Qargo mobile app: cross dock scanning

The cross dock module in the Qargo mobile app supports pallet scanning, unloading, loading, and warehouse workflows for smoother operations.

Updated June 1, 2026

The Qargo mobile application includes a dedicated cross dock module that supports warehouse operators in their daily workflows.

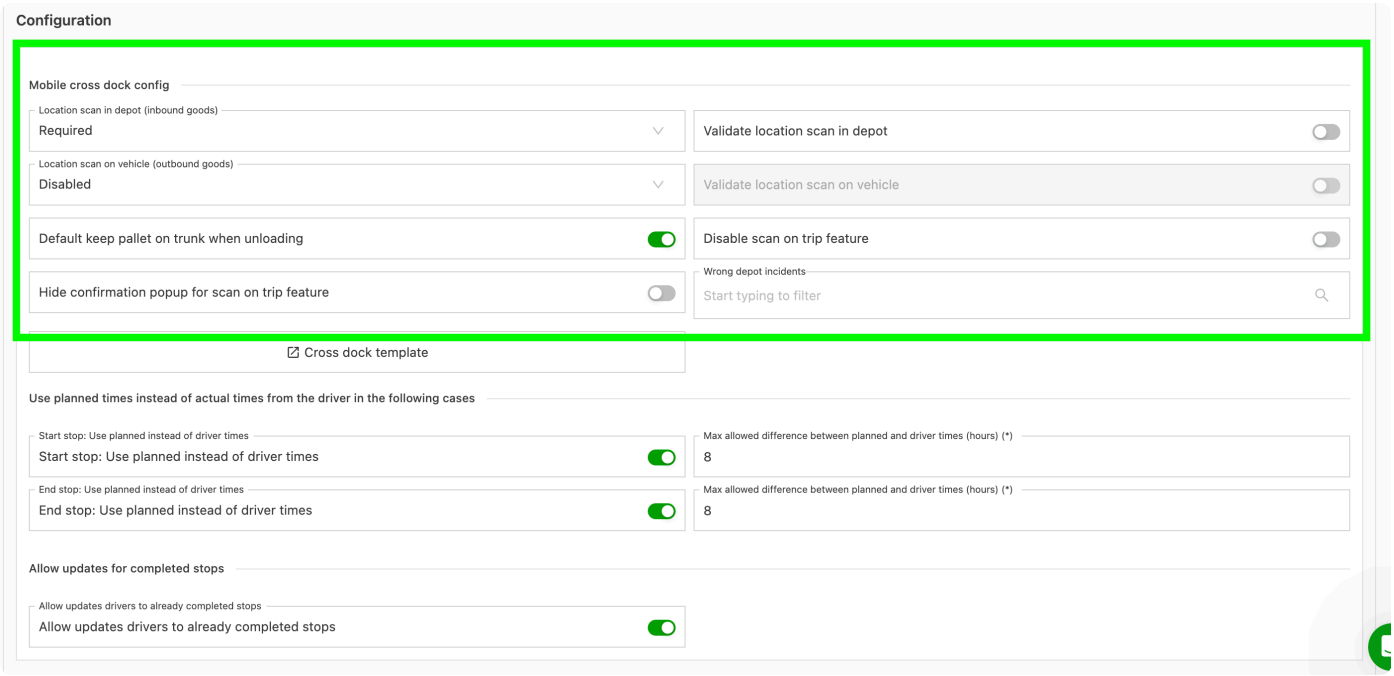
Configuration

Some scanning functions in the mobile app require setup in the Qargo software.

> ‼️ Updates to **Integrations** are restricted to Qargo Admins. ‼️
> Contact Qargo Support for assistance.

- Go to **Configuration > Integrations > Mobile app / Subco portal**.
  The **Configuration** panel has the following location scan settings:

Setting	Description
Location scan in terminal (inbound goods)	Controls location scanning when pallets are **unloaded** from an incoming vehicle. Options: **Disabled**, **Enabled** (optional: the scan can be skipped), **Required** (the scan must be completed before proceeding).
Location scan on vehicle (outbound goods)	Controls location scanning when pallets are **loaded** onto an outbound vehicle. The same three options: **Disabled**, **Enabled**, **Required**.
Validate location scan in terminal	Toggle. When enabled, the app warns the operator if the scanned terminal location does not match a valid bay.
Validate location scan on vehicle	Toggle. When enabled, the app warns the operator if the scanned vehicle location (license plate, name or code) does not match the resources assigned to the load.

