Why do delivery dates in Qargo sometimes differ from expected or external system dates?

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Delivery dates in Qargo can sometimes differ from expected dates or from the dates in external systems. Several factors can cause this, including how dates are calculated, propagated or interpreted across systems. This article explains the key scenarios and principles that can lead to these discrepancies.

Overview of date filters in Qargo

Qargo uses a system of date filters to manage and display delivery dates. These dates can be influenced by:

- The last stop date among loads associated with an order.
- The method used to update dates within Qargo.
- Differences in date calculation logic between Qargo and external systems.- Lead time defined in service levels, which can shift stop dates. Adjusting these settings ensures order dates align with intended schedules.

Common scenarios of date discrepancies

Filtering logic and overlapping timestamps

When filtering by a specific date, Qargo may display orders with a different “main” date. The filter considers timestamps related to loads, such as estimated or planned times, or stops that overlap the selected date. If any part of a load aligns with the chosen date, the order may appear even if the displayed order date differs.

Differences between scheduled and actual dates

Discrepancies can occur when hours are imported from telematics systems. The “start date” reflects when the job or activity was originally scheduled. The “actual date” updates to when the driver completed the work. Late data transmission from telematics systems can result in earlier start dates, while the actual completion dates correspond to when the driver finalized the work.

Invoice delivery dates reflecting later stop dates

In Qargo, the delivery date on an invoice is derived from the last stop date among the loads associated with the order. If any stop in the associated loads has a later date than the order’s delivery date, the invoice reflects that later “last stop” date.
To verify this:

1. Open the order in Qargo.
2. Review all linked loads.
3. Check the dates of each stop to identify the latest stop date, which is used on the invoice.

Date propagation when updating stops

When dates are updated in Qargo, the propagation of changes depends on the method used:

- **Order detail page (edit flow):** - Propagation occurs only when there is a single, consistent offset across the edited dates. - For example, if the pickup date is changed by +1 day and the delivery date by +4 days, no automatic propagation occurs. However, if the offset is consistent (e.g., both pickup and delivery are changed by +2 days), the system propagates this offset to other stops.

- **List page (date edit modal):** - Dates are updated per stop, and each change immediately establishes a clear, consistent offset that is propagated to other stops. Subsequent updates to another stop do not overwrite the first propagation.

To ensure correct propagation, either apply a single consistent offset in the order detail edit flow or use the date edit modal in the list view.

Cross-system date discrepancies

Delivery dates may differ between Qargo and external systems (e.g., Alliance) because of differences in how dates are calculated. For example, some networks calculate delivery dates based on:

- **Manifest date:** The date the freight is handed over to the network.
- **Service level:** Determines the transit time (e.g., Economy = 2 working days).

In such cases, the external system may calculate a delivery date based on the manifest date and service level, while Qargo displays the planned delivery date. This can lead to discrepancies between the two systems.

Conclusion

Understanding how Qargo calculates and propagates delivery dates, and recognizing differences in external systems, helps identify and resolve date discrepancies. Reviewing associated loads, applying consistent offsets and considering external system logic help ensure accurate and consistent delivery date management.

Troubleshooting steps for date-related issues

1. **Review service level settings:** Check the lead time settings in service levels to make sure they align with scheduling needs.
2. **Understand date fields:** Become familiar with the differences between scheduled and actual dates, especially when using telematics systems.
3. **Analyze filtering results:** Consider all timestamps and overlapping events when filtering by a specific date to avoid unexpected results.