PN - Palletways POD images

Delivery photo sync for Palletways work in Qargo: inbound from Palletways and outbound to the Palletways portal. Teams get complete visual proof without leaving Qargo.

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Why it matters

- Reduce back-and-forth: Delivery photos are visible directly where the job is managed in Qargo.
- Resolve issues faster: Validate delivery location, condition, and leave-safe scenarios with visual proof.
- Share confidently: Provide customers with images and POD without logging into multiple systems.

How it works

- Automatic retrieval: When a Palletways shipment reaches completed delivery status, Qargo starts fetching the associated delivery photos via the Palletways API.
- Smart catch-up: If photos are uploaded shortly after completion, Qargo checks again for up to 15 minutes to pick up late or additional images.
- Multiple images supported: Qargo splits multi-page PDFs returned by Palletways and saves each photo individually, so they can be previewed and shared easily.

Where the photos appear in Qargo:

- On the shipment/order, under Documents or POD
- In the activity history, alongside delivery completion
- In customer-facing views where the configuration exposes POD assets

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What's included

- Delivery photos fetched from Palletways after delivery completion
- Support for multiple images per shipment
- Automatic attachment to the correct Qargo order
- Works with existing planning, tracking, and POD flows

Availability

- **Requirements:** Active Palletways integration and standard POD workflows
    - If no images appear after a successful delivery, allow a few minutes for the sync or refresh the order

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Uploading delivery images to the Palletways portal

When Qargo is performing the ***delivery leg of a Palletways shipment***

- Delivery photos added to the order in Qargo are automatically uploaded to the Palletways FTP server.
- Customers and network members can then view those images directly in the Palletways portal — no manual export is needed.

How it works

When a ***Photo of goods delivery document*** is added to a shipment in Qargo, Qargo uploads the image to Palletways automatically.

- Multiple photos can be uploaded to the same shipment
    - Each one is tracked and numbered sequentially to avoid conflicts.

What's included

- Automatic upload of delivery photos from Qargo to the Palletways portal
- Support for multiple images per shipment
- Works with the standard ***Photo of goods delivery document type*** in Qargo
- Supported file formats: PDF, JPEG, PNG, TIFF

Availability

- Applies to shipments where Qargo is operating as the delivering terminal.
- The Palletways integration must be active and configured.
- Images added to the order before this feature was enabled were not retroactively uploaded.

FAQs

- **What if there are no photos for a delivered shipment?**
  Some shipments may not have delivery photos. If photos are added a few minutes late, Qargo's catch-up checks will usually pick them up.

- **How are multiple photos handled?**
  Palletways sends a PDF that can contain several images. Qargo splits and stores any new photos as separate documents on the order.

- **Does anything need to be triggered manually?**
  No. The sync starts automatically on delivery completion. A manual refresh can help when checking immediately.

- **Will photos appear in the customer portal?**
  Yes, if the configuration exposes delivery assets to customers. The Qargo admin can confirm the settings.

- **Which document type triggers the upload?**
  The ***Photo of goods delivery type*** in Qargo. Standard POD signatures and documents use a separate upload path and are not affected.

- **Will photos uploaded from Qargo appear alongside photos already in the Palletways portal?**
  Yes. Each image uploaded from Qargo uses a unique filename based on the shipment tracking ID and a sequential suffix. Images from different sources are not expected to overwrite each other; all associated images appear on the shipment in the Palletways portal.

- **Is any action needed to trigger the upload?**
  No. Adding a ***Photo of goods delivery document*** to the shipment in Qargo is all that's needed — the upload happens automatically.