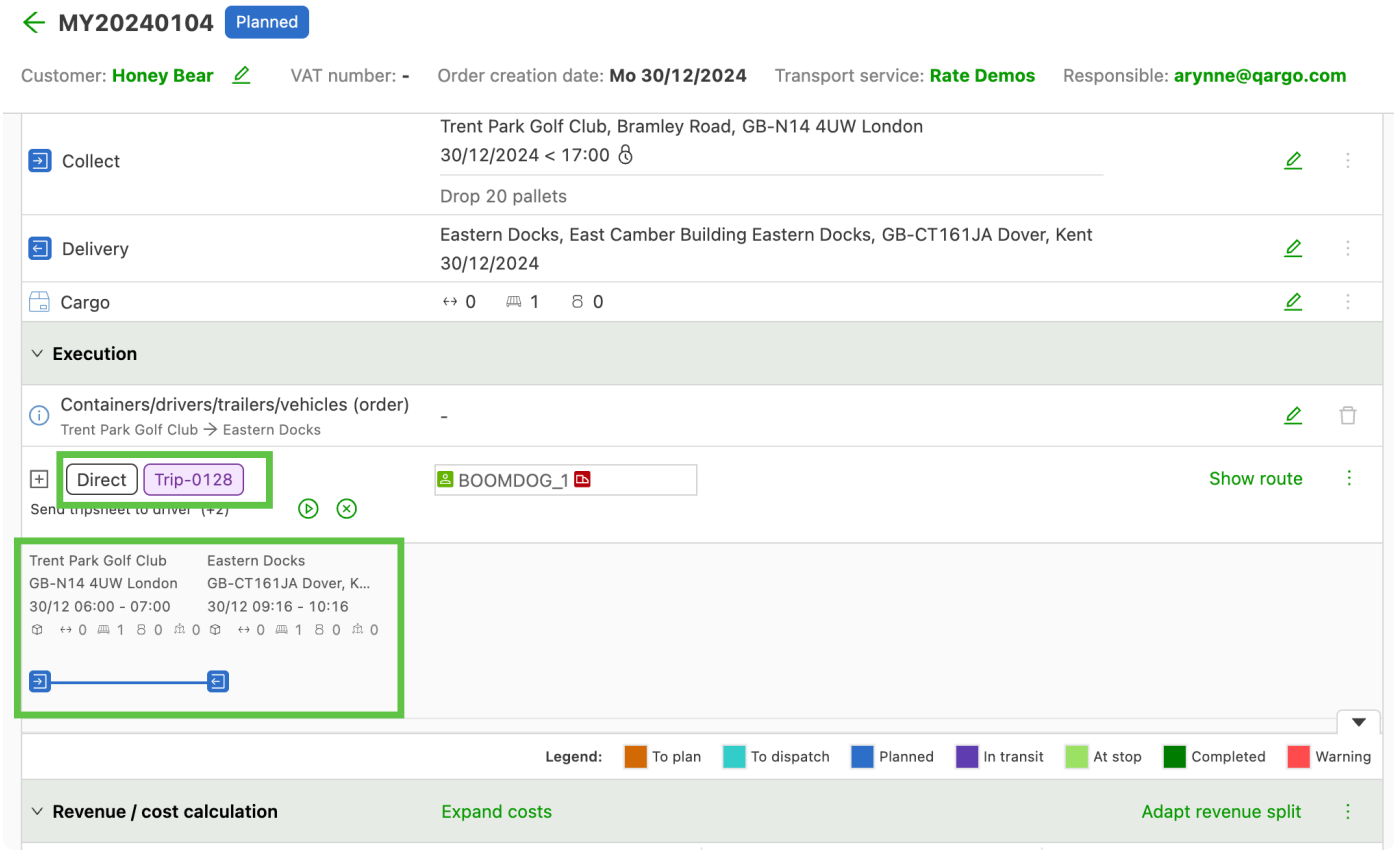

Collect
Trip-0128
(Stop 1) Upload POD/CMR (+1)
BOOMDOG_1
Show route
Trent Park Golf Club
GB-N14 4UW London
30/12 06:00 - 07:00
Solstice Park
GB-SP4 7SQ Amesbury
30/12 09:36 - 10:36
Eastern Docks
GB-CT161JA Dover, K...
30/12/2024
To plan
30/12/2024 00:00 - 04:20
Complete trip times
Show route
2h 20'
100 mi
1h 0'
Depot: unload
Upload POD/CMR
Solstice Park, Mid Summer Place, GB-SP4 7SQ Amesbury
MY20240104
Ready to invoice
30/12/2024 - Honey Bear
Completed
Warning


Detail view
Or-2400374
To plan
Customer: Kuehne+Nagel -
VAT number: -
Order creation date: Mo 16/12/2024
Transport service: FTL
Responsible: duygu@qargo.com
Collect
To plan
hours CHECKED (+1)
No resources
Intermodal
Hide route
Qargo
BE-3600 Gent
17/12/2024
Brittannia Dok
BE-8380 Zeebrugge
17/12/2024
LGTB Metal Finishing
BE-3511 Hasselt
17/12/2024
Order documents
Create CMR
1 remaining consignment
Show 2 additional document and 1 additional task
Route
Customise table
Edit route
Name
City
Postal code
Activity
Cargo
Qargo
Gent
BE-3600
Collect
Brittannia Dok
Zeebrugge
BE-8380
Depot: unload
Delivery
To plan
hours CHECKED (+2)
No resources
Intermodal
Show route

