PN - Pallet Track integration: What, why & how.

Connects Qargo and Pallet Track end-to-end: inbound status and document sync, outbound document, ETA, damaged-status and manual-status visibility, plus day/night sortation on dispatch.

Updated October 27, 2026

Screenshot suggestions

1. A shipment in Qargo showing the *Barcode History* with Pallet Track status codes and timestamps (e.g. Dispatched, In Hub, Delivered).
2. The manual status integration action on a shipment, showing the *Status code* dropdown and input fields (note, barcode, dimensions, date/time).
3. A shipment with a document (POD or delivery photo) pulled in from Pallet Track.
4. A shipment showing a receiver signature (ePOD) with its metadata: receiver name, location and signing timestamp.
5. A shipment with a POD / signature attached in Qargo, shown mirrored in the Pallet Track portal.
6. A load delivery stop showing an estimated arrival time sent to Pallet Track.
7. A damaged-goods photo on an order and the pallet status history showing a damaged code (DAD / DDD / DAC).
8. The *Sortation* field on the shipment detail form with the DAY / NIGHT dropdown.

Summary

- **What is it?**
  - The Pallet Track integration keeps Qargo and the Pallet Track network in sync across the shipment lifecycle. Statuses and documents are pulled from Pallet Track into Qargo, and documents, ETAs, damaged statuses and manual status updates are sent from Qargo to Pallet Track. Day or night sortation can also be set per shipment at dispatch.
- **Why use it?**
  - Operating across both platforms otherwise means updating statuses and moving documents by hand in each system. Automating the flow removes duplication, reduces missed or delayed updates, supports network compliance (timely status reporting), and gives every party a consistent view of each shipment.
- **How does it work?**
  - Qargo polls the Pallet Track status API every minute and applies status updates and inbound documents to the matching shipment. At the relevant stage of the journey, Qargo automatically pushes documents, ETAs and damaged statuses back to Pallet Track. Office users can also send a wider set of network status codes on demand, and a sortation value is passed to Pallet Track when shipments are dispatched.

Functionality overview

At-a-glance view of what the Pallet Track integration supports.

📚 **Q → PT** means Qargo sends to Pallet Track; **PT → Q** means Pallet Track sends to Qargo.

Capability	Direction	Supported	Notes
Order export	Q → PT	Yes	Shipments dispatched to Pallet Track
Order import / implants	PT → Q	Yes	Requires the Pallet Track account code
Job updates and deletes	Q → PT	Yes	
Label generation	Q → PT	Yes	Also available before dispatch
Status sync	PT → Q	Yes	Polled every minute; 90+ codes mapped
Stop / status updates	Q → PT	Yes	Automatic, plus manual codes for office users
POD	Both	Yes	Paper POD in Pallet Track
ePOD / receiver signature	Both	Yes	Inbound needs extra status sync configuration and the responsible pickup terminal
Delivery and pickup images	Both	Yes	Role-based: sent for the leg the tenant executes
COP (Confirmation of Pickup)	Both	To confirm	See the reviewer note at the top of this page
Customer paperwork upload	Q → PT	Yes	Via the customer portal and the API
ETA	Q → PT	Yes	Delivery stops only; automatic
ETA	PT → Q	TBD	Not currently received from the network
Cross dock scans	Both	Yes	
Damaged status updates	Q → PT	Yes	DAD / DDD / DAC, set by the current stop
Sortation	Q → PT	Yes	DAY or NIGHT, applied at dispatch
Multi-terminal	—	Yes	One terminal number per Pallet Track integration
Charges through API	Q → PT	TBD	Not confirmed
Test system	—	Yes	Available for testing before go-live

Terminology

📚General pallet network terms (Shipment, Hub, Terminal, Labels, Scan status, POD/ePOD/COP, Service level and similar) are defined in the PN - Pallet Network Terminology article.

‼️ **Reviewer action: terminology placement.** Some terms below describe the Qargo integration framework rather than Pallet Track specifically and recur across networks, so they should be **promoted to the generic PN - Pallet Network Terminology page** (then removed from here): *Status sync*, *Document sync*, *Document visibility*, *Barcode history*, *Good trace history*, and *Presigned URL* (the last is arguably too technical for a customer KB).

The terms that should **stay on this Pallet Track page** are: *Pallet Track*, *Post Status API*, *Sortation*, and *Tracking code / pallet code* (PT-named, though the concept is generic). Note: network articles don't follow this strictly today (e.g. UPN restates generic terms), so confirm the convention before editing the published pages. *[red callout]*

The terms below are specific to the Pallet Track integration.

