Integrations - Importing orders into Qargo

Learn how to import orders into Qargo via API or partner integrations. Covers mapping, validation and troubleshooting.

Updated February 12, 2026

Introduction

Qargo supports multiple ways to bring orders into the platform at scale. This article explains the key concepts and the main import paths most customers use: integration partners and Qargo's public API. It also links to resources for manual imports and pallet network workflows. A troubleshooting guide covers common errors and how to resolve them.

Terminology

Term	Description
Order	A shipment record in Qargo. Orders can include one or more stops and associated documents.
Import	The process of creating or updating orders in Qargo by sending structured data from an external system.
Source system	The system where the data originates, for example a TMS, ERP, WMS, or marketplace.
Mapping	The transformation of fields from the source system to Qargo's order schema.
DTO (Data Transfer Object)	The structured payload that carries order data into Qargo via integrations, EDI, or API.
Validation	Qargo's checks to ensure incoming data is complete, correctly formatted, and consistent with business rules.
Acknowledgment	The response returned to the sender. It indicates success, partial success with warnings, or failure with errors.
Idempotency key	A unique identifier that the client generates and includes with a request, typically in the HTTP header. Its purpose is to ensure a request can be safely retried without unintended side effects, i.e., duplication.

Import paths overview

Qargo supports several import methods. This article focuses on the three most common automated paths.

- Integration partners (pre-built connectors)
- EDI partners (industry-standard document flows)
- Qargo API (direct programmatic integration)

For manual file uploads and pallet network–specific flows, see:

- Data import - Importing order data
- PalletLine order import

Import via integration partners

Best for organizations using popular ERPs, WMSs, or logistics platforms that already have a Qargo-certified connector.

- How it works

    - The partner connector exports order data on a schedule or event.
    - The connector maps the partner's schema to Qargo's order DTO.
    - Data is transmitted to Qargo via a secure channel defined by the connector.
    - Qargo validates and ingests the data, then returns acknowledgments and error details.
- Typical capabilities
    - Field mapping presets maintained by the partner
    - Incremental updates for order changes
    - Attachment support when the partner shares documents
    - Automatic retries and dead-letter handling
- What to configure
    - Credentials or API keys provided by Qargo or the partner
    - Optional field overrides and value normalization rules
    - Default behaviors for missing optional fields
    - Notification preferences for import failures
- When to choose this
    - The goal is the fastest path to go-live with the least custom code
    - The partner already supports Qargo or a very similar schema

Import via Qargo API

Best for teams that want full control and immediate feedback, or when no partner connector is available.

- Endpoint model
    - Create order
    - Update order
    - Attach documents and references
    - Retrieve and search orders for confirmation
- Payload guidance
    - Use ISO 8601 for date-times with time zone offsets
    - Provide consistent units for weights, volumes, and counts
    - Include stable external IDs for idempotency and de-duplication
    - Send complete address blocks where possible, including country codes
- Reliability patterns
    - Use idempotency keys to safely retry on network failures
    - Implement exponential backoff for 429 and transient 5xx responses
    - Log validation errors and surface them to operations teams
- Security
    - Use scoped API keys or OAuth as provided
    - Rotate credentials regularly and avoid hard-coding secrets
- When to choose this
    - The team controls the source system and can build quickly
    - Fine-grained control over payload shape, timing, and retries is needed

🧰 **Qargo API technical documentation is available here.**

Data mapping checklist

Before go-live, confirm that the following are aligned between the source system and Qargo:

Parties	**Customer, shipper, receiver, payer, and contact roles consistently mapped.**
Locations	Names, addresses, country codes, and optional geo; avoid ambiguous free text.
Dates and times	Pickup, delivery, and ready-by windows in ISO 8601 with explicit time zones.
Goods details	Item lines, packages, pallets, dimensions, hazardous materials (HazMat) flags.
Accessorials and add-ons	Surcharges and service-level options mapped to Qargo's add-on model.
References	Customer order numbers, purchase orders, and trading-partner references.
Documents	Attachments for CMR, POD, labels, and customs documents if available.

Operational controls

De-duplication	**Provide a stable external ID. Qargo can reject duplicates or upsert as configured.**
Partial updates	Decide whether updates replace full objects or patch specific fields.
Status handling	Agree which events the import can set and which ones operations drive.
Cutover strategy	Define a window when both the old and new systems may run, and how to avoid double-booking.

Best practices to prevent issues

- **Validate before sending**
  Run a pre-check in the source system for required fields, date-time formats, and units.
- **Standardize codes**
  Maintain a lookup for services, equipment types, and accessorials that maps to Qargo codes.
- **Use idempotency**
  Always send idempotency keys for creates. Log the key-to-order ID mapping.
- **Monitor and alert**
  Set up notifications for failed imports and integrate error logs with observability tools.
- **Document the mapping**
  Keep a living mapping document so future changes do not break imports.
- Ensure all data, particularly dates, follows valid formats.
- Use unique identifiers for new orders to avoid misclassification.
- Regularly check import files for typographical errors or data inconsistencies.