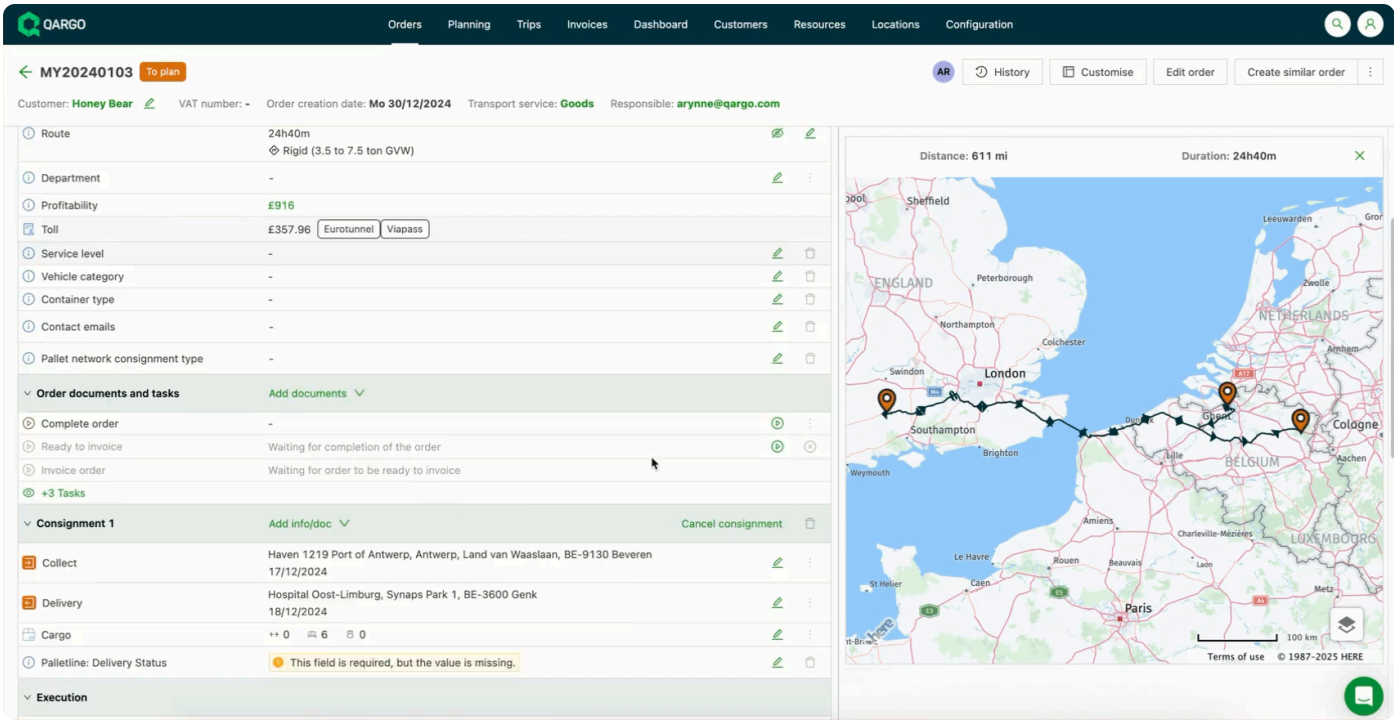
This opens the new **Delete split order** window. Select the shipment (or all, if removing the split entirely) and click **Save**.



The split is removed. In the example below, the Collect leg was already planned, so the direct load remains in a planned status. If no load had been planned yet, the status would revert to ***'To plan'***.



Full demonstration:


QARGO
Orders
Planning
Trips
Invoices
Dashboard
Customers
Resources
Locations
Configuration
MY20240103
To plan
AR
History
Customise
Edit order
Create similar order
Customer: Honey Bear
VAT number: -
Order creation date: Mo 30/12/2024
Transport service: Goods
Responsible: arynne@qargo.com
Route
24h40m
Rigid (3.5 to 7.5 ton GVW)
Department
Profitability
£916
Toll
£357.96
Eurotunnel
Viapass
Service level
Vehicle category
Container type
Contact emails
Pallet network consignment type
Order documents and tasks
Add documents
Complete order
Ready to invoice
Waiting for completion of the order
Invoice order
Waiting for order to be ready to invoice
+3 Tasks
Consignment 1
Add info/doc
Cancel consignment
Collect
Haven 1219 Port of Antwerp, Antwerp, Land van Waaslaan, BE-9130 Beveren
17/12/2024
Delivery
Hospital Oost-Limburg, Synaps Park 1, BE-3600 Genk
18/12/2024
Cargo
0
6
0
Palletline: Delivery Status
This field is required, but the value is missing.
Execution
Distance: 611 mi
Duration: 24h40m
Sheffield
Peterborough
ENGLAND
Northampton
Colchester
Swindon
London
Southampton
Brighton
Weymouth
Leeuwarden
Zwolle
NETHERLANDS
Arnhem
Cologne
Aachen
BELGIUM
Lille
Amiens
Charleville-Mézières
LUXEMBOURG
Le Havre
Rouen
Beauvais
Caen
St Helier
Paris
Metz
100 km
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