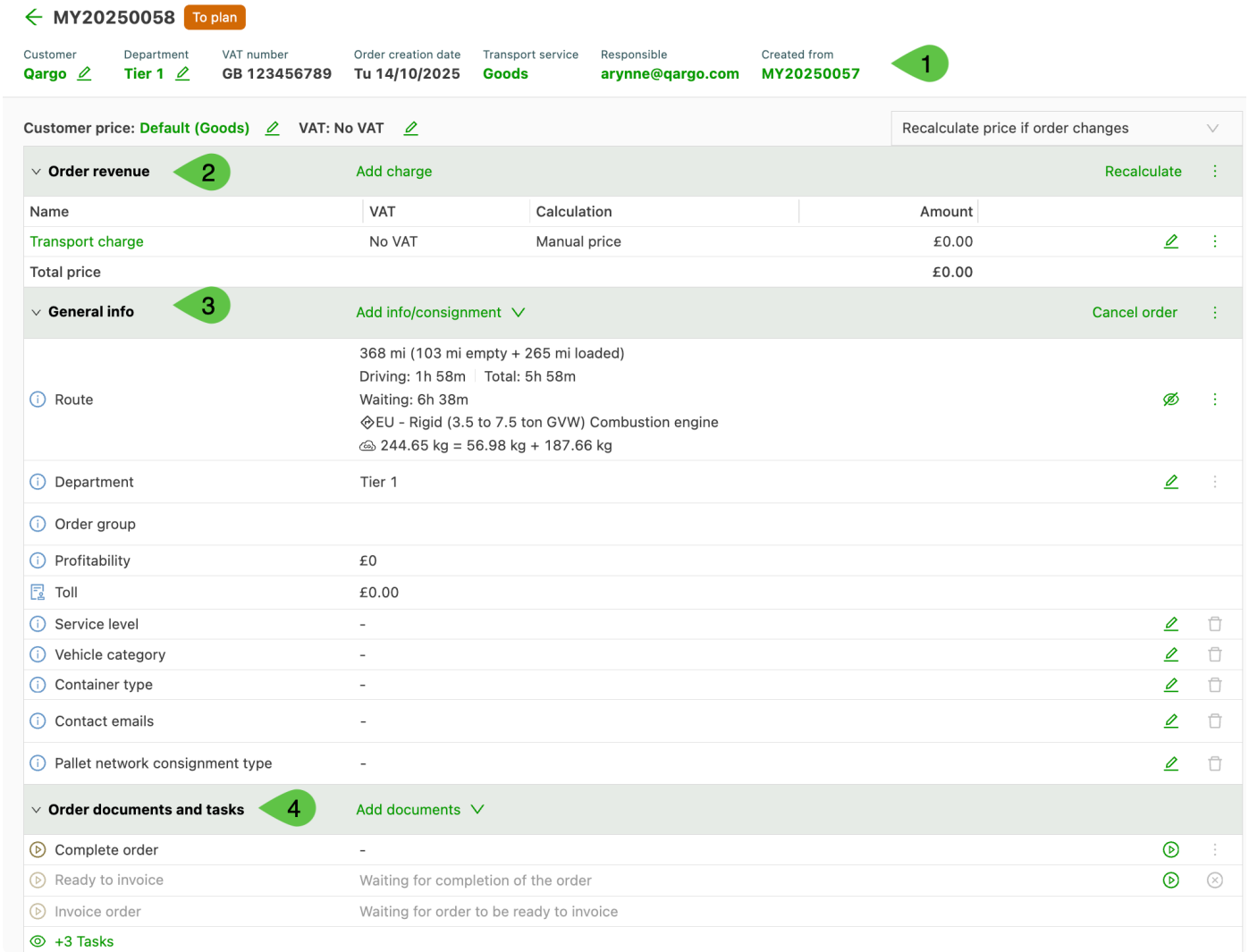
Orders: order detail view page

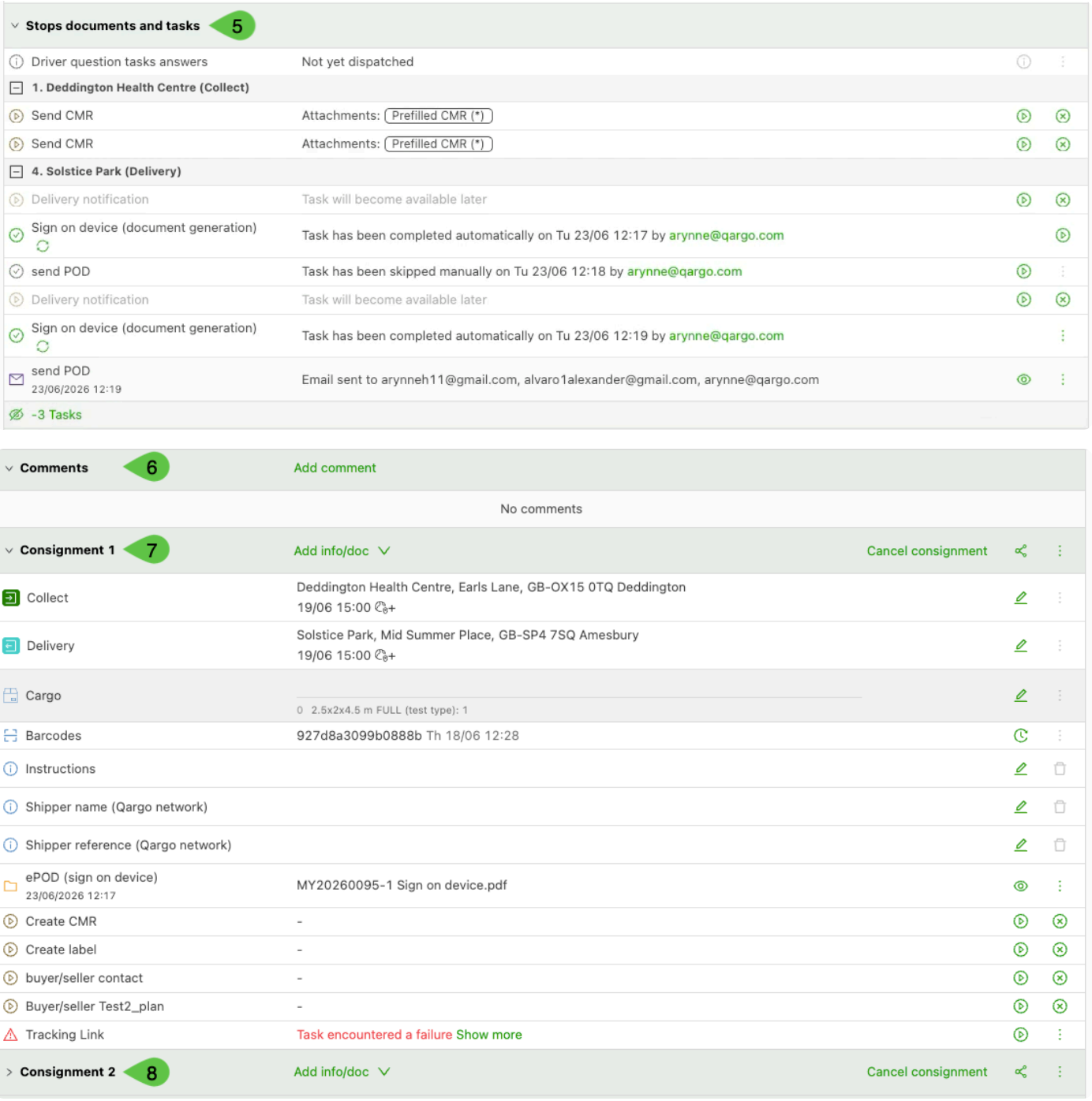
This article gives an overview, by section, of the detail view when creating an order.

