PN - Palletline overview

This guide explains how Palletline connects with Qargo from an operator's day-to-day perspective. It covers what information flows between the systems, where to work in Qargo, and how to spot and resolve common issues quickly.

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What the integration does

- Keeps orders, shipments, and status updates aligned between Palletline and Qargo
- Reduces double-keying by creating and updating records automatically
- Shows Palletline network data in the parts of Qargo users already work in
- Maintains a clear audit trail of what came from Palletline and what was changed in Qargo

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How data flows: push vs. pull

- Push: One system actively sends data to the other. Example: Palletline pushes a new order into Qargo.
- Pull: One system requests or checks for data from the other. Example: Qargo polls Palletline for status updates after an order is accepted.

Many features use both directions. Initial creation is a push, while updates are pulled on a schedule or triggered by a user action.

Terminology

Term	Definition
Network order	A shipment created and managed within the Palletline network and shown in Qargo.
Push	Data sent automatically from one system to the other without an explicit user request.
Pull	Data requested by Qargo from Palletline, either on a schedule or when a user opens or refreshes a record.
Milestone	A status or scan event from Palletline, such as Picked up, At hub, Out for delivery, or Delivered.
POD	Proof of delivery, including the signature and any delivery images or notes.
Labels	Network-compliant barcode labels required for scanning and routing.
Alert	A non-standard event raised by the network, such as a failed pickup, damage, or a mis-sort.

Where to work in Qargo

- Orders and shipments
  - Create, view, and manage Palletline jobs in the standard Orders or Shipments views. Items that originate in Palletline are flagged, so they can be filtered or reported on.
- Tracking and status
  - Live status, scan milestones, and alerts appear on the job timeline and tracking panels.

- Documents and labels
  - Network labels and PODs are attached to the job. Print labels from the job action menu or a batch print view.
- Rating and surcharges
  - Network rates and surcharges can be applied automatically. Users can review them and, if the configuration allows, override them or add local charges.
- Alerts and queries
  - Alerts raised in Palletline appear on the job and in the Alerts list. Add notes and progress them as usual.

Feature summary: direction and detail

Feature	Direction	What it means in practice
Order creation (Palletline to Qargo)	Push	New Palletline orders automatically appear in Qargo with key fields filled in.
Order field updates	Pull	Qargo periodically checks Palletline for changes to dates, services, pallets, and references.
Qargo edits synced to Palletline	Push	Depending on the configured rules, certain Qargo updates (e.g., requested pickup time) are sent back to Palletline.
Status and scan events	Pull / Push	Qargo retrieves network milestones and shows them on the job timeline and tracking widgets.
Labels (network)	Pull	Qargo fetches Palletline label PDFs for printing from the job or batch view.
Third-party label ID	Push	Customers can supply their own Palletline label ID via API or EDI. When this field is set, Qargo skips automatic label creation when the order is created and confirms barcodes at dispatch instead.
POD (signature, images, PDFs)	Pull / Push	The final POD is retrieved and attached to the job for download and sharing with the customer.
Alerts	Pull	Network alerts appear in Qargo. Users can add notes and track resolution internally.
Rates and surcharges	Pull	Qargo applies Palletline rating where configured. Local charges can be added in Qargo.
Manifesting / trunk allocation	Push	Manifest choices in Qargo can be sent to Palletline, depending on the workflow setup.
Shipment cancellation	Push	When a shipment is canceled in Qargo, the cancellation is sent to Palletline if the status allows it.
Scheduled sync checks	Pull	Qargo runs background checks to keep statuses and documents up to date.

Typical workflow

1. New job arrives

- A Palletline order is pushed into Qargo. It is flagged as Palletline-origin in the Orders or Shipments view.

2. Confirm details
    - Open the job to verify addresses, pallets, service level, and time windows. If the configuration allows, minor changes are pushed back to Palletline on save.
3. Print labels
    - From the job, select Print labels. Qargo pulls the Palletline label PDF and sends it to the printer or download queue.
4. Track progress
    - Scan and network milestones are pulled into the job timeline. Use the Tracking tab or hover over timeline events to view details.
5. Manage alerts
    - If Palletline raises an alert, Qargo shows it on the job. Add an internal note, adjust ETAs, or contact the customer as needed.
6. Complete and POD
    - Once the job is delivered, Qargo pulls the network POD. It appears in the Documents section and can be shared or exported.

Additional features

Feature	What it means in practice
Transport Network Auto HUB Split	When a shipment spans multiple hubs, Qargo automatically determines the correct HUB and alternative HUB legs and splits the shipment across them, based on the configured transport network rules. No manual leg creation is required. See: PN - Transport Network Auto HUB Split.
QR code recognition on customer own paperwork	Qargo's document scanner recognizes Palletline barcodes on delivery paperwork supplied by the customer and automatically matches them to the correct order. This eliminates manual document association for COP (customer own paperwork) jobs.

Configuration options that affect behavior

- ***Editable fields:*** The organization can choose which fields edited in Qargo are pushed back to Palletline.
- ***Sync frequency:*** Status and document pull intervals can be tuned to operational needs.
- ***Auto-rating:*** Whether Qargo pulls and applies Palletline rates automatically or keeps rating local.
- ***Cancellation rules:*** Which statuses allow a cancellation started in Qargo to be pushed to Palletline.

If something doesn't update as expected, check whether the configuration allows that change to be pushed, or whether the update depends on the next pull cycle.

FAQs

- **Can Palletline orders be edited in Qargo?**

- Yes, within the configured limits. Allowed fields are pushed to Palletline on save. Other fields remain Qargo-only.

- **How quickly do updates appear?**
  - Pushes happen immediately on save. Pulls follow the sync schedule or happen when a job is opened.
- **Can Palletline jobs be reported on separately?**
  - Yes. Use the Palletline origin flag to filter lists and build reports.

Troubleshooting

- **A new order doesn't appear**
  - Refresh the Orders view and filter for Palletline origin. If the order is still missing, confirm that it is completed in Palletline and check for integration alerts.
- **Labels won't print**
  - Open the job and try Print labels again. If the label isn't available, the shipment may not be label-ready in Palletline yet.
- **Status looks out of date**
  - Open the job to trigger a fresh pull. If the status remains unchanged, check the Palletline milestone history or wait for the next scheduled sync.
- **POD missing**
  - Some PODs are published after a short delay. Retry in a few minutes, or download the POD directly from Palletline if it is urgent.

Support

For help with configuration, or with behavior that differs from this guide, contact Qargo support with a job reference, screenshots (where possible), the time of the issue, and any other relevant details.