FAQ: Viewing planned vs. actual times for a load

Updated November 4, 2025

Q. Is it possible to compare the customer-requested times against the planned times and the times actually realized, and to report on these details?
A. Yes. ***Planned****,* ***estimated****, and* ***actual*** *timestamps can be exported for stops and loads.* This makes it possible to compare what was planned with what actually happened, which supports better performance tracking and reporting. **Analyze load performance** by exporting all key timestamps. These exports help measure planning accuracy and identify areas for improvement in operations.

📘 Terminology

Term	Definition
Planned timestamp	The original date and time scheduled for a stop or load.
Estimated timestamp	A calculated prediction of when a stop or load is expected to happen, often updated based on progress or conditions.
Actual timestamp	The real date and time when a stop or load occurred.
Custom export	A user-defined data export that includes selected fields, created to meet specific reporting needs.

This export feature makes it possible to:

- **Export timestamps** for each stop and load, including:
  - **Planned timestamps** – what the planner originally scheduled
  - **Estimated timestamps** – system-calculated predictions based on real-time or updated data
  - **Actual timestamps** – what actually occurred during the load

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🧪 Common use cases

- **Performance and KPI reports:**
  Compare planned vs. actual delivery or pickup times to track on-time performance.
- **Customer service:**
  Provide accurate records of when deliveries were expected versus when they occurred.
- **Continuous improvement:**
  Identify planning patterns or delays and use the data to optimize scheduling.

🔍 Limitations

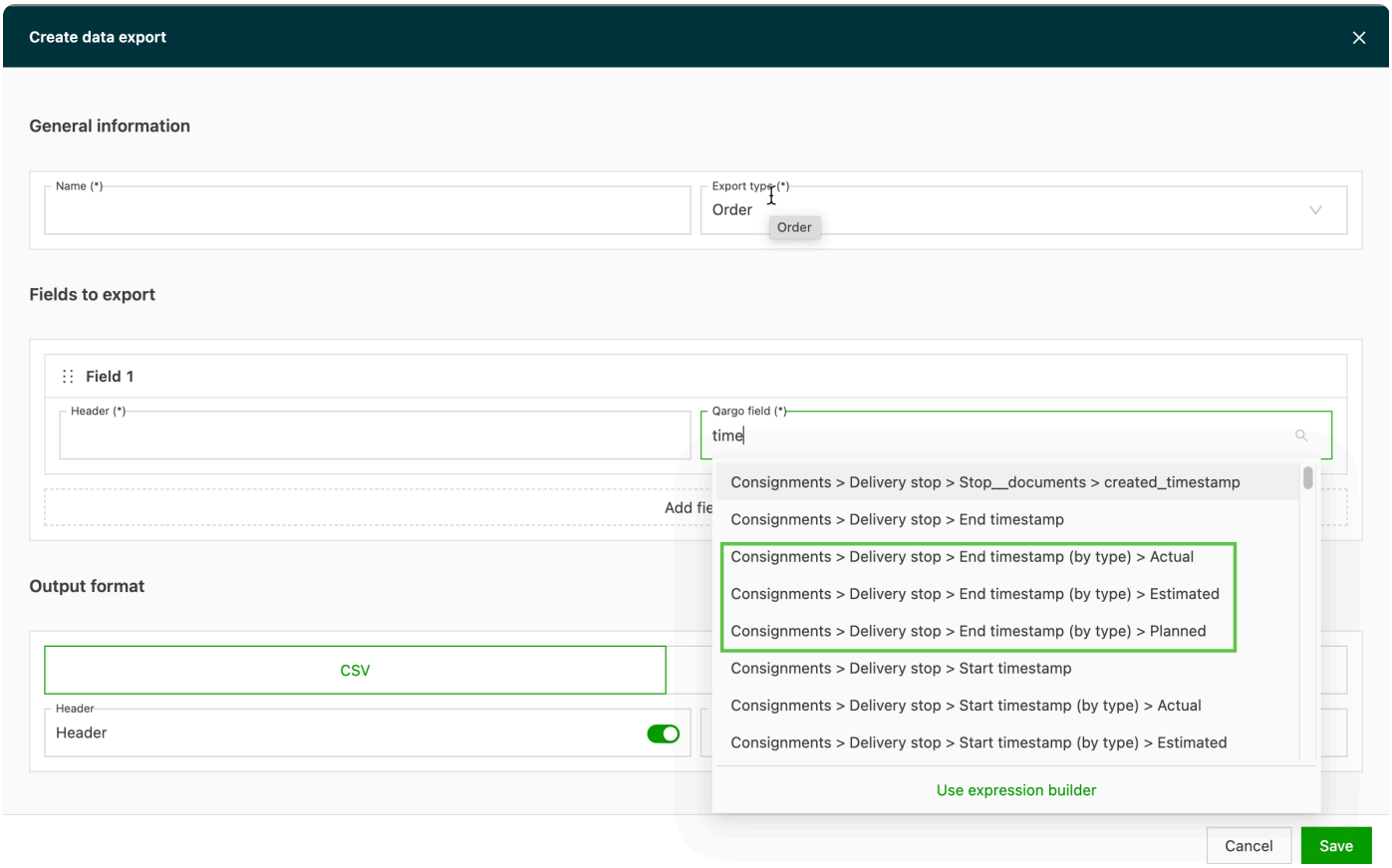
- This feature is **only available for custom exports** at the moment.
  Standard or built-in exports do not yet include these timestamp fields.