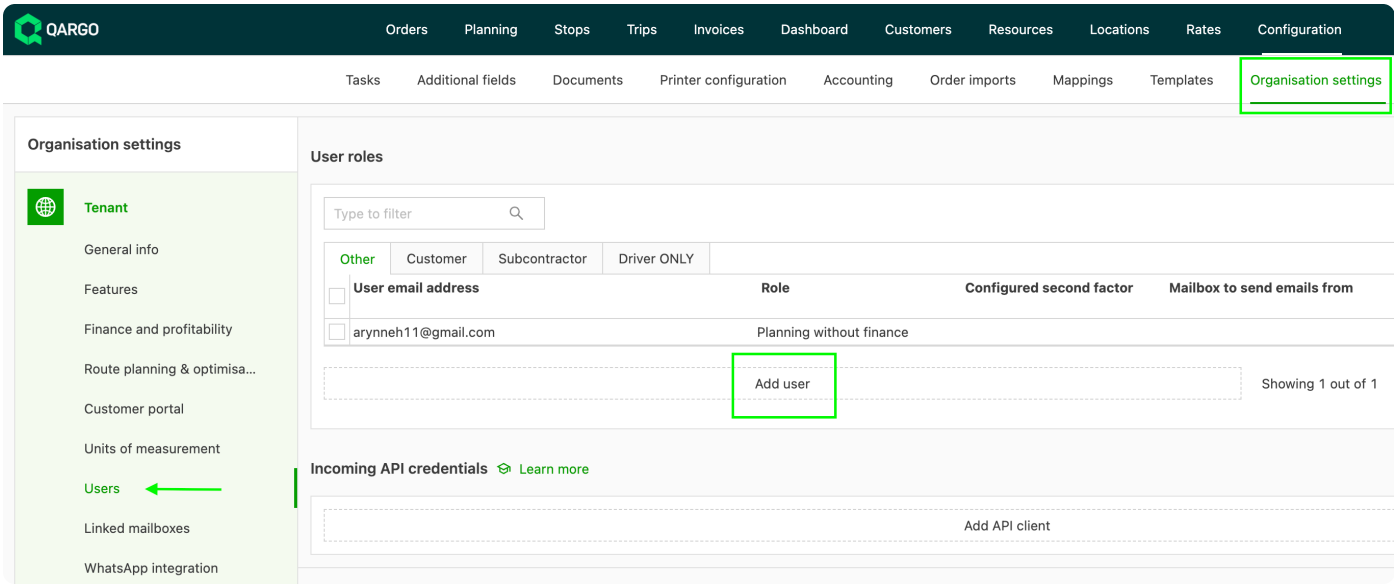


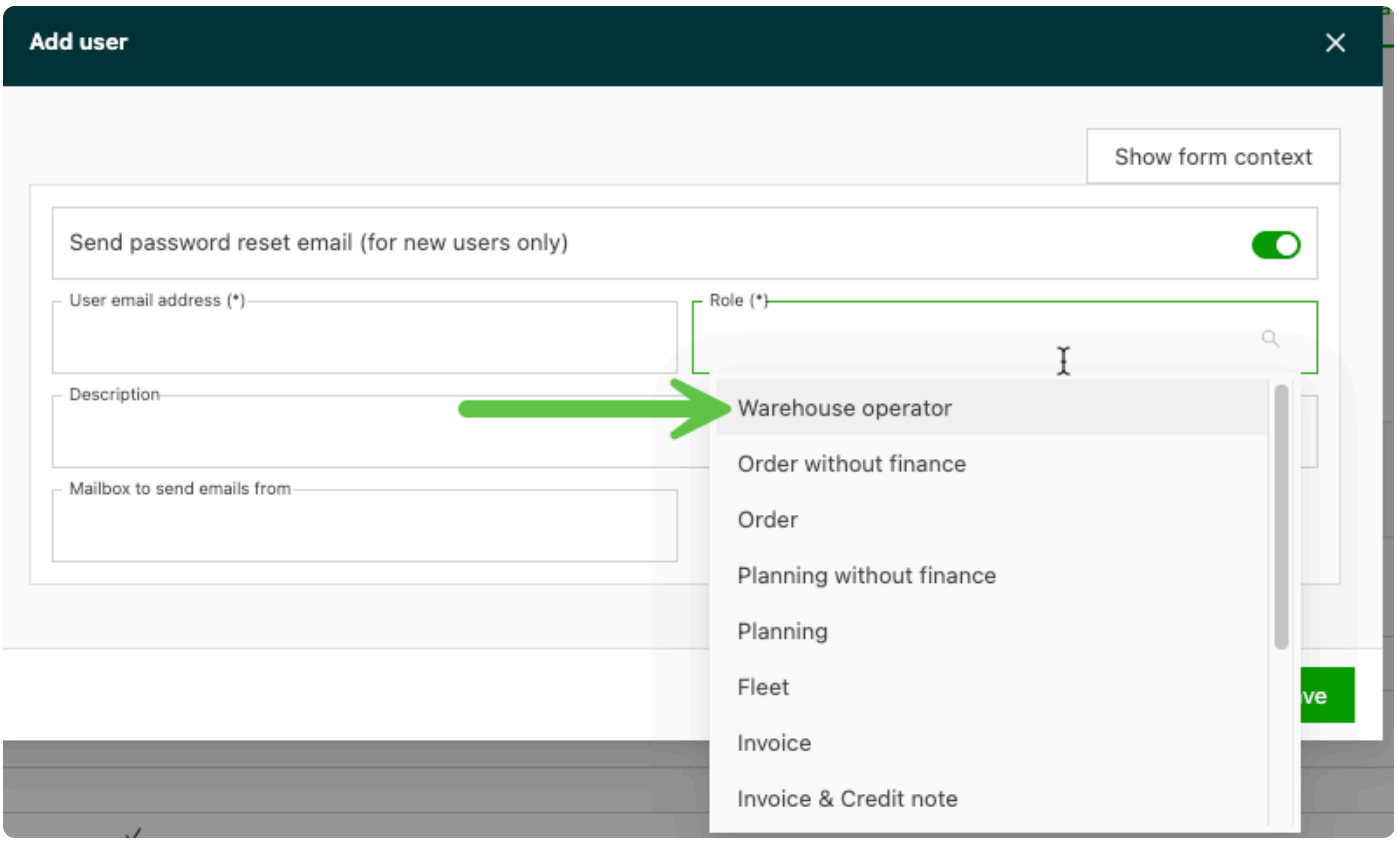
📚 **Default keep pallet on truck when unloading.** When this option is toggled on, no location or action option is shown by default. The app goes straight to pallet scanning.

Permissions

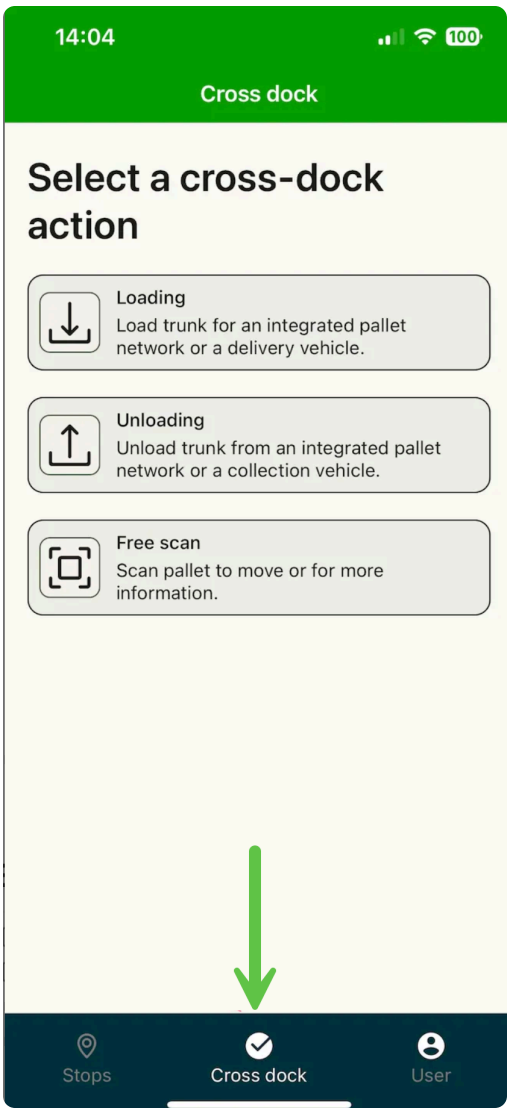
The module is available for the following roles: Admin, Super Admin, Qargo Admin and Warehouse operator. It is not visible to drivers.

- Go to **Configuration > Organization settings > Users**.
- Scroll down, click **'Add user'** and give the user the **Warehouse operator** role.





Once the role is enabled, an additional tab appears in the mobile app:



Modes

The cross dock app has 2 modes (pallet by pallet and bulk pallets). These modes control the behavior of the built-in flows.

