Configure a product and a product type

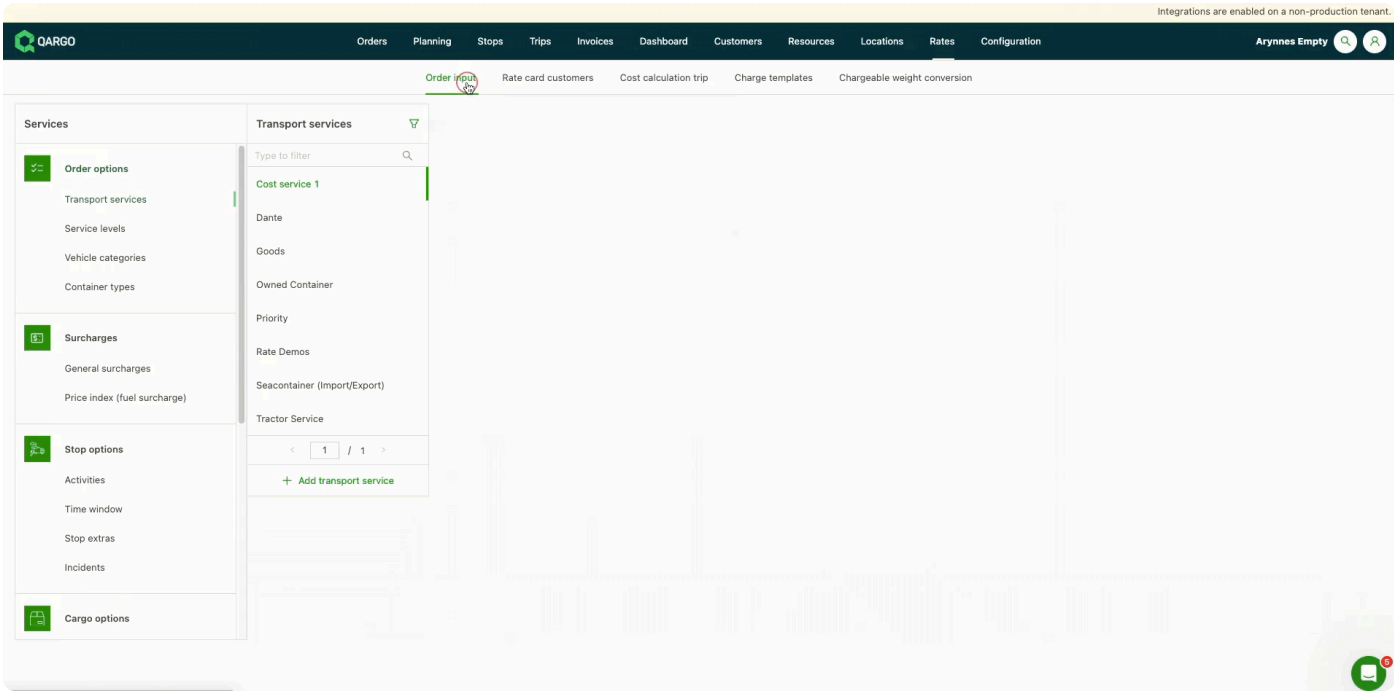
Adding product types in Rates > Order input allows users to configure details, restrictions and custom fields to autocomplete information.

Updated August 18, 2026

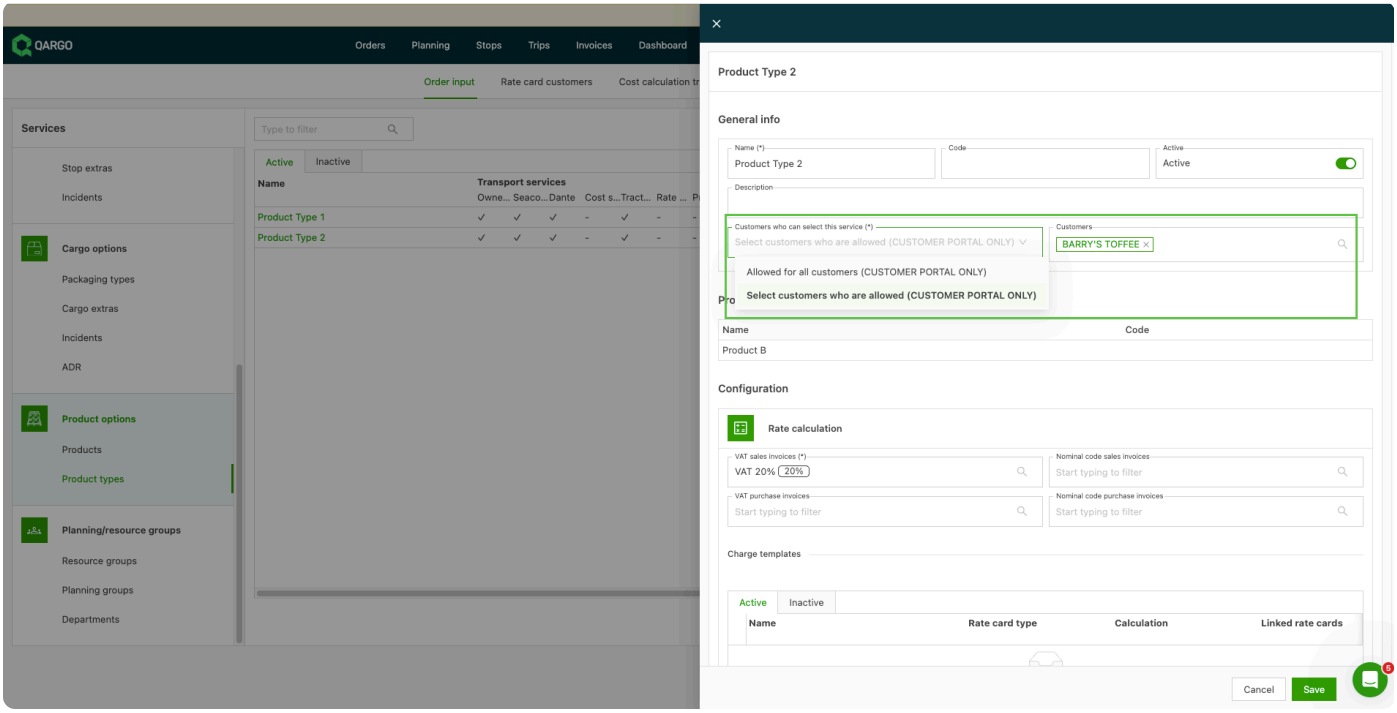
When an order is created or edited afterward, the product or product type it contains can be added. Once selected, it automatically completes several important details to save time. These details can be added in Configuration.

