PN - Configure Pall-Ex/Fortec

Updated March 17, 2026

Introduction

This article explains how to configure the Pall-Ex/Fortec integration in Qargo. The Qargo onboarding team typically completes the configuration. The steps below serve as a reference for support and for customers who need to understand how the integration is set up.

What does this article cover?

- Requesting Nexus API credentials from Pall-Ex/Fortec
- Adding the integration and terminal code in Qargo
- Enabling customer Nexus ID fields
- Setting up contract carrier resources for each network
- Configuring service levels, time windows, extras, and packaging types
- Setting up the order import master

Who performs this configuration?

- The Qargo onboarding team and technical support configure the integration
- The terminal provides the terminal code(s) and a list of Nexus customer IDs for its customers

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Terminology

Term	Definition
Terminal code	The unique identifier that Pall-Ex/Fortec assigns to the terminal (e.g., `PGD302`)
PallexID / FortecID	The Nexus customer IDs for each of the terminal's customers, configured as extra fields in Qargo
PALLEX_OUT / FORTEC_OUT	Resource codes that identify a contract carrier as belonging to the Pall-Ex or Fortec network
Transport network	A Qargo configuration object that maps pallet network service levels, time windows, and extras to orders
Order import master	The Qargo configuration that controls the automatic import of orders from Nexus
Nexus	The API and portal platform shared by Pall-Ex and Fortec

Before you start

The following information is required before configuration begins:

- Whether the terminal is a Pall-Ex member, a Fortec member, or both
- The terminal code(s) assigned by the network (e.g., PGD302 for a dual-network terminal, UKD prefix for Pall-Ex only, FTD prefix for Fortec only)
- A list of Nexus customer IDs for each of the terminal's customers (one ID per customer per network)
- Nexus API credentials (obtained from Pall-Ex/Fortec; see below)

Configuring the integration

🧰 Qargo Admin may perform some or all of these steps, together with the SuperAdmin user.

