Orders - Split a shipment into parallel stages - Walkthrough

Parallel stages let a planner move the goods of a single shipment in more than one movement (for cross-docking, shuttles, or partial deliveries) without creating separate shipments.

Updated September 16, 2026

Prerequisites

- The parallel stages capability must be enabled for the tenant. If it is not available, contact the account manager.
- Background on splitting and merging is covered in FAQ - How to handle splitting and merging orders or shipments in Qargo.

Use cases

- Incidents on delivery: some pallets are refused on delivery and need to return to the terminal to be retried the next day.
- Partial shipments known upfront: a shipment arrives from a pallet network but only part of the pallets reach the terminal, so the known part is planned separately.
- Partial shipments not known upfront: during loading, an operator loads some pallets on one truck and the rest on another, so the shipment is split across two movements.

Video walkthrough

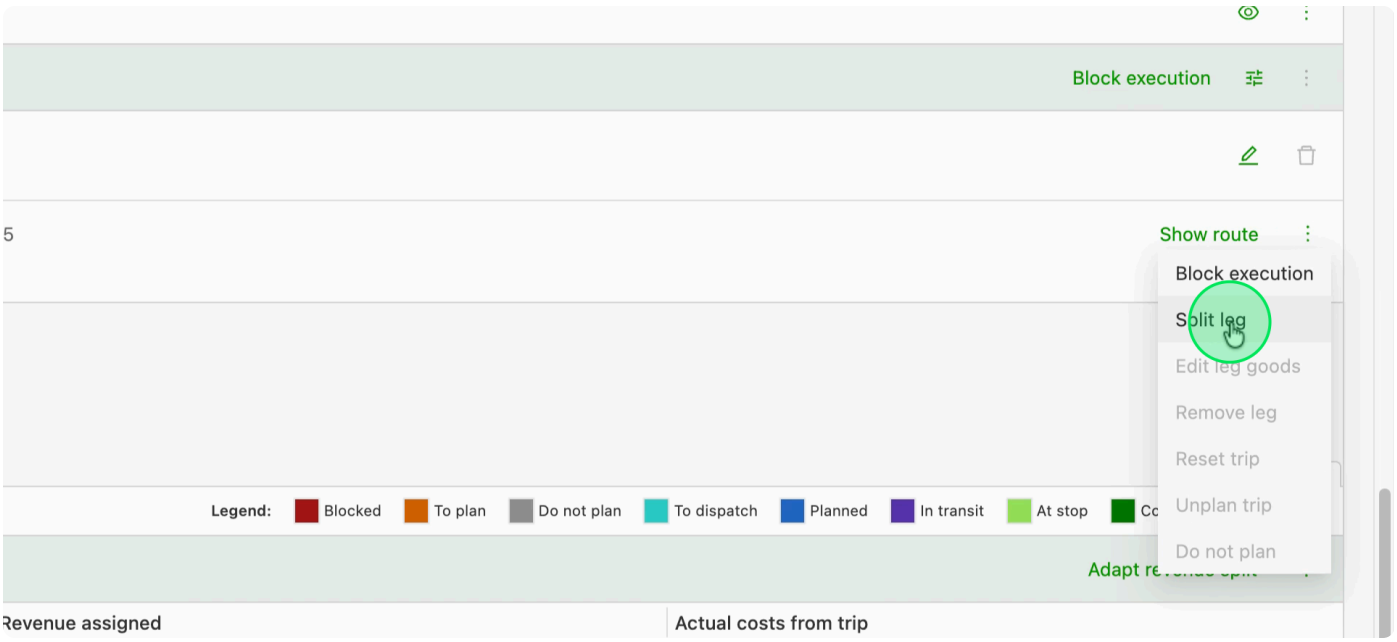
🎥 Watch the video walkthrough and/or follow the steps below:

