PN - Hazchem overview

How the Hazchem integration works in Qargo: receiving shipments, dispatching, tracking, labels, PODs, delivery images, and customer paperwork.

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What the integration does at a glance

- Shipments from Hazchem arrive in Qargo automatically via the API.
- Qargo sends dispatch information, tracking milestones, and documents back to Hazchem as work progresses.
- Labels, scan events, PODs, delivery images, and customer paperwork are exchanged so both systems stay aligned.
- Work is managed in Qargo; the integration handles the data flow to and from Hazchem.

Who this guide is for

- Terminal and traffic office teams receiving Hazchem shipments
- Planners allocating and sequencing Hazchem work
- Drivers (via the Qargo driver mobile app) executing deliveries
- Customer service teams tracking progress and retrieving PODs or delivery images

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Terminology

Term	Definition
Shipment	A Hazchem shipment, typically one or more pallets under a single tracking reference.
Hazchem reference	The unique identifier assigned by Hazchem, used to match records across both systems.
Dispatch	The action of confirming a shipment in Hazchem's system, which generates pallet labels.
COP (customer owned paperwork)	Paperwork associated with the shipment, such as customs or delivery documentation.
POD (proof of delivery)	Evidence of completed delivery, typically the recipient's name, signature, and timestamp.
Delivery image	A photograph taken at the point of delivery, captured via the driver mobile app.
Status update	A tracking milestone (e.g., picked up, in transit, delivered) sent from Qargo to Hazchem.
Scan event	A barcode scan recorded at a handling step such as terminal scan-in or scan-out.
Push (data)	Data sent automatically from the source system to the destination.
Pull / Sync	The destination system actively retrieves data from the source on a schedule.

Prerequisites

- An active Hazchem integration has been configured by the Qargo admin team
- User roles in Qargo permit viewing and actioning Hazchem shipments

- Devices used for scanning or capturing PODs are connected and synced to Qargo

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Daily workflow in Qargo

Receive shipments

- Hazchem pushes new shipments to Qargo via the API.
- Shipments appear in the ***Orders*** or inbound work view with the Hazchem tracking reference visible.
    - Basic details include shipper, receiver, service type, pallet count, weight, and any special instructions.

Dispatch and print labels

- When a shipment is ready for dispatch, the **dispatch task** in Qargo creates or confirms the shipment in Hazchem's system.
- Pallet labels are generated as part of the dispatch step. Labels carry the Hazchem tracking reference and are used for scanning throughout the terminal and delivery process.

Track and update status

As drivers and terminal staff progress work, Qargo sends tracking milestones to Hazchem, including scan events such as:

- Pickup terminal scanned out
- Delivery terminal scanned in
- Delivery terminal stored
- Delivery terminal scanned out

Status export

Qargo also sends status updates to Hazchem on the following events:

Qargo event	Status event	Terminal role
POC	Pickup stop is completed	Pickup
DONR	Delivery terminal pickup has been completed	Delivery
ARDL	At delivery stop	Delivery
POD	POD has been created	Delivery

📚 Key delivery milestones (out for delivery, delivered, failed delivery) are pushed to Hazchem in near real time.

Capture and share proof of delivery

The POD is captured in Qargo via the driver mobile app or back office. Once uploaded, the POD is sent to Hazchem via the API, giving network stakeholders immediate visibility.

Delivery images and customer paperwork

Delivery images (photos taken at the point of delivery) and COP documents are exchanged in both directions:

- When added to a shipment in Qargo, delivery images and COP are automatically uploaded to Hazchem via the API
- Delivery images and COP documents from Hazchem are fetched back into Qargo automatically every 10 minutes via background sync

> 📚 **Customer own paperwork (COP):**
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> - Only the requesting/pickup terminal can upload customer paperwork.
> - The signed COP flow is not supported via the API; only unsigned COP is transmitted.

Feature summary and data flow directions

Feature	Direction	Typical trigger	Where visible in Qargo
New shipment	Push from Hazchem	Order created in Hazchem	Orders list / inbound queue
Pallet labels	Generated in Qargo	Dispatch action	Order labels section
Tracking milestones	Push from Qargo	Status change / driver mobile app	Order timeline and activity
Scan events	Push from Qargo	Barcode scan at terminal	Scan history on the order
POD (signature, name, timestamp)	Push from Qargo	POD captured in app or back office	POD section and attachments
Delivery images (outbound)	Push from Qargo	Image uploaded to shipment	Attachments on the order
Delivery images (inbound)	Sync from Hazchem	Every 10 minutes	Attachments on the order
COP documents (outbound)	Push from Qargo	COP uploaded to shipment	Documents on the order
COP documents (inbound)	Sync from Hazchem	Every 10 minutes	Documents on the order
Shipment number (invoice matching)	Used in Qargo	Carrier invoice upload	Invoice matching / scan and match

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Working tips

- Complete the **dispatch step in Qargo before the shipment leaves the terminal** to ensure pallet labels are generated and tracking begins correctly.
- Delivery images and COP **sync automatically every 10 minutes**; there is no need to request these manually from Hazchem.

- When uploading COP, ensure the **upload is performed by the requesting or pickup terminal;** delivery terminals cannot upload COP via the API.
- For invoice reconciliation, the **Hazchem shipment number** is one of the fields used in the Qargo scan and match function when uploading carrier invoices.

FAQs

Why is a POD not visible in Hazchem?

- Confirm the POD is present and attached in Qargo with a timestamp.
- Check that the driver mobile app was synced after the POD was captured.
- Allow a short processing window for the API push to complete.

Delivery images from Hazchem aren't appearing. What should be checked?

- The inbound sync runs every 10 minutes. If images are not appearing after 10–15 minutes, confirm the shipment has a Hazchem tracking reference and that the integration is active.
- Contact Qargo support if the issue persists.

Do PODs need to be rekeyed in Hazchem?
No. PODs captured in Qargo are pushed to Hazchem automatically; no manual re-entry is required in the Hazchem system.

Can Hazchem labels be printed from Qargo?
Yes. Labels are generated as part of the dispatch step and are available on the order in Qargo. Follow the terminal printing process to produce and apply labels before loading.

Troubleshooting

Symptom	Steps to resolve
New shipments not appearing in Qargo	Check filters on the orders view. Confirm the Hazchem integration is active and that the shipment has been created in Hazchem.
Labels not generating	Confirm the dispatch action has been completed. Check whether any required shipment fields are missing.
Tracking not visible in Hazchem	Ensure the shipment was dispatched in Qargo and that driver/app status updates were submitted. Verify connectivity.
Delivery images or COP not syncing	Allow up to 10 minutes for the automatic sync. Verify the Hazchem tracking reference is present on the shipment in Qargo.
POD not received by Hazchem	Confirm the POD is saved in Qargo with a timestamp and attachment. Contact support with the Hazchem reference if the issue continues.

💬 If issues continue after the steps above, contact the Qargo support team and include the Hazchem shipment reference, relevant timestamps, and screenshots where possible.