PN – Palletways overview

This article explains how the Palletways integration works in Qargo. It is for transport professionals who work in Qargo every day and need to receive, manage, track, and complete Palletways work efficiently.

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What the integration does at a glance

- Orders sent from Palletways appear in Qargo automatically.
- Qargo keeps Palletways updated as the job progresses.
- Labels, tracking events, alerts, and PODs are exchanged so both systems stay in sync.
- Users work in Qargo, and the integration handles the data flow to and from Palletways.

Who this guide is for

- Terminal and traffic office teams that receive Palletways shipments.
- Planners who allocate and sequence work.
- Drivers (via the driver mobile app) and the traffic desk monitoring live progress.
- Customer service teams that track shipments, resolve alerts, and share PODs.

Specific terminology

Term	Definition
Shipment	A Palletways shipment, often made up of one or more pallets under a single reference.
Palletways reference	The unique identifier from Palletways, used across both systems.
Service level	The agreed product or delivery speed (for example, next day).
Scan event	A barcode scan recorded at a handling step such as load, unload, cross-dock, or delivery.
POD (proof of delivery)	Evidence of delivery, typically the recipient's name and signature, with optional photos and notes.
Alert	Any deviation from the normal delivery flow, such as a failed attempt, damage, or an address issue.
Push (data)	Data sent out automatically by the source system to the destination.
Pull (data)	The destination system actively retrieves or refreshes data from the source.

Prerequisites

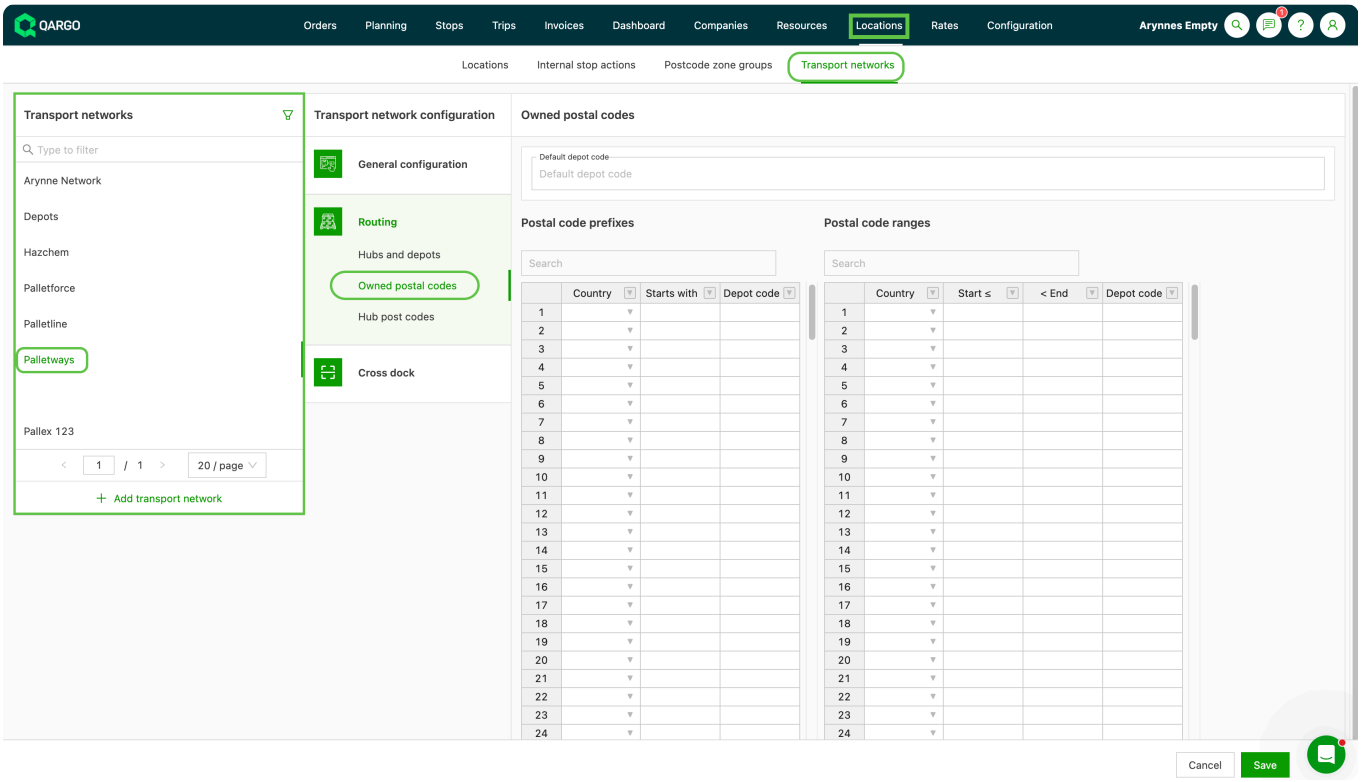
- The organization has an active Palletways integration configured by its Qargo admin team.
- The user's role in Qargo allows viewing and actioning Palletways orders.
- Devices used for scanning or capturing PODs are connected to Qargo according to the operating procedure.

Multi-terminal support

Organizations that operate more than one internal Palletways terminal can manage all terminals through a single Qargo instance.

Configuration

- Each Palletways terminal requires its own set of API credentials.
- Terminal codes are managed under **Location > Transport network > Owned ZIP codes**.



‼️ Terminal selection is automatic. Operators do not need to select a terminal manually when creating or dispatching a shipment. Qargo determines the correct instance based on ZIP code ownership.

Daily workflow in Qargo

Receive shipments

- Palletways pushes new shipments to Qargo.
- They appear in the Orders or Inbound work view with the Palletways reference visible.
- Basic details include the shipper, receiver, service type, pallet count, weight, and any special instructions.