Location scanning

- Scan the location where pallets are put down (for example, a bay in the cross dock or a delivery vehicle). This location then appears in the pallet tracking history.

Keep pallets on truck while unloading

- Where terminals do not have space to offload and store freight, the freight can stay on the trailer and be loaded directly from there onto the outbound vehicle.

Location scan validation

Location scanning can be activated for the **loading (outbound)** flow as well as for the inbound unloading flow. When it is enabled, the workflow for loading an outbound vehicle is:

1. **Scan** the load sheet barcode to bring up the vehicle and pallet list.
2. **Scan** the pallet barcode for each pallet being loaded.
3. **Scan** a location. This is typically the barcode of the vehicle's license plate or of a bay.
4. If **Validate location scan on vehicle** is enabled, the app checks the scanned value against the vehicle license plates, names and codes assigned to the load:
    - **Match found** → The scan is accepted and recorded.
    - **No match found** → A warning appears. The operator can acknowledge it and continue, or retry the scan.

Enabled vs. required

When location scanning is set to **Enabled**, a **Skip** button appears. The operator can proceed without scanning a location. This setting suits operations where location scanning is encouraged but not enforced.

When it is set to **Required**, a location must be scanned before the pallet scan is accepted. The skip option is not available.

Location scan validation for inbound goods

When **Validate location scan in terminal** is toggled on, the app checks whether the scanned terminal location is a valid, expected location for the pallet's routing. If the scanned location is not recognized, a clear warning appears before the operator proceeds.

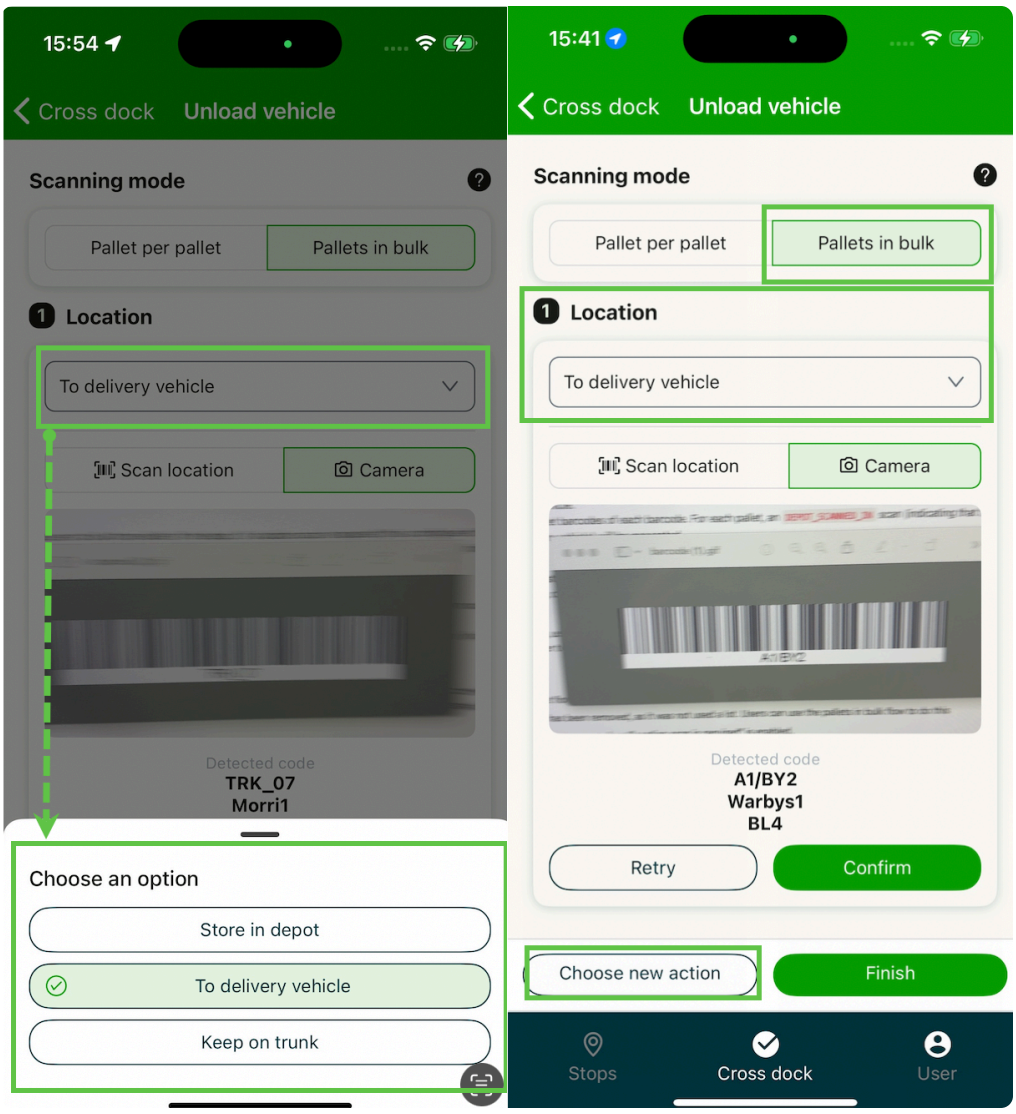
Limitations

- Outbound location validation only checks against the vehicle **license plates**, **names** and **codes** assigned to the load. Bay or compartment barcodes inside a vehicle are not yet supported.
- Operators can always acknowledge a location validation warning and proceed.

Bulk scanning workflow

- Select the **'Pallets in Bulk'** scanning mode.
- Select the option for location or action (based on the configuration).
- Scan the location or action barcodes.
- Scan all pallets that go to that location or that require that action.

When processing multiple pallets, the option can be switched for each pallet as needed. For example, an incoming vehicle carries multiple pallets: some go onto the delivery vehicle and others are held pending delivery. Use the **'Choose new action'** option to change the action.