Step 1: Add the integration

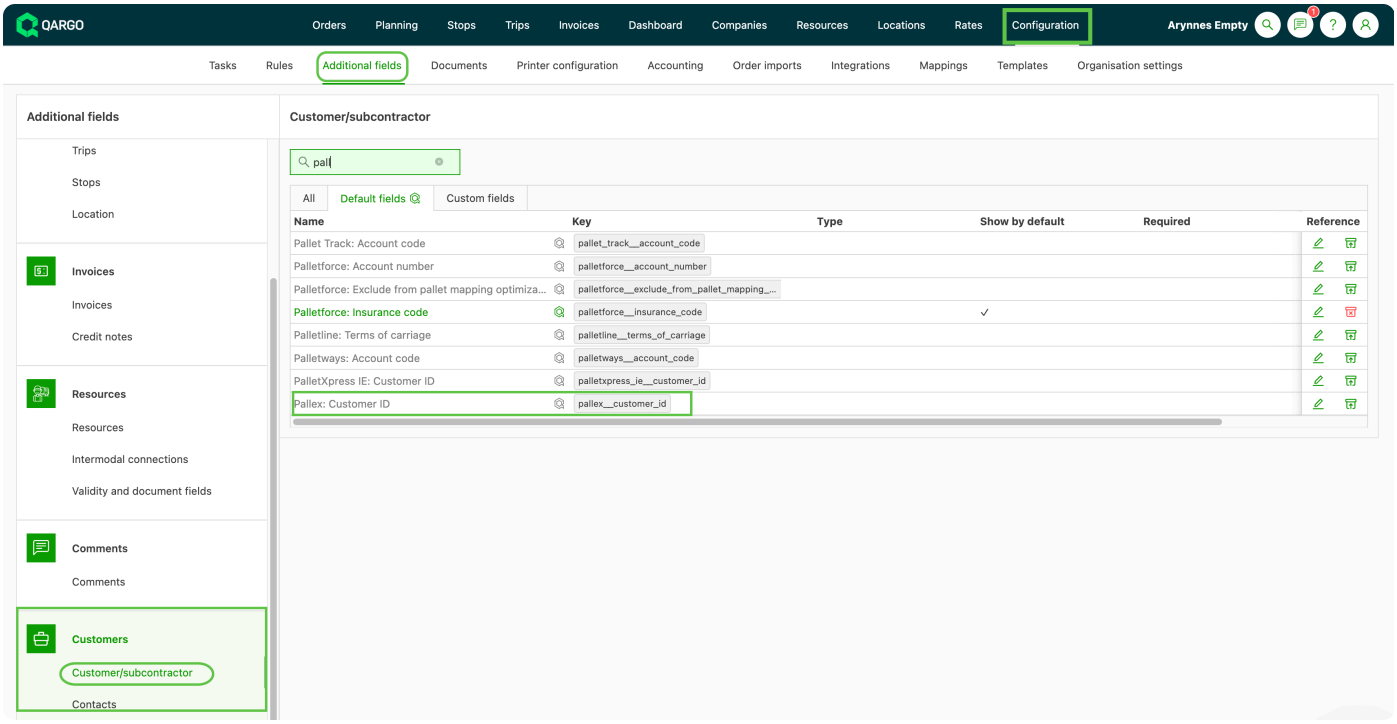
- Qargo Admin completes this step

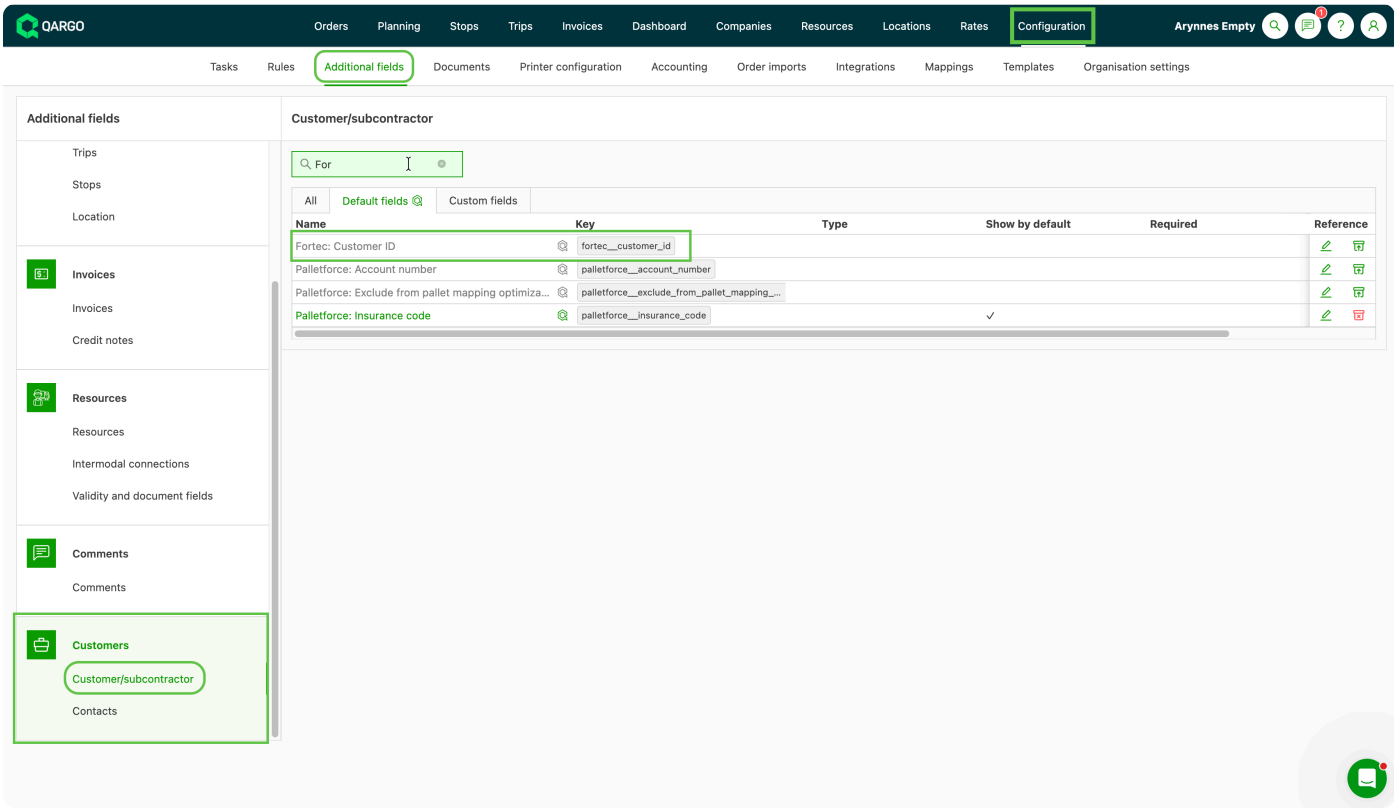
🧰 **Dual-network terminals:** Only one integration instance is needed, even if the terminal is a member of both Pall-Ex and Fortec. The contract carrier resource used determines the network for each shipment.