Add a product type

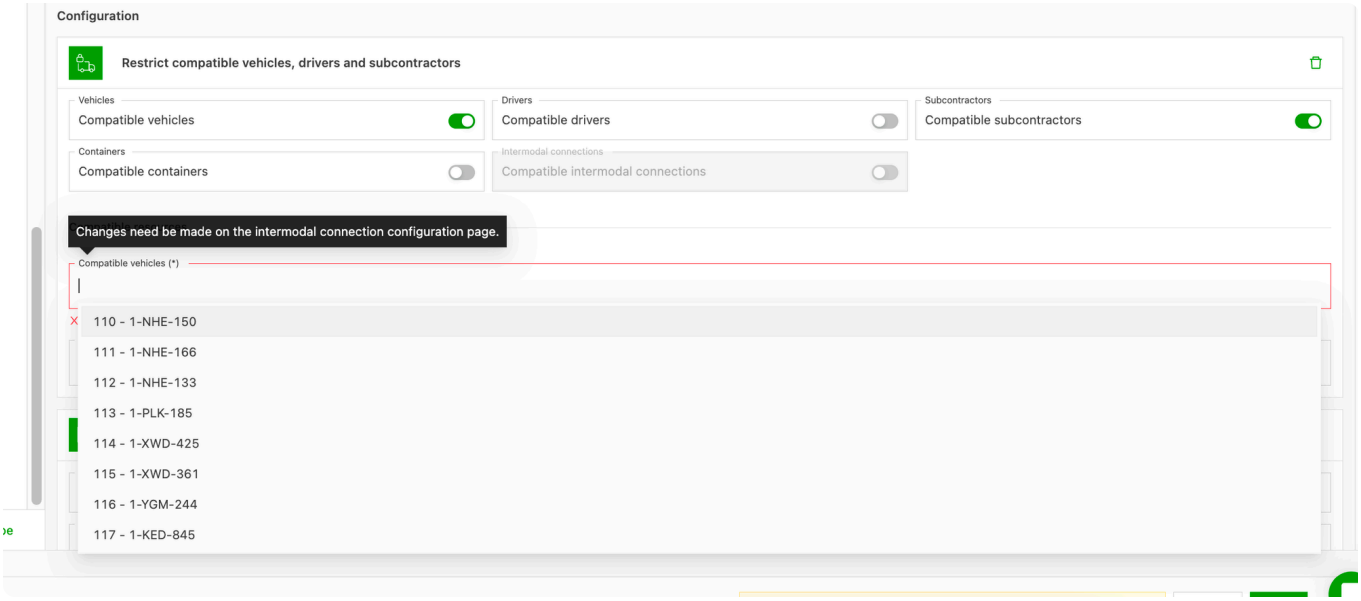
- Navigate to **Rates > Order input > Product options**.
- Click **Product types**
- Click **New product type**.
- Add the details of the new product type and save it.
- Repeat until all relevant product types are created and saved.



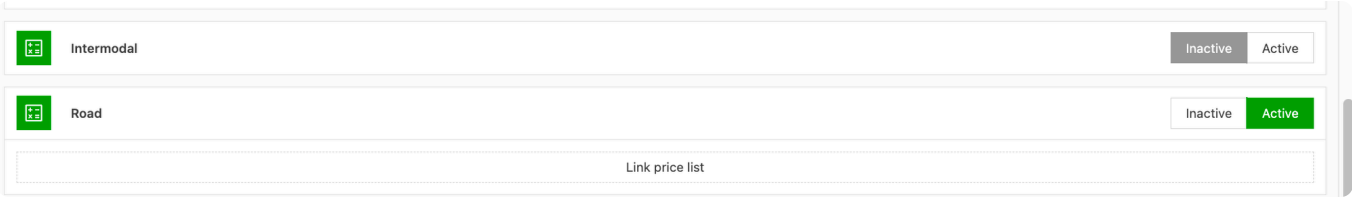
- Add the name of the product type, a code, a description, etc.
    - Option to enable the product type for customer use when creating orders in the portal.



- Restrict a product type to specific vehicles, drivers, contract carriers or containers.



