Pallet networks: sending ETAs to Pall-Ex

Send ETAs to Pall-Ex automatically when a load goes to the driver mobile app, or manually from the load. Covers task setup, running the task and common errors.

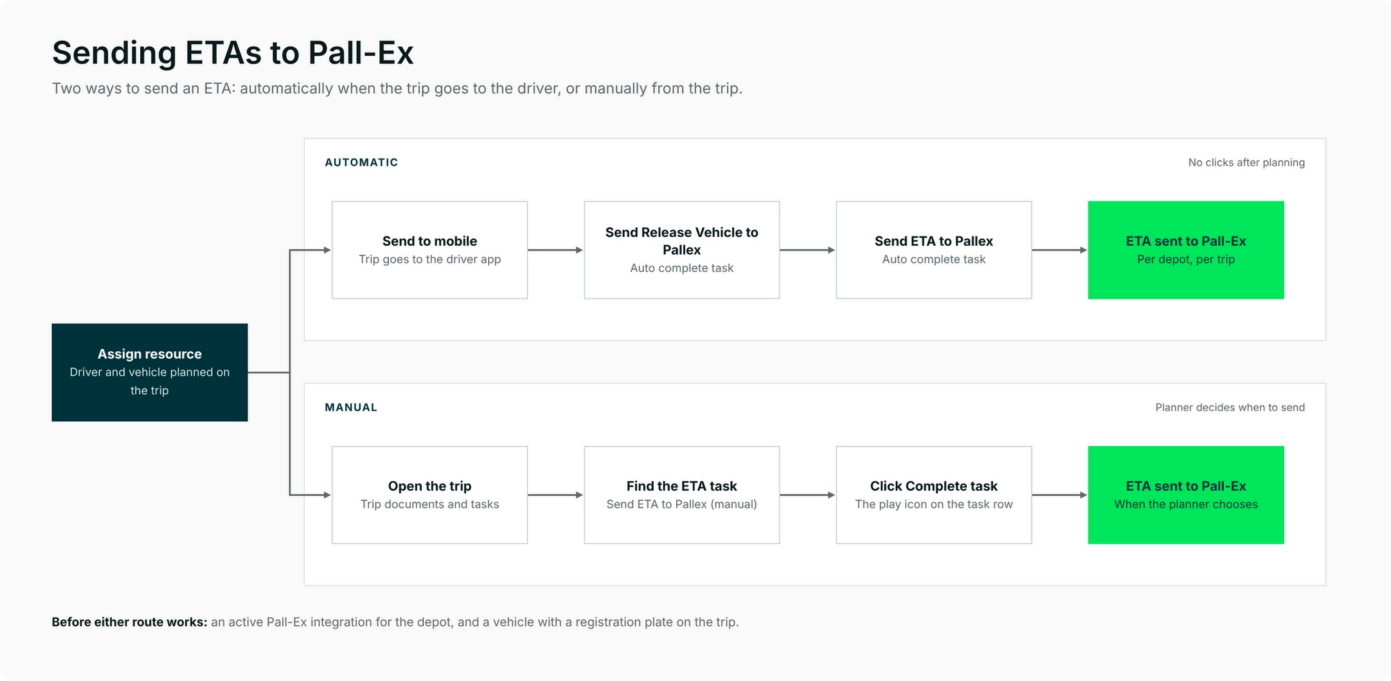
Updated November 3, 2026

Introduction

Pall-Ex members share delivery ETAs with the network for each load. Qargo sends these ETAs through the Pall-Ex integration. This article shows two ways to send them.

- Automatic: releases the vehicle and sends the ETA as soon as the load goes to the driver mobile app
- Manual: allows planners to release the vehicle and then send the ETA from the load at any time.

> ‼️ In both options, the vehicle must be released first.

