PN – Transport network auto hub split: what, why and how.

Configure postal code-based hub stops that are automatically inserted into pallet network transport orders on creation, with no manual planning required.

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Introduction

What is transport network auto hub split?

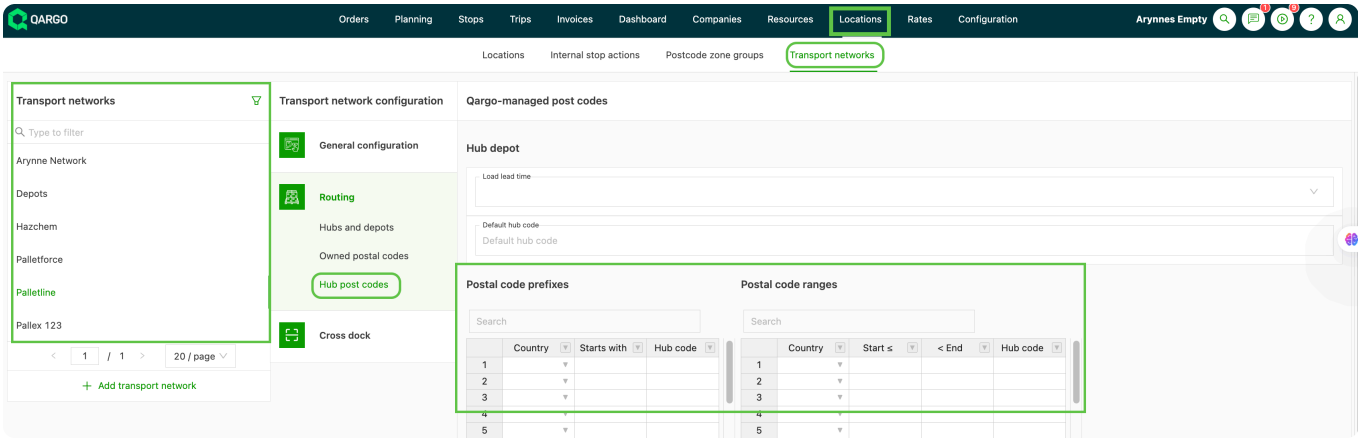
- A configuration feature that automatically inserts hub stops into pallet network transport orders when the order is created.
- Hub assignment is driven by a postal code zone collection defined on the transport network. It maps delivery or pickup ZIP codes to specific hub terminals.
- An optional alternative hub can also be configured for each postal code rule and used for cross-docking scenarios.

Why does it exist?

- In central pallet networks (e.g., Palletline, Palletforce), orders typically need to route through one or more hub terminals between pickup and delivery.
- Previously, planners had to add hub legs to shipments manually after order creation. This was a repetitive and error-prone process.
- Auto hub split eliminates this manual step by resolving and inserting the correct hub automatically based on the order's postal codes.

How does it work?

- A **Hub postal codes** zone collection is configured on the transport network. It lists postal code prefixes and the hub terminal codes they map to.
- When an order is created, Qargo evaluates the pickup or delivery postal code against this table and inserts the **matched hub as a stop** in the shipment structure.
- If a hub terminal has no **Location** assigned, it will not be inserted. The location field controls whether the hub is active.
- Hub ZIP codes must be added at tenant level before the feature becomes available. Where these are blank, the feature will fail to insert the stop.



Terminology

Term	Definition
Hub	A central transshipment terminal through which pallet freight passes between pickup and delivery legs in a pallet network.
Hub postal codes	A zone collection table on a transport network that maps postal code prefixes to hub terminal codes.
Zone collection	A configurable table of postal code rules used to match orders to specific locations or terminals.
Starts with	A partial ZIP code prefix used as a matching rule (e.g., “LS” matches all Leeds ZIP codes). Leave empty for a whole-country catch-all.
Alternative hub	Hub terminal location that is suggested when more than one column matches the ZIP code rules. Can also be used for cross-docking flexibility.
Lead time	A configurable time offset (in hours or days) applied to the hub leg within the hub postal code rule.
Hub split	The automatic division of an order shipment into pickup, trunk-in, hub, trunk-out and delivery legs.
Tenant activation	An active transport network integration must be enabled before the hub configuration fields appear on a transport network.

