Qargo mobile app: cross-dock 'tap' mode (no scanning)

The cross-dock module supports a tap-based mode that replaces barcode scanning with tap confirmations. Warehouses can digitize loading and unloading without scanner hardware.

Updated June 26, 2026

Summary

- **What is tap-based mode?**
  - Tap-based mode is a cross-dock mode that switches the module to manual selection. Pallet movements are confirmed by clicking the barcode ID instead of scanning a barcode.
  - Tap confirmations generate the same tracking statuses as barcode scans (*SCANNED_IN*, *SCANNED_OUT*, *STORED*), so customer portal visibility is unaffected.
- **Why use it?**
  - It removes the need for scanner hardware and printed barcode labels. This lowers the barrier for warehouses that want to start digitizing cross-dock operations.
  - It can run in parallel with barcode scanning (free scan/terminal scan). It acts as a stepping stone toward full scanning adoption, with no data migration required.
- **How does it work?**
  - Once tap-based mode is enabled, operators select a load and see the full list of pallets to load or unload. The user can tap the barcode ID on each pallet to confirm the movement. A progress counter tracks completion.
  - Tap-based mode is configurable per tenant or terminal and is activated by Qargo.

Prerequisites

🧰 Tap mode must be enabled via a feature flag in the **Mobile app / Carrier portal** integration settings.

💬 This feature requires activation by Qargo. Contact a Qargo account manager or Qargo Support if the option is not visible.

Use cases

- A transport company migrating to Qargo as its TMS wants to digitize unloading and loading across multiple cross-dock terminals. However, it is not ready to roll out barcode printing and scanner hardware at the same time as the TMS change. Tap-based mode lets warehouse staff confirm pallet movements from a tablet by tapping through a list.
- A warehouse receives full trailers that need to be unloaded, labeled, and routed. It wants a lighter entry point into cross-dock digitization before committing to barcode scanning.

Terminology

Term	Definition
Tap-based mode	A cross-dock mode where pallet movements are confirmed by tapping instead of scanning a barcode
Load sheet	The reference used to identify the load whose pallets are being loaded or unloaded
Progress counter	The x/y indicator showing how many pallets have been loaded or unloaded
SCANNED_IN / SCANNED_OUT / STORED	Tracking statuses generated when a pallet is unloaded, loaded, or stored; identical whether confirmed by tap or by scan
Free scan	A flow where a single pallet is looked up directly and an action is applied to it

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Enabling tap-based mode

1. **Contact** Qargo to request activation of tap mode for the relevant tenant or terminal.
2. Qargo **enables** the tap mode feature flag in the **Mobile app / Carrier portal** integration settings.
3. Once tap mode is enabled, the cross-dock flows display tap confirmation controls instead of requiring a barcode scan.