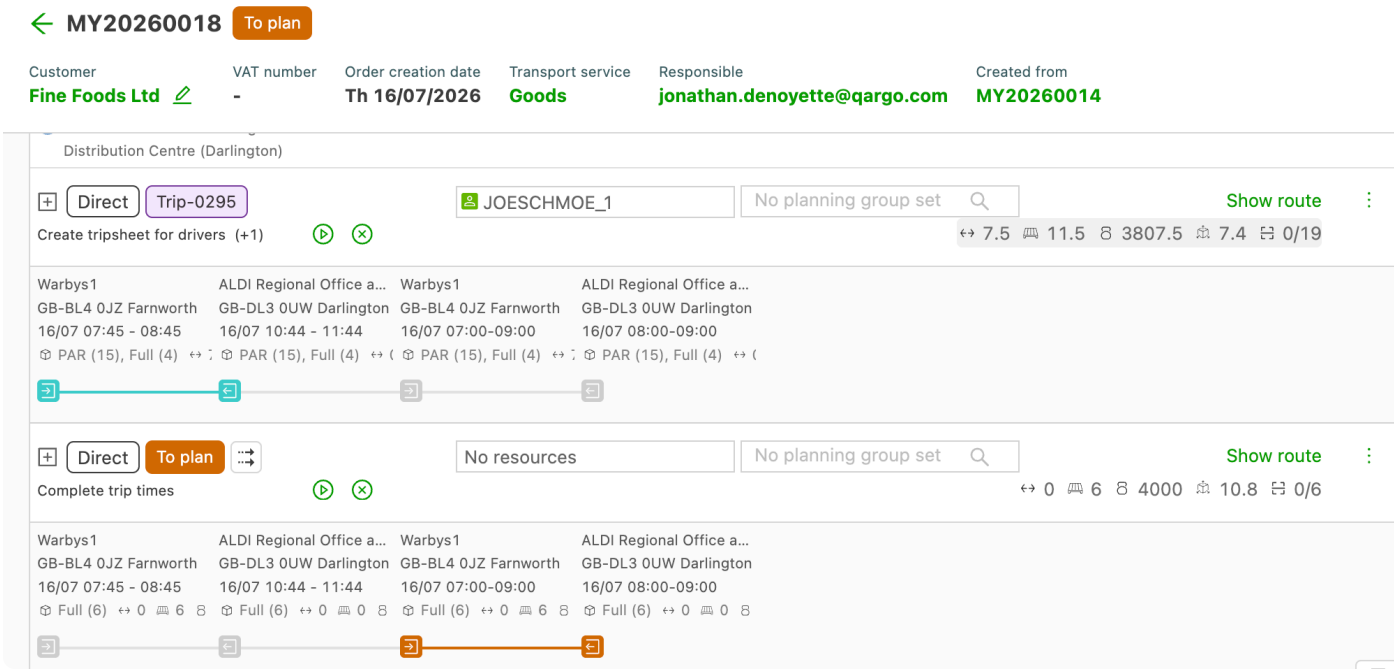
▶ https://watchclueso.com/embed/czbrznxtdeqql3k9

Split a stage into parallel movements

1. **Open** the shipment that holds the goods to move in more than one movement.
2. **Select** the stage (leg) to divide. The same pickup and delivery locations are copied onto the new parallel stage.
3. **Click** the split stage action on that stage.
4. **Enter** the amount of goods that should sit on each stage. The goods are distributed across the parallel stages rather than duplicated, so each movement carries only its own goods.
5. **Save** the split. The shipment now shows two parallel stages that can be planned onto different loads.

