PN - Troubleshooting incorrect terminal codes caused by fallback defaults

Learn how to diagnose and resolve incorrect terminal codes in the system that are mistakenly being assigned due to fallback default logic

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When a pallet network terminal code cannot be resolved confidently, some systems use “fallback defaults.” These defaults can show the wrong terminal on labels or route shipments to the wrong terminal after dispatch. This guide helps identify, fix, and prevent issues caused by fallback defaults.

🔔 Common symptoms

- Label shows one terminal before dispatch, then changes after export to the network
- Shipment is sent to the wrong terminal or uses the wrong leg type
- Errors like “No delivery terminal found” or silent defaulting to a terminal
- Multi-network or multi-stage orders pick the wrong terminal set or credentials

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1️⃣ First steps

1. Did the network return terminal codes?

- Yes: Use the terminal codes returned by the network as the source of truth. Do not overwrite them with internal defaults.
- No: Continue to step 2.

2. Is the shipment type correct for this job?

- If third-party vs. network is wrong, terminal resolution will be wrong too. Fix the shipment type for the specific stage or integration.

3. Is this a multi-network or multi-stage scenario?

- If different networks handle pickup and delivery, a single set of “global defaults” will be wrong. Separate logic per stage or integration

4. Is the internal gazetteer or “global list” in sync?

- If not, pre-dispatch labels may show a default that flips after export (when the network gazetteers the job). Sync the lists or rely on network codes post-export for accuracy.

🛠️ How to fix it

- If network terminal codes are available
  - Treat network-returned codes as the source of truth for planning and labels.
  - Do not re-evaluate or override them with internal defaults unless the network data is missing.
- If terminal resolution failed
  - Prefer an explicit error and guided correction over a silent default.
  - Use the “fix data” flow to correct the mapping or create a one-time alias so future imports auto-match.

- If labels “flip” after export
  - This often means a pre-dispatch default was replaced by the network’s gazetteered terminal at dispatch.
  - Verify the export event and compare the stored network terminal codes. If the internal list is stale, update it or rely on network codes post-export for accuracy.
- If the shipment type is wrong
  - Validate the shipment type per stage or per integration, especially when more than one stage is subcontracted. Avoid order-level defaults that apply to all stages indiscriminately.
- For multi-network or multi-stage orders
  - Ensure the correct network is allocated to each leg or stage.
  - Check that surcharges are mapped correctly to the selected network options.

? FAQ

- Why do terminal codes change after dispatch?
  - The network finalizes terminal codes during export. If the pre-dispatch view used a default, it may “flip” once the network assigns the actual terminal.
- Can a specific terminal code be forced?
  - In some integrations, yes, but best practice is to let the network’s gazetteer decide unless there is a clear contractual override. Always ensure overrides match network capabilities.
- What should be done when multiple networks are used or multiple stages are subcontracted?
  - Define shipment type and terminal rules per integration or stage rather than applying one rule to the whole order.
- Why was the order sent to the wrong terminal on import?
  - Internal defaults may have overwritten network-assigned terminals. Use network-returned codes as the source of truth on import.

📚 When network terminal codes are present, treat them as the source of truth. Avoid overwriting them with internal defaults. If a terminal cannot be resolved, prefer an explicit error and guided correction over a silent fallback.