Planning – Container bookings: linking external bookings & cancellation handling

How to link container bookings made externally in Portbase to Qargo, including TAR/TAS codes, time windows, and what happens when a booking is canceled.

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Introduction

What does this feature do?

- Allows manual entry of TAR codes, TAS codes, and terminal time windows when linking a container handling to a booking made externally (e.g., directly in Portbase).
- Makes the booking reference field optional when linking to an external booking, so the flow is not blocked when a reference is not available.
- Automatically resets the *Create Booking* task to "To do" when a container booking is canceled. This keeps the task status accurate and avoids confusion.
- Allows TAR/TAS codes and terminal time windows to be edited after a booking has been created, directly from the container handling details page.

Why was this built?

- Some Portbase customers make bookings directly in the Portbase system rather than via Qargo. Previously, there was no way to record the resulting TAR/TAS codes or terminal time windows in Qargo without a workaround. This caused inconsistencies in the data visible to operations teams.
- When a booking was canceled externally, the *Create Booking* task remained in a "Done" state even though the underlying booking no longer existed. This created confusion for users who saw a completed task for a canceled booking.

How does it work?

- When executing the *Create or Link Container Booking* task and choosing *Link to external booking*, five fields are now available: Booking Reference (optional), TAR Code, TAS Code, and two terminal time window timestamps (start and end). These values are saved against the container handling.
- After a booking is created, the TAR/TAS codes and time window can be edited directly from the container handling details page using the edit icon next to each field.
- When a container booking transitions to *Canceled* status, Qargo automatically resets the *Create Booking* task to "To do".

Terminology

Term	Definition
Container booking	An internal Qargo record representing a visit or booking at a container terminal
TAR code	Terminal Acceptance Receipt code: a reference issued by the terminal upon acceptance of a container booking
TAS code	Terminal Appointment System code: used to reference a specific booking slot at the container terminal
Terminal time window	The scheduled pickup or delivery window at the container terminal, defined by a start and end timestamp
Link to external booking	A booking option used when a booking has already been made outside of Qargo (e.g., directly in Portbase). Allows the handling to be connected to that external booking without creating a new one
Booking reference	A unique identifier from the external booking system (e.g., Portbase) used to link and sync booking data
Create Booking task	The Qargo task that triggers the creation or linking of a container booking for a handling

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Linking a container handling to an external booking

This flow is used when a booking has already been made directly in an external system (such as Portbase) and the related information needs to be recorded in Qargo.

