PN - UPN: What, why & how overview

How the UPN integration works in Qargo: order import, status tracking, ePOD, and delivery images — for terminal and traffic teams managing UPN shipments day to day.

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Introduction

What is it?

The UPN integration connects Qargo to the United Pallet Network (UPN). Terminal and traffic teams can receive, manage, track, and complete UPN shipments directly in Qargo.

Why does it exist?

It removes the need to switch between UPN's system and the TMS. Orders flow into Qargo automatically, status updates and proof-of-delivery data are exchanged in the background, and delivery images are shared back to UPN — all without manual re-keying.

How does it work?

UPN shipments are imported into Qargo through the UPN API. As work progresses, Qargo pulls tracking events from UPN every ten minutes. When a delivery is completed, Qargo pushes receiver signatures and delivery images back to UPN.

Terminology

Term	Definition
Shipment	A UPN shipment, typically made up of one or more pallets under a single UPN shipment barcode.
Shipment barcode	The unique barcode reference assigned by UPN, used to link records across both systems.
Stage / tracking event	A status milestone recorded against a shipment or individual pallet (e.g., Out for delivery, Arrived, Delivered).
ePOD	Electronic proof of delivery — the receiver's signature captured in Qargo and pushed to UPN.
Delivery image	A photo of the delivery (goods, location, or leave-safe) captured by the driver in Qargo and sent to UPN.
Capture type	Whether a tracking event applies to the whole shipment (C) or a specific pallet (P).

Prerequisites

- An active UPN integration, configured and enabled for the terminal by UPN and the Qargo admin team.
- The tracking action and image download actions must be enabled by UPN for the terminal (contact UPN IT if these are not active).
- Driver devices configured to capture signatures and delivery photos through the Qargo driver mobile app.

Order import

UPN shipments are automatically imported into Qargo through the UPN API on a periodic basis. No manual entry is required.

Receive new shipments

1. New UPN jobs appear in the Qargo Orders list with the UPN shipment barcode and basic shipment details (shipper, receiver, pallet count, weight, service type).
2. Orders are ready to plan and allocate as soon as they are imported.

What's included in the imported order:

- Shipment barcode (used for tracking, labels, and invoice matching)
- Delivery address and receiver details
- Pallet count, weight, and service level
- Any special instructions provided by UPN

Status & tracking sync

Qargo automatically pulls tracking updates from the UPN API on a ***10-minute cycle***. Order statuses stay current without any manual intervention.

How it works:

- Qargo calls UPN and retrieves all events since the previous sync.
- Tracking events are applied at either shipment level or individual pallet level, depending on the event type.
- Key stages include:
  - Booked
  - Out for delivery
  - Arrived
  - Unloaded
  - Delivered
  - Alert statuses: Carded or Complaint raised.

Visualize tracking progress

- Open any UPN order in Qargo to see the full tracking timeline in the order activity or status section.
- Shipment-level events update all associated pallets; pallet-level events update only the specific good trace.

> 📚 If processing fails during a sync cycle, that batch of events cannot be fetched again. To reduce this risk, the integration architecture stores responses before processing them.

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ePOD and delivery images

When a driver completes a UPN delivery in Qargo, the receiver signature and any delivery photos are automatically pushed back to UPN.

How signatures work:

- When a receiver signature is captured in the Qargo driver mobile app, it is sent to UPN

- This marks the shipment as delivered in UPN with the associated POD data (signature image, delivery name, timestamp, GPS coordinates).

How delivery images work:

Delivery photos captured by the driver in Qargo are sent to UPN together with the receiver signature.

> 🧰 Delivery images are sent once a receiver signature has been created on the shipment.
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> - If photos are captured before the signature, they are uploaded together with the signature when it is submitted.
> - Multiple delivery images per shipment are supported.

Where to find POD and images in Qargo:

- Open the order and go to the **POD** or **Documents** section.
- The signature and delivery photos appear as attachments once the delivery is completed and synced.

Feature summary

Feature	Direction	Notes
Order / shipment import	Push from UPN → Qargo	Automatic, periodic sync
Tracking events (status updates)	Pull by Qargo from UPN	Every 10 minutes
ePOD (receiver signature)	Push from Qargo → UPN	On delivery completion
Delivery images	Push from Qargo → UPN	Sent with or after signature
Invoice charge line matching	In Qargo	Matched using UPN shipment barcode

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Troubleshooting

Issue	What to check
UPN shipments not appearing in Qargo	Confirm the UPN order import is active for the terminal. Check that the integration is enabled in **Configuration > Integrations**.
Tracking events not updating	Allow up to 10 minutes for the sync cycle to run. If statuses are still outdated after 15+ minutes, contact the Qargo admin to verify that UPN has enabled the tracking action for the terminal.
ePOD not appearing in UPN after delivery	Confirm the POD is present in Qargo with a signature timestamp. Make sure the driver's device was connected when submitting. If the issue persists, raise it with Qargo support and include the shipment barcode and delivery timestamp.
Delivery images not visible in UPN	Check that a receiver signature was also captured for the shipment. Images are only sent to UPN once a signature exists.
Invoice matching not finding a shipment	Confirm the UPN shipment barcode on the order exactly matches the reference on the invoice. See also: *FAQ - Carrier invoice scan and match fields*.

💬 For ongoing issues, contact the Qargo support team with the UPN shipment barcode, terminal name, and timestamps of the affected events.