Configure incidents (freight)

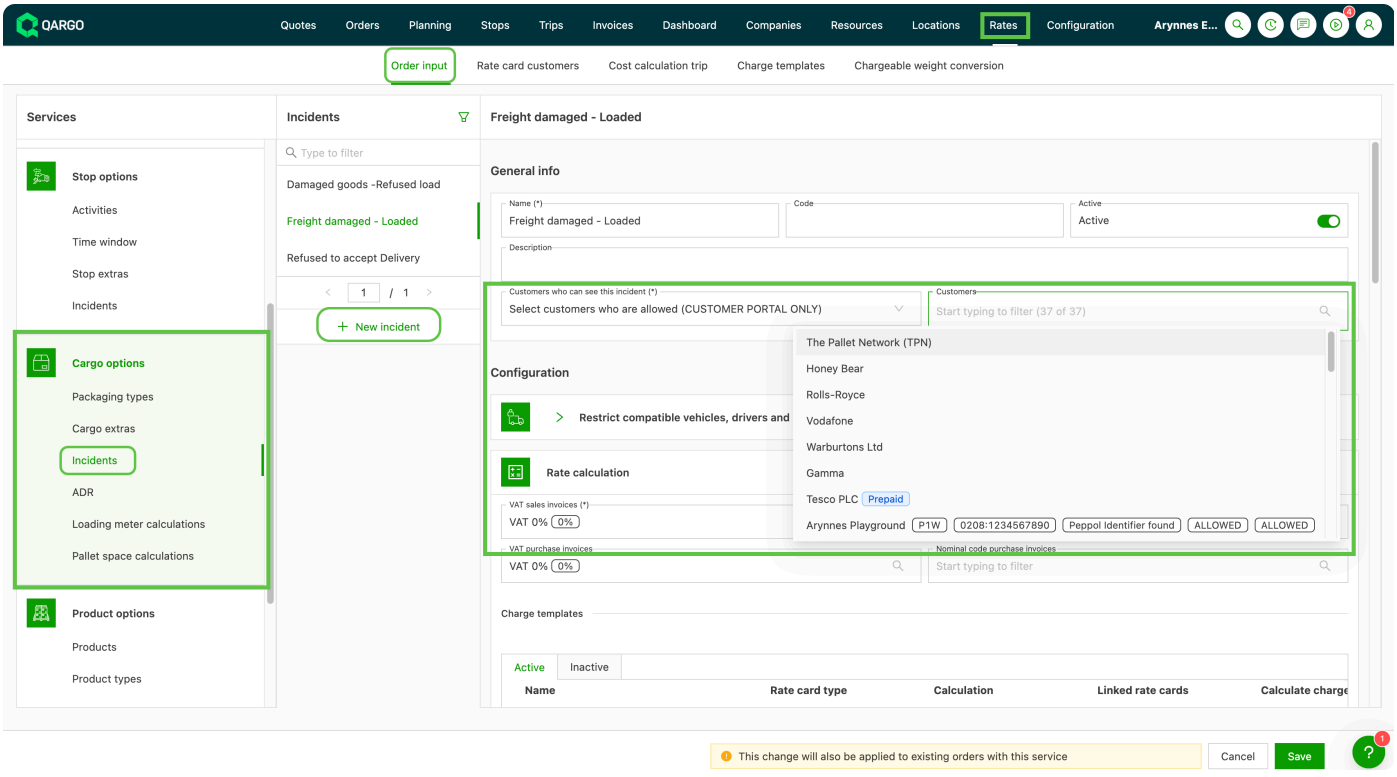
Configure incidents that can happen on freight, e.g., goods are damaged. This records the incident against the specific freight on the order or load.

Updated June 15, 2026

Configure freight incident

- Navigate to **Rates > Order input**
- Left-hand menu: **Freight options** - Click **'Incidents'**
- Click **'New incident'** to add a new option and complete the details under **'General info'**.
- Set the customers that can see the incident via the customer portal. Options include:
  - All customers
  - Select specific customers that can see the incident on the order in their portal view
- Click **Save**.

📚 Make sure the incident option is set to **Active** on all the relevant transportation services.