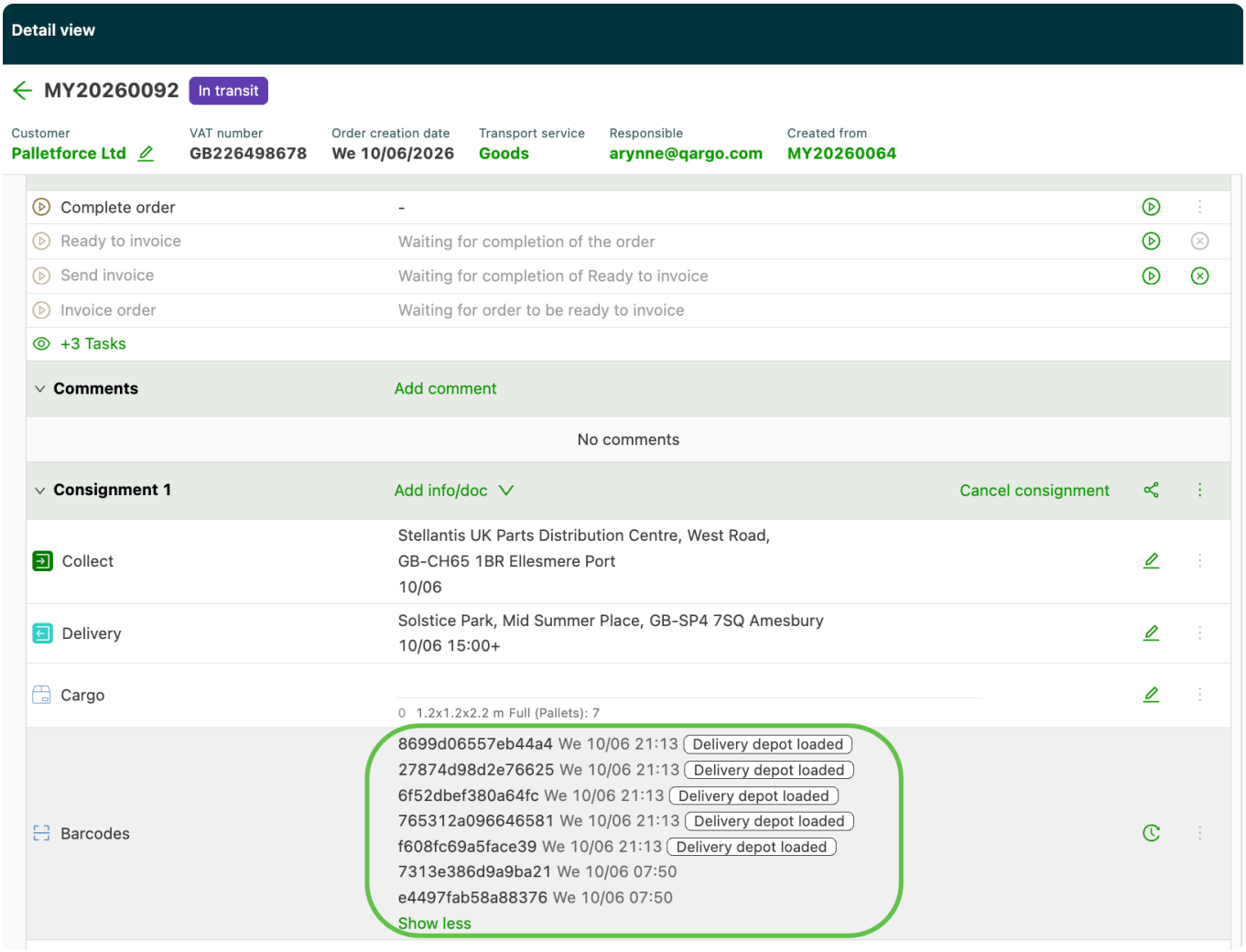
🧰 Tap mode can be enabled per tenant or per terminal, so scanning and tap-based confirmation can run side by side.

🎥 This video shows how to process goods using tap-based mode in the mobile app:

▶ https://watchclueso.com/embed/pllh8hwwrfq9t367

Loading a vehicle in tap-based mode

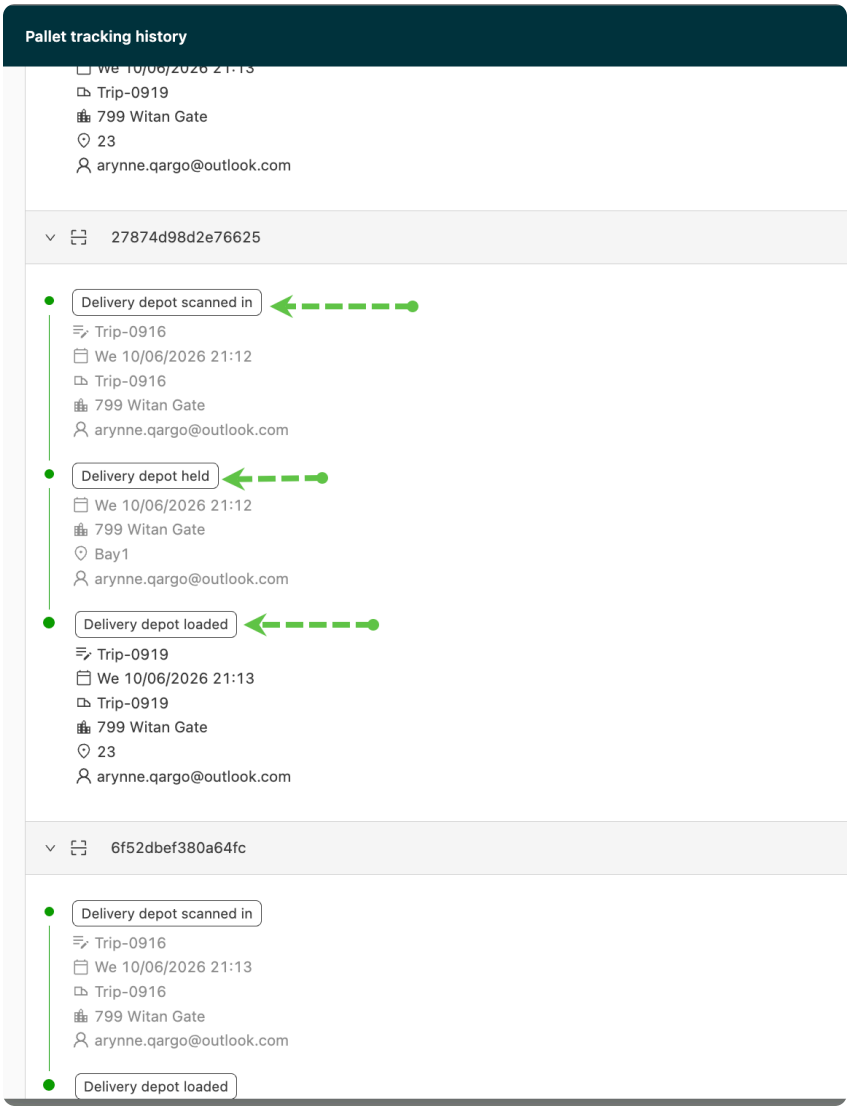
1. **Select** a load by entering or scanning the load number to start the loading flow.
2. **View** the full list of pallets to be loaded. Each row shows meaningful details (sender, recipient, reference, description), and a *progress counter* (for example, *0/12 pallets loaded*) appears at the top. Barcode numbers are de-emphasized because they are not needed in this mode.
3. **Confirm** each pallet by selecting the row. This generates the same *SCANNED_OUT* status as a barcode scan. Color-coded indicators apply as usual (dark green = loaded, orange = warning, red = error).