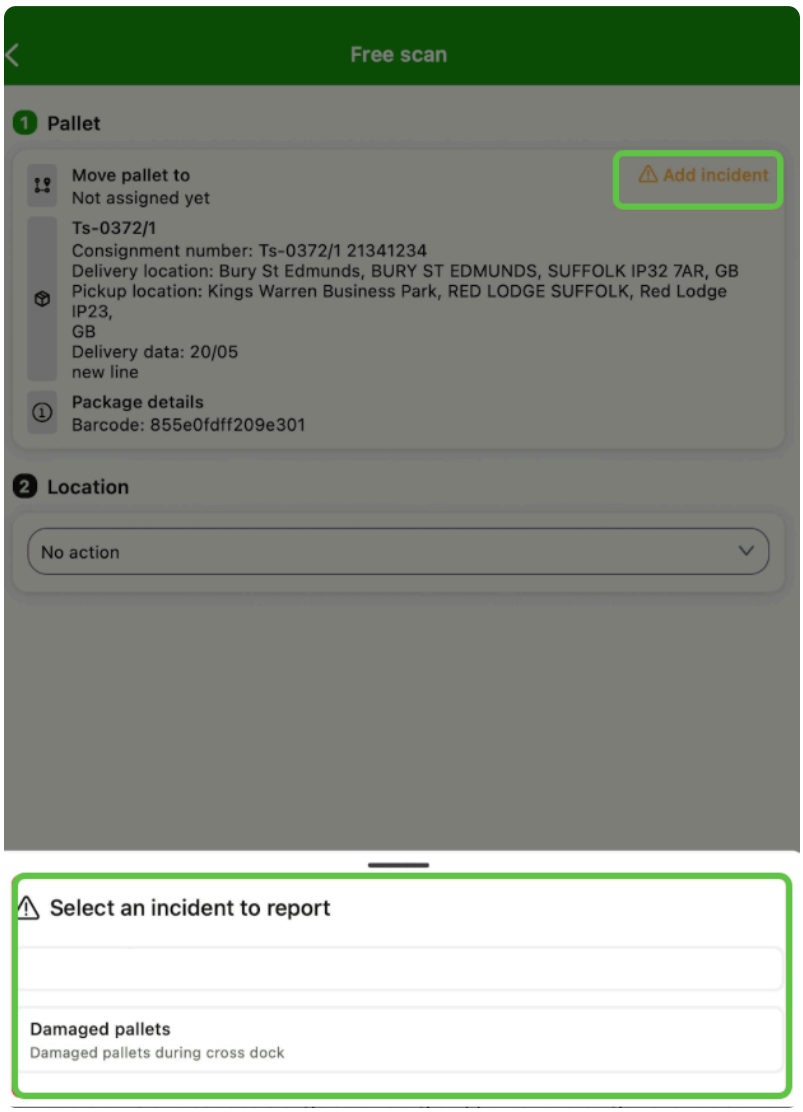


‼️ It is not possible to switch between the single pallet and bulk pallet scanning options.

Reporting incidents

Question paths can be added to the cross-dock scanning app. They allow warehouse operators to **report incidents, anomalies and information updates directly from the mobile app** during the unloading, loading and free scan workflows.

🧰. **Super Admin:** Question paths must be configured in **Configuration > Cross-dock > Question paths** before they appear in the scanning app.



What's included

- **Configurable question paths** in the unloading, loading and free scan workflows
- **Incident reporting** directly from the mobile app (for example, damaged goods, missing pallets, quality issues or unexpected pallets)
- **Photo and document attachments** to a question path (for example, damage photos or pictures of the loaded trailer)

How to raise a cross-dock incident with a question path

1. **Scan** the load sheet or pallet barcode in the cross-dock scanning app to start the workflow.
2. At the designated trigger point, the **question path** appears on screen.
3. **Answer** the questions as prompted (for example, select the incident type and add details).
4. **Attach** photos or documents if required by tapping the attachment option.
5. **Submit** the question path response to log the incident.

Use cases

The app is built around 3 main use cases:

- Use case 1: unloading an inbound vehicle

- Use case 2: loading an outbound vehicle
- Use case 3: free scanning

Use case 1: unloading an inbound vehicle

This use case covers the “unloading” and “store” cross dock events.
The unloading action:

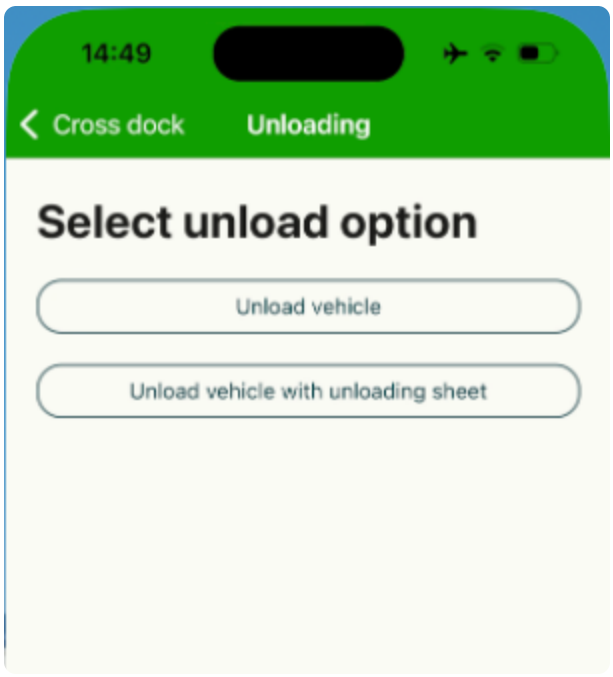
- tells warehouse operators what to do with a pallet they are unloading. This is the digital equivalent of the pallet label. The app shows all relevant routing information so the operator can put the pallet onto the correct outbound vehicle. If the outbound truck has not been assigned yet, the app tells the operator to store the pallet in the cross dock.
- registers the following scans:
  - “scanned in” when the pallet is scanned, because from that point the pallet is known to be in the terminal
  - “scanned out” when the outbound vehicle is known at the time of the scan *(does not happen when **Keep pallets on truck while unloading** is enabled)*
  - “stored” when the outbound vehicle is not yet known at the time of the scan *(does not happen when **Keep pallets on truck while unloading** is enabled)*

Unload vehicle: load sheet scanning

> ‼️ **Available from mobile app version 1.18.13 or later.**

The **Unload vehicle** flow starts with a load sheet scanning step (users can also enter the load number manually) before pallet scanning begins. This step generates a checklist of expected pallets, sorted with the back of the truck first. Color-coded progress indicators and a running pallet counter are shown throughout the unload. This process mirrors the loading workflow below.