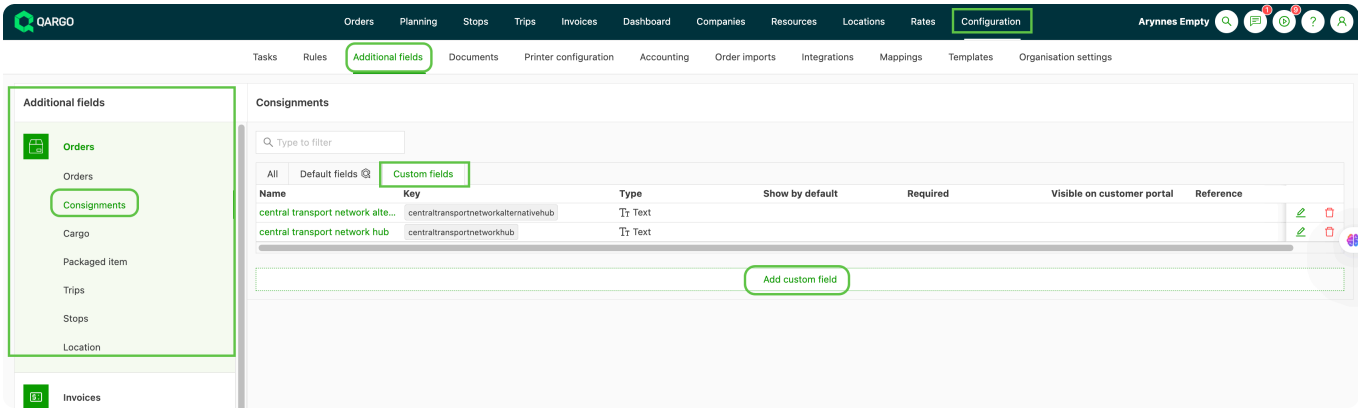
Configure hub postal codes

Hub postal code configuration is done at the **transport network level**. Each row in the zone collection maps a postal code prefix to the hub terminal that should be inserted for orders matching that ZIP code.