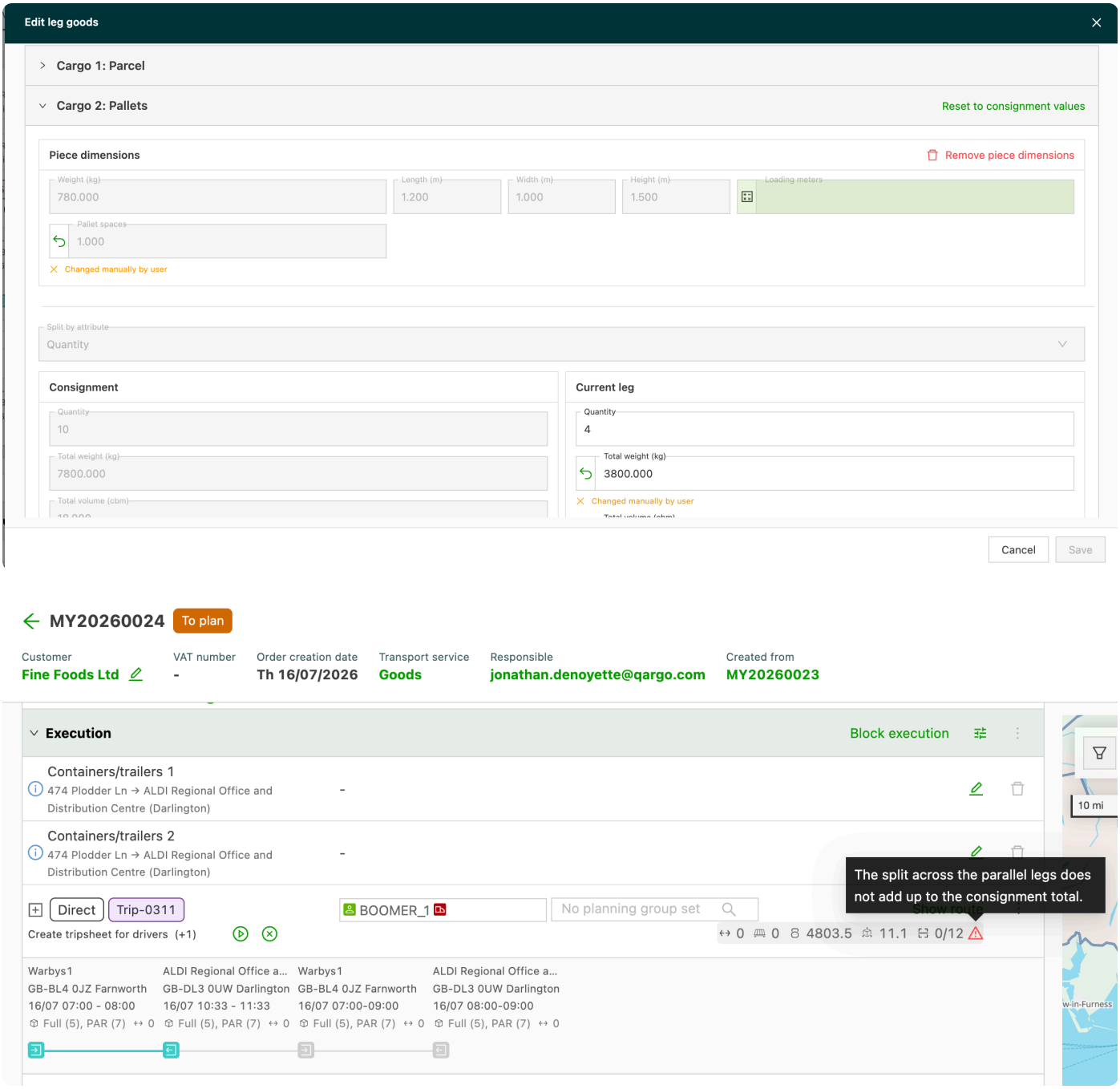
📚 **Pro tip:** Distributing the goods across the stages keeps the driver instructions and documents (such as the CMR) correct for each separate movement.





Adjust the goods on an existing stage

1. **Open** the quantities overview widget on the leg.
2. **Review** the quantities shown for the stage. This action is available only on a leg that already has a quantity override.
3. **Edit** the amounts in the modal so each stage reflects the goods actually carried.
4. **Save** the changes.



💡 **Double-check totals** After manual edits, verify that the sum of all legs matches the shipment total. A red icon appears if the sum no longer matches.

Removing parallel legs

1. **Open** the shipment with the parallel legs.
2. **Select** the leg to remove.
3. **Click** the three dots next to ***Show route*** and choose ***Remove leg***.