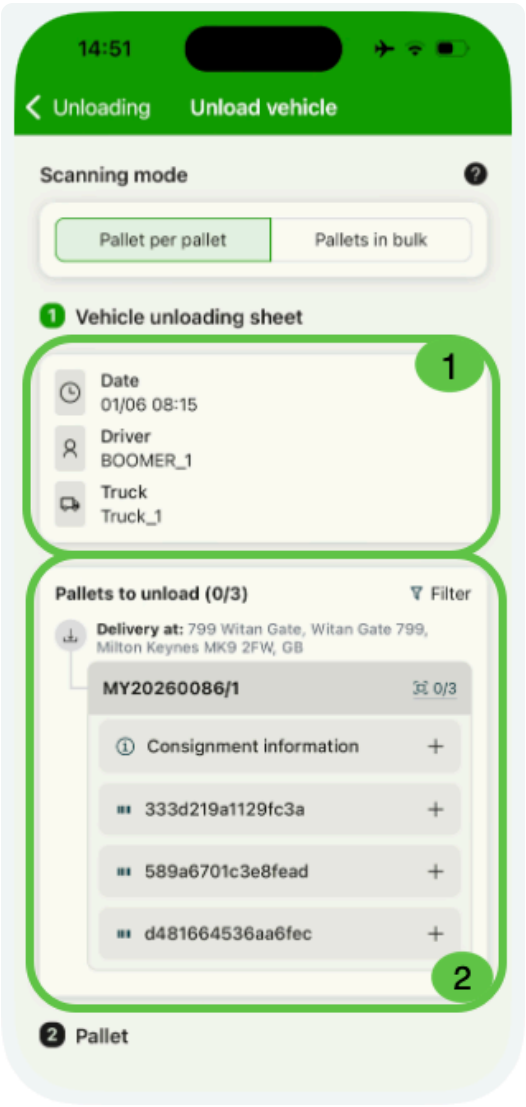
1. **Open** the Qargo mobile app.
2. **Tap** the **Cross dock** tab in the three-part menu at the bottom.
3. **Tap Unloading**.
4. **Select Unload vehicle with unloading sheet**.



5. **Scan** the load sheet barcode with the device camera or a connected scanner, or **enter** the load number manually.

The app retrieves the load and shows a list of the pallets expected to be unloaded at the terminal:

1. Load details, including the driver and vehicle information
2. Shipment details and a list of the pallet barcodes to be unloaded at the location

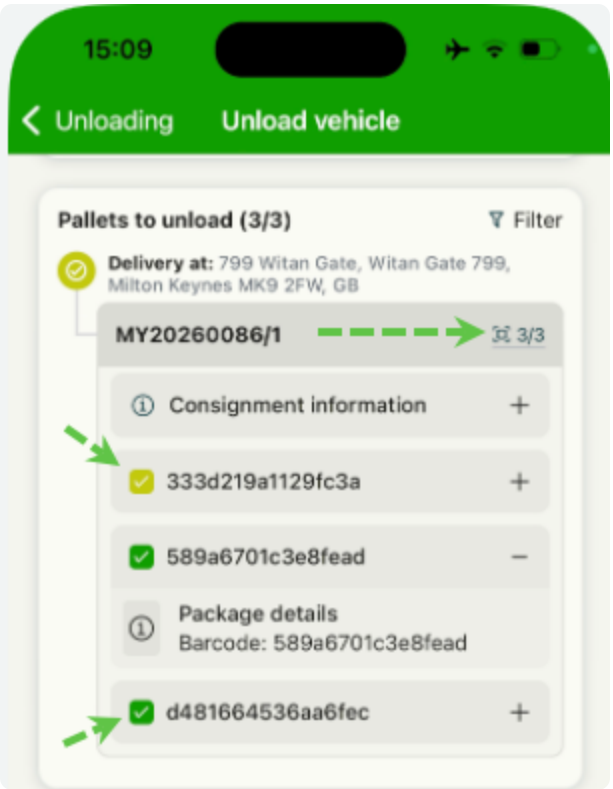


📚 Pallets are sorted with the back of the truck first. The top row is the pallet physically closest to the rear door, which is the first to be unloaded.

Each row shows the pallet barcode and its loading position on the inbound vehicle. As pallets are scanned, the color-coded indicators update in real time:

Color	Meaning
Dark green	Pallet scanned in the current session: just confirmed.
Pale green	Pallet scanned in a previous session: previously confirmed.
Orange	Warning: the pallet requires attention before proceeding.
Red	Error: the pallet could not be found or has a routing problem.

- A running counter at the top of the screen shows the number of pallets scanned against the total expected on the inbound load.



- **Scan** each pallet barcode as the pallet is removed from the vehicle. The checklist indicator updates immediately and the counter goes up.

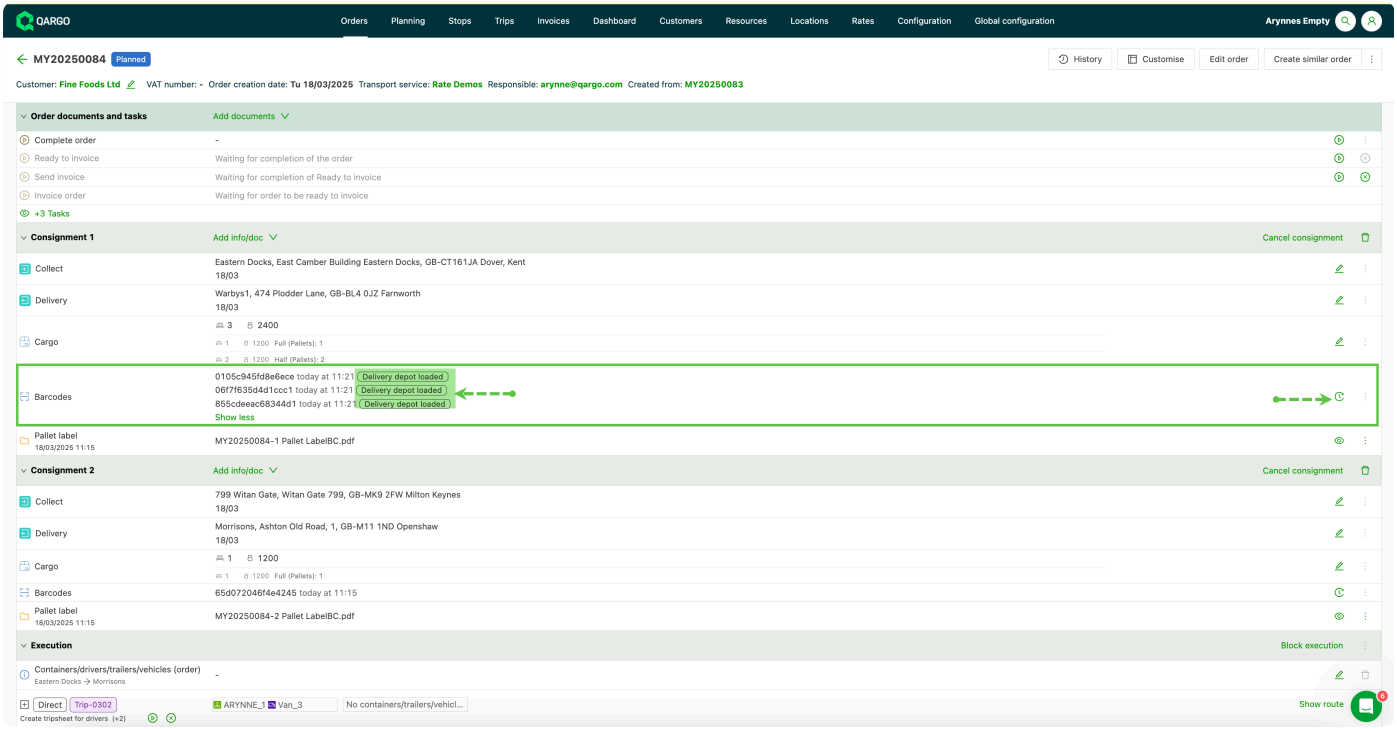
‼️ Load sheet scanning applies to the **Unload vehicle** flow only. The free scan and terminal scan flows do not include a load sheet scanning step.
‼️ For pallet network trunk vehicles (Palletforce, UPN and similar), the expected-pallet checklist is only shown when the trunk load is modeled in Qargo.