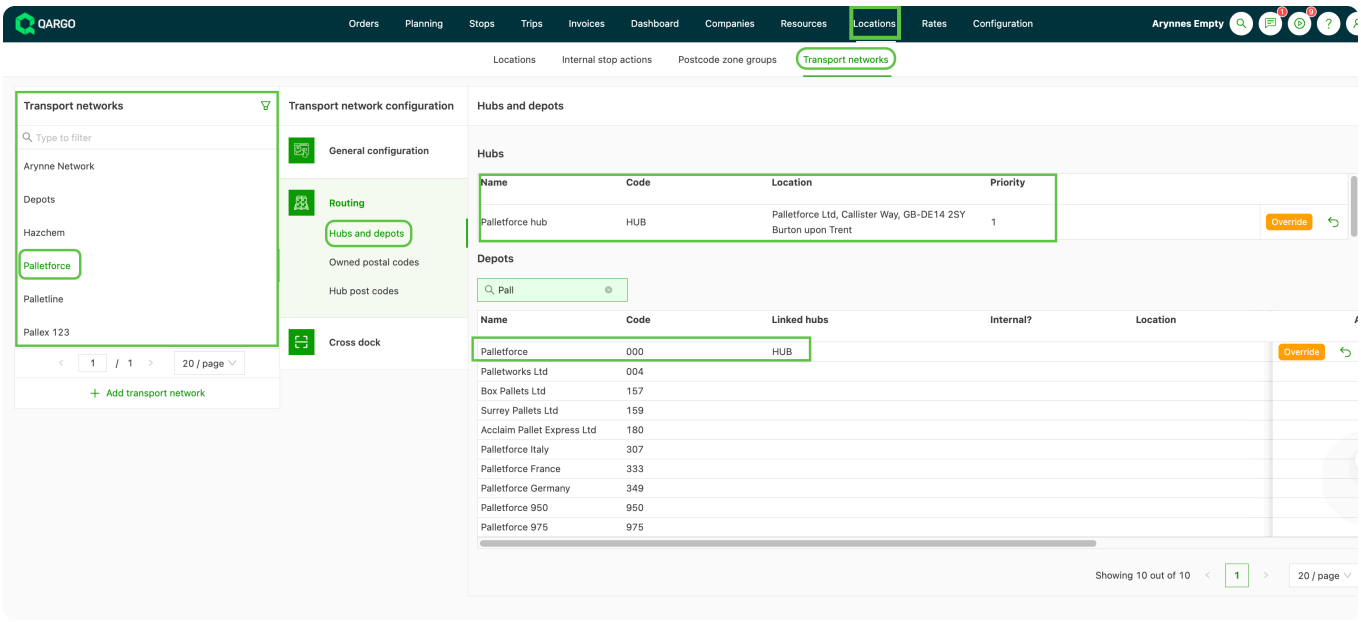
Prerequisites

Before configuring hub postal codes:

1. **Confirm** that the **custom fields** `central_transport_network__hub` and `central_transport_network__alternative_hubs` have been added under **Additional fields**.

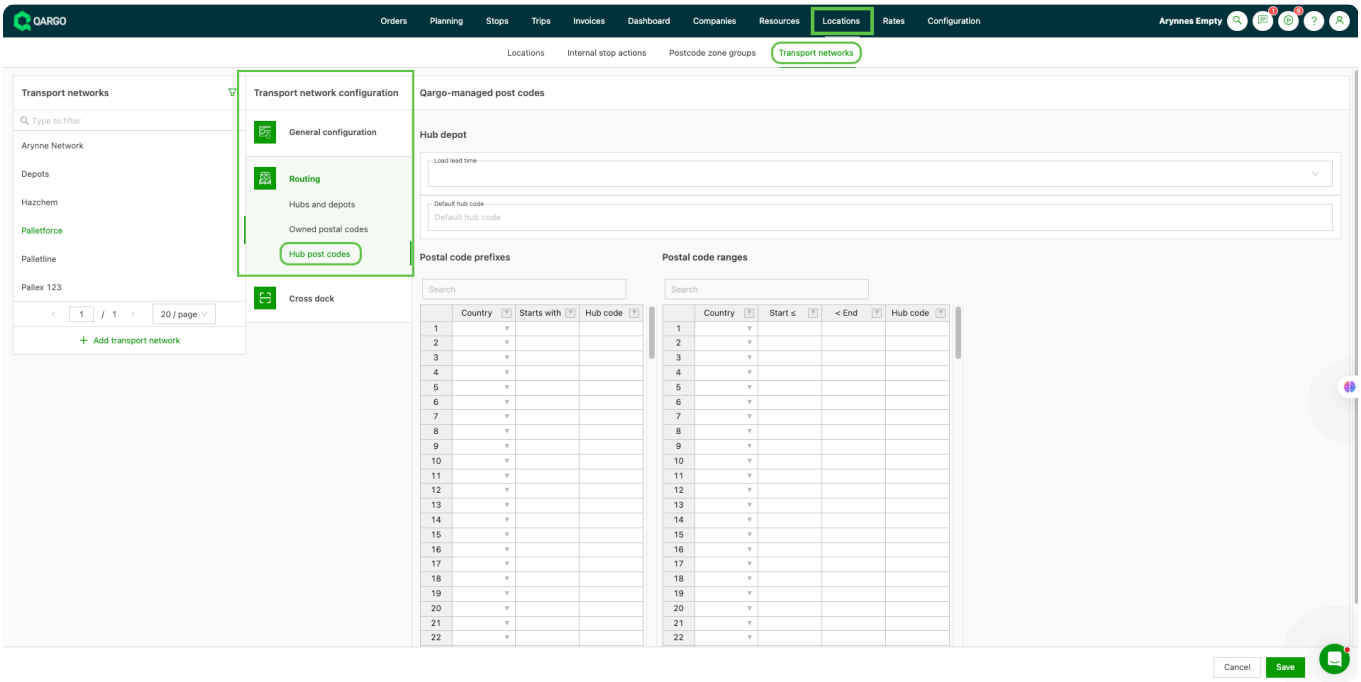


2. **Ensure** the hub terminal(s) have a **Location** set. Without a location, the hub will not be inserted, even if a matching rule exists.