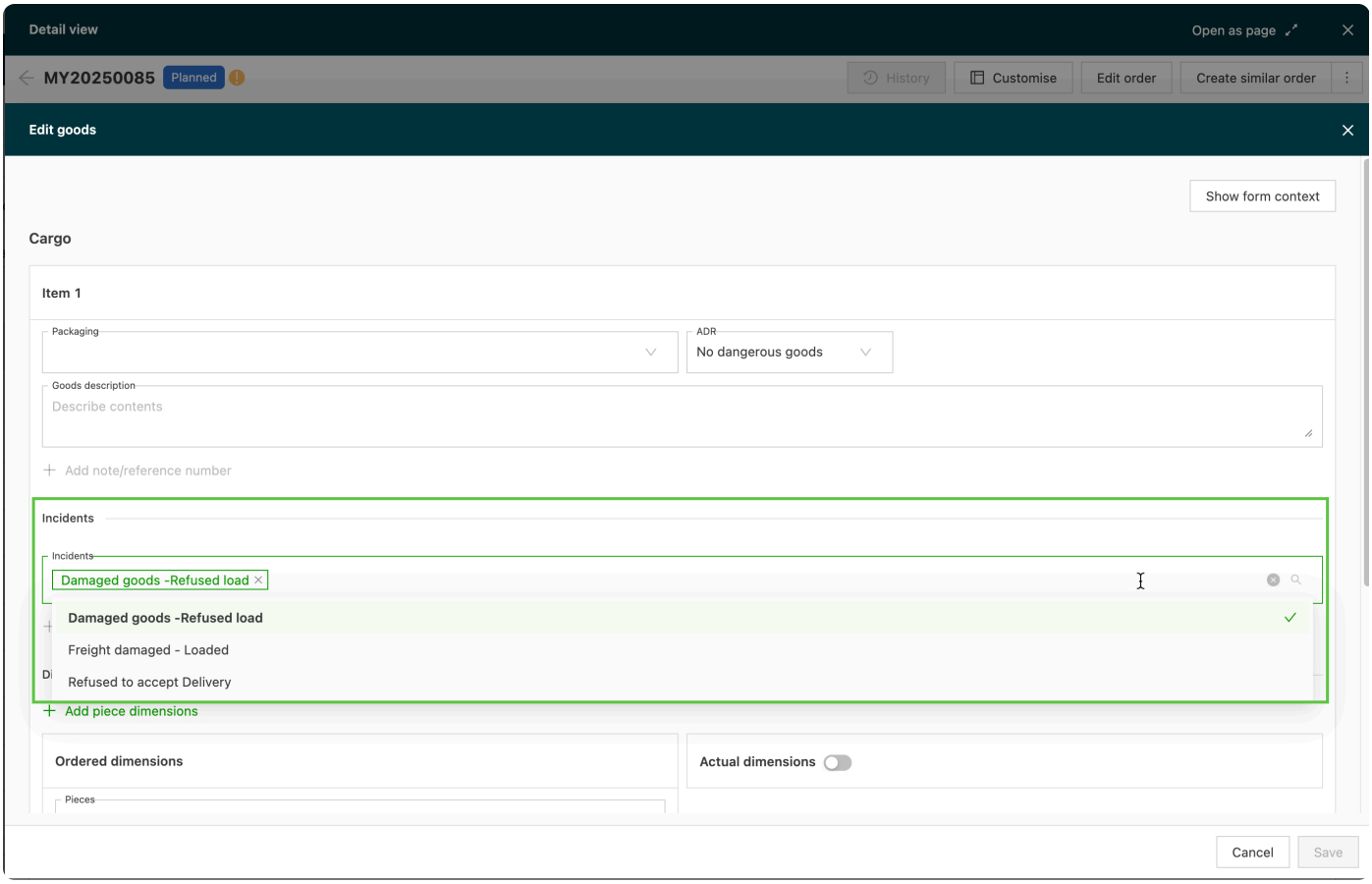


Once saved in the configuration, the options are available to record against the **Freight** details in the order.

