# FAQ - How can I troubleshoot and configure subcontractor profiles, labels, and pricing in Qargo?

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## Troubleshooting and Configuring Subcontractor Profiles, Labels, and Pricing in Qargo

Managing subcontractor labels, display names, and cost price lists accurately is crucial in streamlining operations within Qargo. This article outlines key principles along with step-by-step solutions to common subcontractor configuration challenges.

## Overview of Subcontractor Display and Label Configurations

Subcontractor labels in Qargo, such as “Default external drivers” or specific company names, are influenced by how resources are assigned and linked to price lists. Common issues include:

1. Subcontractors being labeled as “Default external drivers” instead of “Cost subcontractor,” which affects how their cost rates are applied.
2. Incorrect or incomplete display names, such as showing a generic name instead of the full company name.
3. Subcontractor resources defaulting to generic labels when not properly connected to a cost price list.

## Troubleshooting Display and Name Assignment Issues

### Issue 1: Subcontractor Displaying as “Default external drivers”

This label appears when a trip is assigned to a driver resource directly, rather than to a subcontractor resource with an associated cost price.

**Solution:**

1. Update the trip’s resource from a driver to the subcontractor entity.
2. Ensure the subcontractor has a valid subcontractor price list (cost calculation) applied.

This will update the label to “Cost subcontractor” and apply the appropriate cost rates.

### Issue 2: Subcontractor Displaying with an Incorrect Name

Sometimes, subcontractors appear with a generic or incorrect name, such as “Paul” instead of their full company name.
**Solution:**

1. Navigate to **Resources → Subcontractors** in Qargo.
2. Open the subcontractor’s profile.
3. Locate the **Generic Resources** section.
4. Edit the resource name to the full company name or the correct display name.
5. Save the changes.

The updated name will now correctly display when assigning the subcontractor to orders.

## Setting Up Subcontractor Cost Price Lists and Resource Linking

Before configuring cost price lists, ensure that subcontractors have resources such as drivers or generic resources added to their profiles. This step is essential for proper allocation and visibility.
For subcontractor resources to appear under specific cost price lists, rather than defaulting as “Default external drivers,” follow these steps:

1. Open the target cost price list (e.g., a specific vehicle type or contract).
2. Add the desired subcontractor to the price list.

3. Under the same list, link the subcontractor-specific resources (e.g., drivers, vehicles).
4. If a trip was already assigned before this configuration, remove it from the trip and reassign it to ensure the updated settings apply.

This ensures that the specified cost price list is actively used for subcontractor resources.

## FAQs and Additional Tips

**What should I do if changes are not reflected immediately?** Ensure that all updates are saved and reassign any affected trips to apply the new configurations.

**Can I assign multiple resources to the same subcontractor?** Yes, multiple resources, such as vehicles or drivers, can be linked to the same subcontractor profile and cost price list.

**Why is accurate display configuration important?** Correct labels and pricing configurations ensure that cost calculations, resource assignments, and reporting are accurate and aligned with subcontractor agreements.

## Related Topics

- Managing Resources in Qargo
- Setting Up and Managing Price Lists
- Assigning and Reassigning Trips

By following the outlined steps, you can resolve common subcontractor configuration issues in Qargo efficiently. For further support, consult the Qargo user guide or contact customer service.