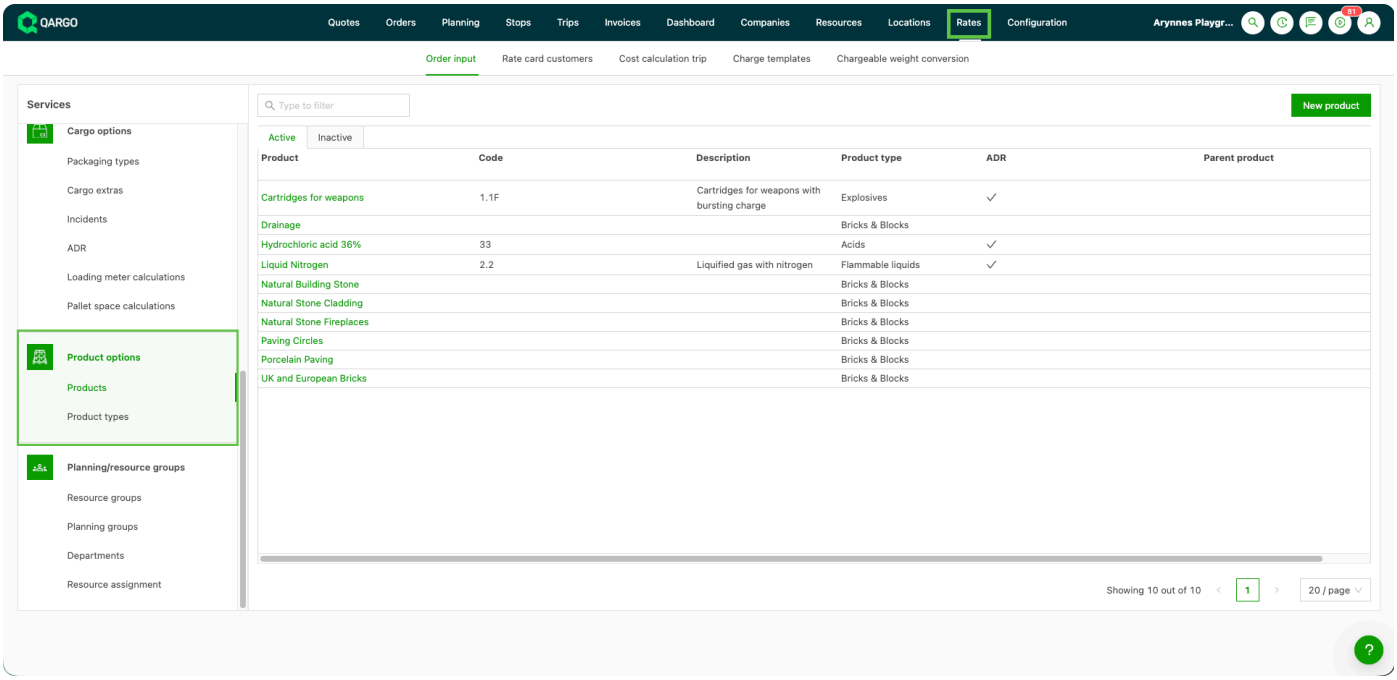
- Limit a product type to a certain transportation service.



Add a product

Once the product types are created, products can be added.

- Navigate to **Rates > Order input > Product options**.
- Go to **Products**.
- Click **New product**.
- Add the relevant products and assign the product types already created.