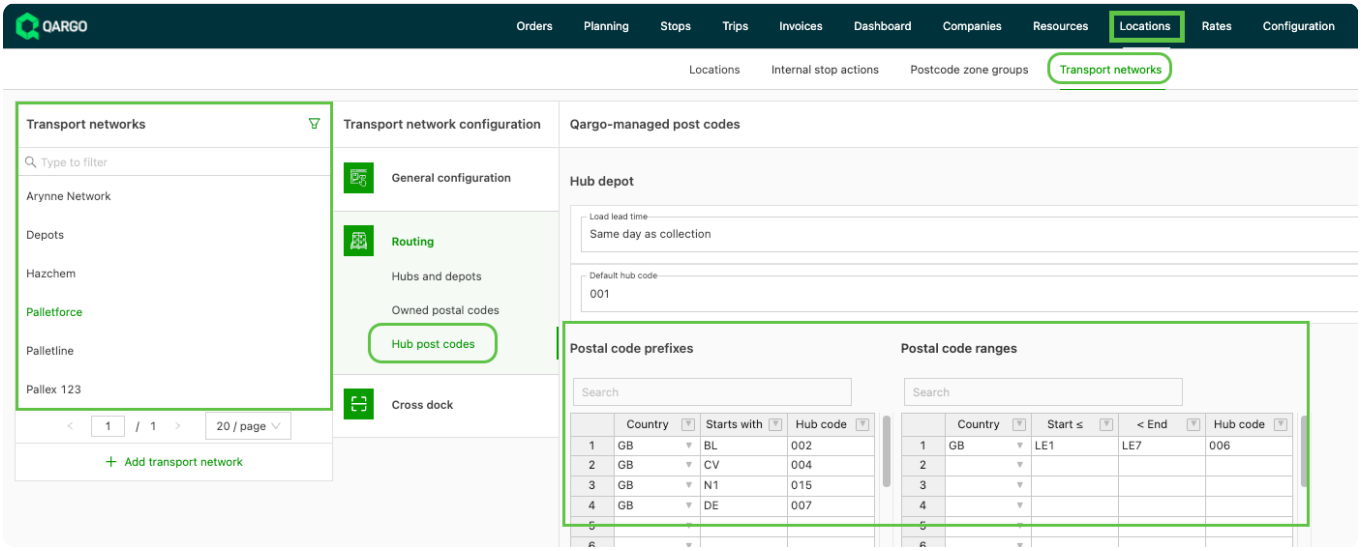


Add hub postal code rules

1. **Navigate** to **Configuration > Locations > Transport networks**.
2. **Select** the relevant transport network.



3. **Open** the **Hub postal codes** tab. This displays the zone collection table for hub matching.
4. **Click** to create a set of ZIP code rules



1. Rules can be based on a ZIP code prefix or a range of ZIP codes

5. **Complete** the fields for each rule (see the table below)

6. **Save** the configuration.

Field	Description
Country	The country this rule applies to.
Starts with	Postal code prefix to match against (e.g., `LS`, `B`, `SW1`). Leave empty for a whole-country default.
Hub	The terminal code of the hub to insert when this rule matches.
Alternative hub	The system uses the parameters in the ZIP codes and compares them to the order data to determine an alternative location to suggest.
Lead time	(Optional) Lead time to apply to this hub leg.

‼️ When multiple rules match an order's postal code at the same level of specificity, the **first matching row** in the table takes precedence. Place more specific rules above less specific ones.

Configure a default (catch-all) hub

A catch-all rule can be added to handle orders where no specific postal code prefix matches. To create a default:

1. **Add** a row with the **Starts with** field left **empty**.
2. **Set** the **Hub** to the terminal code that should apply as a fallback.
3. **Position** this row **below** all specific rules in the table, so it is only matched when no other rule applies.