Use case 2: loading an outbound vehicle

This use case covers the “loading” cross dock event.
The loading action:

- gives the warehouse operator an extra check that all pallets planned on the load are also present on the truck
  - this check is only relevant when the loads are also planned in the TMS. For outbound trunks that are not planned in the TMS, the check does not happen.
- registers the “scanned out” scan for each scanned pallet
  - this scan may already exist if the “unloading” and “free scanning” flows were run for the pallets. Those flows can also generate a “scanned out” scan when a pallet is moved from the inbound vehicle or from the cross dock *(only happens when **Keep pallets on truck while unloading** is enabled)*.


Pallet tracking history
0105c945fd8e6ece
1
Delivery depot loaded
2
Trip-0302
today at 11:21
Trip-0302
arynne.qargo@outlook.com
3
06f7f635d4d1ccc1
Delivery depot loaded
Trip-0302
today at 11:21
Trip-0302
arynne.qargo@outlook.com
855cdeeac68344d1
Delivery depot loaded
Trip-0302
today at 11:21
Trip-0302
arynne.qargo@outlook.com

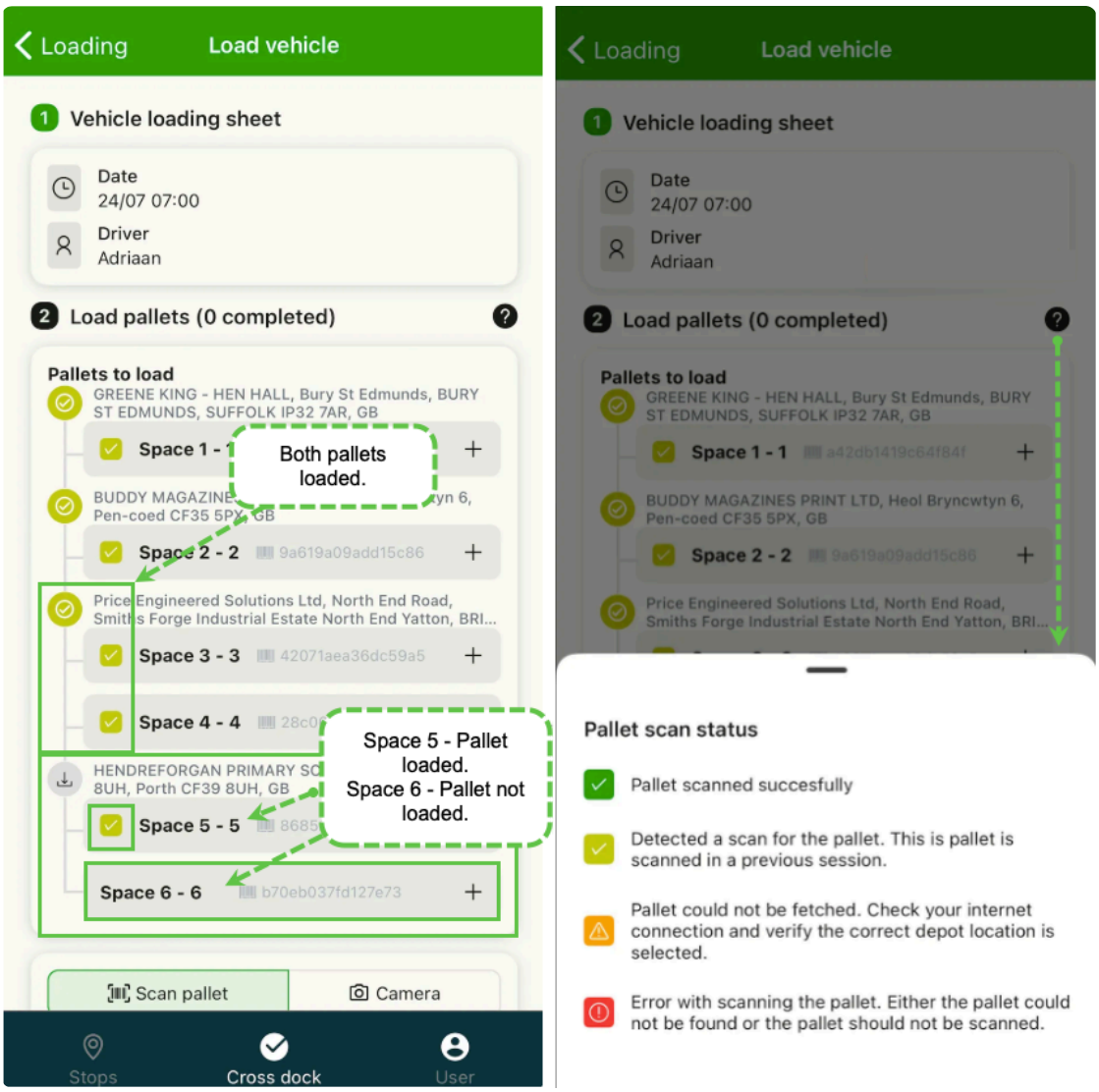

QARGO
Orders
Planning
Stops
Trips
Invoices
Dashboard
Customers
Resources
Locations
Rates
Configuration
Global configuration
Arynnes Empty
MY20250084
Planned
History
Customise
Edit order
Create similar order
Customer: Fine Foods Ltd
VAT number: -
Order creation date: Tu 18/03/2025
Transport service: Rate Demos
Responsible: arynne@qargo.com
Created from: MY20250083
Order documents and tasks
Add documents
Complete order
Ready to invoice
Waiting for completion of the order
Send invoice
Waiting for completion of Ready to invoice
Invoice order
Waiting for order to be ready to invoice
+3 Tasks
Consignment 1
Add info/doc
Cancel consignment
Collect
Eastern Docks, East Camber Building Eastern Docks, GB-CT161JA Dover, Kent
18/03
Delivery
Warbys1, 474 Plodder Lane, GB-BL4 0JZ Farnworth
18/03
Cargo
3
2400
Full (Pallets): 1
Half (Pallets): 2
Barcodes
0105c945fd8e6ece today at 11:21
Delivery depot loaded
06f7f635d4d1ccc1 today at 11:21
Delivery depot loaded
855cdeeac68344d1 today at 11:21
Delivery depot loaded
Show less
Pallet label
18/03/2025 11:15
MY20250084-1 Pallet LabelBC.pdf
Consignment 2
Add info/doc
Cancel consignment
Collect
799 Witan Gate, Witan Gate 799, GB-MK9 2FW Milton Keynes
