Qargo Mobile app – Cross-dock scanning: Question paths & incident registration

Cross-dock scanning now supports incident reporting directly from the mobile app. Incidents raised during scanning sync automatically to the TMS and appear alongside existing stop-, order- and freight-level incidents.

Updated June 9, 2026

> ‼️ *Qargo Mobile app* version **1.18.13** or later is required on all cross-dock scanning devices.

Summary

- **What:** Incident reporting within the cross-dock scanning module (*Qargo Mobile app*)
  - Configurable *question paths* can be triggered during unloading, loading or free-scanning workflows to register anomalies and incidents.
- **Why:** Warehouse operators had no way to report incidents from the scanning app. Issues such as damaged goods, missing pallets or quantity discrepancies required phone calls or manual entry in the TMS, which broke traceability.
- **How:** Relevant *stop incidents* and *question paths* are configured in the TMS.
  - The incidents are then enabled in *Integration settings*.
  - Operators encounter the question path in the mobile app during scanning and submit incidents with optional photos and documents.
  - Incidents are pushed to the TMS automatically.

Prerequisites

- **Qargo Admin:** Enable the **relevant incident types** in **Configuration > Integration > Mobile app > Cross dock incidents**
- **Super Admin:** Create *stop incidents* and assign *question paths* to each incident type in the TMS

Use cases

- A terminal operator scanning inbound pallets discovers damaged goods. The question path allows the damage to be registered, a photo to be attached and the pallet record to be updated, all within the scanning workflow and without returning to the TMS web app.
- A warehouse team identifies a pallet quantity discrepancy (fewer pallets than expected). An incident is raised from the **Free scan** flow. The incident appears on the relevant order in the TMS, giving planners immediate visibility.
- A loading operator notices an unexpected pallet that does not match the outbound load. A question path captures the anomaly and creates a cross-dock incident in the TMS, which appears with a visible indicator next to the order.

