FAQ – How to handle failed deliveries and stops in Qargo?

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Managing failed deliveries and stops effectively is crucial for keeping load data accurate and operations running. This guide gives step-by-step instructions for handling common scenarios with failed deliveries and stops in the Qargo application.

Managing failed deliveries

Scenario 1: Pickup failed, but pickup data should remain on the same load

If a pickup fails but the pickup data should stay on the same load, follow these steps:

1. Open the order in the Qargo application.
2. Go to the **Shipments** section.
3. Identify the shipment linked to the failed delivery.
4. Select the shipment and choose the **Cancel shipment** option.

Effect: The canceled shipment stays visible with the status **Canceled**. Its linked stops are removed from routing, but the pickup data stays on the load. This preserves the integrity of the load.

Scenario 2: Failed delivery requiring terminal storage and continuation on a second load

To model a failed delivery that requires interim storage at a terminal and continuation on a second load, follow these steps:

1. Add an **incident** to the shipment for the failed delivery and select the **Replan** option. Enable the setting to cross-dock goods at a terminal.
2. Remove the original terminal stop from the order. This step is necessary because the original terminal stop applies to only one shipment and can prevent correct splitting.
3. Insert a **terminal unload/load stop** after the incident. This groups the affected shipments at the terminal and splits them correctly for the second load leg.
4. Plan the second load leg from the terminal to the next destinations as required.

Effect: This process ensures that the transfer via the terminal is represented accurately and that shipments are split correctly between load legs.

Maintaining accurate load data

Following the procedures above ensures that:

- Failed deliveries are properly documented.
- Stops and shipments are managed accurately within the Qargo application.
- Load data remains consistent and reliable for reporting and operational purposes.

Related topics

- Managing shipments in Qargo
- Using the Replan feature for failed deliveries
- Cross-docking and terminal management