Plan and allocate

- Assign the shipment to a route/vehicle in Qargo.
- If the workflow uses scanning, scan the labels to confirm the load.
- Qargo pushes status updates back to Palletways where applicable.

Execute and track

- As drivers progress through stops, Qargo records time, status, and scan events.
- Key milestones (for example, Out for delivery, Delivered, Failed delivery) synchronize to Palletways.

Handle alerts

- Record reasons (for example, customer closed, address issue, damage) in Qargo.
- Alert details and any associated photos can be pulled or pushed, depending on the configuration, so Palletways and Qargo match.

Proof of delivery (POD)

- Capture the signature, name, photos, and notes in Qargo.
- The POD is sent to Palletways so customers and network stakeholders can view it.

Billing and close-out

- Delivery completion and final quantities in Qargo can be used for billing.
- Where supported, changes that affect charges are synchronized to Palletways to keep records aligned.

Cross-terminal scanning and visibility using the Qargo mobile app

- Pallets scanned during loading or unloading (pickup terminal or delivery terminal)
    - Scan events are sent to Palletways automatically
    - The Palletways network is informed of each pallet's progress through the terminal handling steps. No manual entry is required.
- **Supported scan events:**
    - Pallet loaded onto a vehicle at the pickup terminal
    - Pallet unloaded from a vehicle at the pickup terminal
    - Pallet loaded onto a vehicle at the delivery terminal
    - Pallet unloaded from a vehicle at the delivery terminal
- Scan events appear in the shipment's barcode history in Qargo and are reflected in Palletways network tracking.

Feature summary and data flow directions

The integration can both push and pull. "Push" means the source system sends data out automatically. "Pull" means the destination system checks for changes or requests data.

Feature	Direction	Typical trigger	Where it appears in Qargo	Notes
New order / shipment	Push from Palletways	Order created in Palletways	Orders list or inbound queue	Appears with the Palletways reference and service data
Order updates (for example, instructions, quantities)	Push from Palletways, pull by Qargo	Edits in Palletways or scheduled pulls by Qargo	Order detail panel	Qargo may pull periodically to make sure late edits are captured
Label data / shipment references	Push from Palletways	Order creation or print request	Order labels section	Use for scanning and load confirmation
Planning status (allocated, on route)	Push from Qargo	Assignment to a vehicle/route	Planning board and order timeline	Keeps Palletways aware of progress
Tracking milestones (out for delivery, delivered, failed)	Push from Qargo	Status changes by the driver or in the app	Live tracking and order activity	Near-real-time visibility for Palletways
Scan events (load, cross-dock, POD scan)	Push from Qargo	Scan performed at the terminal or on the vehicle	Scan history on the order	Improves the audit trail across the network
Alerts (carded, address issues, damage)	Push from Qargo, pull by Palletways	Alert recorded in Qargo	Alerts panel on the order	Photos and notes included where supported
POD (signature, name, timestamp, photos)	Push from Qargo	POD captured in the driver mobile app or back office	POD section and attachments	Shared with Palletways for customer access
Shipment cancellations	Push from Palletways, pull by Qargo	Canceled at the source	Order status updates or removal	Qargo honors the source of truth
Charge-related adjustments	Depends on the configuration	Measured dimensions, regrade, surcharge	Rating/charges view	When enabled, updates synchronize both ways or one way

Working tips in Qargo

- Always allocate Palletways work to a route before dispatch so tracking updates flow promptly.
- Record alerts with clear reasons and photos. This reduces customer queries later.
- Check for late edits: if changes in Palletways are suspected, refresh or reopen the order so the latest data is pulled.
- Make sure drivers sync the app before and after routes, especially when working offline.

FAQs

- **What if an order looks incomplete in Qargo?**
  Refresh the order to pull any late updates from Palletways. If the details still look wrong, check whether the order was recently edited at the source.

- **Do tracking updates need to be rekeyed in Palletways?**
  No. Enter statuses and PODs in Qargo, and the integration pushes the updates to Palletways.
- **Can Palletways labels be printed from Qargo?**
  Where configured, label data is available in the order. Follow the terminal process for printing and scanning.
- **How fast are updates?**
  Push events are near-real-time. Pull refreshes occur on action or on a schedule, depending on the configuration.

Troubleshooting

- **New Palletways shipments are not visible**
  Confirm that the current view includes Palletways work and that the filters are not hiding new items. If the issue persists, contact the internal Qargo admin.
- **Tracking is not visible in Palletways**
  Check that the order was allocated correctly and that the driver or app submitted the status. Verify the connectivity and sync state on the driver's device.
- **The POD did not appear in Palletways**
  Confirm that the POD is present in Qargo with a timestamp and attachment. Reopen the order to trigger a pull of any pending data, and allow time for push processing.
- **Dispatch task shows the 'Waiting' status**
  When the Palletways API is slow to respond or times out during dispatch, Qargo enters a recovery state instead of failing the task immediately.
  - The dispatch task shows as **Waiting**. This is expected behavior and does not mean the shipment failed to export.
  - Do not try to re-trigger the task manually while it is in the **Waiting** state.
  - Qargo automatically checks and confirms the shipment status within 10–20 minutes.
  - If the shipment was created successfully in Palletways, the task completes, labels are generated, and metadata updates as normal.
  - If the shipment was not created, the task is marked as **Failed** and can be re-triggered.

💬 If a task has been in the **Waiting** state for more than 30 minutes without resolving, contact the Qargo support team with the Palletways reference and timestamp.

Support

If issues continue after following the steps above, contact the Qargo support team. Include the Palletways reference, vehicle/route, timestamps, and screenshots where possible.