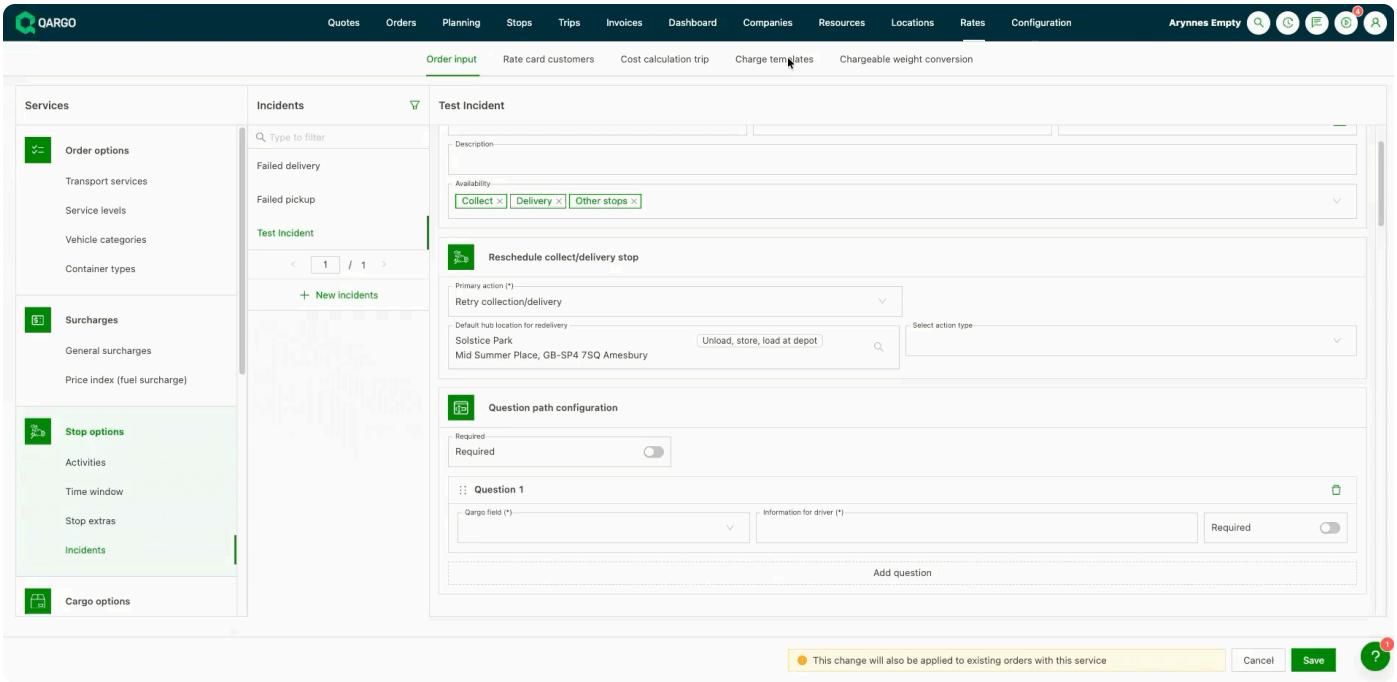
Terminology

Term	Definition
Question path	A structured sequence of questions and responses (e.g., dropdown selections, photo prompts) that can be attached to an incident type. Operators follow the path to provide structured data about an anomaly.
Stop incident	An incident type defined at the stop level in the TMS. Cross-dock incidents use stop incidents as their base type.
Cross-dock incident	An anomaly or issue registered during cross-dock scanning (e.g., damaged goods, missing pallets, unexpected pallets). Pushed from the mobile app to the TMS automatically.
Pallet history	A record of all pallet scanning events in the TMS. Cross-dock incidents raised during scanning are visible in the pallet history.

Configuration

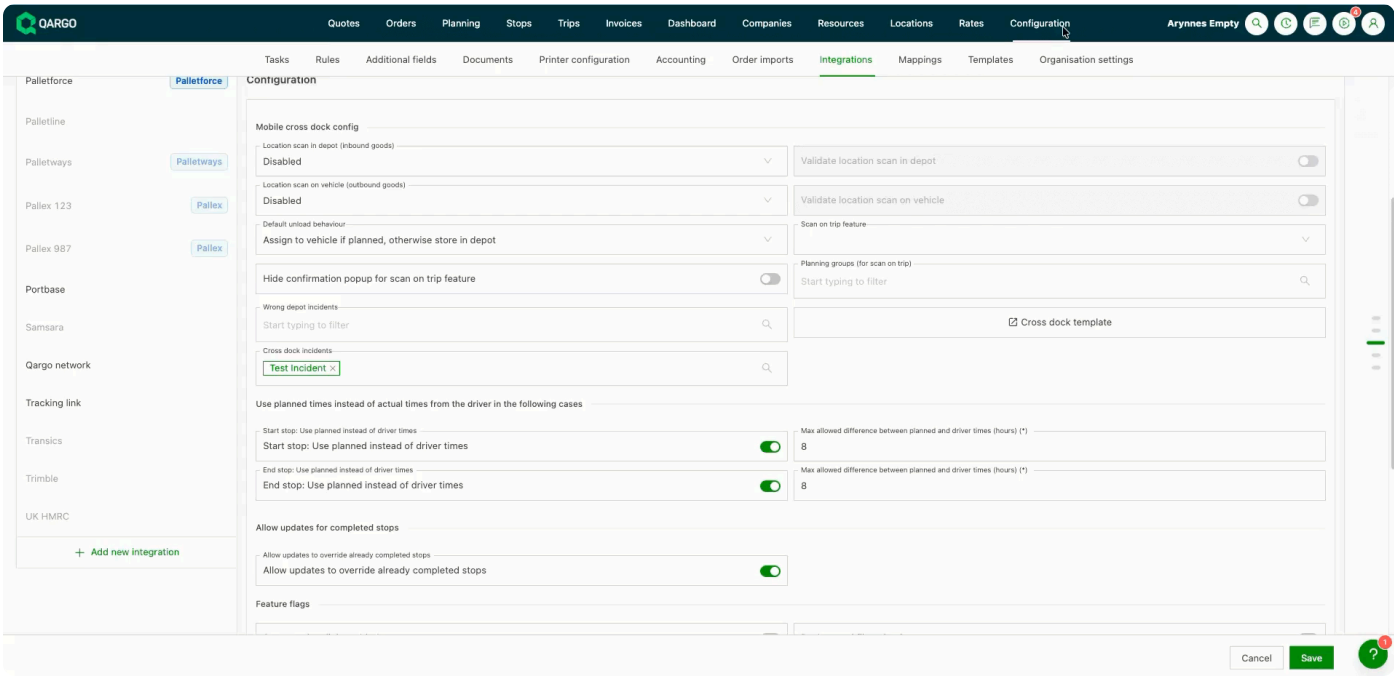
Step 1: Create stop incidents and question paths in the TMS (Super Admin user)

- **Navigate** to **Rates > Stop incidents > Incidents**.
- **Create** the relevant incident types (e.g., *Damaged goods*, *Missing pallets*, *Quantity discrepancy*).
- **Assign** a *question path* to each incident type. Question paths define the structured fields the operator completes when raising the incident (e.g., photo upload, quantity field, reason dropdown).