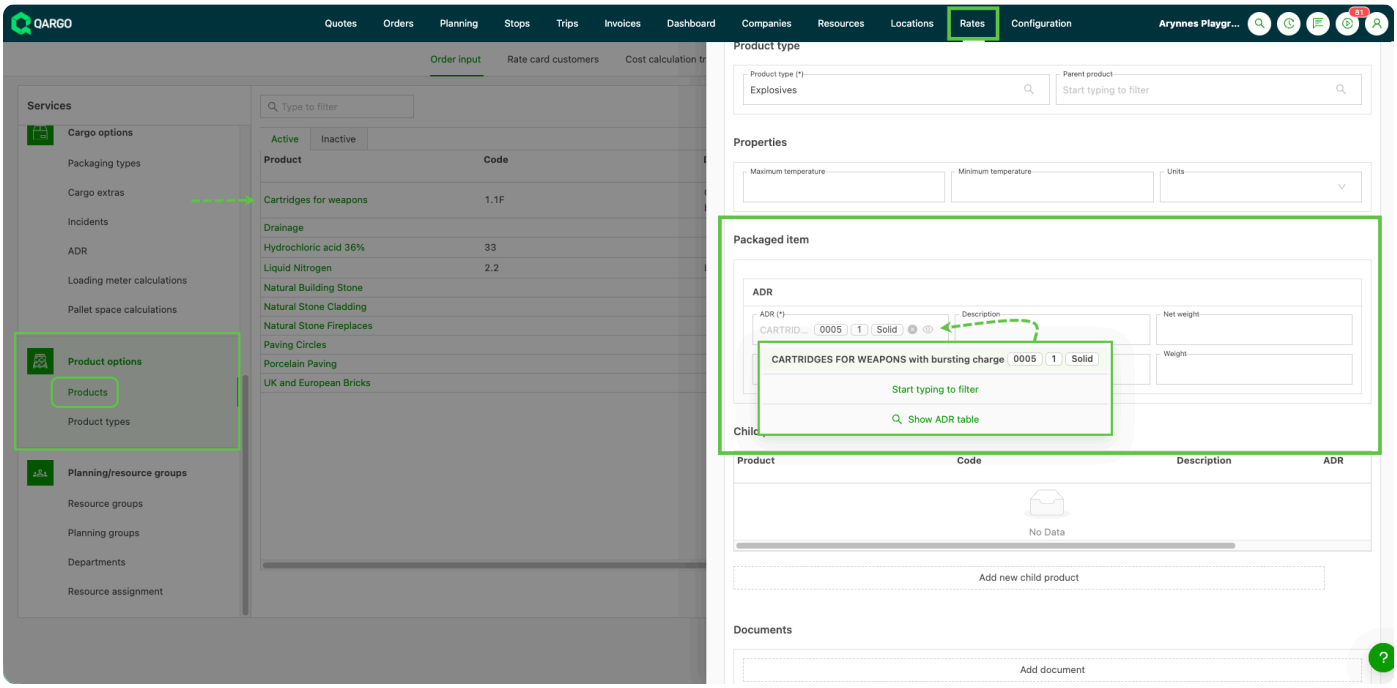


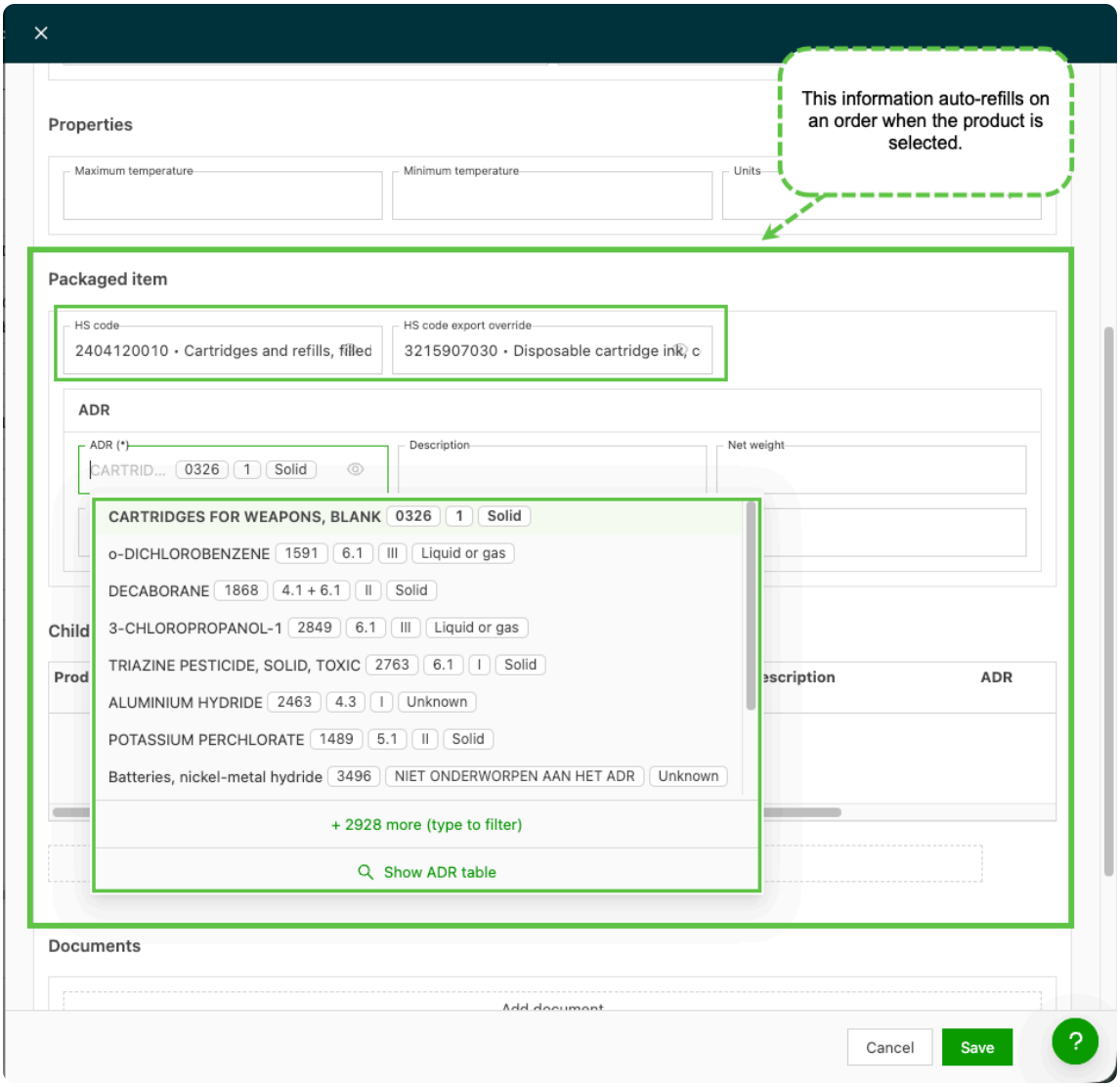
Configure the Packaged item section on a product

The product configuration page now includes a dedicated **Packaged item** section, below the existing sections. The **ADR properties** that were previously configured separately are now grouped into this same section.

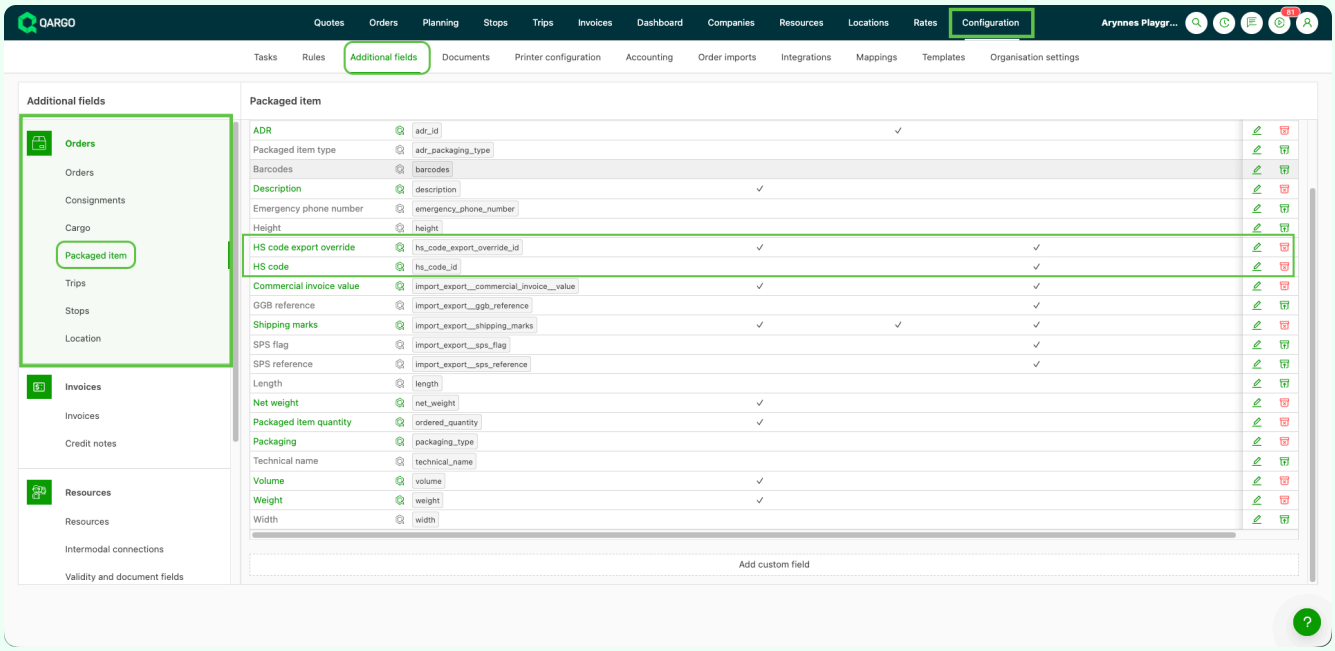
1. Navigate to **Rates > Order input > Product options > Products**.
2. Open an existing product, or create a new one.
3. Scroll to the **Packaged item** section.
4. Set the prefill defaults that apply to the product:
    - **HS code** and **HS code export override**
    - **Description**
    - **Ordered quantity**
    - **Weight** and **Net weight**
    - **Volume**
5. For hazardous materials (HazMat), set the **ADR properties** in the same section.
6. Save the product.