18/03
Delivery
Morrisons, Ashton Old Road, 1, GB-M11 1ND Openshaw
18/03
Cargo
1
1200
Full (Pallets): 1
Barcodes
65d072046f4e4245 today at 11:15
Pallet label
18/03/2025 11:15
MY20250084-2 Pallet LabelBC.pdf
Execution
Block execution
Containers/drivers/trailers/vehicles (order)
Eastern Docks → Morrisons
Direct
Trip-0302
Create tripsheet for drivers (+2)
ARYNNE_1
Van_3
No containers/trailers/vehicl...
Show route



1. Pallet barcode reference.
2. Scan action status. In this case, the pallet was scanned as loaded onto the vehicle.
3. Load details for the scan activity. Depending on the activity, this can also show a vehicle ID or location. It also includes the user details (email).

When loading freight at the cross dock, not all required pallets may be loaded at the same time. Often only one pallet is loaded on a truck, and more are loaded later.

- Color-coded indicators show which pallets have already been loaded, along with additional alerts for potential errors.



- Dark green: the pallet is successfully scanned to the vehicle; loading is confirmed.
- Pale green: the pallet was previously scanned to the vehicle and is already loaded.
- Orange: warning; the pallet cannot be verified and checks are required.
- Red: error alert; the pallet could not be found or should not be loaded.

Use case 3: free scanning

This use case covers the “loading” and “store” cross dock events.
The free scan action:

- supports the warehouse operator in handling a pallet that is in the cross dock
    - the operator can check whether routing information is available, and load the pallet if it is
    - the operator can also move a pallet from one location in the cross dock to another
- registers the following scans:
    - the “scanned out” scan for each pallet loaded on an outbound truck
    - the “stored” scan for each pallet moved inside the cross dock

📚 Pallets can be free scanned to a location. Use a third-party website like this one to produce in-house barcode labels that identify pallet locations.

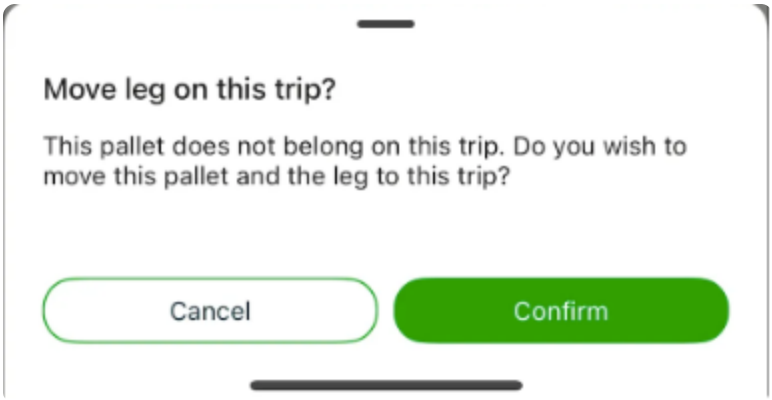
Free scan to assign an order to a load

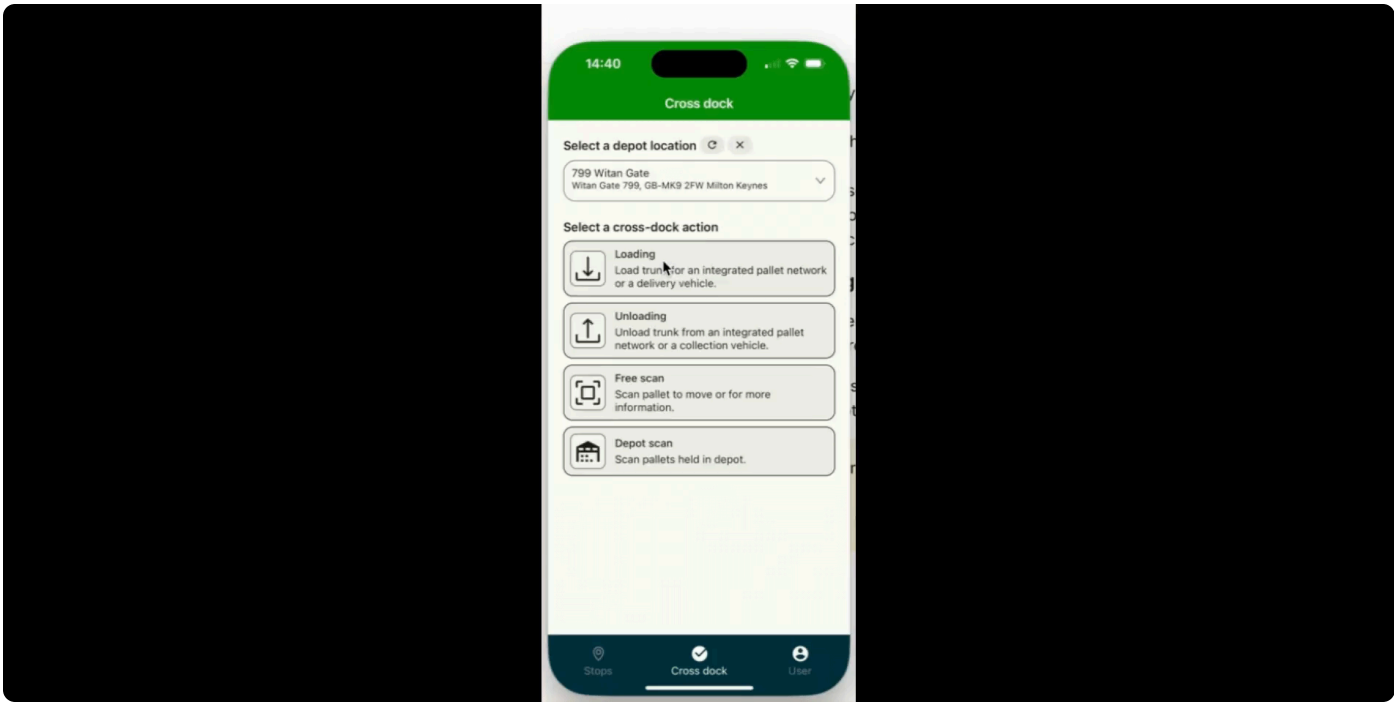
Use the free scan option to assign available pallets to an existing load and reduce friction in the warehouse workflow.