Term	Definition
Pallet Track	A UK pallet network connecting regional carriers for nationwide palletized freight.
Tracking code / pallet code	The Pallet Track barcode or reference assigned to a shipment, used to match updates and documents to the correct order.
Barcode history	The record of all status updates for a shipment in Qargo, shown under the shipment's barcode information.
Status sync	Automatic retrieval of shipment status updates from Pallet Track into Qargo.
Document sync	Automatic import of documents from Pallet Track into Qargo.
Document visibility	Automatic transmission of documents from Qargo to Pallet Track.
Post Status API	The Pallet Track interface Qargo uses to send status updates.
Sortation	When goods are sorted at the Pallet Track hub: NIGHT (standard, overnight) or DAY (daytime).
Good trace history	The record of events and incidents (such as damage) logged against an individual pallet.
Presigned URL	A temporary, secure link from Pallet Track granting time-limited access to a document.

Prerequisites

- The Pallet Track integration must be active on the Qargo account. Each feature area is enabled per tenant by the Qargo team.
- Shipments must be dispatched to Pallet Track and carry a valid Pallet Track tracking code for statuses and documents to flow.
- Document types to be synced must be enabled in the account's document configuration.
- For manual status updates, the order must already have been exported to Pallet Track and the manual status action configured on the integration.

💬 The integration and its individual feature areas are set up and enabled by Qargo. Contact the Account Manager to confirm what is active on the account.

Getting started

The Pallet Track integration is configured and enabled by Qargo. To begin, contact the Account Manager or integrations team. The following is needed from the customer side:

- **Pallet Track terminal number:** the terminal's identifier in Pallet Track. One terminal maps to one Pallet Track integration; multi-terminal operations need the number for each terminal.
- **Pallet Track account code:** required only if *implants* are used (orders created in the Pallet Track portal where the requesting terminal is the customer's own terminal).

- **Required features:** confirmation of which flows are needed: order import/export, status sync, document sync (which documents, and one- or two-way), label generation, ETA sync, cross dock sync, charges via API, and implants.
- **Terminal setup:** whether the operation is multi-terminal, and each terminal's role (pickup, delivery, requesting) and applicable service levels.
- **Contacts:** an IT contact to copy when liaising with Pallet Track, and an escalation contact for issues (name and email).

🧰 Qargo requests access from Pallet Track, generates the API key from the Pallet Track NMS system, configures the integration and mappings, and enables the agreed feature areas.
The customer's only involvement in the credentials step is authorizing the request.

Inbound: status sync

Qargo polls the Pallet Track status API every minute and imports new status updates for active shipments. Each update is matched to the order and handling unit via the pallet tracking code. Updates appear automatically in the shipment's *Barcode History*; no manual action is required.

- Over 90 distinct status codes are supported, each mapped to the appropriate Qargo status.
- Approximately 70 administrative or informational codes (e.g. paperwork or credit requests) have no Qargo equivalent and are stored as *Other*. They are retained for audit but do not change the shipment's primary status.

Common mappings:

Pallet Track code	Qargo status	Meaning
DSO	Dispatched	Goods dispatched from origin terminal
DSI	In Hub	Goods received at the Pallet Track hub
DSV	Delivered	Goods delivered successfully
DUE	Undeliverable	Delivery could not be completed
Other	Other	Administrative / informational codes (no Qargo equivalent)

📚 Status sync imports updates but does **not** automatically complete delivery stops, and there may be up to a one-minute delay before a new status appears.

Outbound: manual status updates

A configurable integration action lets **office users** send additional Pallet Track status codes for a shipment on demand, beyond the statuses the standard workflow sends automatically. This supports the broad set of lifecycle statuses (pickup failures, delivery alerts, amendments, re-carding and similar) that the network requires terminals to report. Many of these originate in the office rather than the cab.

To send a manual status update:

1. **Open** the shipment that needs an update.
2. **Trigger** the Pallet Track status action.
3. **Select** the required status code from the dropdown.

4. **Complete** the relevant optional fields: a note, the affected pallet (barcode), pallet dimensions (weight, length, height, width), and the date and time (the current time is used if none is given).
5. **Send** the update to Pallet Track.

‼️ Available to office users only (not the driver mobile app)

- Statuses are forwarded to Pallet Track only and are not reflected as structured Qargo order/stop statuses
- There is no validation of whether a chosen code suits the shipment's current state

Inbound: document sync

Documents uploaded in Pallet Track are automatically detected, imported into Qargo and attached to the matching shipment. Files are retrieved using presigned URLs returned by the status API and processed by Qargo's standard document sync.
Supported inbound document types: POD, delivery photos, pickup photos.

🧰 ePOD receiver signatures (see below) require additional setup; COP documents are not currently supported for inbound sync.

Inbound: receiver signature sync

When the Pallet Track network completes a delivery and the receiver signs, the receiver signature is synced into Qargo as an ePOD document together with its metadata. It is stored directly on the shipment for proof-of-delivery purposes:

- The receiver signature (ePOD document)
- Receiver name
- Signing location
- Timestamp of signing

🧰 Extra configuration on the status sync is required to enable receiver signature metadata.