Example of ADR product information


QARGO
Quotes
Orders
Planning
Stops
Trips
Invoices
Dashboard
Companies
Resources
Locations
Rates
Configuration
Order input
Rate card customers
Services
Cargo options
Packaging types
Cargo extras
Incidents
ADR
Loading meter calculations
Pallet space calculations
Product options
Products
Product types
Planning/resource groups
Resource groups
Planning groups
Departments
Resource assignment
Active
Inactive
Product
Code
Cartridges for weapons
1.1F
Drainage
Hydrochloric acid 36%
33
Liquid Nitrogen
2.2
Natural Building Stone
Natural Stone Cladding
Natural Stone Fireplaces
Paving Circles
Porcelain Paving
UK and European Bricks
Product type
Explosives
Properties
Packaged item
ADR
CARTRIDGES FOR WEAPONS with bursting charge
Start typing to filter
Show ADR table
Description
ADR
No Data
Add new child product
Documents
Add document


This information auto-refills on an order when the product is selected.
Properties
Maximum temperature
Minimum temperature
Units
Packaged item
HS code
2404120010 • Cartridges and refills, filled
HS code export override
3215907030 • Disposable cartridge ink, c
ADR
ADR (*)
CARTRID... 0326 1 Solid
Description
Net weight
CARTRIDGES FOR WEAPONS, BLANK 0326 1 Solid
o-DICHLOROBENZENE 1591 6.1 III Liquid or gas
DECABORANE 1868 4.1 + 6.1 II Solid
3-CHLOROPROPANOL-1 2849 6.1 III Liquid or gas
TRIAZINE PESTICIDE, SOLID, TOXIC 2763 6.1 I Solid
ALUMINIUM HYDRIDE 2463 4.3 I Unknown
POTASSIUM PERCHLORATE 1489 5.1 II Solid
Batteries, nickel-metal hydride 3496 NIET ONDERWORPEN AAN HET ADR Unknown
+ 2928 more (type to filter)
Show ADR table
Child
Prod
ADR
Documents
Cancel
Save

🧰 Make sure the additional fields for HS code and HS code override are both enabled.



Only one packaged item template can be configured per product. The section acts as a prefill template, not a list of multiple items.