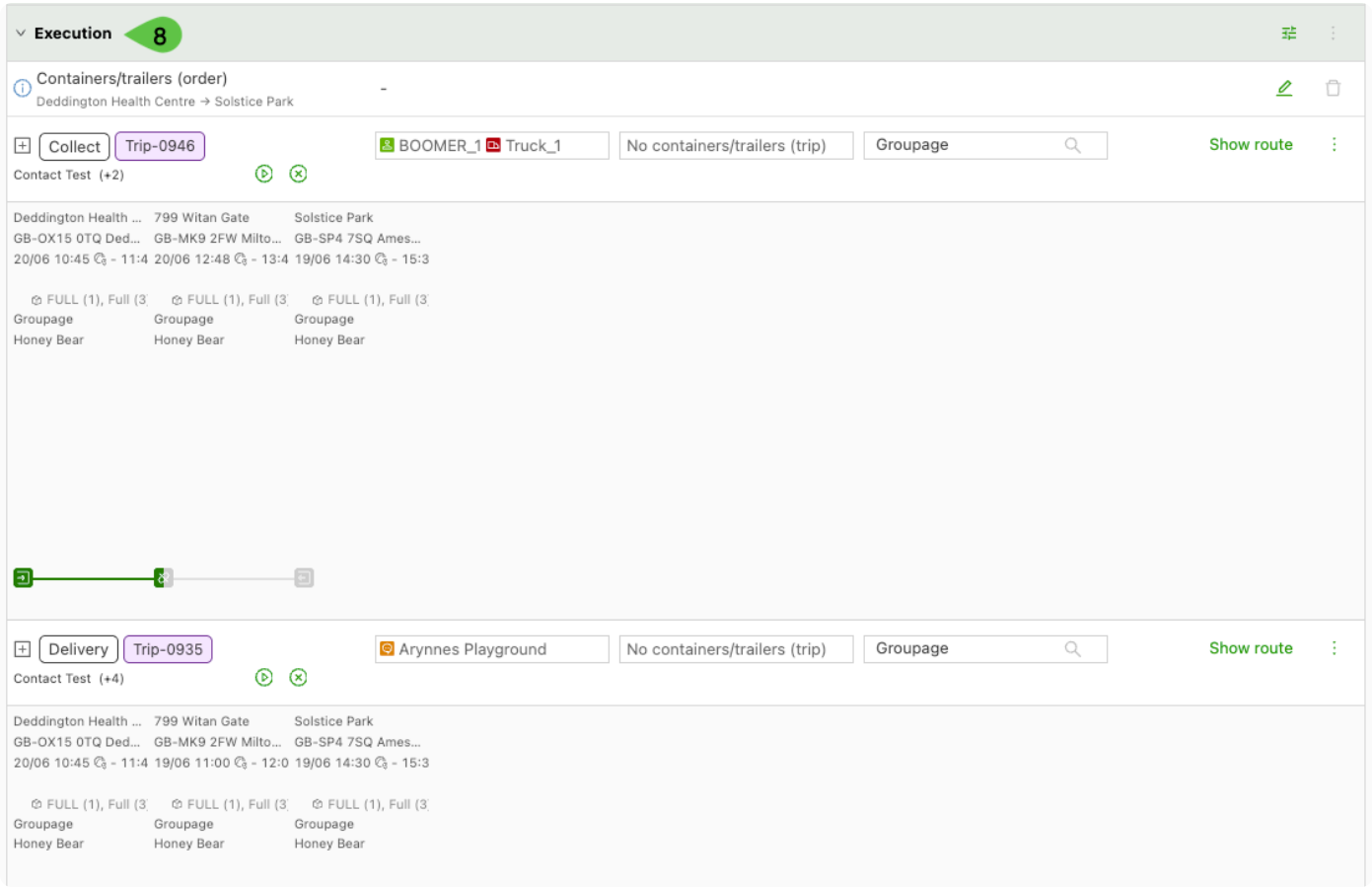
Updated October 14, 2026

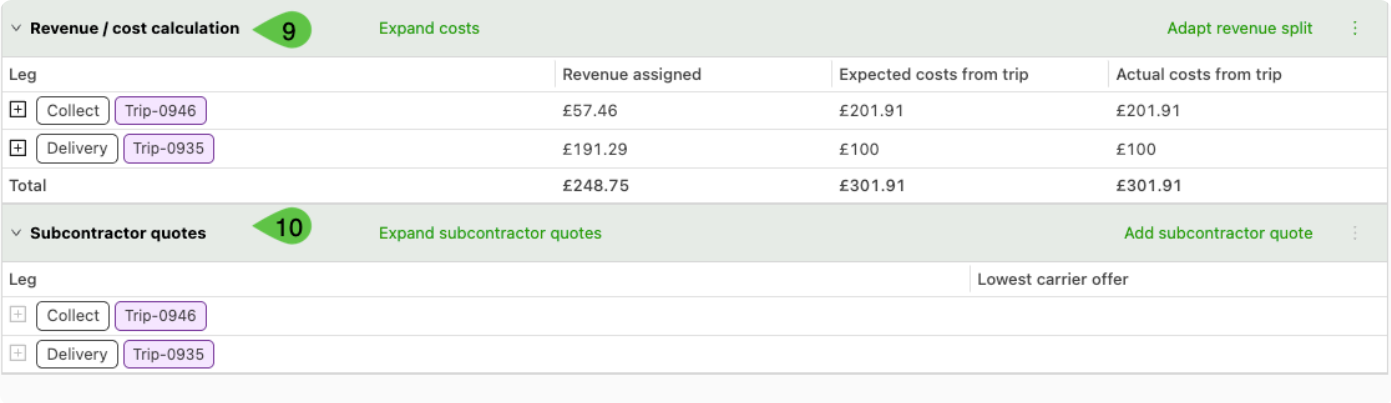
An individual order page shows all details about a specific order. The page contains the following information:

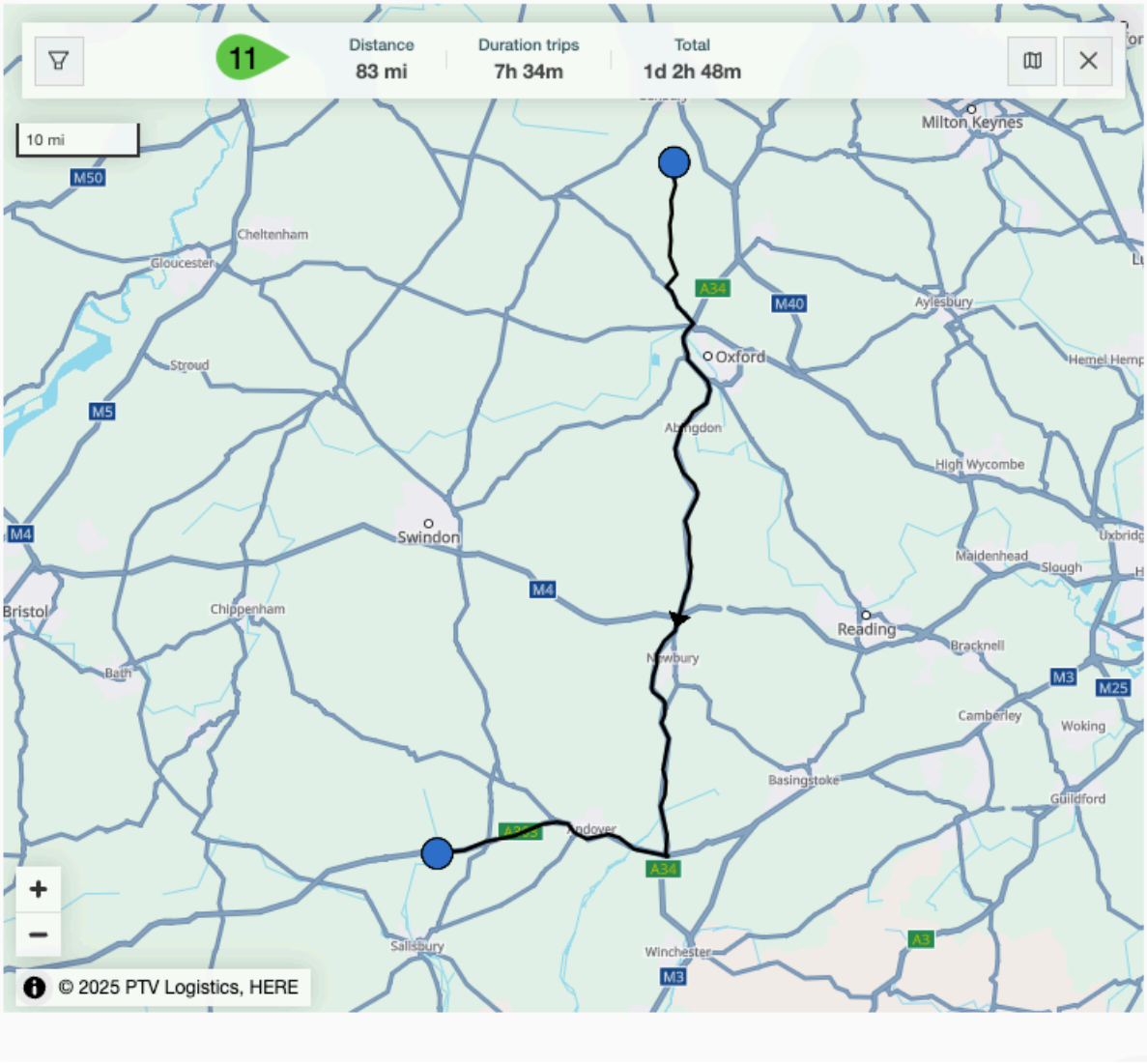
1. Header information
2. Order revenue
3. General info
4. Order documents and tasks
5. Stop documents and tasks
6. Comments
7. Shipments
8. Operations
9. Revenue / cost calculation
10. *Contract carrier quotes (*where enabled)
11. Map view
12. Change order of sections