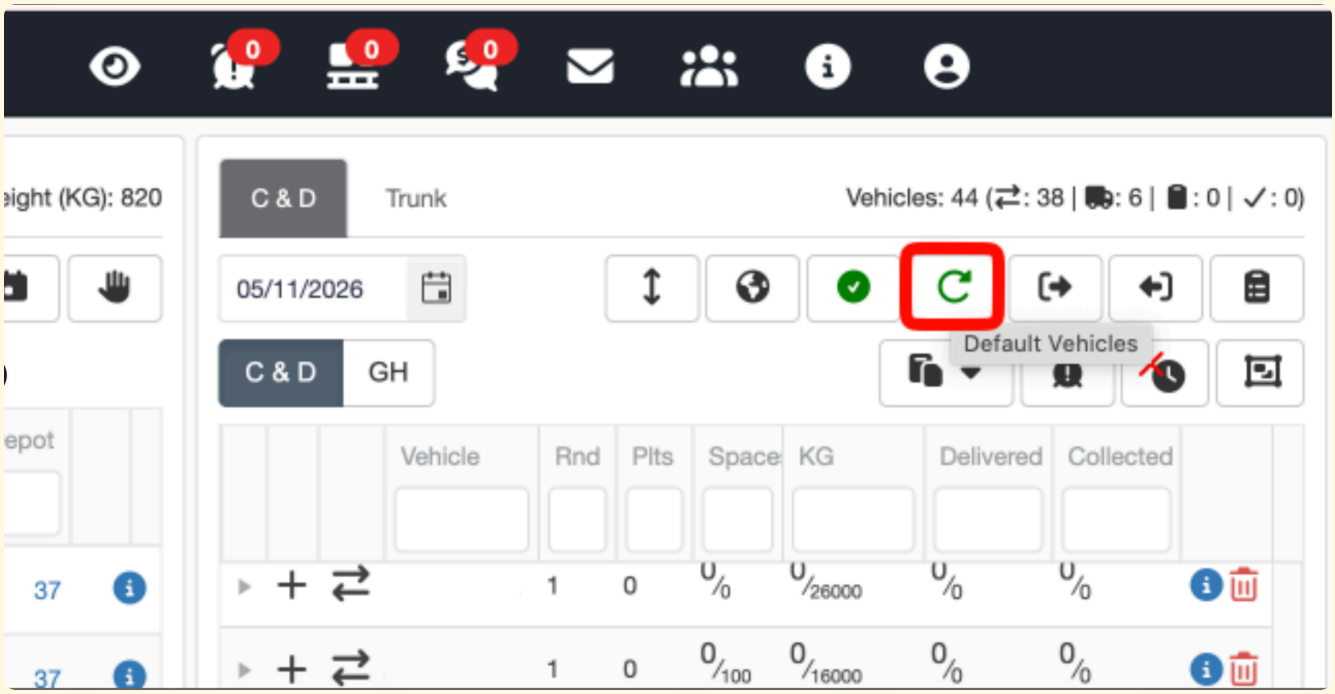


Terminology

Term	Meaning
ETA	Estimated time of arrival for a delivery, shared with Pall-Ex.
Release vehicle	The message that tells Pall-Ex which vehicle runs the load. Pall-Ex needs it before it accepts an ETA.
Load task	A step Qargo runs on a load, such as **Send to mobile** or **Send ETA to Pallex**.
Terminal	The Pall-Ex terminal code linked to one Pall-Ex integration, for example PGD123.

Prerequisites

🧰 In order for Qargo to provide the release vehicle notification which allows ETAs to be provided, the default vehicles must be added into the planning screen. This can be done from with the Nexus FMS with the button below and must be done daily before the routes are started.



- An active Pall-Ex integration for each terminal that sends ETAs.
- Admin access to **Configuration > Tasks**.
- A **Send to mobile** task on loads, for the automatic route.
- A license plate on the vehicle record of every vehicle that runs Pall-Ex loads. Pall-Ex matches the vehicle on its license plate to release it.
- A Pall-Ex driver ID on every driver who runs Pall-Ex loads. Pall-Ex needs it to release the vehicle and to accept ETAs.

Use case(s)

- **Automatic ETAs:** A terminal sends every load to the driver mobile app. ETAs reach Pall-Ex with no clicks.
- **Manual ETAs:** A planner sends the ETA only once the load is final, for example after late changes.
- **Multiple terminals:** A company with two Pall-Ex terminals sends ETAs for each terminal from one load.