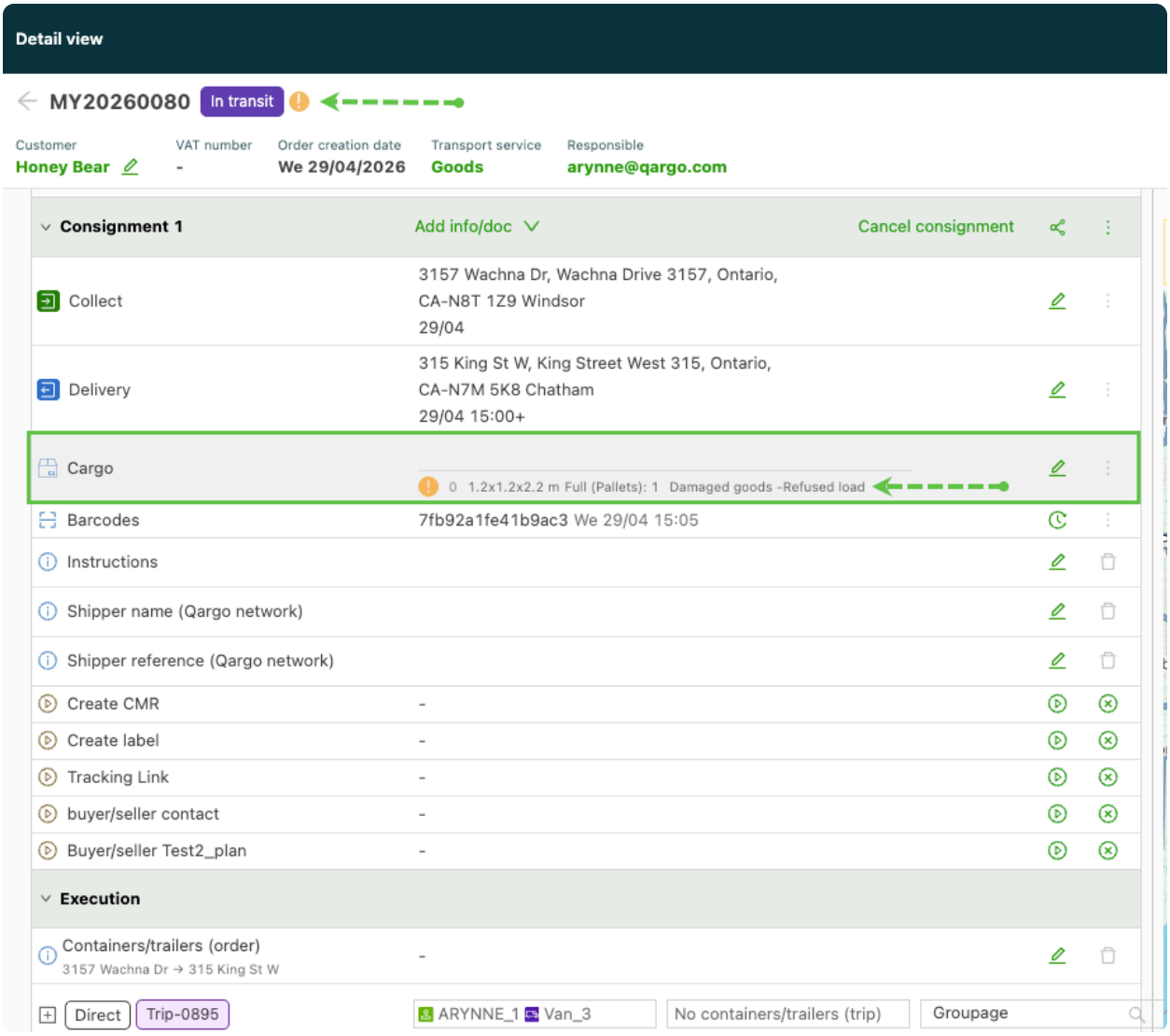
Record freight incident:

- Click the edit icon on the freight row
- Select the appropriate option from the freight incidents