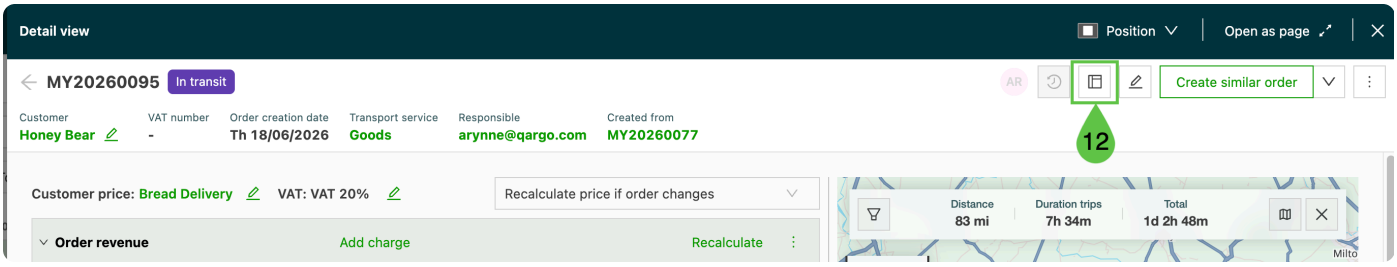



Stops documents and tasks
5
Driver question tasks answers
Not yet dispatched
1. Deddington Health Centre (Collect)
Send CMR
Attachments: Prefilled CMR (*)
Send CMR
Attachments: Prefilled CMR (*)
4. Solstice Park (Delivery)
Delivery notification
Task will become available later
Sign on device (document generation)
Task has been completed automatically on Tu 23/06 12:17 by arynne@qargo.com
send POD
Task has been skipped manually on Tu 23/06 12:18 by arynne@qargo.com
Delivery notification
Task will become available later
Sign on device (document generation)
Task has been completed automatically on Tu 23/06 12:19 by arynne@qargo.com
send POD
23/06/2026 12:19
Email sent to arynneh11@gmail.com, alvaro1alexander@gmail.com, arynne@qargo.com
-3 Tasks
Comments
6
Add comment
No comments
Consignment 1
7
Add info/doc
Cancel consignment
Collect
Deddington Health Centre, Earls Lane, GB-OX15 0TQ Deddington
19/06 15:00
Delivery
Solstice Park, Mid Summer Place, GB-SP4 7SQ Amesbury
19/06 15:00
Cargo
0 2.5x2x4.5 m FULL (test type): 1
Barcodes
927d8a3099b0888b Th 18/06 12:28
Instructions
Shipper name (Qargo network)
Shipper reference (Qargo network)
ePOD (sign on device)
23/06/2026 12:17
MY20260095-1 Sign on device.pdf
Create CMR
-
Create label
-
buyer/seller contact
-
Buyer/seller Test2_plan
-
Tracking Link
Task encountered a failure Show more
Consignment 2
8
Add info/doc
Cancel consignment


Execution
8
Containers/trailers (order)
Deddington Health Centre → Solstice Park
-
Collect
Trip-0946
Contact Test (+2)
BOOMER_1
Truck_1
No containers/trailers (trip)
Groupage
Show route
Deddington Health ...
GB-OX15 0TQ Ded...
20/06 10:45 - 11:4
799 Witan Gate
GB-MK9 2FW Milto...
20/06 12:48 - 13:4
Solstice Park
GB-SP4 7SQ Ames...
19/06 14:30 - 15:3
FULL (1), Full (3
Groupage
Honey Bear
Delivery
Trip-0935
Contact Test (+4)
Arynnes Playground
No containers/trailers (trip)
Groupage
Show route
Deddington Health ...
GB-OX15 0TQ Ded...
20/06 10:45 - 11:4
799 Witan Gate
GB-MK9 2FW Milto...
19/06 11:00 - 12:0
Solstice Park
GB-SP4 7SQ Ames...
19/06 14:30 - 15:3
FULL (1), Full (3
Groupage
Honey Bear