4. **Assign** a location (optional). After selecting the pallet, a cross-dock location can be entered or scanned for that pallet. If no location is entered, the action is still registered.

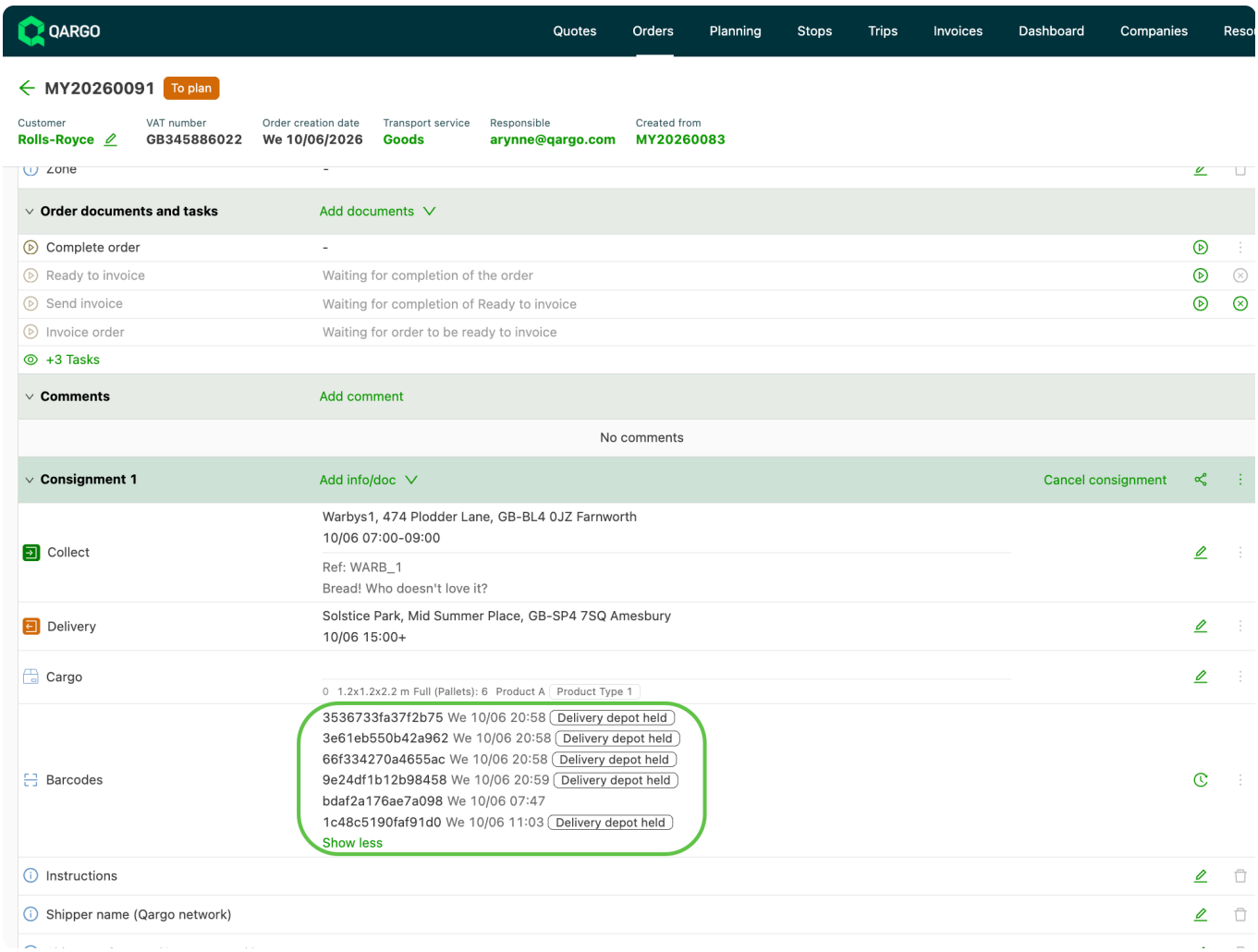
5. **Complete** the load. Once all pallets are confirmed, the load is marked as fully loaded. A *Complete all* button marks every remaining unprocessed pallet at once.