- Document sync and status sync must both be active.
- The signature and metadata are synced only when the terminal is the responsible pickup terminal.

Outbound: document visibility

When documents are added to a shipment in Qargo, they are automatically pushed to Pallet Track and linked to the matching shipment record there. For receiver signatures, the upload also includes the signer's name and the capture timestamp.

Qargo document type	How it appears in Pallet Track
Proof of delivery (POD)	Paper POD
Receiver signature	Electronic POD (ePOD)
Delivery photo	Delivery photograph
Pickup photo	Pickup photograph

Transmission is role-based, so documents are only sent for the leg the tenant executes:

- POD, receiver signatures and delivery photos are sent when the tenant performs the **delivery**.
- Pickup photos are sent when the tenant performs the **pickup**.

‼️ COP (Confirmation of Pickup) is not currently supported. Documents are only sent when a valid tracking code is present on the shipment.

Outbound: ETA visibility

When a delivery stop's estimated start time changes in Qargo (driver progress, delays, route optimization), the updated ETA is automatically sent to Pallet Track. This lets the hub plan staff, equipment and sortation. The data sent includes the delivery stop ETA, shipment reference, Pallet Track job reference, terminal code and stop sequence.

📚 Delivery stops only (pickup ETAs are not supported)

- Only where the terminal is the delivering party
- Shipment must be dispatched to Pallet Track
- Automatic only: it cannot be triggered manually.

Outbound: damaged status updates

When a photo of damaged goods is uploaded to an order, Qargo checks which pallets have an incident recorded in their good trace history. It then sends a damaged status update to Pallet Track for those pallets only. The code reflects where in the journey the damage is reported, set by the current stop:

- **DAD (Damaged on Arrival at Depot):** the current stop is a transfer good start at the terminal (goods arriving).
- **DDD (Damaged on Departure from Depot):** the current stop is a transfer good end at the terminal (goods leaving).
- **DAC (Damaged on Arrival at Consignee):** the current stop is the delivery stop.

📚 The code reflects the point in the journey, not the type or severity of damage. The same photo can produce a different code depending on which stop is current.

Dispatch: sortation

Sortation sets when goods are sorted at the Pallet Track hub. A *Sortation* value (NIGHT: standard overnight; DAY: daytime hub hours) is set per shipment and passed to Pallet Track on dispatch.
To set sortation on a shipment:

1. **Navigate** to the order and open the shipment assigned to Pallet Track.
2. **Configure** the *Sortation* field (in the extra fields section) as *NIGHT* or *DAY*.
3. **Save** the shipment. The value is applied at dispatch.

A default can also be set via order import by mapping the source field to Qargo's *pallet_track__sortation* field and configuring a default value (NIGHT or DAY) for shipments without an explicit value. Individual shipments can be overridden before dispatch.

Troubleshooting

Issue	Guidance
Status updates not appearing in Qargo	Confirm the integration is active and the shipment is dispatched to Pallet Track with a matching tracking code. Allow up to one minute for new statuses.
A status shows as *Other*	Expected for ~70 administrative codes with no Qargo equivalent; the full history is in the barcode timeline.
Manual status action not visible	Confirm the manual status action is configured on the integration and the user is an office user.
Manual status rejected	Confirm the order has been exported to Pallet Track and the barcode entered matches a pallet on the shipment; some codes need extra detail before sending.
Documents from Pallet Track not appearing in Qargo	Confirm document sync is active and the type is POD, delivery photo or pickup photo (ePOD needs extra setup; COP unsupported).
Receiver signature / metadata missing	Confirm document sync and status sync are active, the extra signature metadata configuration is in place, and the terminal is the responsible pickup terminal.
Documents from Qargo not appearing in Pallet Track	Confirm document visibility is enabled, a valid tracking code is present, and the document was added at the correct (delivery or pickup) stage.
ETA not sent to Pallet Track	Confirm the stop is a delivery stop, the terminal is the delivering party, and the shipment is dispatched to Pallet Track (pickup ETAs are unsupported).
No damaged status sent after a photo upload	Confirm the affected pallets actually have an incident in their good trace history; only those pallets receive an update.
Unexpected damage code (DAD/DDD/DAC)	The code is set by the current stop; check which stop was current when the photo was uploaded.
Sortation field not visible	Confirm the integration is configured and the shipment is assigned to Pallet Track; the field is Pallet Track-specific.
Sortation errors on dispatch	The value must be NIGHT or DAY (case-insensitive); invalid values are rejected by Pallet Track.

💬 **Support**
For activation, configuration, or persistent issues, contact the Qargo Account Manager or support team.
For Pallet Track status code references, see the Pallet Track API documentation.