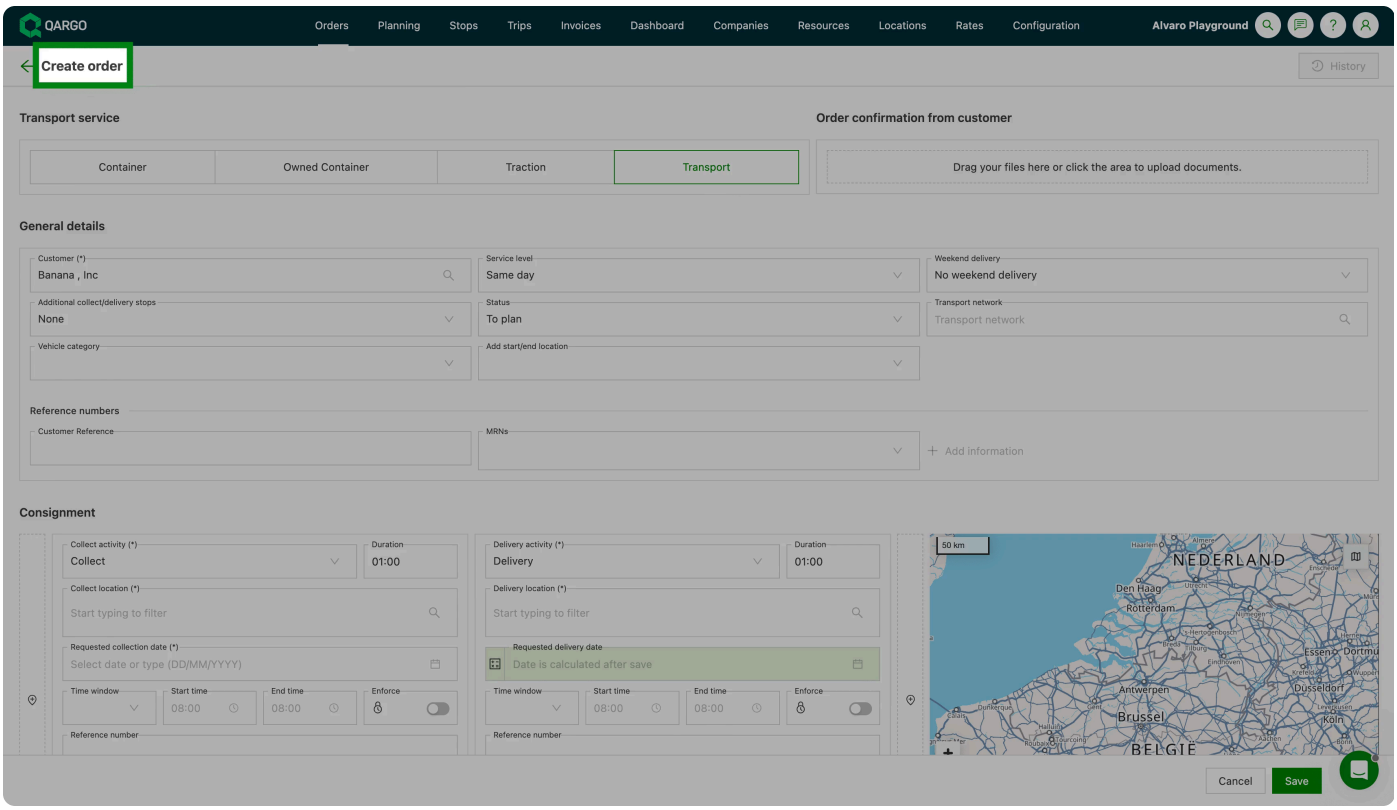
How the prefill behaves on an order

- When a product is selected on a good, the configured packaged item values and ADR values are filled in on the **first packaged item** of that good.
- For non-ADR products, the packaged item is now created automatically and shown on the good. The prefilled values are therefore visible rather than written silently in the background.
- Prefill precedence is respected: values on a child product override values on the parent product.
- Prefill works in manual order creation and in order imports. Import prefill remains opt-in per order import master.

Create a product directly from an order

Products can also be created on the fly from within the order form itself, without navigating away to Configuration. This is particularly useful when an unfamiliar product comes up mid-order and there is no time for a separate configuration step.

1. Open the order creation or order edit screen and locate the **Product** field.
2. Type the product name in the search field.
3. If no matching product is found, a **+ Create new product** option appears at the bottom of the dropdown.
4. Click that option to open the product creation form.
5. Fill in the product details and save.
6. The newly created product is immediately selected on the order; no page reload is required.

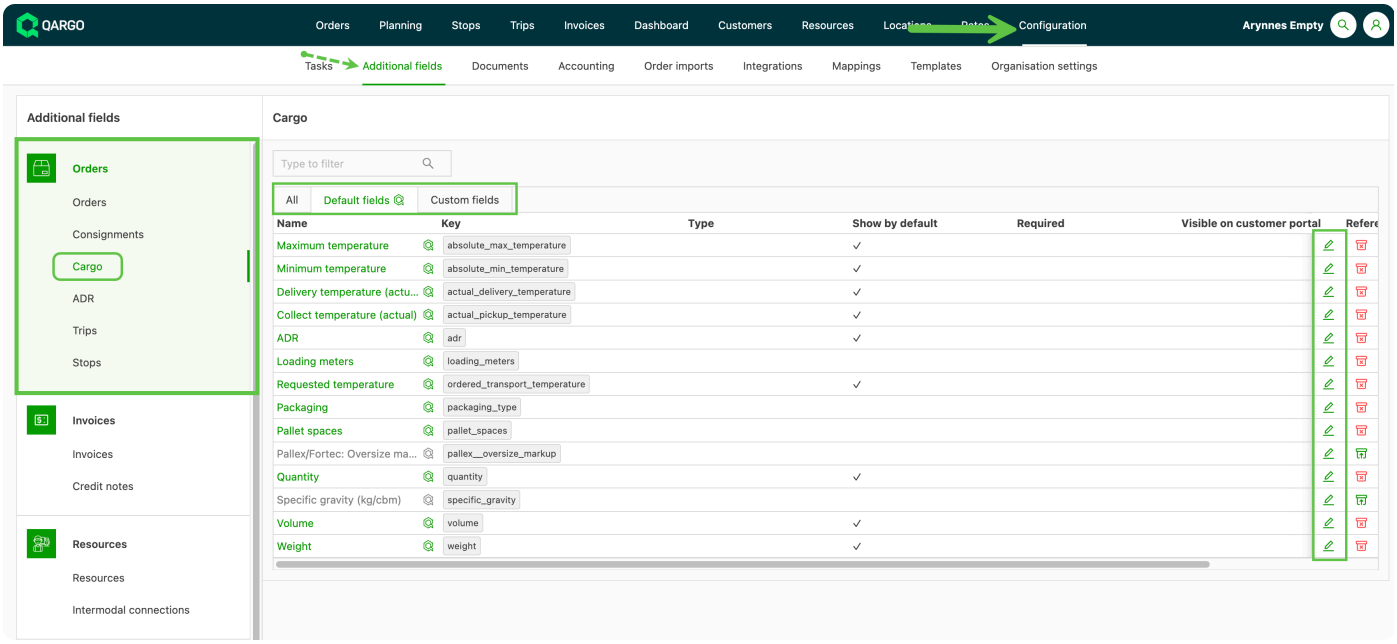


This works on both the **Create order** and **Edit order** screens. Any prefill rules configured for the product are also applied automatically during the creation flow.