Revenue / cost calculation
9
Expand costs
Adapt revenue split
Leg
Revenue assigned
Expected costs from trip
Actual costs from trip
Collect
Trip-0946
£57.46
£201.91
£201.91
Delivery
Trip-0935
£191.29
£100
£100
Total
£248.75
£301.91
£301.91
Subcontractor quotes
10
Expand subcontractor quotes
Add subcontractor quote
Leg
Lowest carrier offer
Collect
Trip-0946
Delivery
Trip-0935





1. Header information

1. Includes editable fields for Customer (changes affect price list selection) and Department
2. Tax number
3. Order creation date
4. Transportation service
5. Responsible

2. Order revenue

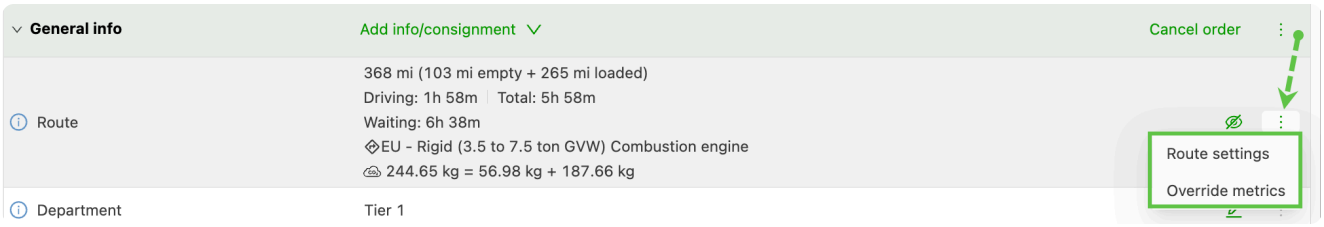
1. Applicable charges are shown as one line per charge

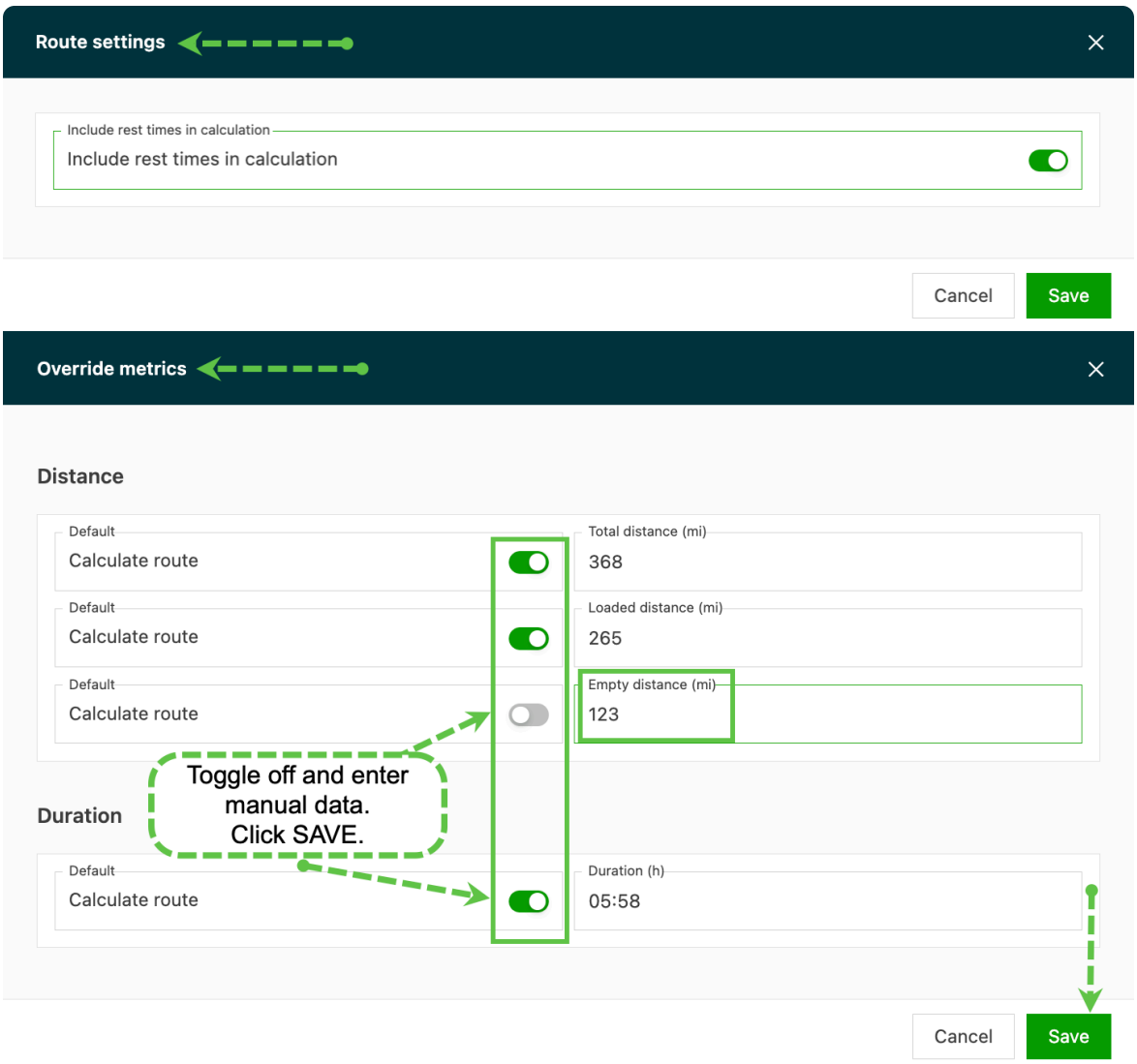
2. Charges that require approval are shown here, with approval buttons to approve or reject the charge