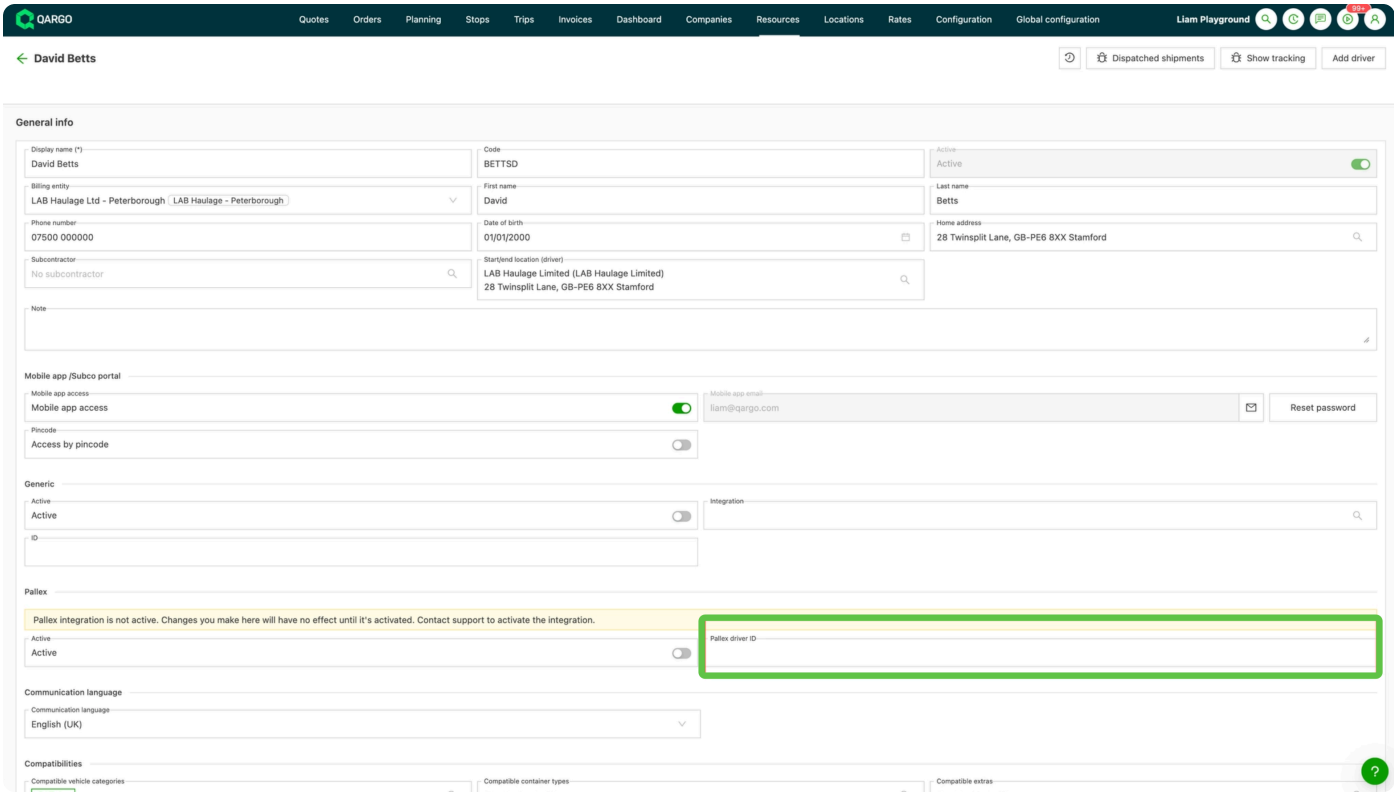
Add the driver ID and vehicle license plate

Pall-Ex releases a vehicle only for a known driver and a known vehicle. Without the driver ID or the vehicle license plate, the release vehicle task fails and no ETA reaches Pall-Ex.

Add the Pall-Ex driver ID

1. **Go** to **Resources** and **open** the driver.
2. **Scroll** to the **Pallex** section.
3. **Enter** the driver's Pall-Ex ID in **Pallex driver ID**. Digits only.

4. **Click Save**.
5. **Repeat** for every driver who runs Pall-Ex loads.