- This function is enabled by default. It can be disabled if it is not required.

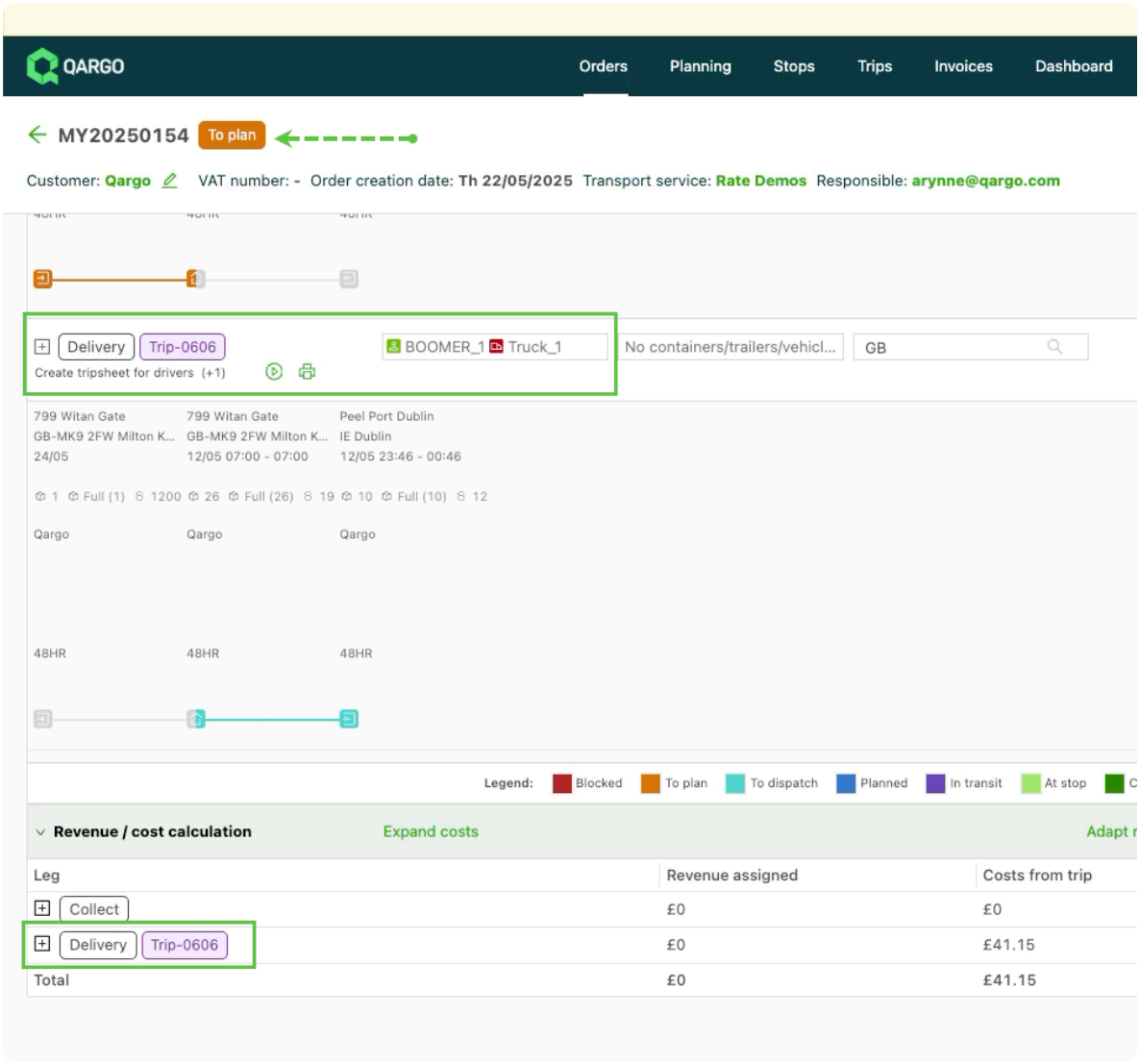
💬 Disabling the function to assign an order to a load is a **Qargo Admin function only**.
Contact Qargo Support to update this feature.

- The order must be in **'To Plan'** status and have the available leg created for the terminal location.
- In the cross dock scan app, click **'Loading'** to load pallets.
- Scan the vehicle loading sheet, or type the load number manually to bring up the details.
  - The vehicle loading sheet details appear, including the driver and vehicle details.
  - Pallets already scanned onto the vehicle are marked with a light green check.
- Scan a pallet. A message appears to indicate that the pallet is not planned on the load. The user must confirm to continue loading the pallet.

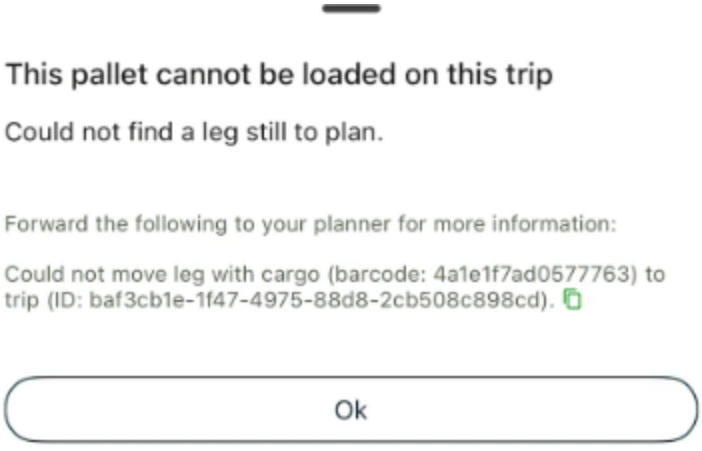




- A dark green check appears for each pallet that is scanned successfully.
- The pallet is added to the load and the route is optimized.
- The order leg updates to show the assigned resource and load number.



- A warning pops up if the pallet cannot be loaded.
  - Click the green icon to copy the barcode.



Why can the pallet not be loaded on the load?

- The leg is not in 'To Plan' status

- Multiple eligible legs that are still to plan are found
- The target load cannot be found
- The target load does not contain the terminal stop
- The target load is not planned yet
- The terminal location has not been selected.

Which scanner brands are recommended?

- Zebra
- Honeywell
- Minimum requirement: Android 8 (2017)