FAQ – Palletforce: troubleshooting common issues

Answers and workarounds for common Palletforce issues in Qargo, including dispatch errors, surcharge behavior, terminal assignment, and imported tracking ID problems.

Updated March 17, 2026

1. Why can't the Palletforce (export) resource be removed from an already dispatched order?

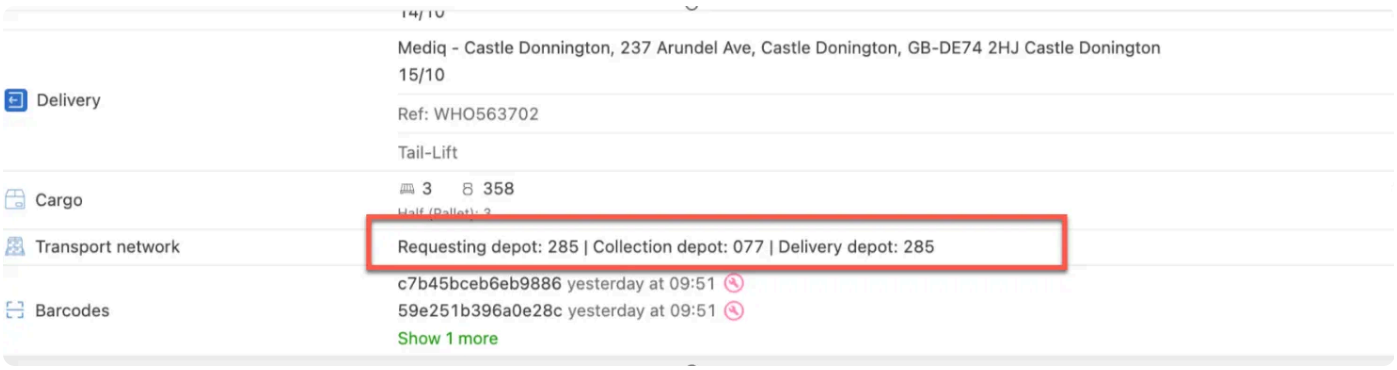
- It can't be removed when:
  - A tracking code exists and the shipment is terminal locked.
  - A tracking code exists and the manifest date has passed.
- Why: Once an order is dispatched to Palletforce and locked in their system, edits are restricted. Changes to imported Palletforce orders must be made in the Palletforce portal.
- Workaround in Qargo: Assign a driver and vehicle as an extra resource and dispatch to the driver. This keeps operations going without removing the Palletforce resource.

2. Why isn't the SA surcharge added automatically via order import?

- Summary: Saturday AM (SA) is a Palletforce surcharge that Qargo applies automatically when a delivery is scheduled on a Saturday. There is no need to add a time window for SA.
- Other time windows: Options like AM or Booked Window are standard time windows. If they are included in the import or selected on the order, the related charges are added.
- What to do: For a specific non-Saturday timed delivery, add the appropriate time window (for example, AM or Booked Window) to the order or include it in the import.
- Status: Expected behavior. Qargo continues to work with Palletforce on mapping improvements.

3. Why is a different terminal assigned to the order than the expected one?

- Gazetteering per leg: The leg assigned to Palletforce is gazetteered by Palletforce. If PF is on pickup only, PF resolves the pickup terminal, not the delivery terminal.
- Leg and resource assignment matter: If users assign PF to a different leg than they expect, the resolved terminal can differ accordingly.
- In-area vs. out-of-area: When the delivery is outside a customer's local area, PF may treat it as third-party or choose a different terminal than the user anticipated.
- Defaults vs. network truth: Any internal or transportation-service defaults can seed a pre-dispatch terminal or label that PF replaces after export. Treat PF-returned terminal codes as the source of truth.
- After dispatch: Terminal changes observed after dispatch typically come from PF processes, not from Qargo updating codes post-export.



4. Why did the dispatch fail with a duplicate tracking number error?

- This typically occurs when an order has a ***Palletforce tracking number*** set and the same tracking number has already been used on a previously dispatched order.
- The most common cause is **order copying**. When an order is duplicated in Qargo, all fields are copied, including the ***Palletforce tracking number***.
- If the copied order is dispatched to Palletforce without removing or replacing the tracking number, Palletforce rejects the dispatch because the number is already registered.

What to do: Before dispatching a copied order, go to the order and clear the ***Palletforce tracking number*** field or update it to a new, unique tracking number.

5. Why is no barcode available on the order even though it was imported before dispatch?

- Barcodes are registered in Qargo only after the dispatch task is completed and Palletforce returns the tracking information.

If an order was created and still has no barcode at import, confirm that:

- The order is routed through a Palletforce transportation service.
- The delivery terminal and service level are correctly set. These are required to generate the barcode.
- The dispatch task has not been blocked or skipped in a way that prevented shipment creation.

6. Why does the barcode on the physical label not match what Palletforce shows?

- After an order is exported (dispatched), Palletforce may assign a different tracking number or terminal than the one initially generated, for example, when Palletforce reroutes the shipment based on its own network logic.

- When this occurs, the barcode printed from the pre-dispatch label differs from the one Palletforce holds.
    - **Reprint the label** after the dispatch task completes and Palletforce has returned the confirmed tracking data. This ensures the physical barcode matches the Palletforce system.