Add the vehicle license plate

1. **Go** to **Resources** and **open** the vehicle.
2. **Enter** the license plate on the vehicle record.
3. **Click Save**.
4. **Repeat** for every vehicle that runs Pall-Ex loads.

📚 Pall-Ex matches the vehicle on its license plate, so the license plate must be on the vehicle record, not only on the load. The terminal gets driver IDs from Pall-Ex (Nexus). Planners can fill in both fields; no admin rights are needed.

More detail on the release vehicle flow: Pallex: Release vehicle.

Set up automatic release vehicle and ETAs

Add the release vehicle task

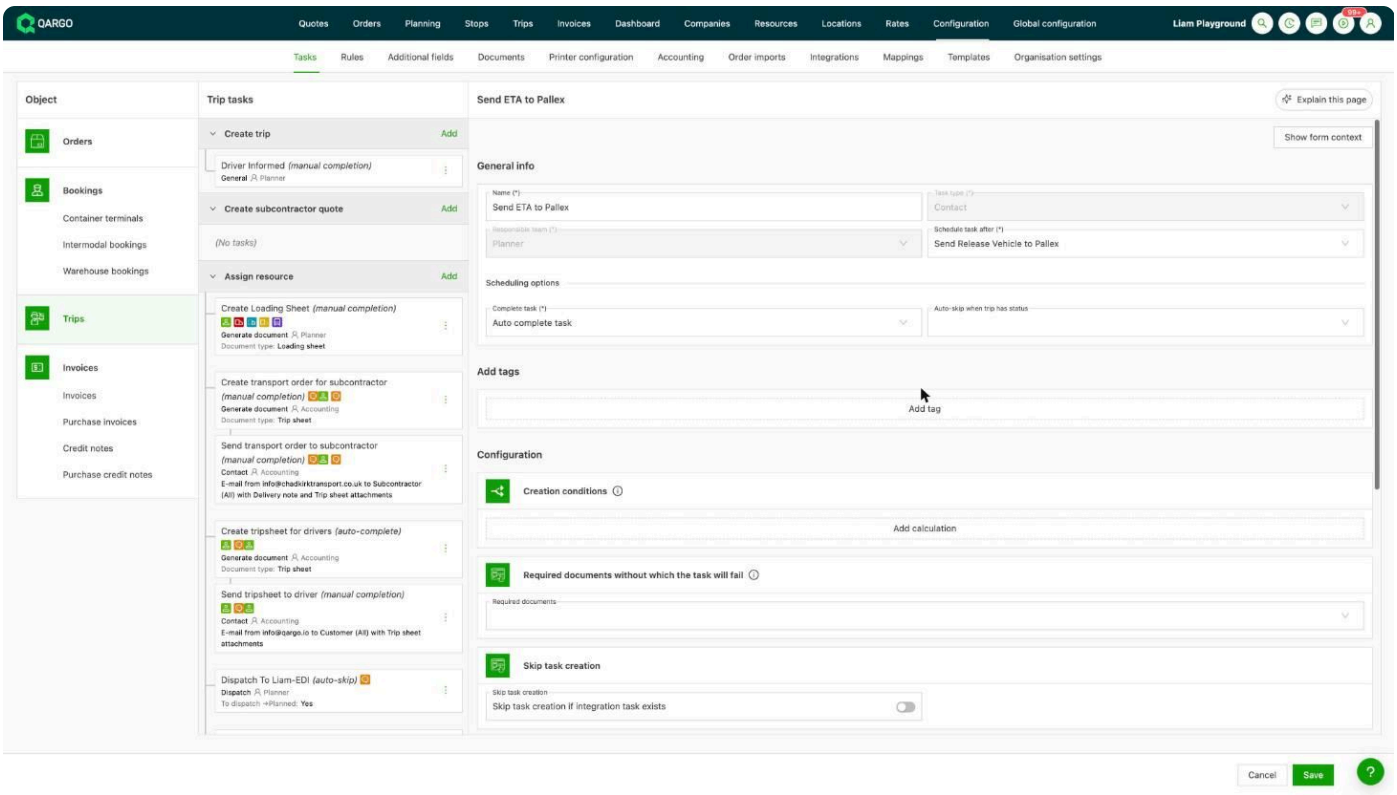
1. **Go** to **Configuration > Tasks > Loads**.
2. **Click Add** in the **Assign resource** group.
3. **Enter** the name **Send Release Vehicle to Pallex**.
4. **Set Schedule task after** to **Send to mobile**.
5. **Set Complete task** to **Auto complete task**.
6. **Select Driver**, **Contract carrier driver**, **Truck**, **Tractor** and **Van** under **Resource types**.
7. **Set Communication method** to **Integration action**.
8. **Select** the Pall-Ex integration for the terminal under **Integration**.
9. **Select pallet_network.pallex.release_vehicle** as **Action label**.