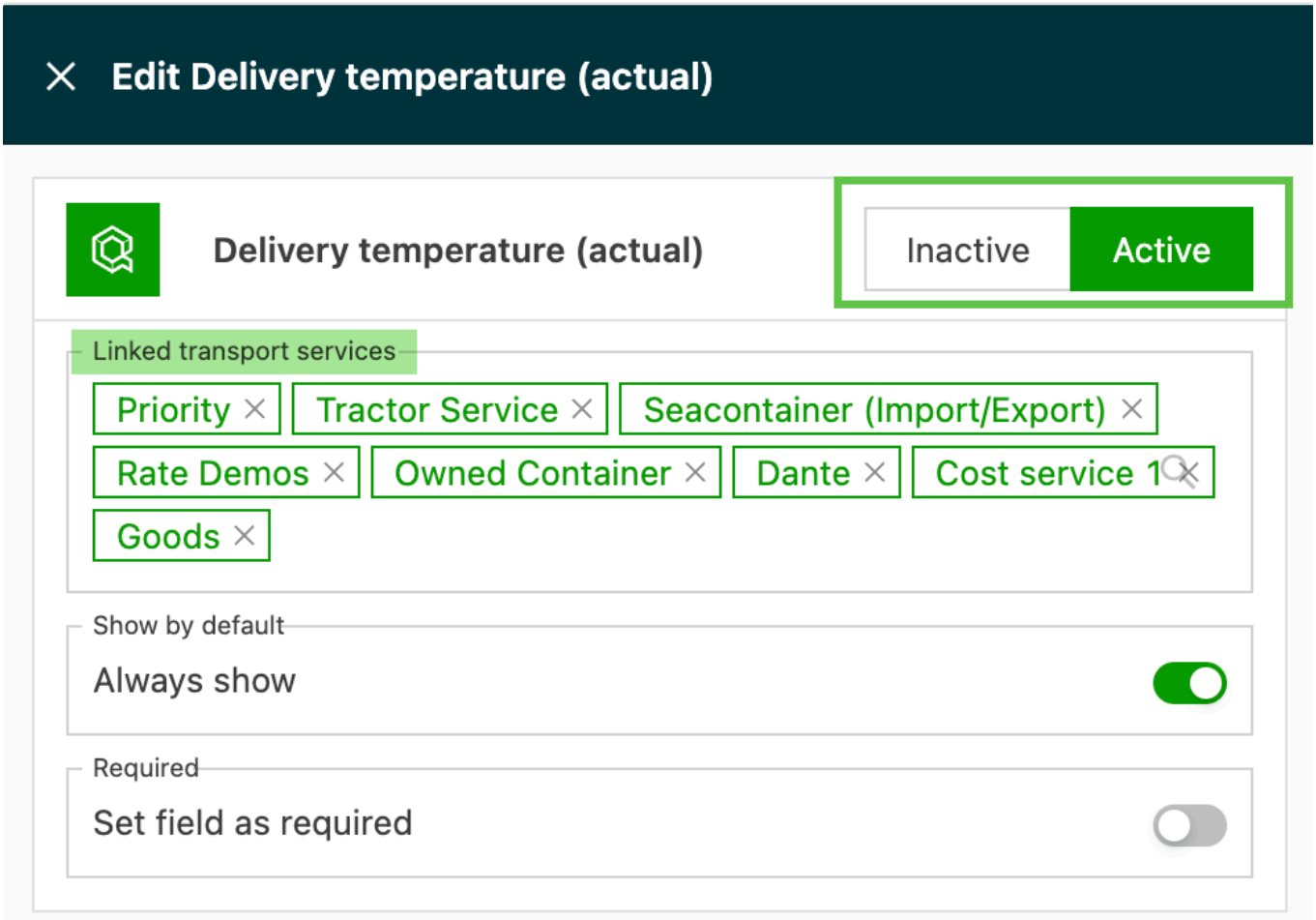
Customize which fields are shown on the Products page

The fields shown on the Products page can be customized.

- Navigate to **Configuration > Additional fields**
- Click **Freight** in the left sidebar
- Click the **Edit** icon (pencil) to add or update a field

