Pallet network: PALL-EX/Fortec order export and import

This article explains how orders are exported from Qargo to the PALL-EX or Fortec pallet network and how incoming orders are imported from Nexus into Qargo.

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Introduction

What does this article cover?

- Dispatching a shipment to PALL-EX or Fortec
- How the network is determined (PALL-EX vs. Fortec)
- Label generation after dispatch
- Canceling a dispatch
- Pickup date rules and the 12 PM cutoff
- How orders are imported from Nexus into Qargo
- Tracking status synchronization
- POD and document synchronization
- ETA export via Optimize

Who is this for?

- Dispatchers and planners sending shipments to the pallet network
- Operations staff monitoring shipment status in Qargo

Terminology

Term	Definition
Resource dispatch task	The Qargo task that, when completed, sends a shipment to the pallet network via the Nexus API
PALLEX_OUT	The resource code identifying a contract carrier as the PALL-EX network resource
FORTEC_OUT	The resource code identifying a contract carrier as the Fortec network resource
Nexus customer ID	The unique code identifying a customer in the Nexus system; must be configured per customer in Qargo
Cutoff time	12:00 PM (noon): the deadline after which same-day or next-day pickups require a later pickup date
MPOD	Digital signature capture collected at delivery
POD	Image of the signed delivery receipt
MPODPHOTOE	Photo of pallets at the delivery location
Optimize	The route optimization module used to push ETAs from Qargo to Nexus

Order export (Qargo → Nexus)

Dispatching a shipment

- **Assign** the load to the ***PALL-EX*** or ***Fortec*** contract carrier resource, depending on the network required for the shipment.
- **Complete** the ***resource dispatch task*** on the load. This sends the shipment to Nexus via the API.
- **Verify** that a pallet label has been downloaded and attached to the shipment documents panel.

📚 **Single-shipment loads only:** The export only works when the load contains a single shipment. Multi-shipment loads are not supported for pallet network export.

How the network is determined

The network (PALL-EX or Fortec) is determined by the contract carrier resource assigned to the load:

Resource code	Network
PALLEX_OUT`	Shipment sent to PALL-EX
FORTEC_OUT`	Shipment sent to Fortec

- At dispatch, Qargo passes the corresponding Nexus customer ID (configured on the customer record) to the API. The API routes the shipment to the correct network based on this ID.

What happens after dispatch

After the resource dispatch task is completed:

- A pallet label is automatically downloaded from Nexus and attached to the shipment in Qargo
- The shipment is visible in the Nexus portal
- Nexus begins sending scan events back to Qargo as the shipment moves through the network

Canceling a dispatch

- A dispatch can be canceled by ***removing the contract carrier resource from the load***.
- This triggers a cancellation request to Nexus and removes the shipment from the network.

‼️ If a barcode conflict exists in Nexus, removing the resource may not be possible directly. See the troubleshooting article for the resolution steps.

Pickup date rules

PALL-EX/Fortec applies strict rules to pickup dates. Qargo determines the pickup service level automatically based on the date and time of export:

Scenario	Result
Same-day export, before 12 PM cutoff	`PREMIUM` service used
Same-day export, after 12 PM cutoff	❌ Error: pickup not possible
Friday export → Saturday pickup	❌ Error: not supported
Friday export → Monday, before 12 PM	`SPECIFIC_DAY`
Friday export → Monday, after 12 PM	`PREMIUM`
Next-day (Mon–Thu), before 12 PM	`SPECIFIC_DAY`
Next-day (Mon–Thu), after 12 PM	`PREMIUM`
Weekend export → next working day	❌ Error
Future date (>1 day ahead)	`SPECIFIC_DAY`

📚 **Maximum pickup window:** Pallex only accepts shipments for pickups scheduled within the next 6 days. Attempting to dispatch with a pickup date beyond this window results in an error.

Label generation

- A pallet label is downloaded from Nexus automatically, immediately after a successful dispatch.
- The label is attached to the shipment's documents panel in Qargo and can be printed from there.
- No manual step is required to obtain the label. It is generated and downloaded as part of the dispatch process.

Order import (Nexus → Qargo)

How import works

- Qargo polls the Nexus API every few minutes to fetch new and updated shipments for the terminal.
- Imported orders follow the standard Qargo order import flow.

📚 If a transport network has been configured on the relevant transportation service, imported orders are automatically split into pickup and delivery stages and assigned to resources according to that transport network configuration.

Dual network import

- Because PALL-EX and Fortec share the Nexus API, Qargo imports orders for both networks simultaneously in a single polling cycle.
- The network (PALL-EX or Fortec) is identified from the data returned by the API, and the relevant codes are used in the import mapping.

Status synchronization

Status import (Nexus → Qargo)

Qargo polls Nexus for status updates every few minutes. The statuses below are imported and mapped to Qargo's tracking lifecycle:

Nexus status	Qargo status
`ARRIVED_AT_COLLECTION_POINT`	Pickup arrived
`COLLECTED`	Pickup scanned in
`DEPOT_SCAN_IN_FROM_CUSTOMER`	Pickup terminal scanned in
`DEPOT_SCAN_OUT_TO_HUB`	Pickup terminal scanned out
`HUB_TRUNK_IN`	Hub arrived
`HUB_SCAN_IN`	Hub scanned in
`HUB_HELDOVER`	Hub stored
`HUB_SCAN_OUT`	Hub scanned out
`HUB_TRUNK_OUT`	Hub departed
`DEPOT_SCAN_IN`	Delivery terminal scanned in
`OUT_FOR_DELIVERY`	Delivery terminal departed
`ARRIVED_AT_DELIVERY_POINT`	Delivery arrived
`DELIVERY_EPOD_RECEIVED`	Delivery scanned out
`DELIVERED`	Delivery scanned out

🧰 Status import and export happen automatically in the background and cannot be configured in the UI. Only the results are visible in the shipment status history.

Status export (Qargo → Nexus)

Qargo sends status updates back to Nexus as part of the visibility framework. These are triggered automatically by specific events in Qargo:

- Pickup complete → status exported to Nexus
- At delivery stop → status exported
- Delivery confirmed → status exported

🧰 **C&D routes requirement:** For status export to work correctly, collection and delivery (C&D) routes must be created in Nexus on a daily basis. These can be auto-created using a button in the Nexus portal.

POD and document synchronization

Delivery proof documents are synced bidirectionally between Nexus and Qargo.

Nexus document type	Description	Qargo document type
`MPOD`	Digital signature capture / sign-on-glass image from the receiver	Receiver signature
`POD`	Image of the signed delivery receipt	POD/CMR
`MPODPHOTOE`	Photo of the pallets at the delivery location	Photo of goods (delivery)

- **Import:** Documents are periodically synced from Nexus and stored against the shipment in Qargo.
- **Export:** When a document of the above types is created or uploaded in Qargo and the terminal is the delivery terminal for the shipment, the document is sent to Nexus automatically.

ETA export (via Optimize): optional

ETAs can be pushed from Qargo to Nexus via the Optimize route optimization module.

💬 ETA export is configured separately from the main PALL-EX/Fortec integration. Contact the account manager for more information.