10. **Click Save**.

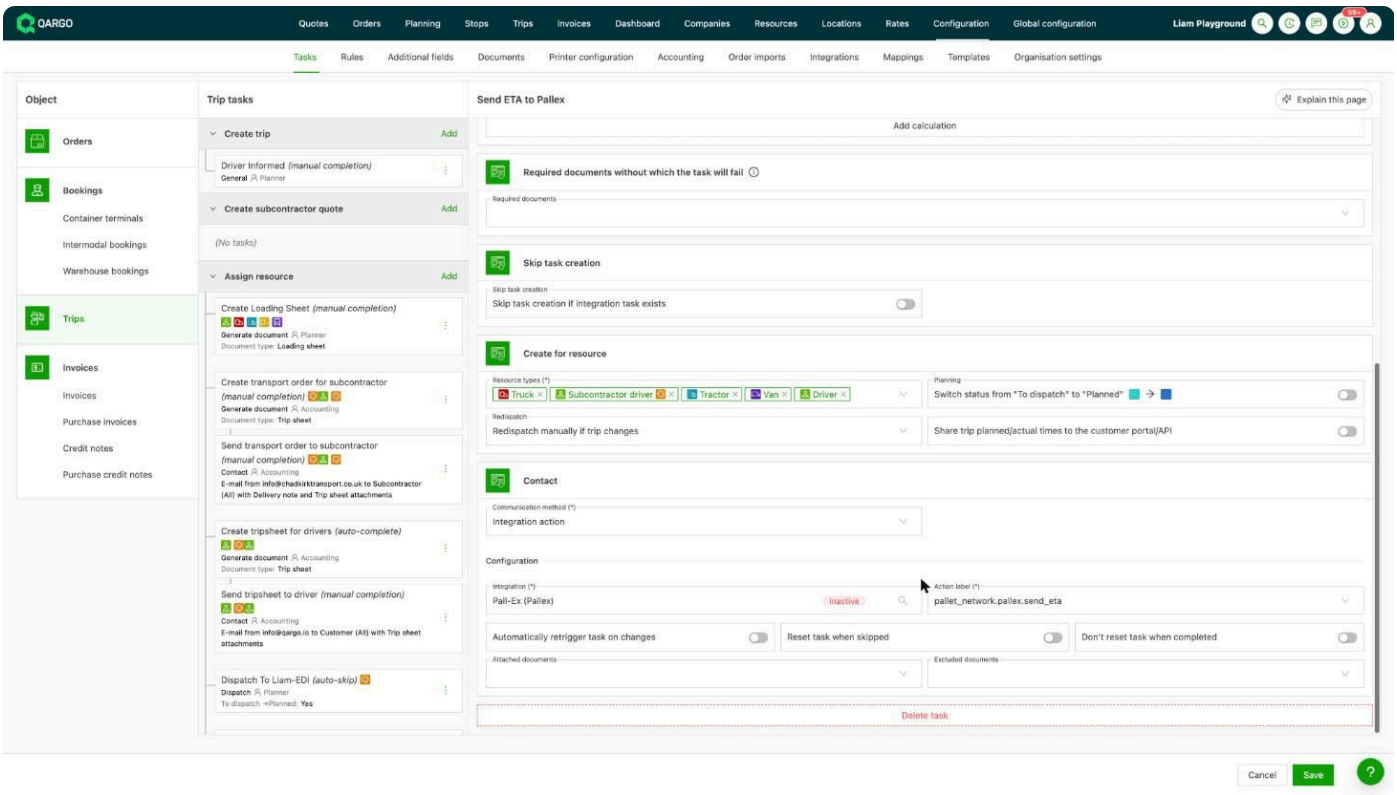
Add the ETA task

1. **Click Add** in the **Assign resource** group.
2. **Enter** the name **Send ETA to Pallex**.
3. **Set Schedule task after** to **Send Release Vehicle to Pallex**.
4. **Set Complete task** to **Auto complete task**.
5. **Select** the same five **Resource types** as the release vehicle task.