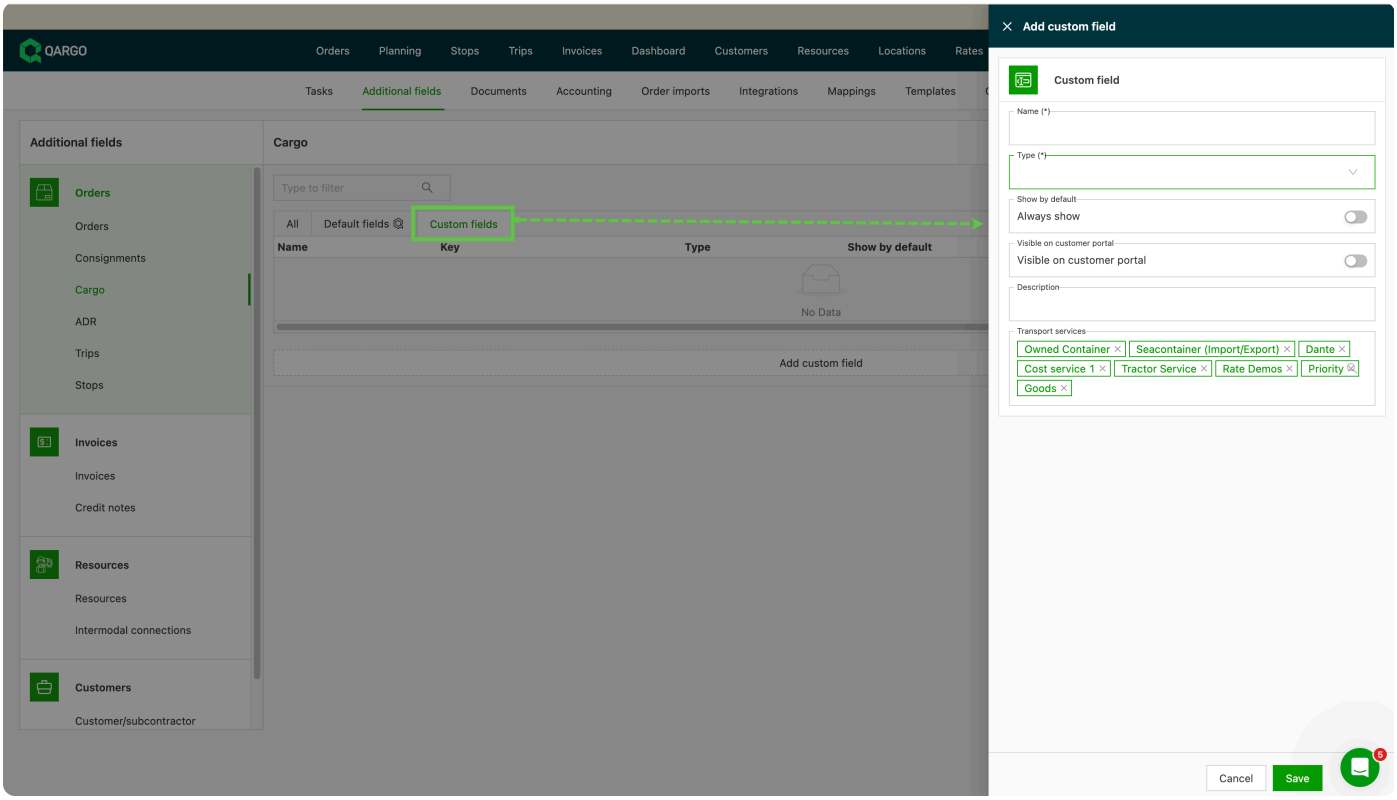


- Set the freight item to active or inactive. Only active items are shown on the Products page.
- Select the transportation services this product is available for.
- Toggle on or off to indicate whether this field is always visible and/or required.

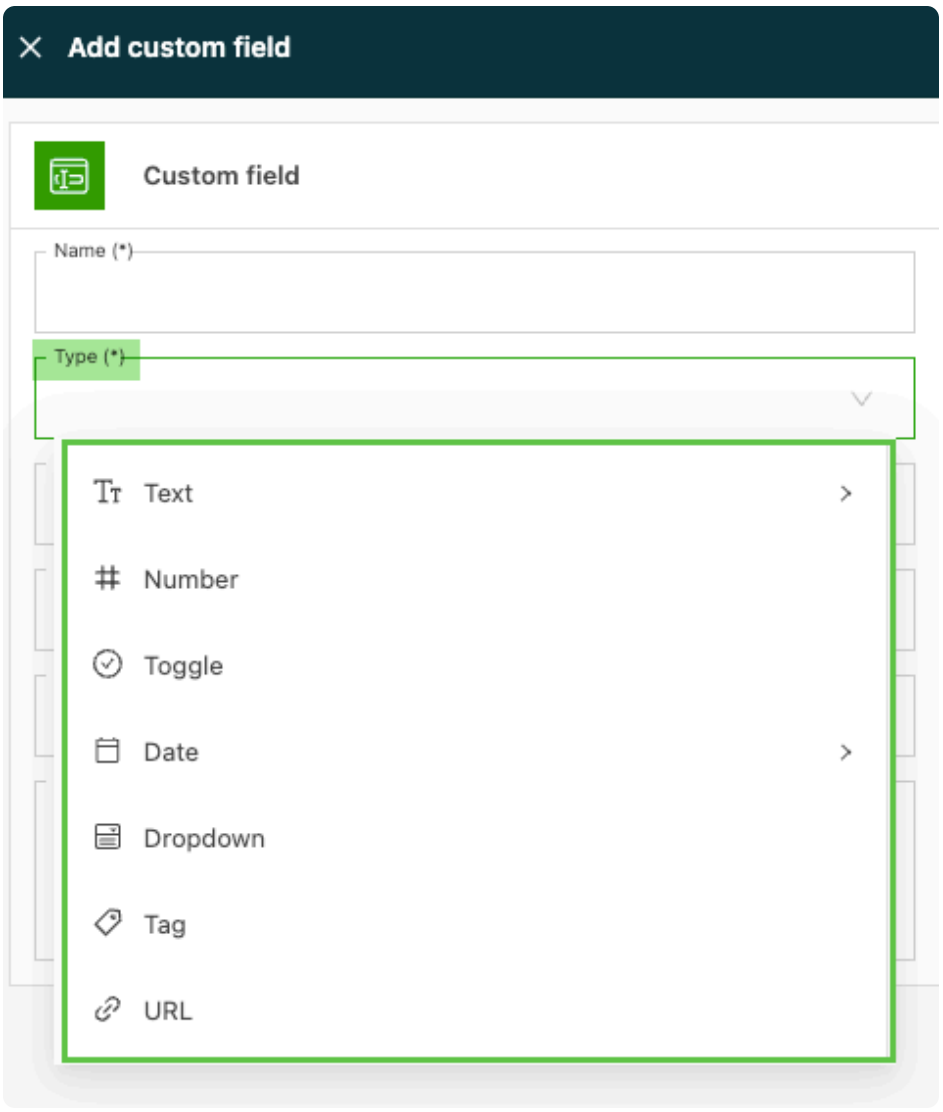


If the required field does not exist in the default list, add extra fields by clicking the **Custom fields** tab.

- Click **Add custom fields**; a side panel opens where the new field can be added.



- Options under **Type** include:
  - **Text**: free-form text field, single-line or multi-line
  - **Number**: numerical values only
  - **Toggle**: adds the option to toggle the field on or off
  - **Date**: date values only, with a side menu to select the preferred format
  - **Dropdown**: use when multiple options are available for the user to select
  - **Tag**: tag labels can be added, along with a corresponding color
  - **URL**: option to add a website


Add custom field
Custom field
Name (*)
Type (*)
Text
Number
Toggle
Date
Dropdown
Tag
URL