Create an export to show timestamps

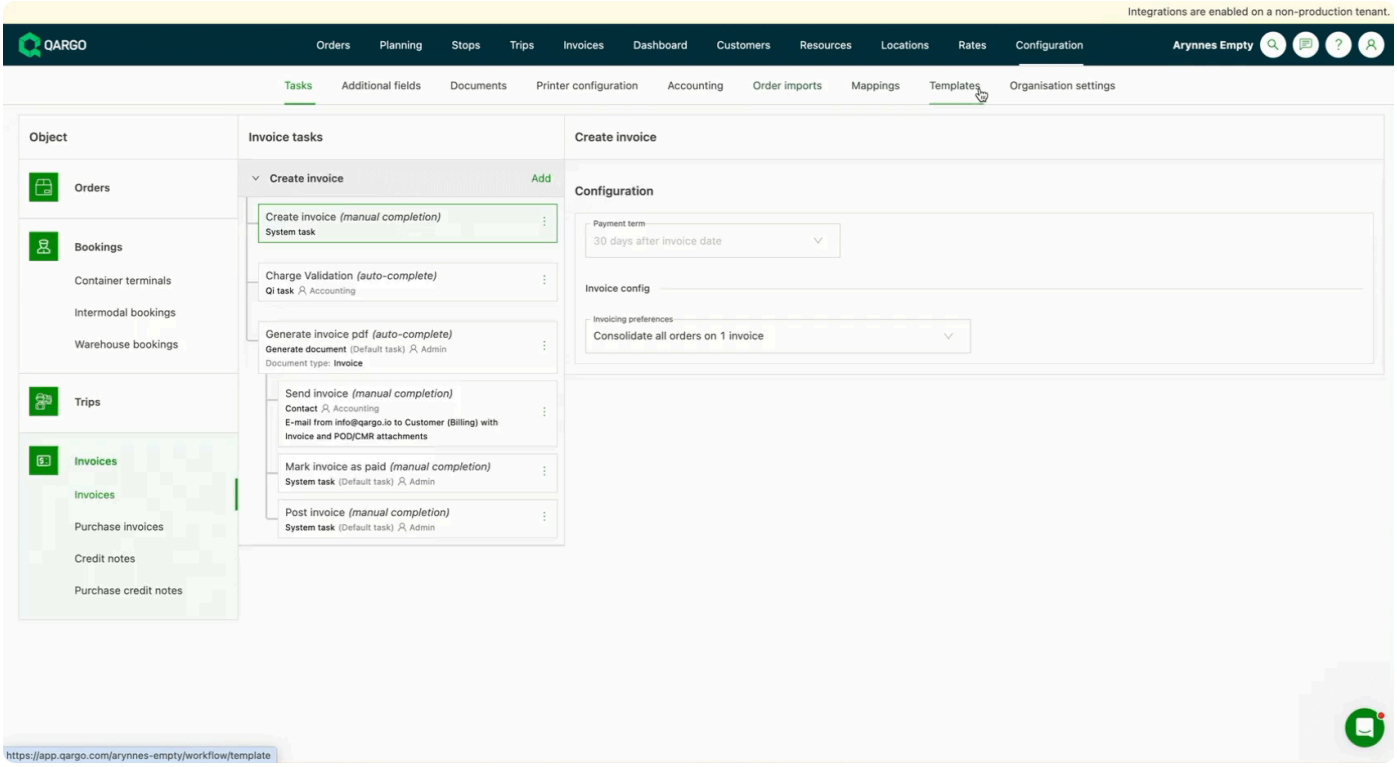
- Go to **Configuration > Templates**
- Select **'File export/downloads'** from the side menu
- Click the **'Create export'** button
- Give the export a name and select the **'Export type'** that reflects the data to capture

Add the fields for the export

- From the **'Qargo field'** list, select the data to include in the export
- Each timestamp option is available for both the **pickup and delivery stops**



📚 To see all the available timestamp options, type *'Timestamp'* into the **Qargo field**, and the available options will show in the dropdown.


Integrations are enabled on a non-production tenant.
QARGO
Orders
Planning
Stops
Trips
Invoices
Dashboard
Customers
Resources
Locations
Rates
Configuration
Arynnes Empty
Tasks
Additional fields
Documents
Printer configuration
Accounting
Order imports
Mappings
Templates
Organisation settings
Object
Orders
Bookings
Container terminals
Intermodal bookings
Warehouse bookings
Trips
Invoices
Invoices
Purchase invoices
Credit notes
Purchase credit notes
Invoice tasks
Create invoice
Add
Create invoice (manual completion)
System task
Charge Validation (auto-complete)
Qi task Accounting
Generate invoice pdf (auto-complete)
Generate document (Default task) Admin
Document type: Invoice
Send invoice (manual completion)
Contact Accounting
E-mail from info@qargo.io to Customer (Billing) with
Invoice and POD/CMR attachments
Mark invoice as paid (manual completion)
System task (Default task) Admin
Post invoice (manual completion)
System task (Default task) Admin
Create invoice
Configuration
Payment term
30 days after invoice date
Invoice config
Invoicing preferences
Consolidate all orders on 1 invoice
https://app.qargo.com/arynnes-empty/workflow/template