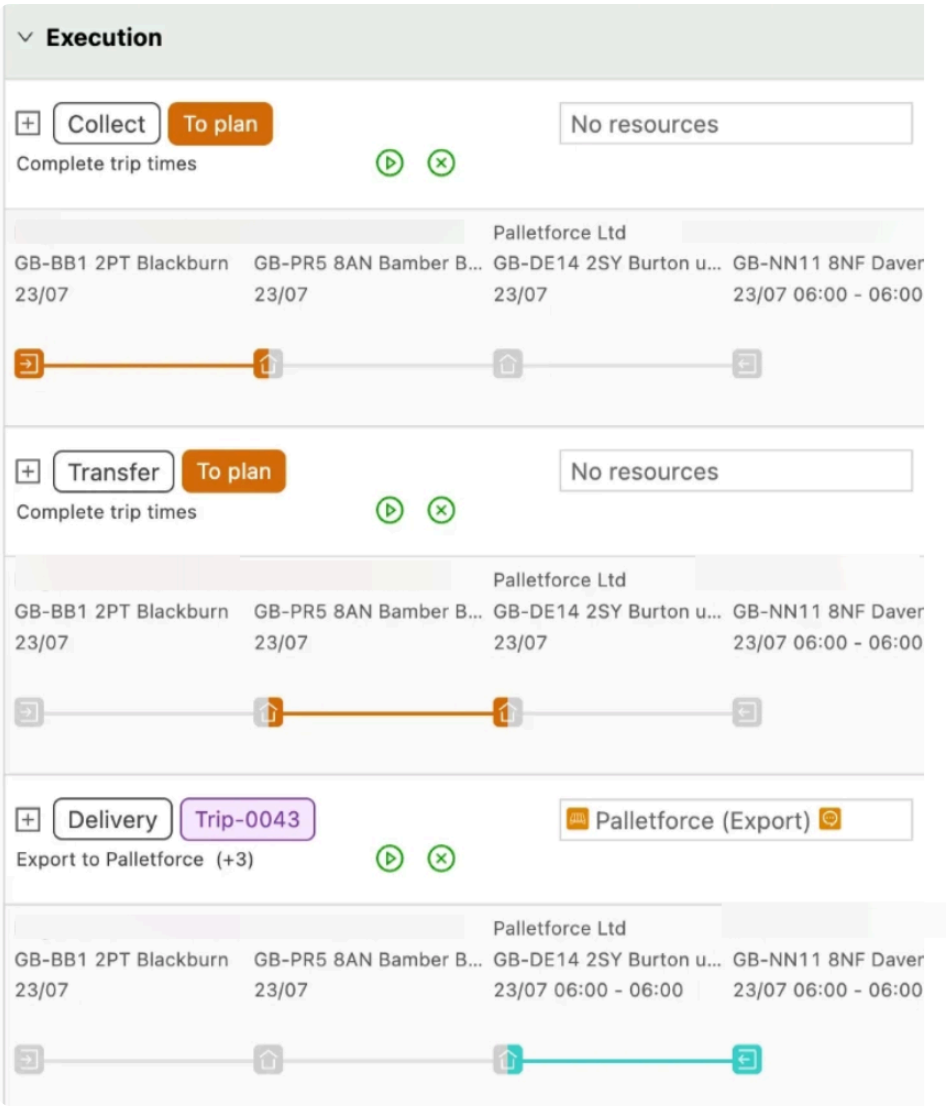
How hub stops are inserted

Once configured, the hub insertion process is fully automatic and requires no planner action.

On order creation

When a new transport network order is created:

1. Qargo evaluates the order's pickup and delivery postal codes against the **Hub postal codes** zone collection.
2. The system identifies the **first matching rule** (prioritizing more specific ZIP code prefixes over shorter ones).
3. If the matched hub terminal has a **Location** assigned, the hub stop is **automatically inserted** into the shipment structure.
4. The resulting order structure follows a standard pallet network layout:
   Pickup leg → Trunk in → Hub → Trunk out → Delivery leg
5. If an **Alternative hub** is configured on the matched rule, it is also populated on the order for cross-docking reference.



‼️ Hub and alternative hub fields are **not updated retroactively** if hub stop locations change after an order has been created. Affected orders may need to be re-created in such cases.

When a hub is not inserted

The hub will not be inserted if:

- No matching rule is found in the **Hub postal codes** table (and no default rule is configured).
- The matched hub terminal does not have a **Location** assigned.
- The tenant-level additional fields have not been enabled.