6. **Set Communication method** to **Integration action**.
7. **Select** the same Pall-Ex integration under **Integration**.
8. **Select pallet_network.pallex.send_eta** as **Action label**.
9. **Click Save**.

ETA task general settings: Schedule task after and Auto complete task



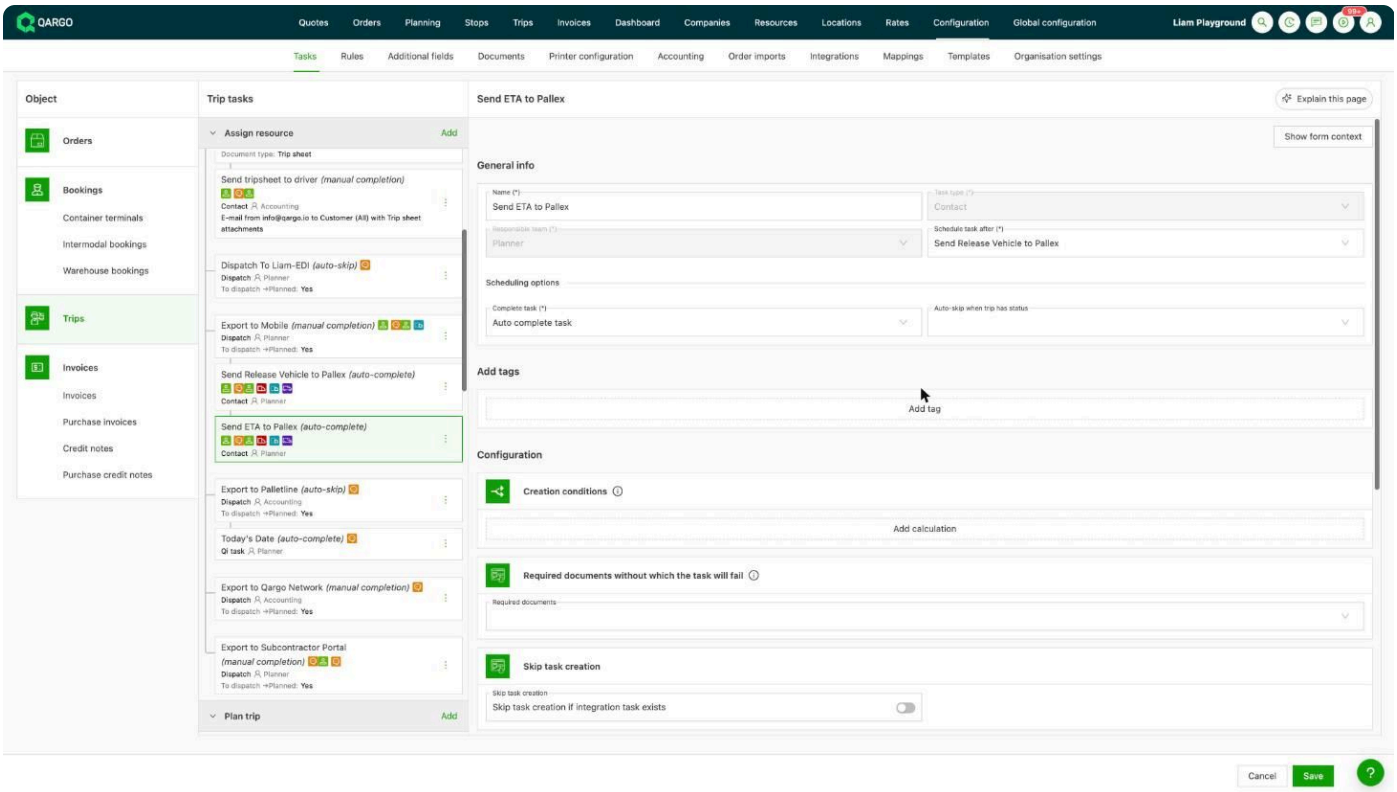
ETA task resource types, integration and action label