Troubleshooting

Below are common errors seen during order imports, their likely causes, and how to resolve them. The error text may vary slightly depending on the import path.

Missing required field: customer_id

- Symptom
  - Error: Missing required field: customer_id
- Cause
  - The source did not provide a mapped customer or provided an unknown value.
- Fix
  - Ensure the customer master exists in Qargo and the mapping uses the correct external key.
  - For partners, update the connector mapping.
  - For API, include customer_id or a resolvable external_customer_ref.

Invalid date-time format for pickup_window.start

- Symptom
  - Error: Invalid date-time. Expected ISO 8601 with timezone
- Cause
  - Datetime sent without a time zone or in a non-ISO format.
- Fix
  - Send ISO 8601 strings, for example 2025-03-12T08:00:00+01:00.
  - Validate formats in the source system before sending.

Unknown location: consignee_address

- Symptom
  - Error: Location validation failed for consignee
- Cause
  - Incomplete or ambiguous address, or a reference to a saved location that does not exist.
- Fix
  - Provide the full address, including the country code.
  - If using location references, synchronize master data first.

Unsupported addon code: LIFTGATE_PREMIUM

- Symptom
  - Error: Addon code not recognised
- Cause
  - The source uses a service code that is not configured in Qargo.
- Fix
  - Add the code or map it to a supported add-on in Qargo.
  - Normalize codes in the connector before transmission.

Duplicate order detected with external_id=ABC-123

- Symptom
  - Error: Duplicate order
- Cause
  - Idempotency or de-duplication flagged a repeated create.
- Fix
  - If the retry is intentional, reuse the same idempotency key and check the previous result.
  - If it is a true duplicate, change the external_id or convert it to an update.

Document attachment rejected: file type not allowed

- Symptom
  - Error: File type not supported
- Cause
  - The attachment type is not on the allowed list.
- Fix
  - Convert to a supported format, typically PDF or image types configured for the workspace.
  - Ensure the integration sends MIME types correctly.

API 429 Too Many Requests

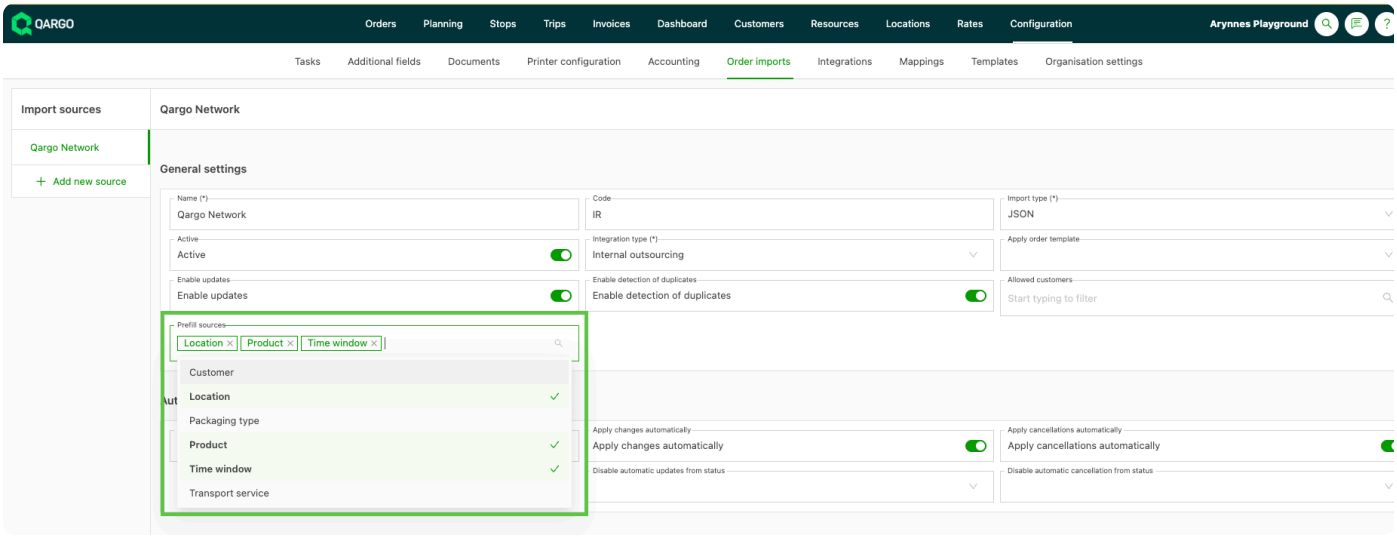
- Symptom
  - HTTP 429 responses and throttling headers.
- Cause
  - Burst traffic exceeds rate limits.
- Fix
  - Implement exponential backoff and respect retry-after headers.
  - Smooth batch sizes and schedule imports for off-peak windows.