22:10
Cross dock
Select a depot location
799 Witan Gate
Witan Gate 799, GB-MK9 2FW Milton Keynes
Select a cross-dock action
Loading
Load trunk for an integrated pallet network or a delivery vehicle.
Unloading
Unload trunk from an integrated pallet network or a collection vehicle.
Free scan
Scan pallet to move or for more information.
Depot scan
Scan pallets held in depot.
Stops
Cross dock
User



Unloading a vehicle in tap-based mode

1. **Select** an incoming load by entering or scanning the load number.
2. **View** all pallets expected for that load. Each row shows sender, recipient, reference, and description, with a *progress counter* (for example, *0/8 pallets unloaded*) at the top.
3. **Confirm** each pallet by tapping the barcode as it comes off the truck. This generates the same *SCANNED_IN* status as a barcode scan.



4. **Select** an action and storage location (optional). After selecting the pallet, an action can be chosen (*keep on truck*, *store in terminal*, or *to delivery vehicle*) and a cross-dock location entered or scanned.

    1. The selected action is remembered for the next pallet. There is no separate bulk mode and no need to re-enter the same choice each time.

5. **Flag** discrepancies. If the physical pallet count does not match the expected list, this can be flagged directly in the flow. Detailed incident handling is covered by the cross-dock incident question paths.

6. **Complete** the load. Once all pallets are confirmed, the load is marked as fully unloaded.



📚 The last-used action is carried over to the next pallet during unloading, which is why a separate bulk mode is not needed.
📚 Pallets scanned in previously are highlighted in light green.

Scan on load in tap-based mode

1. **Open** the overview of loads with associated pallets.
2. **Tap** a pallet to either store it in the terminal or load it onto a load.
3. **Enter** the load name (or scan it) to assign the pallet to that load.

Flows that still require scanning

- The *free scan* and *terminal scan* flows are unchanged and still require a barcode scan to look up pallets.

- In tap mode, the *unload vehicle* option without a load sheet is hidden. This keeps the unloading flow consistent with the loading flow, which is always based on a load sheet. Other scanning modes, such as *free scan*, remain available.

‼️ Load discovery (a filterable, searchable load list) ships as a separate feature. In tap mode, the load number is entered manually or by scanning to start a flow.

Troubleshooting

Issue	Guidance
Tap confirmation controls are not visible	Tap mode is not enabled for the tenant or terminal. Contact Qargo to request activation.\
The Qargo mobile app must be updated to a supported version.	
The unload-without-load-sheet option has disappeared	This is expected when tap mode is enabled. The unloading flow is based on a load sheet, matching the loading flow. Use *free scan* for ad hoc lookups.
A pallet movement does not appear on the customer portal	Tap confirmations generate the same statuses as scans. Confirm that the pallet checkmark was tapped and the load was completed.
The physical pallet count differs from the expected list	Flag the discrepancy in the flow. Detailed handling follows the cross-dock incident question paths.
A location cannot be entered for a pallet	A location is optional unless configured as required. A custom location can be typed into the location field, or a predefined location can be selected.