Step 2: Enable additional fields

Customer records in Qargo need **two extra fields to store Nexus customer IDs**: one for Pall-Ex and one for Fortec.

- Navigate to **Configuration > Additional fields > Customers**.
- **Enable PallexID** on the Customer entity.
- **Enable FortecID** on the Customer entity.





📚 Once enabled, these fields appear on each customer record. They must be filled in for the integration to dispatch shipments for that customer.

Step 3: Configure customer Nexus IDs
For each customer whose shipments will be dispatched via Pall-Ex or Fortec:

- Open the company record in Qargo.
- Enter the customer's Nexus Pall-Ex ID in the **PallexID field** (if the customer ships on Pall-Ex).
- Enter the customer's Nexus Fortec ID in the **FortecID field** (if the customer ships on Fortec).

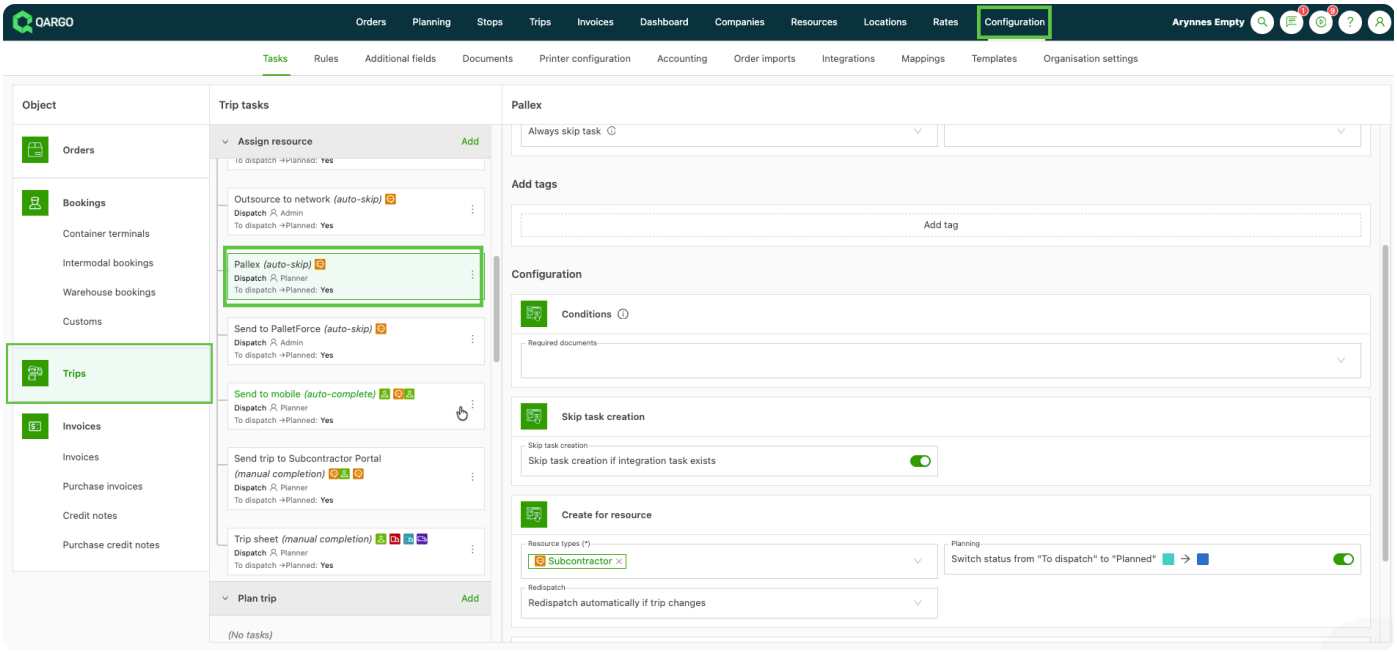
🧰 The Nexus customer IDs can be bulk-imported using the *Import company data* workflow in Qargo. The import file should include both the Nexus codes and the customer accounting software code for matching.