- Click **Save**



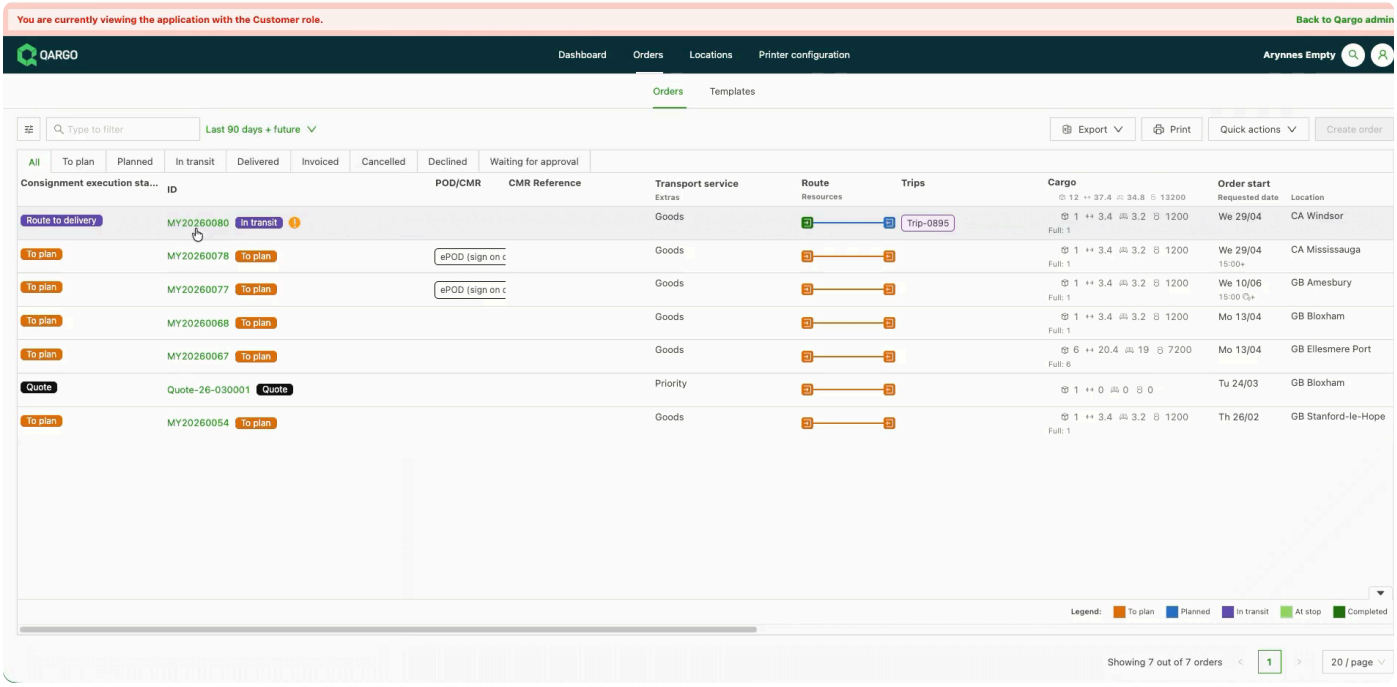
- The order displays a warning against the order number, and the freight incident details show in the freight row.



Unlike a stop incident (pickup/delivery), no further action is required once the freight incident is recorded.

Viewing freight incidents on the customer portal (optional)

When enabled, incidents display in the customer portal:


You are currently viewing the application with the Customer role.
Back to Qargo admin
QARGO
Dashboard
Orders
Locations
Printer configuration
Arynnes Empty
Orders
Templates
Type to filter
Last 90 days + future
Export
Print
Quick actions
Create order
All
To plan
Planned
In transit
Delivered
Invoiced
Cancelled
Declined
Waiting for approval
Consignment execution sta...
ID
POD/CMR
CMR Reference
Transport service
Extras
Route
Resources
Trips
Cargo
Order start
Requested date
Location
Route to delivery
MY20260080
In transit
Goods
Trip-0895
We 29/04
CA Windsor
To plan
MY20260078
ePOD (sign on c
Goods
We 29/04
CA Mississauga
MY20260077
Goods
We 10/06
GB Amesbury
MY20260068
Goods
Mo 13/04
GB Bloxham
MY20260067
Goods
Mo 13/04
GB Ellesmere Port
Quote
Quote-26-030001
Quote
Priority
Tu 24/03
GB Bloxham
MY20260054
Goods
Th 26/02
GB Stanford-le-Hope
Legend:
To plan
Planned
In transit
At stop
Completed
Showing 7 out of 7 orders
1
20 / page