"Fix errors?" prompt on the Order import screen

- Symptom
  - The user sees a banner or inline prompts during review.
- Cause
  - One or more imported orders have validation issues that require operator input.
- Fix
  - Open the order, review the highlighted fields, and correct the values.
  - If the same issue recurs, update the mapping rules at the source.

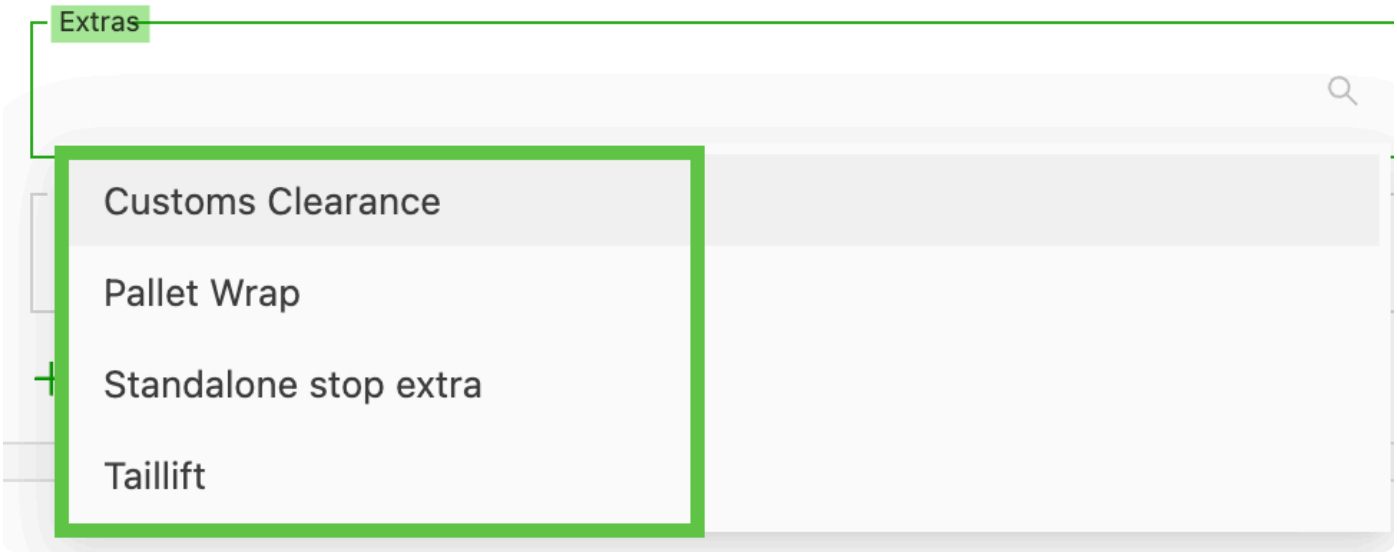
Order pre-fills (configured by Qargo Admin)

If pre-filled order data appears incorrect or not as expected, the cause may be the order import mapping.



- Fields included in the order import mapping take priority over any other default values elsewhere in the platform, for instance pre-fills from the customer profile.

- Where other options are defined that include ***multiple options to select*** (i.e., extras), the values from the order import are added alongside any options that are already selected.



FAQ - Pre-fills

Q. How can certain pre-fills take precedence when they can come from different sources for the same target field? Example: Start / end time windows - pre-fills can be defined by:

- **Transportation service**
- **Customer**
- **Location**
- **Time window**

A. The most specific pre-fill is applied. In the example above, the logic follows how granular the selections are: first the transportation service, then the customer and locations, followed by the time window for the stop. So in this instance, the pre-fill comes from the last selection (time window), as this is considered the most specific option.

Q. Is there a way to pre-fill with the opening hours of the location, or do they have to be entered manually for each imported order? Is there a quick way to pull in the times when locations are available for pickup / delivery?

A. Yes, opening hours for locations can be pre-filled when importing orders and included in the stop time window settings. This gives clear visibility of when the stop action can be completed if no specific appointment or time window is required. A feature flag can be enabled to automatically use the opening hours defined on the location for order imports.



💬 To enable this feature, contact Qargo Support or the Account Manager.

Best practices to prevent issues

- Validate before sending
  Run a pre-check in the source system for required fields, date-time formats, and units.
- Standardize codes
  Maintain a lookup for services, equipment types, and accessorials that maps to Qargo codes.
- Use idempotency
  Always send idempotency keys for creates. Log the key-to-order ID mapping.
- Monitor and alert
  Set up notifications for failed imports and integrate error logs with observability tools.
- Document the mapping
  Keep a living mapping document so future changes do not break imports.