3. General info

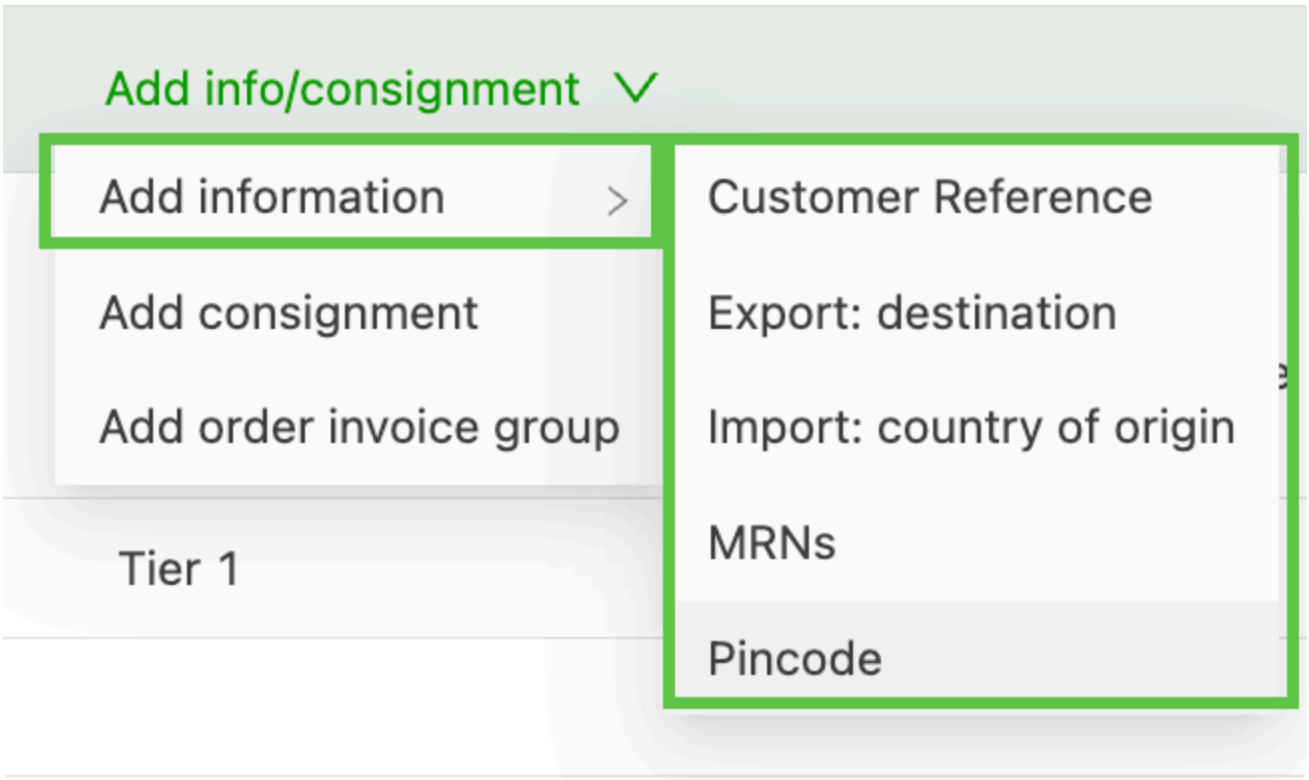
This section includes a list of general information about the order. The options displayed here can be turned on or off on the **'Additional Fields/Orders' page**.
At a minimum, this section includes:

- ***Route:*** Shows
  - Miles (Total/Loaded/Deadhead)
  - Load times (Driving/Stops/Total)
  - Vehicle type (based on default settings)
  - CO2 calculations
  - **Additional settings menu** includes ***Route setting*** (toggle to include rest times in calculations) and ***Override metrics*** (manually override distance and time settings)