Check the task order

1. **Open** the **Assign resource** group in **Configuration > Tasks > Loads**.
2. **Check** the order: **Send to mobile**, then **Send Release Vehicle to Pallex**, then **Send ETA to Pallex**.

Load task list showing the three tasks in order



Release the vehicle and send ETAs manually

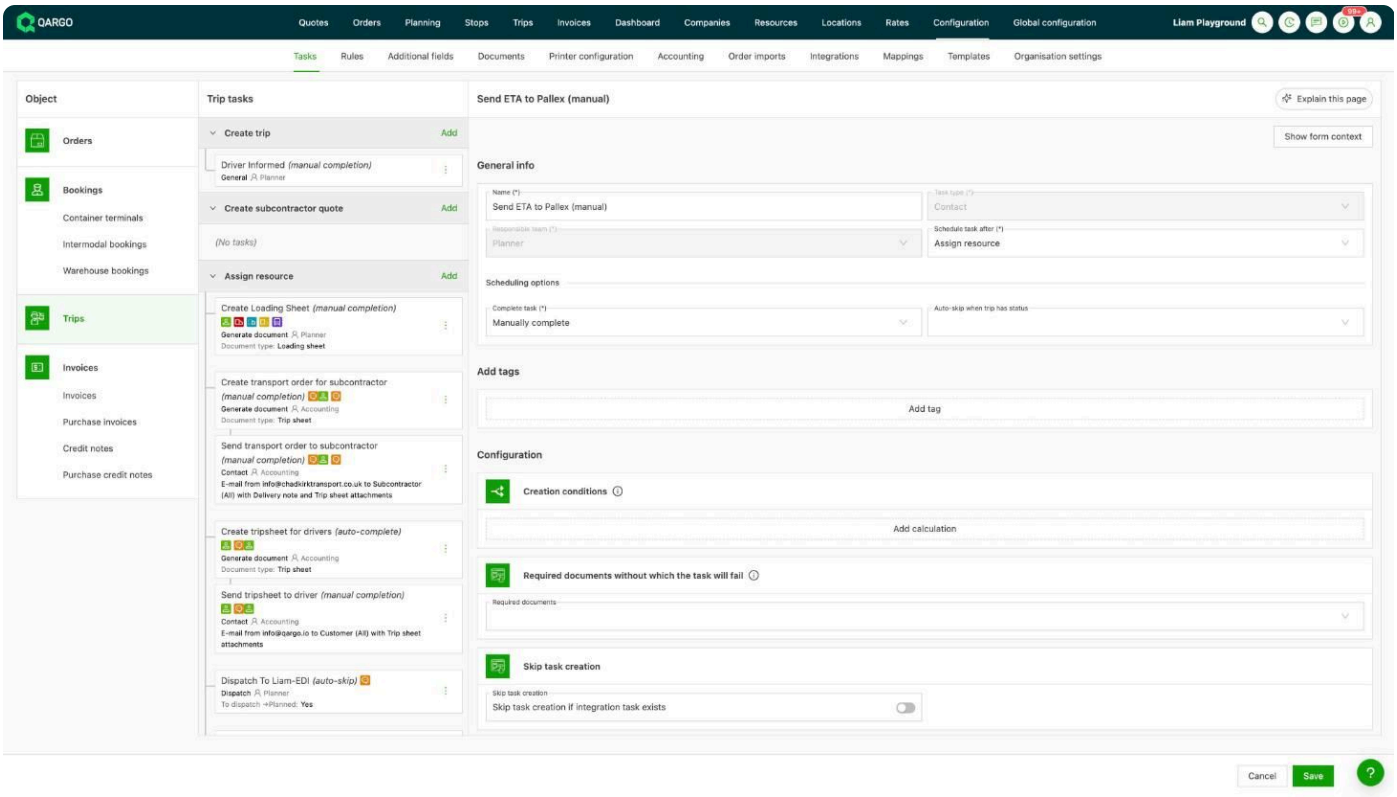
Add the manual release vehicle task

1. **Go** to **Configuration > Tasks > Loads**.
2. **Click Add** in the **Assign resource** group.
3. **Enter** the name **Send Release Vehicle to Pallex (manual)**.
4. **Set Schedule task after** to **Assign resource**.
5. **Set Complete task** to **Manually complete**.
6. **Select** the resource types, integration and **pallet_network.pallex.release_vehicle** action label, as in the automatic setup.
7. **Click Save**.

Add the manual ETA task

1. **Click Add** in the **Assign resource** group.
2. **Enter** the name **Send ETA to Pallex (manual)**.
3. **Set Schedule task after** to **Send Release Vehicle to Pallex (manual)**.
4. **Set Complete task** to **Manually complete**.
5. **Select** the resource types, integration and **pallet_network.pallex.send_eta** action label, as in the automatic setup.
6. **Click Save**.

Manual ETA task with Manually complete and Schedule task after Assign resource

