PN – FAQ: Non-UK pickup or delivery legs for pallet networks

FAQ article on how non-UK pickup or delivery legs for pallet networks currently work

Updated December 12, 2025

Q: Can a pallet network job be submitted if either the pickup or delivery is outside the UK?
A: No. The current integrations for Palletforce, UPN, Palletways, and Pallex/Fortec only support UK-domestic legs.

- Scope affected
  - UK → Non-UK delivery legs
  - Non-UK → UK pickup legs
  - All standard service levels for the listed networks

Q: Why is this not supported?
A: These integrations are designed around UK-domestic schemas and routing.

Q: What should be done instead?
A: Split the movement and handle the international leg outside the pallet network integration.

- Recommended approach
  - Create a separate, non-network job in Qargo for the international leg
  - Use the preferred international carrier or partner workflow
  - Attach the required export documents to that job and communicate/price legs separately

Q: Are there any network-specific exemptions?
A: No current exemptions via the standard integrations.

Q: Can network labels be used for the international leg?
A: No. Network labels are not valid for non-UK legs and may cause handling issues.