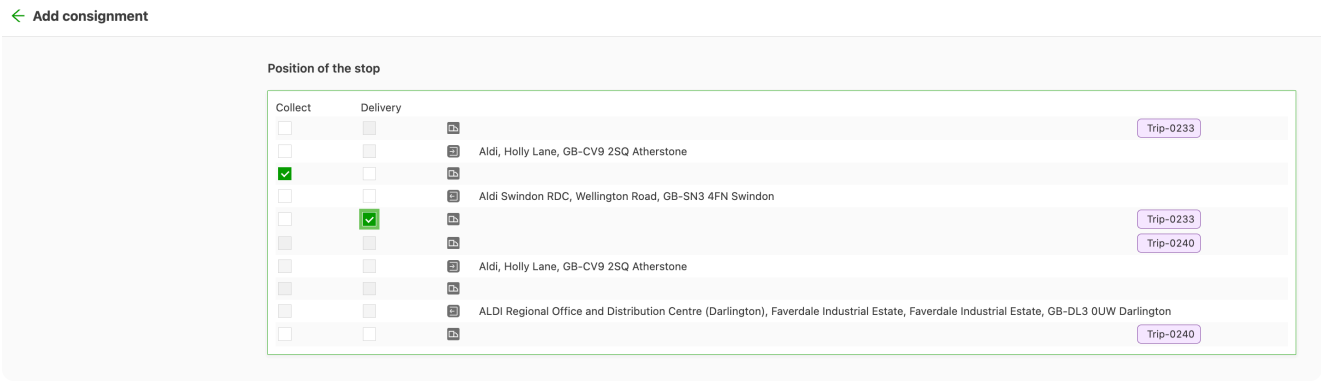




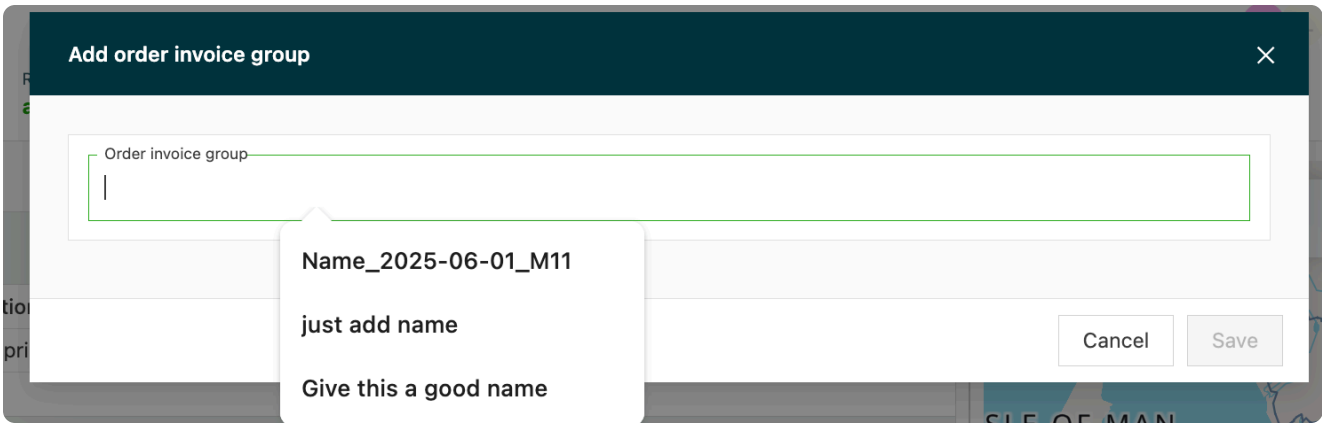
- ***Profitability:*** Total profitability of the order, based on a breakdown of the revenue and costs assigned to the order. (See also Revenue/cost calculation.)
- ***Toll:*** Shows the toll costs of an order, depending on the route it was planned on.
  - ***Note: the toll cost is an estimate and is not automatically added as a cost to orders or invoices. Click here to learn more about how toll costs are calculated.***
- ***Add info/shipment:*** Click the arrow to show the options, including:
  - *Add information:* Additional order details, including reference numbers and export/import details.



- *Add shipment:* Add a new shipment to an existing order by placing the stops into the existing route. This allows the user to enter location details for the pickup and delivery.



- *Add order invoice group:* Select from previously used names, or manually enter a new group name.



