FAQ – Resolving errors and successfully assigning orders or pallets to a load using the Free Scan feature in the Cross Dock module of Qargo

The Cross Dock module offers a Free Scan feature to efficiently assign orders or pallets to loads. This article explains the scan validation system, how to configure it, how to use it, and how to troubleshoot common issues.

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What is scan validation?

Scan validation is a configurable system that controls exactly which pallets can be scanned onto a load in the Cross Dock mobile app, based on the pallet's **planning group** and **order status**. This replaces the previous on/off **Scan on load** toggle with five permissiveness levels.

Why use validation?

Without validation, a pallet for the wrong destination could still be scanned onto a load. The scanner would show a warning, but the operator could click through, which risked goods being sent to the wrong place. Validation **blocks non-compliant scans outright** with a clear error on the device, so only the right pallets are loaded.

Terminology

Term	Definition
Scan to load	The mobile flow where a pallet is scanned to be assigned to an existing load.
Loading flow	The mobile flow where a load sheet is scanned and pallets are loaded onto the vehicle.
Planning group	A grouping used to organize orders and loads. Validation can require a pallet and load to share the same planning group.
Order status	Whether the pallet's leg is *planned* or *unplanned*. Used to decide whether a scan is allowed.
Scan on load feature	The configuration setting that sets the validation level for both flows.

The five validation levels

Administrators pick one of five levels for the **Scan on load feature** setting.
Each level is **broader than the one above it**, so only one needs to be picked:

1. **Disabled**: both flows are off; nothing can be scanned to a load.
2. **Only unplanned orders with same planning group**: the strictest active state; only unplanned pallets sharing the load's planning group can be scanned.
3. **Unplanned orders (any planning group)**: also accepts unplanned pallets from a different planning group.
4. **Planned and unplanned orders with same planning group**: also accepts already-planned pallets when the source and target loads share a planning group; this enables moving a pallet from one load to another.
5. **All planned and unplanned**: the broadest level; any pallet can be scanned regardless of status or planning group.

What each level allows

Level	Scan to load allows	Scan to load blocks
Disabled	Nothing — both flows off	Everything
Only unplanned orders with same planning group	Unplanned pallets in the load's planning group	Everything else
Unplanned orders (any planning group)	Any unplanned pallet, regardless of planning group	All planned pallets
Planned and unplanned orders with same planning group	Any pallet (planned or unplanned) sharing the load's planning group	Pallets whose order is in a different planning group
All planned and unplanned	Anything	Nothing

Existing tenants keep their existing behavior: **Only for unplanned legs** becomes **Only unplanned orders with same planning group**, and **Disabled** stays **Disabled**.
💬 **Contact Qargo Support if changes are required to this setting.**

Prerequisites

Before using Free Scan, make sure of the following:

Mobile app & configuration

- An up-to-date mobile app version that supports the **Scan to load** and **Loading** flows.
- The cross-dock module must be in use, with pallet scanning configured.
- **Scan validation mode** is configured under **Configuration > Integrations > Mobile app / Subco portal > Mobile cross dock config**.

💬 Contact Qargo Support to adjust this setting.

Order requirements

- The order status must be set to **"To plan."**
- A terminal leg must exist for the relevant terminal location.

Load requirements

- The load must be in **Planned** status.
- The load must include the correct terminal stop in its route.

Terminal stop configuration

A terminal stop is essential for the Free Scan functionality to associate an order leg with a load:

1. Open the order and go to the **Operations** section.
2. Insert an intermediate stop between the pickup and delivery points.
3. Mark this stop as a **Terminal stop** for the relevant terminal.

How to use: scan to load flow

The **Scan to load** flow makes it possible to assign a pallet to an existing load directly from the mobile app:

1. Open the **Scan to load** option in the cross-dock app.
2. Select the planning group. A list opens showing unplanned legs (for levels 1–3) or both planned and unplanned legs (for levels 4–5).
3. Scan a pallet from the list.
4. Select the load when prompted. Validation runs at this point and on every subsequent pallet scan.
5. View the result: a compliant pallet is added; a non-compliant pallet is blocked with a clear error on the device.

How to use: loading flow

The **Loading** flow is used when scanning a load sheet:

1. Scan the load sheet to open the loading list of pallets.
2. Scan a pallet that is not on the loading list. The same validation rules as **Scan to load** are applied.
3. View the result: the pallet is accepted if it matches the configured level, or blocked with a clear error if it does not.

> 📚 To offer the warehouse a curated set of optional pallets, create a second load on the same planning group and add those pallets to it. The warehouse can then scan from that load onto the main load without leaving the floor (requires level 4 or higher).

Troubleshooting

A pallet is blocked with an error when scanning to a load

Cause: The pallet does not match the configured validation level (wrong planning group or status).
Resolution: Confirm the configured **Scan on load feature** level and make sure the pallet's planning group and order status are allowed at that level.

Planned pallets cannot be scanned

Cause: The level is set to **Unplanned orders** or stricter.
Resolution: Select a level that includes planned pallets (level 4 or higher) through Qargo Support.

A pallet cannot be moved from one load to another

Cause: The level does not allow planned pallets, or the loads do not share a planning group.
Resolution: Use level 4 or higher and make sure both loads share the same planning group.

Nothing can be scanned to a load

Cause: The level is set to **Disabled**.
Resolution: Select an active level through Qargo Support.

The validation level cannot be changed in Configuration

Cause: The setting is managed by Qargo Support.
Resolution: Contact Qargo Support to adjust the **Scan on load feature** level.

“Could not find a leg still to plan” error appears

Cause: The system cannot properly identify an eligible order leg to assign to a load.
Common reasons:

- Multiple eligible legs exist, or the terminal role is set to **NONE**, which prevents the system from determining the correct scan status.
- The load is not yet planned, does not exist, or does not include the relevant terminal stop.
- The terminal location has not been selected, or a valid terminal leg does not exist for the order at the terminal.

Resolution: Verify the following:

1. The order leg to be loaded is in **“To plan”** status and has a valid terminal leg created for the terminal location.
2. The load is in **Planned** status and includes the relevant terminal stop in its route.
3. The terminal role is correctly set so the system can determine the scan status.

If these conditions are met, the system should successfully assign the order or pallet to the desired load.

Limitations

- Validation covers planning group and order status only. There are no weight, capacity, ADR, customs, or anomaly checks.
- There is no location-based validation (terminal, destination, or hub).
- The validation level applies to all planning groups; it cannot be enabled or disabled per planning group.
- The same level drives both the **Scan to load** and **Loading** flows. There is no per-flow override; **Disabled** is the only way to switch the feature off.
- Error messages are generic per status code, not order-specific.