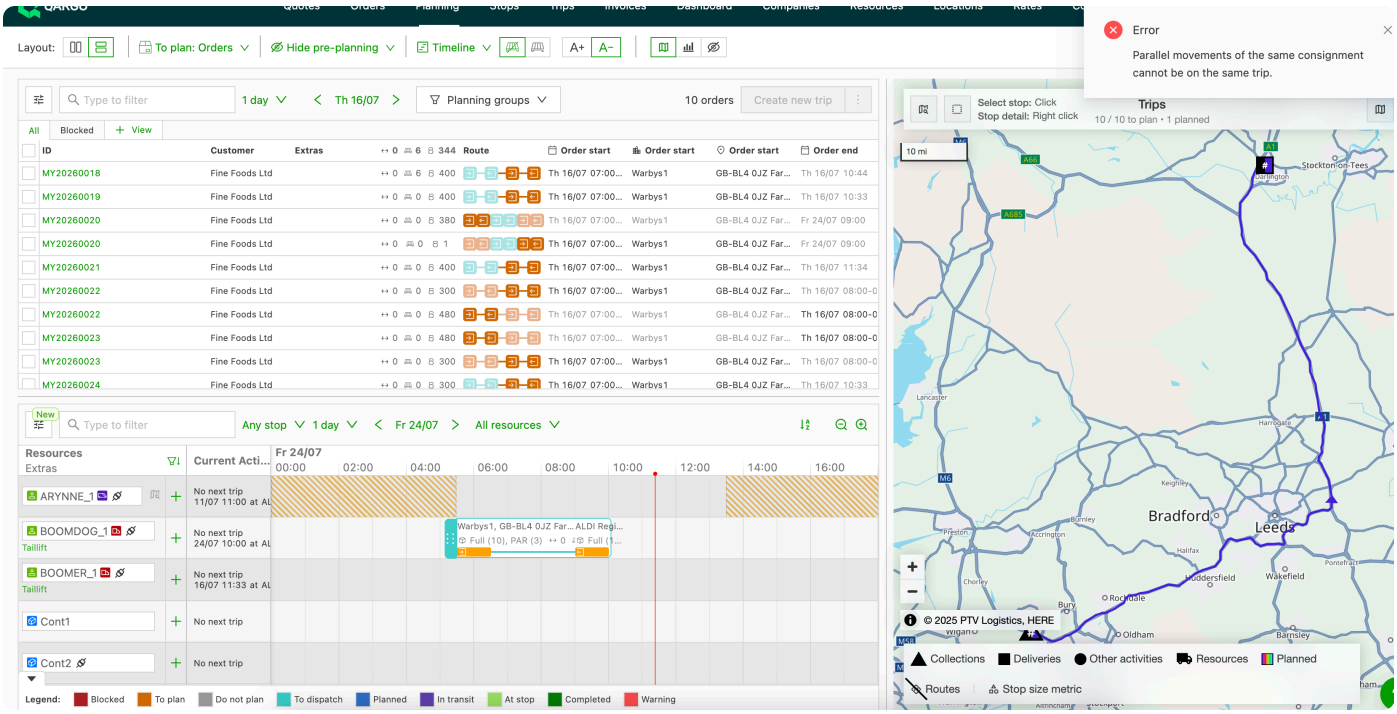
The original leg can never be removed; only the split legs can.

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Planning parallel legs {#h_be2b07cc30}

1. **Open** the planning board.
2. **Review** the legs in the overview. Every leg is shown as a separate shipment.
3. **Plan** the legs on the various resources.

‼️ Parallel legs of the same shipment cannot be planned on the same load. Attempting to do so returns an error message.