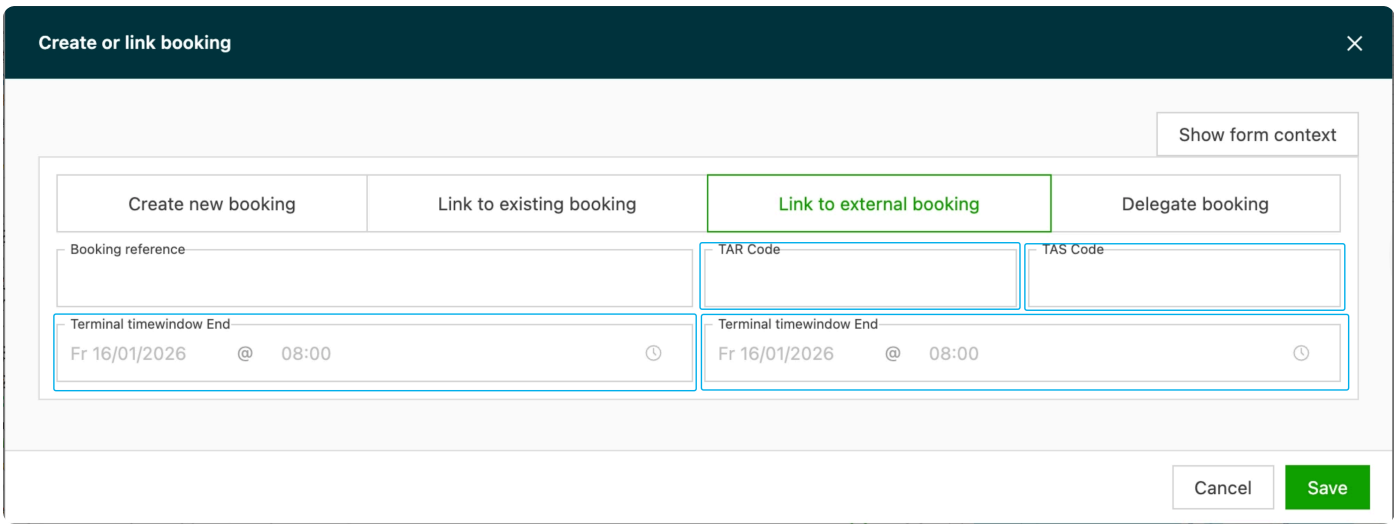
Opening the Create or Link Booking task

1. **Navigate** to the relevant order containing the container handling.
2. **Locate** the *Create or Link Container Booking* task and click to open it.
3. **Select** the *Link to external booking* tab in the modal.

Entering booking details

The *Link to external booking* tab now contains five fields:

- **Booking Reference**: optional. It should still be provided when available, as it enables integration sync with Portbase.
- **TAR Code**: enter the Terminal Acceptance Receipt code issued by the terminal.
- **TAS Code**: enter the Terminal Appointment System code, if applicable.
- **Time Window Start**: enter the start of the terminal time window.
- **Time Window End**: enter the end of the terminal time window.



1. **Complete** the relevant fields and click *Save* to confirm.

💡 At least one of the three identifiers (Booking Reference, TAR/TAS Code, or Time Window) should be provided to make the booking record useful for operations.

Editing booking details after creation

TAR/TAS codes and terminal time windows can be updated after the booking has been created. This is useful when data received from the integration does not match what is shown at the terminal, or when information was not available at the time of the initial booking entry.

Editing TAR/TAS codes

1. **Navigate** to the container handling details page for the relevant order.
2. **Locate** the TAR Code or TAS Code field in the booking details section.
3. **Click** the edit (pen) icon to the right of the field.
4. **Enter** the updated code in the field that appears.
5. **Save** the change.

Editing terminal time windows

1. **Navigate** to the container handling details page for the relevant order.
2. **Locate** the *Terminal Time Window* field.
3. **Click** the edit (pen) icon to open the time window modal.
4. **Update** the start and end timestamps as needed.
5. **Save** the change.

‼️ Manual changes to TAR/TAS codes and time windows are not synced back to the integration. If a Portbase status update is received after a manual edit, the integration data may overwrite the manually entered values. To **prevent this, use the *Link to external booking* option** (rather than creating a new booking via integration) when booking data is being managed manually.

Automatic task reset on cancellation

When a container booking is canceled, whether manually or via an integration status update from Portbase, Qargo automatically resets the *Create Booking* task back to *To do* status.
This ensures that:

- The task status accurately reflects that no active booking is in place.
- Operations staff are not misled by a “Done” task status on a canceled booking.
- If a new booking needs to be created, the task is ready to be acted on again without manual intervention.

This reset also occurs when an individual container handling is canceled (not just the booking as a whole).

Troubleshooting

Issue	Likely cause	Resolution
Booking reference field is required but booking was made externally	Previous system behavior required a booking reference. This has been resolved; the field is now optional	Leave the booking reference blank and enter TAR/TAS codes or a time window instead
TAR/TAS code was overwritten after saving	A Portbase integration sync ran after the manual entry was saved	Use the *Link to external booking* tab (rather than creating a booking via integration) to record manually managed bookings. Note: integration updates may still overwrite manually entered data in some configurations
Create Booking task still shows “Done” after cancellation	This behavior applied to bookings canceled before the February 2026 update	For historical bookings, the task status can be manually reset. Going forward, all cancellations will trigger the automatic reset
Time window fields are not visible in the modal	The *Link to external booking* tab may not be selected	Ensure the correct tab is active in the *Create or Link Container Booking* modal
Edit icon is not visible on the handling details page	The booking may be in a state that does not allow edits (e.g., the booking has been archived)	Check the booking status. If the booking is active, the edit icons should be visible next to the TAR, TAS, and time window fields