Step 2: Enable incidents in the mobile app integration settings (Qargo Admin)

- **Navigate** to **Configuration > Integrations > Mobile app > Cross dock incidents**.
- **Select** the incident types to make available in the cross-dock scanning app. Only the selected incidents are presented to operators during scanning.
- **Save** the configuration.



💬 Once incidents are created in order input, contact the Qargo Admin or Account Manager to enable incidents in the Qargo Mobile app integration settings.

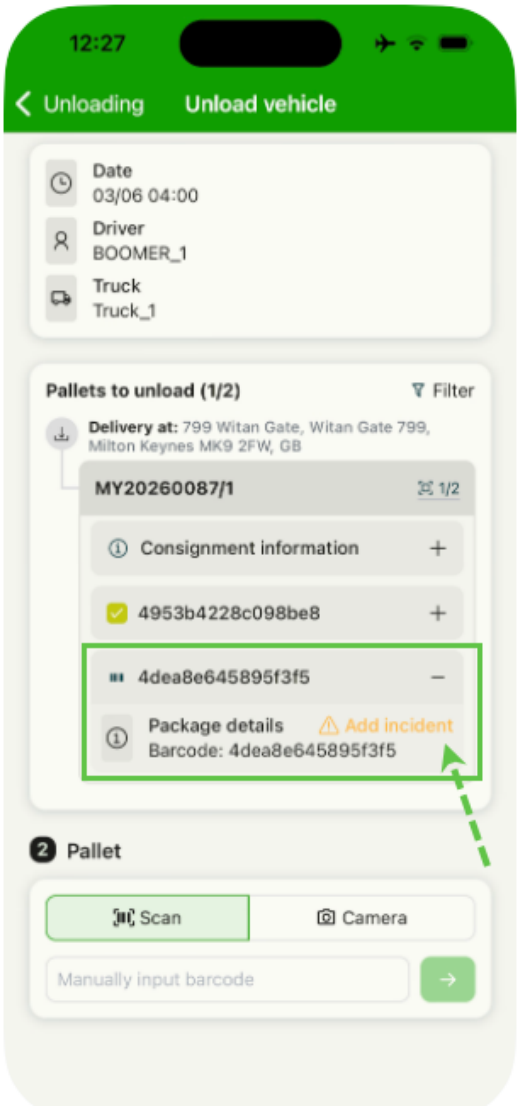
Using question paths during cross-dock scanning

Question paths are available in the following cross-dock scanning flows:

- **Unload vehicle**
- **Load vehicle**
- **Free scan**

Raising an incident

- **Open** the cross-dock scanning module in the *Qargo Mobile app*
- **Scan** pallets as usual within any supported scanning flow
- **Select** the incident option when an anomaly is detected. The available incident types (as configured in Step 1) are displayed as a list



- **Complete** the *question path* for the selected incident type. Depending on the configuration, this may include selecting a reason, entering a quantity, or attaching a photo or document.
- **Submit** the incident. The incident is sent to the TMS and appears on the relevant order, stop and pallet history records.

Viewing incidents in the TMS

- **Navigate** to the relevant order or stop in the TMS.
- **View** the incidents panel. Cross-dock incidents raised from the mobile app appear alongside existing stop-level and freight-level incidents. A visible indicator on the order record flags open cross-dock incidents.

▶ https://www.loom.com/embed/c17c4c70d8b94de1acde35ddc2697e3f

Troubleshooting

Issue	Likely cause	Resolution
No incident types appear in the scanning app	Incidents not enabled in *Integration settings*, or an outdated mobile app version.	Enable incidents in **Configuration > Integration settings > Mobile app > Cross dock incidents**; update to mobile app v1.18.13 or later. If the updated version is already installed, the user should log out and log back in to apply the update.
Question path does not appear after selecting an incident	No question path configured for that incident type	Add a question path to the incident type in **Configuration > Incidents > Stop incidents**
Incident not visible in the TMS after submission	App connectivity issue during submission	Check the mobile app connectivity; resubmit if needed
Incidents from a previous session are not visible in the mobile app	Expected behavior: only incidents from the current scanning session are shown in the mobile app	View past incidents in the TMS web app
Certain fields cannot be selected in the *question path*	Only shipment-level and order-level fields are supported in question paths (v1)	Use the TMS web app to update fields not available in question paths
Cross-dock incidents do not sync to the pallet network portal	Pallet network portal sync not included in v1	Manage pallet network portal updates separately