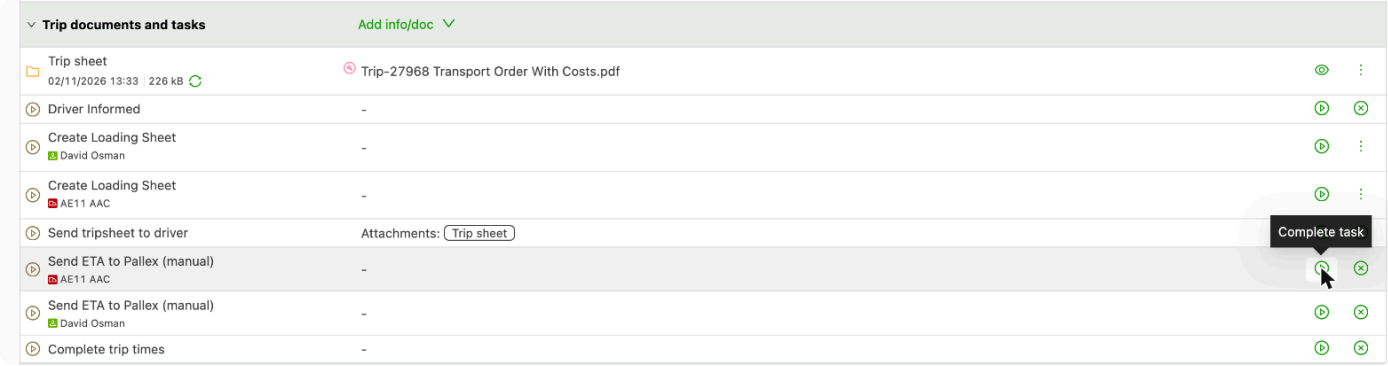


Run the tasks on a load

1. **Open** the load.
2. **Go** to **Load documents and tasks**.
3. **Find** the **Send Release Vehicle to Pallex (manual)** row.

4. **Click** the play icon, **Complete task**.
5. **Find** the **Send ETA to Pallex (manual)** row.
6. **Click** the play icon, **Complete task**.

Load documents and tasks with the Complete task play icon



📚 Pall-Ex accepts the ETA only after the vehicle is released. Always complete **Send Release Vehicle to Pallex (manual)** before **Send ETA to Pallex (manual)**.

Troubleshooting

Issue	Resolution
Release vehicle or ETA fails with no license plate	Add the license plate on the vehicle record in **Resources**, then run the task again.
ETA fails because of multiple delivery terminals	Set up a release vehicle task and an ETA task per terminal.
ETA fails with a timeout	Run the task again a few minutes later.
ETA fails with no Pall-Ex vehicle	Run **Send Release Vehicle to Pallex** first, then send the ETA.
Release vehicle fails for the driver	Add the **Pallex driver ID** on the driver, then run the task again.
Task shows “Consignment is not exported to Pallex”	No action needed. The order is not a Pall-Ex shipment, so Qargo skips it.