Step 4: Create contract carrier resources
A contract carrier resource must be created in Qargo for each network the terminal is a member of.

- Navigate to **Resources > Contract carriers**.
- Create a contract carrier for Pall-Ex and set its resource code to `PALLEX_OUT`.
- Create a contract carrier for Fortec (if applicable) and set its resource code to `FORTEC_OUT`.
- Enable the Pall-Ex/Fortec integration on each contract carrier resource.

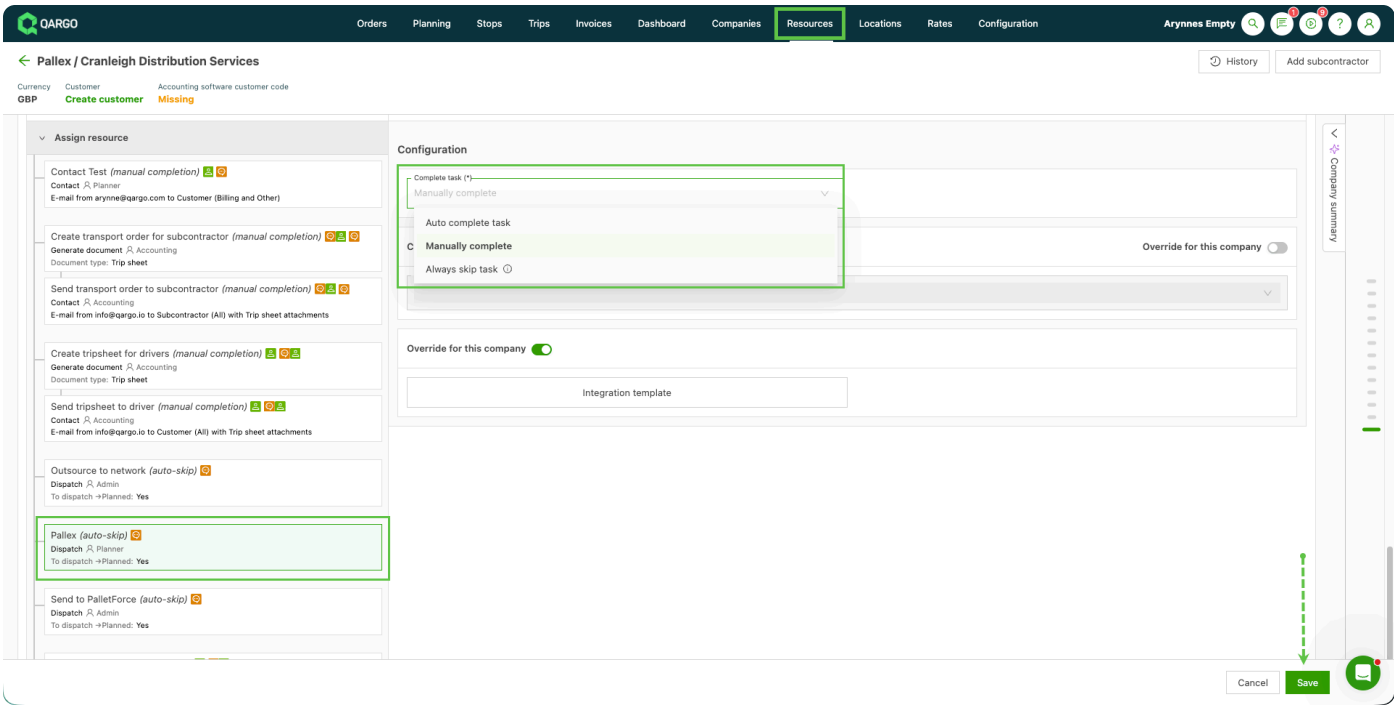
‼️ Only contract carrier resources with the integration enabled generate a resource dispatch task when assigned to a load.