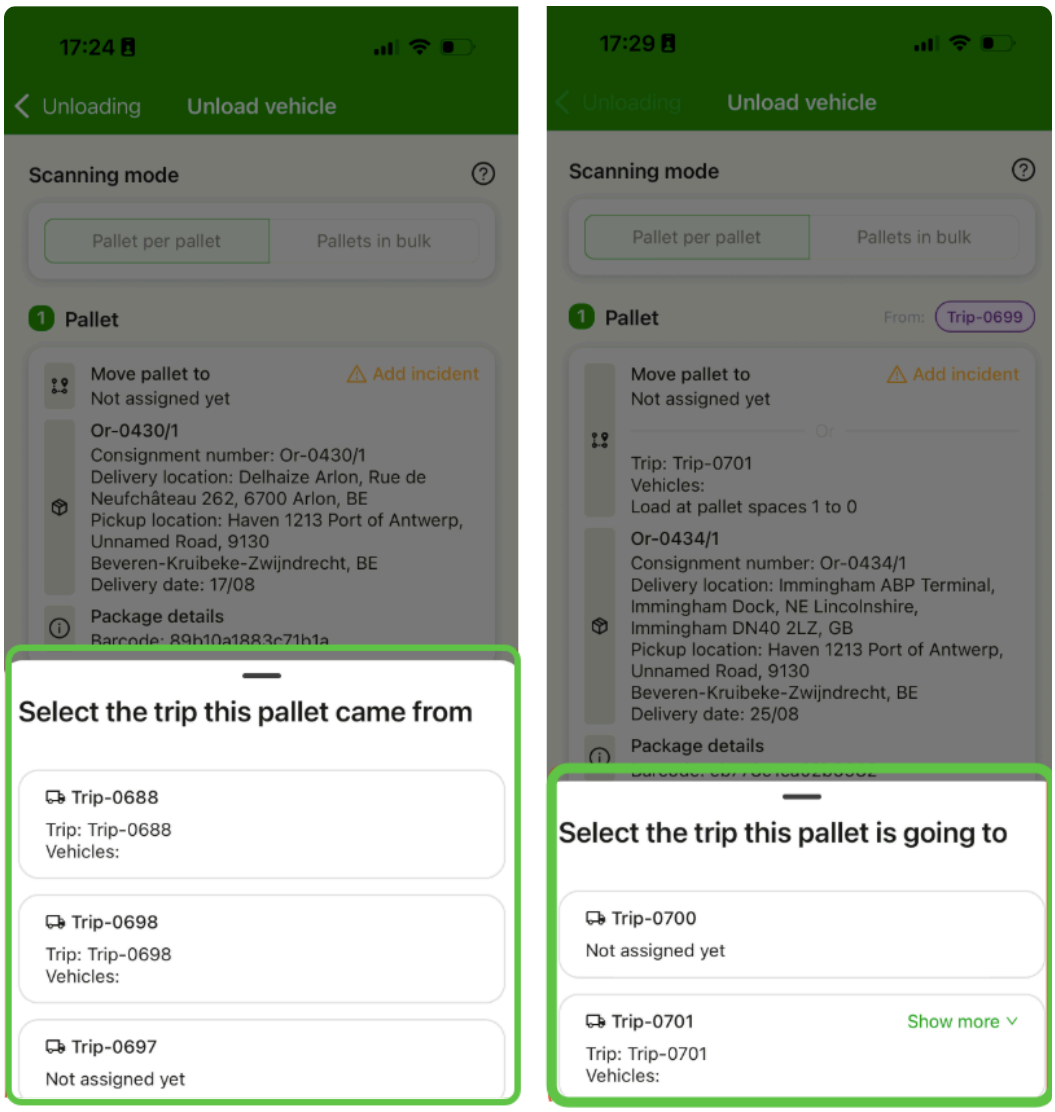


Cross-dock scanning with parallel stages

💬 Contact the Qargo account manager to request that this feature be enabled.

Cross-dock scanning in the driver mobile app works with parallel stages: each pallet scan is registered against the leg (stage) the pallet is actually loaded onto, instead of the whole shipment.

1. **Open** the cross-dock scanning screen in the driver mobile app for the load carrying one of the parallel stages.
2. **Scan** each pallet barcode as normal. The scan is recorded against that specific leg.
3. **Repeat** for the other parallel stage on its own load. Scans on each leg stay independent of each other.



- Bulk-editing a field on a split shipment updates the field on ***all goods***, not just those on one stage.
  - **Check the change carefully before bulk-editing.**
- **Create similar order** and **Add similar shipment** aren't available on orders or shipments with parallel stages.
  - Create similar order becomes a blank ***Create order*** action with template variants disabled; a warning is shown in the tooltip: ***"Disabled due to parallel legs"***
  - Add similar shipment is grayed out.
- Scanning a pallet onto a parallel leg leaves the earlier scan in place; both stay visible. Scanning it *out* on one leg removes it from the parallel leg's list, where it can then only be added by barcode.
  - **Check the leg before rescanning.**

📚 Scanning fewer pallets than expected on a leg does not automatically split the shipment; splits remain planner-driven from the order detail page.

Troubleshooting

Issue	Resolution
A shipment that uses parallel stages cannot be dispatched or exported to pallet networks	Keep pallet network shipments on a single stage. Parallel stages are not supported for pallet network dispatch in this release.
The amounts on the parallel stages do not add up to the shipment total, but no warning appears	Amount mismatch warnings are not generated in this release. Confirm the totals manually before completing the stops.
The original stage cannot be removed	Only the parallel stage can be removed. The original stage is retained, and there is no visual marker for which stage is the original.
A parallel stage needs to be undone	Reversing a parallel stage is a manual delete. There is no merge action to recombine stages.
Partial pickup or delivery does not behave as expected	Partial pickup and delivery is not in scope for this release.