PN - Pall-Ex: what, why & how.

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Introduction

Pall-Ex and Fortec are two of the UK's largest pallet networks, and both operate on the same platform: Nexus. Qargo's integration connects to both networks at the same time through a single API. Terminals that are members of one or both networks can send and receive orders, track shipments and sync proof-of-delivery documents without leaving Qargo.

What does the Pall-Ex integration do?

- Dispatches shipments from Qargo to Pall-Ex or Fortec via the Nexus REST API
- Imports incoming orders from the network into Qargo automatically
- Downloads pallet labels immediately after dispatch
- Syncs tracking statuses from the network into Qargo in real time
- Syncs proof-of-delivery documents (signatures, POD images, photo evidence) in both directions
- Exports ETAs to Nexus via the Optimize module (optional, additional cost)

Why use this integration?

- Eliminates double entry of shipments between Qargo and the Nexus portal
- Keeps a single source of truth for order status across both networks
- Provides automatic label generation, so labels no longer need to be downloaded manually from Nexus
- Supports terminals that are members of both Pall-Ex and Fortec: the network is determined automatically per shipment, based on the contract carrier resource used

How does it work at a high level?

- A terminal obtains Nexus API credentials from Pall-Ex/Fortec and adds them to the integration configuration in Qargo
- Shipments are dispatched to the network by assigning a **Pall-Ex or Fortec contract carrier resource** on a load and completing the resource dispatch task
- Qargo polls Nexus every few minutes to import new orders and status updates
- The network is determined by the contract carrier resource assigned to the load, not by a separate configuration switch

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Terminology

Term	Definition
Nexus	The shared portal and API platform used by both Pall-Ex and Fortec
Terminal code	A unique identifier assigned to a terminal by the pallet network (e.g. PGD302)
PGD terminal	A terminal that is a member of both Pall-Ex and Fortec (dual network member)
UKD terminal	A terminal that is a member of Pall-Ex only
FTD terminal	A terminal that is a member of Fortec only
Nexus customer ID	A unique code assigned in Nexus to each of the terminal's customers. It is required on export to identify which network account the shipment belongs to
Resource dispatch task	The Qargo action that triggers export of a shipment to the pallet network
PALLEX_OUT / FORTEC_OUT	The resource codes used in Qargo to identify which network a contract carrier resource belongs to
Service level	The delivery speed category: A (Premium/Next Day), B (Economy) or SD (Specific Day)
Time window	A delivery time constraint associated with a service, such as AM, Timed (TD) or Book-in (BI)
MPOD	Digital signature capture: the receiver's signature collected at delivery
POD	Proof of delivery: an image of the signed delivery receipt
MPODPHOTOE	A photo of the pallets at the delivery location
Optimize	A third-party route optimization module, used to push ETAs from Qargo to Nexus

Integration features

The table below summarizes the full scope of the Pall-Ex/Fortec integration.

Feature	Supported	Notes
Order export (Qargo → Nexus)	✅	Via resource dispatch task
Order import (Nexus → Qargo)	✅	Polled every few minutes
Label download	✅	Automatic, immediately after dispatch
Status import (Nexus → Qargo)	✅	Full tracking lifecycle
Status export (Qargo → Nexus)	✅	Triggered by stop completion events
POD / signature sync	✅	Bidirectional
ETA export (via Optimize)	✅	Optional; requires a separate Optimize API key and agreement
Dual network (Pall-Ex + Fortec)	✅	A single integration handles both networks
International pallet types	❌	Domestic pallet types only
Amazon shipments	✅	Requires Amazon extra fields to be configured

Dual network support

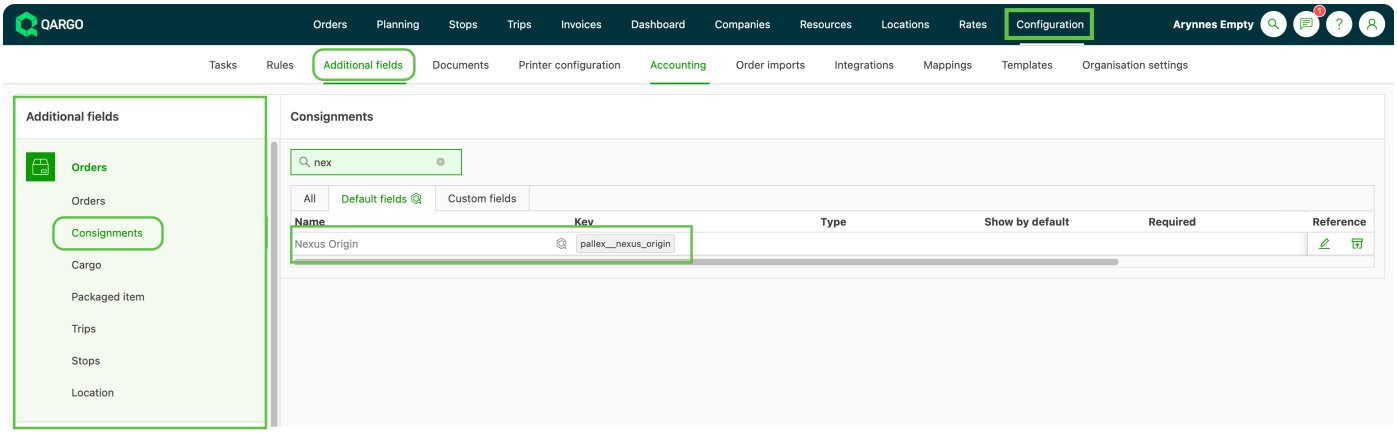
A terminal may be a member of Pall-Ex only, Fortec only, or both networks at the same time. Qargo supports all three configurations with a single integration instance.

The network is determined at dispatch time by the contract carrier resource assigned to the load:

Resource code	Network
PALLEX_OUT`	Shipment dispatched to Pall-Ex
FORTEC_OUT	Shipment dispatched to Fortec

- Each of the terminal's customers must have a ***Nexus customer ID*** configured in Qargo for each network they ship on. At dispatch, Qargo passes the correct ID to the Nexus API, which routes the shipment to the appropriate network.

🧰 The additional field 'Nexus origin' must be enabled under **Configuration > Additional fields > Shipments**.



Typical workflow

1. A new order is received and imported from Nexus into Qargo automatically (or created manually in Qargo).
2. The dispatcher assigns the shipment to a load and ***selects the Pall-Ex or Fortec contract carrier resource***, depending on the network required.
3. The dispatcher completes the ***resource dispatch task***, which sends the shipment to Nexus.
4. Qargo downloads the pallet label from Nexus immediately after dispatch and attaches it to the shipment.
5. As the shipment moves through the network, Nexus scan events are synced to Qargo's status history.
6. On delivery, the delivering terminal captures a signature and POD image. These are synced back to Qargo.
7. If ETA export is enabled, optimizing the delivery load in Qargo pushes ETAs to Nexus for the receiver.

Troubleshooting

See the article Pall-Ex/Fortec – Troubleshooting for a full list of questions and solutions.