Step 5: Add the export task



🧰 Add a **'Send to Pallex'** task in the main **Configuration > Tasks**. Set it to **'Always skip task'**. Once this task is set up, an override can be configured on the contract carrier.

- Navigate to the contract carrier resource profile
- Scroll to Tasks and select the Pallex option
- Configure the task to auto-complete if desired (this sends shipments to Nexus automatically when the resource is assigned to a load).



Step 6: Create a transport network

The transport network maps pallet network service levels, time windows, and extras to orders imported from or dispatched to Nexus.

- Navigate to **Locations > Transport networks**
- Create a new transport network for Pall-Ex/Fortec.
- Link the transport network to the transportation service used for pallet shipments.

Service levels

Configure the following service levels on the transport network. These map to the Nexus API service IDs.

Pall-Ex service levels:

Nexus service	serviceID	Qargo service level	Qargo time window	Notes
Premium	1	A	—	
Premium AM	4	A	AM	
Premium Timed	5	A	TD	
Premium Before Timed	10	A	BT	
Premium PM	21	A	PM	
Premium Before Defined Time	10	A	BDT	
Economy	2	B	—	
Economy AM	7	B	AM	
Economy Timed	6	B	TD	
Economy PM	22	B	PM	
Economy Before Defined Time	17	B	BDT	
Book-in	11	B	BI	
Specific Day	3	SD	—	
Saturday AM	9	A	SAT-AM	
Amazon	8	Any	—	Requires Amazon extras

Fortec service levels:

Nexus service	serviceID	Qargo service level	Qargo time window	Notes
Premium / Next Day	1	A	—	
24HR AM	4	A	AM	
24HR Timed	5	A	TD	
Economy	2	B	—	
Book-in / Book In	11	B	BI	
Specific Day / Spec Day	3	SD	—	
Spec Day AM	7	SD	AM	
Date Specific Timed	6	SD	TD	
Saturday AM	9	A	SAT-AM	
Amazon	8	Any	—	Requires Amazon extras

‼️ **Not supported:** Air (12), Sea (13), Customs House (14), Special Conditions (15), Next Day Priority (10 — Fortec), Spec Day Priority (17 — Fortec).

Time windows

Configure the following time window codes on the transport network:

Code	Description
AM	Morning delivery (before noon)
PM	Afternoon delivery
TD	Timed delivery (specific time)
BT	Before time
BDT	Before defined time
BI	Book-in required
SAT-AM	Saturday morning delivery

Extras

Configure pickup and delivery extras as required by the terminal's service offering. The *AZ* extra is required for Amazon shipments.

Packaging types

Configure the packaging types (pallet types) available on the network. Only domestic pallet types are supported. See the table below for the supported types and their dimensions.

Pallet type	Nexus palletTypeID	L (cm)	W (cm)	H (cm)	Max weight
Full	1	120	120	220	1,200 kg
Half	2	120	120	120	600 kg
Quarter	3	120	120	80	300 kg
Full Plus	4	160	120	220	1,200 kg
Bundle	5	300	15	30	25 kg
Oversize	6	510	240	220	2,000 kg
Full Light	7	120	120	220	600 kg
Micro	8	120	120	60	150 kg

📚 International variants of pallet types (different dimensions/weights) are not supported. Fortec uses the same pallet type IDs.

Step 7: Add the order import master (Qargo Admin completes this step)
Step 8: Enable the integration (Qargo Admin completes this step)