Alternative hub configuration

The **Alternative hub** field provides flexibility by recording a secondary hub option alongside the primary one.

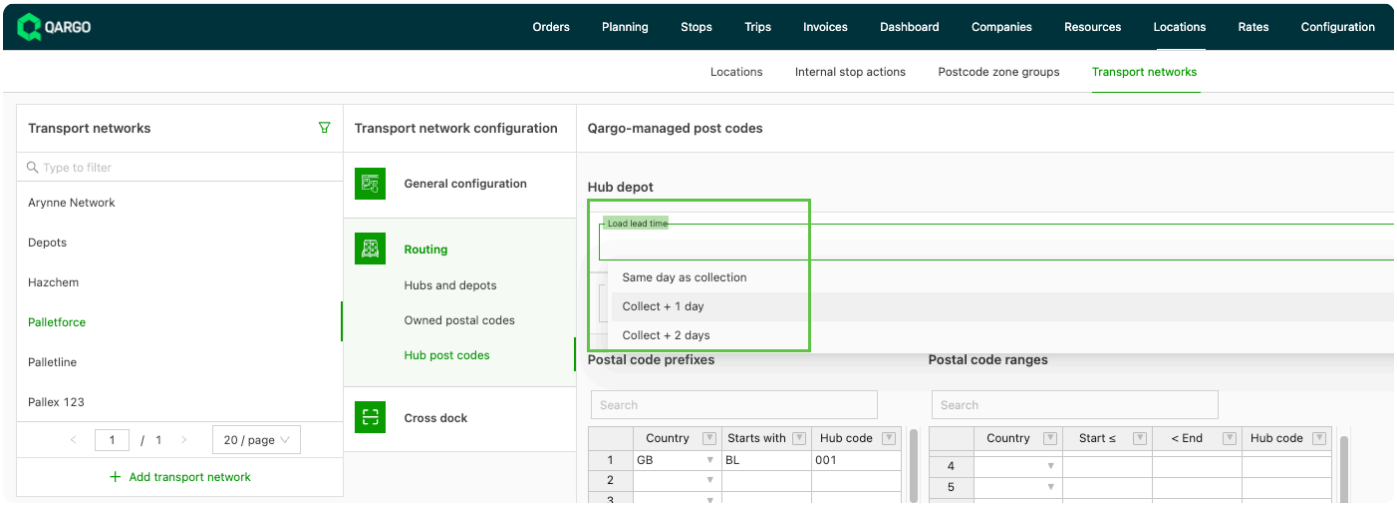
- Alternative hubs are evaluated using the same postal code table.
- The resolved alternative hub is stored on the order and is available in the cross-docking mobile workflow.

Lead time configuration

Lead time for the hub leg can be set directly on the hub postal code rule.

1. **Navigate** to the **Hub postal codes** zone collection on the transport network.
2. **Select** the transport network to update
3. **Click** into **Load lead time** and select from the drop-down options:
    1. Same day as pickup
    2. Pickup + 1 day
    3. Pickup +2 day
4. **Save** the rule.

The configured lead time is applied to the hub leg when the order is created.



Troubleshooting

Symptom	Likely cause	Resolution
Hub postal codes tab not visible on the transport network	Custom additional fields not created	Navigate to **Configuration > Additional fields**. Under **Shipments**, select **Add custom field**. Add the 2 options and make them active. `central_transport_network__hub` and `central_transport_network__alternative_hubs`
Hub stop not inserted on order creation	Hub terminal has no **Location** assigned	Open the hub terminal and assign a **Location**
Hub stop not inserted on order creation	No matching rule in the zone collection	Add a postal code rule or a catch-all default row
Wrong hub inserted	More specific rule is below a less specific one	Reorder the zone collection rows. More specific prefixes must appear higher in the table
Alternative hub is not suggested	Alternative hub column is empty on the matched rule	Add the alternative hub terminal code to the relevant row in **Hub postal codes**
Hub assignment not updated after config change	Hub fields are not retroactively synced	Re-create affected orders to pick up the updated hub configuration