PN - Troubleshooting Palletline & Palletforce imports and allocations.

Troubleshooting tips and best practices for some issues that may come up when working with Palletline and Palletforce.

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Qargo users might run into issues with job allocations or imports for the Palletforce and Palletline networks. This article describes the typical causes and gives practical steps to resolve them.

ZIP code-based allocation for Palletforce exports

Issue

Palletforce exports may not be allocated automatically if the pickup or delivery locations are in the organization's owned ZIP code list.

Explanation

The system only makes automatic Palletforce (PF) allocations when the organization does not own the relevant ZIP code. If the organization owns the ZIP code, the system assumes the organization will handle the task and does not assign it to PalletForce.

Conditions for successful job imports via API

Issue

Palletforce jobs might not appear in the API import.

Explanation

The import only includes jobs marked as **"accepted" on the manifest date or within the three days before it**. If a job meets the acceptance criteria after its manifest date has passed, the system does not import it retroactively. Jobs or orders with manifest dates in the past are also fully blocked from import, regardless of their acceptance status. This makes sure that only current or future-dated jobs are processed, which keeps operations accurate. Location data errors, such as unrecognized pickup or delivery points, can also stop jobs from being imported. For successful imports, all location data must be configured correctly and recognized by the system.

Prevention measures

1. Make sure that all jobs are marked as "accepted" by the manifest date or within the three days before it.
2. To re-import a rejected job or a job not captured within the current import window:
3. Update the manifest date to a valid date within the window.
4. Make a minor change (e.g., add a shipment note) to trigger the API import again.3. If the manifest date is in the past, ask the relevant terminal or team to change it to today or a future date (up to three days ahead). The job or order then becomes searchable and can be imported into Qargo.

🧰 Permissions might be required to update the manifest date.If the manifest date cannot be updated, consider creating the job manually in Qargo so that it is processed. This takes extra effort, but it allows the job or order to be handled despite the date limitation.

Understanding job allocations in planning groups

Issue

Hazardous jobs might be assigned automatically to the Palletline planning group instead of Hazchem.

Explanation

This happens when the routing rules in the planning groups prioritize Palletline over Hazchem. For example, Palletline may have specific rules for direct stages that Hazchem does not have. Without additional Hazchem rules, the job falls back to Palletline.

Recommended action

Review and update the routing rules in the Hazchem planning group so that they include conditions for all stages, including direct stages. This makes sure hazardous jobs are allocated correctly.

Troubleshooting order visibility in Contrado

When importing orders from Contrado into Qargo, users may run into issues such as jobs not importing or not being visible after import. This guide gives an overview of common causes and troubleshooting steps to resolve these problems.

Jobs not importing - **Cause:** The manifest date is set beyond the allowed future window (e.g., more than a few days ahead). **Solution:** Wait until the manifest date falls within the allowed window; the jobs then import automatically. Alternatively, change the manifest date in Contrado to a date within the allowed window for an immediate import.

Jobs imported but not visible - **Cause:** The job may be in an error state, such as a location data error (e.g., "Unknown Location").
Solution: Check the job's status and error details in Qargo. Correct any location data issues so that pickup and delivery locations are recognized and mapped correctly. Reprocess or save the job to clear the error and make it visible.

1. In Qargo, go to **Locations > Transport networks > Palletline > Hubs and terminals**.
2. Find the delivery terminal used for these orders.
3. Check whether the terminal is marked as "Internal."
4. If it is, change the configuration so the delivery terminal is not set to "Internal."
5. Save the changes. Future imports will now come in as "Delivery," so they can be planned on a manifest.

Troubleshooting steps

To resolve order import issues, take the following steps:

- **Check the manifest date**
    - Verify that the manifest date in Contrado is within the allowed import window. - Adjust the date if needed so the job imports into Qargo.
- **Review location data**
    - Check for errors related to pickup and delivery locations.
    - Correct any discrepancies in location data so that Qargo recognizes the locations.
- **Verify configuration settings**
    - Make sure that terminal codes and other configuration settings match between Contrado and Qargo.
- **Reprocess jobs:**
    - After correcting any errors, reprocess or save the job in Qargo to clear the error state and make it visible.

With an understanding of these common scenarios and how to resolve them, Qargo users can manage job imports and allocations in the Palletforce and Palletline networks effectively.

- Following these practices reduces the risk of misallocations and import failures linked to automated processes.
    - Keep manifest dates current or future-dated to avoid import issues. By dealing with the limitations caused by past manifest dates, users can keep operations running smoothly and minimize disruptions.
    - Review and update configuration settings in both Contrado and Qargo regularly to keep them compatible.
    - Validate location data when creating jobs in Contrado to prevent errors during import.
    - Make sure all terminal configurations match operational requirements.
    - Monitor manifest dates and adjust them as needed to match Qargo's import window.

💬 For unresolved issues, consult the system documentation or contact support.