PN – Palletline Optima migration: key information

Palletline is replacing its current platform (Contrado) with a new pallet network portal called Optima. Qargo has been working with the Palletline team over the last few months so that Qargo integrations move across without disrupting operations.

Updated September 24, 2026

Summary

From day one on Optima, everything available today stays available, plus anything the new API makes mandatory. Qargo's first priority is a stable integration that covers everything Palletline requires and everything already in use, so nothing goes backward.

- Optima goes live on November 30, 2026
- Fill in the questionnaire
- Rating, billing and day-to-day planning in Qargo stay exactly the same
- Qargo handles the setup in the Qargo account. Only a few details from Palletline are needed

🧰 To request new features that Optima makes possible, submit them through the standard feature request process.

How the migration works

Phase	When	What happens	What changes in daily operations
1. Prep	Now until go-live	Qargo sets up Optima in the Qargo account alongside the current integration	Nothing
2. Go-live	The date Palletline confirms for the terminal	Qargo switches over on the day. All new orders go through Optima	New orders get Optima labels and tracking
3. Run-out	A few days to a few weeks after go-live	Orders already in progress finish on the current integration. PODs, statuses and signatures keep syncing as they do today	Nothing. Both integrations run in the background with no duplicate updates sent to Palletline
4. Wrap-up	Once the last in-progress order is complete	Qargo switches off the old integration	Nothing

There is never a need to work in two systems. Both integrations run behind the scenes in Qargo, and planning and dispatching continue as normal.

‼️ Action required

1. **Fill in the questionnaire**. It tells Qargo how Palletline is used today, so Optima can be set up to match. **The migration can't be scheduled without it.**

What stays the same

- Price lists and customer cut-offs
- Billing and self-billing
- Transportation service, network and ZIP codes
- Planning and dispatching in Qargo

Qargo reuses the existing Palletline setup rather than building a new one, which is why nothing commercial changes.

What's changing

- **Extras & Services:** Optima may require some that aren't set up yet. If so, Qargo adds them and notes "Added by Qargo for the Optima migration" in the description. They aren't shown to customers.
- **Customer Own Paperwork:** exchanged through the API from day one.

Go-live day support

If something doesn't look right, send a message through the Support chat in Qargo for the fastest response, as usual.

FAQ

- **Is there a cost for the migration?**
  - No, the migration of the existing functionality is provided as part of the Qargo subscription.
  - To change the order import/export mappings to cover anything that wasn't in the Contrado setup, the Qargo Professional Services team can handle this as usual.
  - Email success@qargo.com with the requirements, and Qargo will confirm whether a quote is required.
- **Does the team need training?**
  - No. Planning and dispatch in Qargo work the same way.
- **What happens to orders already in Qargo on go-live day?**
  - They finish on the current integration as normal.
- **Will customers notice anything?**
  - No. The customer portal, services and rating are unchanged.
- **What if Palletline moves the go-live date?**
  - Qargo moves with it. The setup is done ahead of time, so Qargo is ready whenever Palletline is.

💬 **Questions?**
Email success@qargo.com with ***"Optima migration"*** in the subject line, and the Qargo team will pick it up.