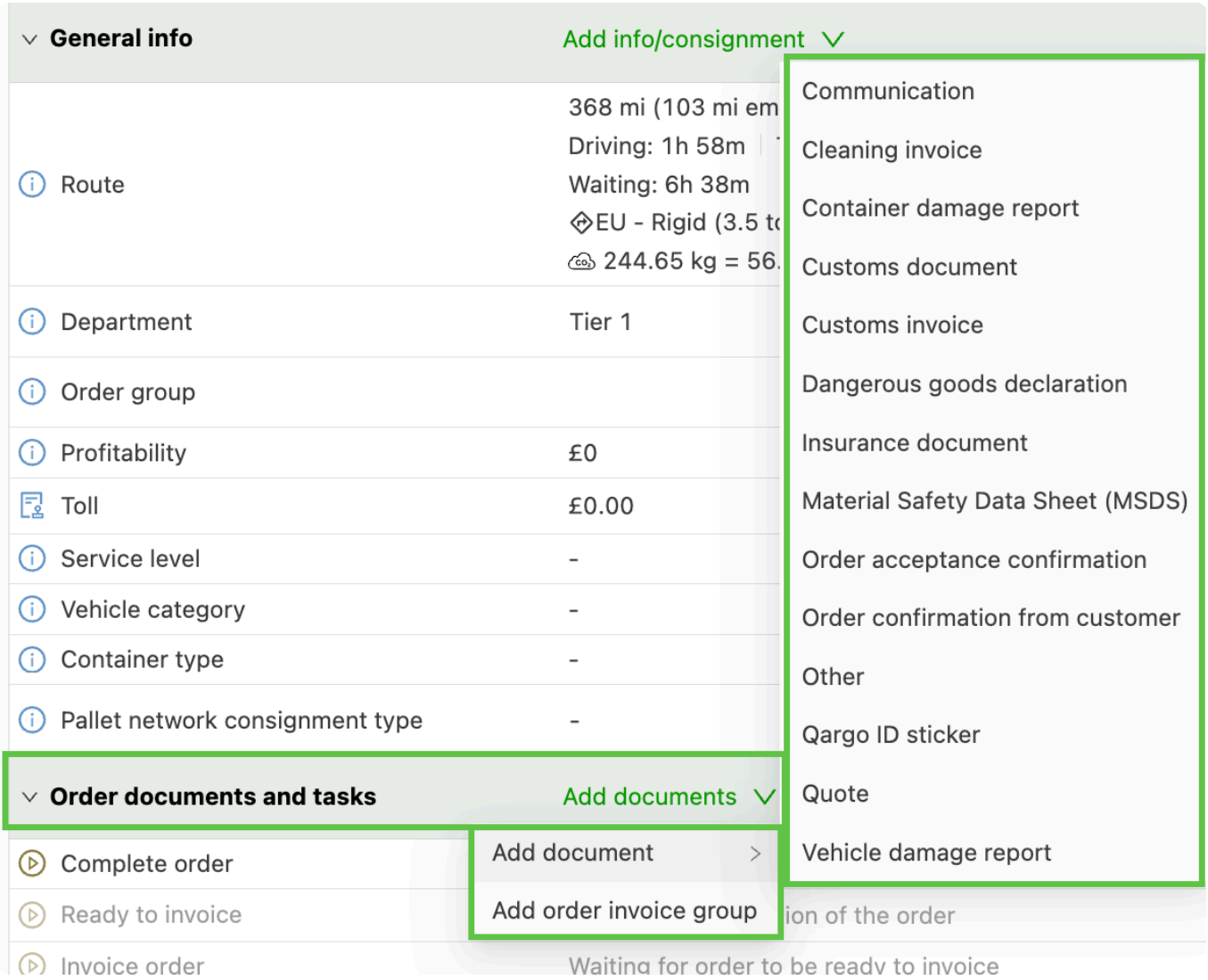
4. Order documents and tasks

Documents

Q: Can files (e.g. terms and conditions) be attached to a transportation order?

A: Yes. Terms and conditions, CMRs or other paperwork can be attached to an order, in the main platform and in the customer portal. Multiple copies of the same document type can be added.

1. Open the order's **Order details** screen.
2. Click **Add documents**.
3. Select the document type from the dropdown.
4. Attach one or more files of that type.
5. Add a description. It applies to all files of that type uploaded in the same session.



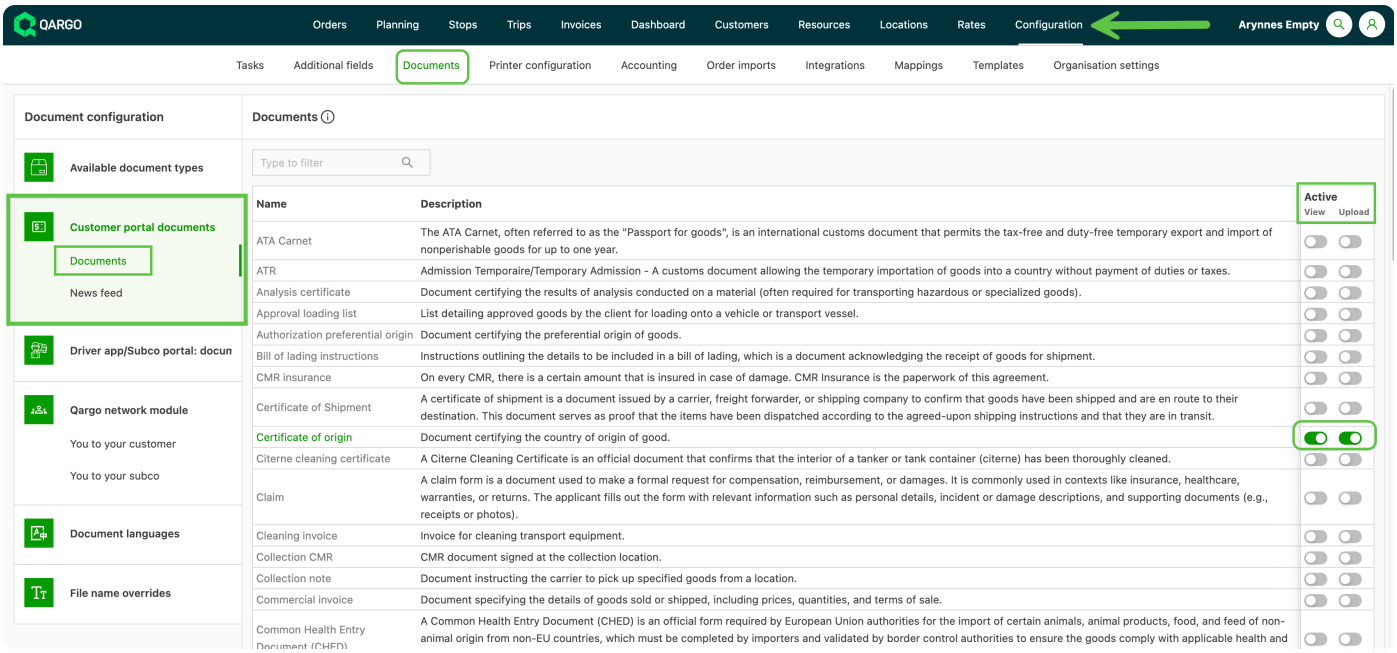
- The files are linked to the order and reach the transportation company or receiver when needed.
- When a document is added, it is shown as an orange folder icon, along with a description of its contents.



- Click the menu to edit, download or delete
- Click the 'eye' icon to show or hide the file preview

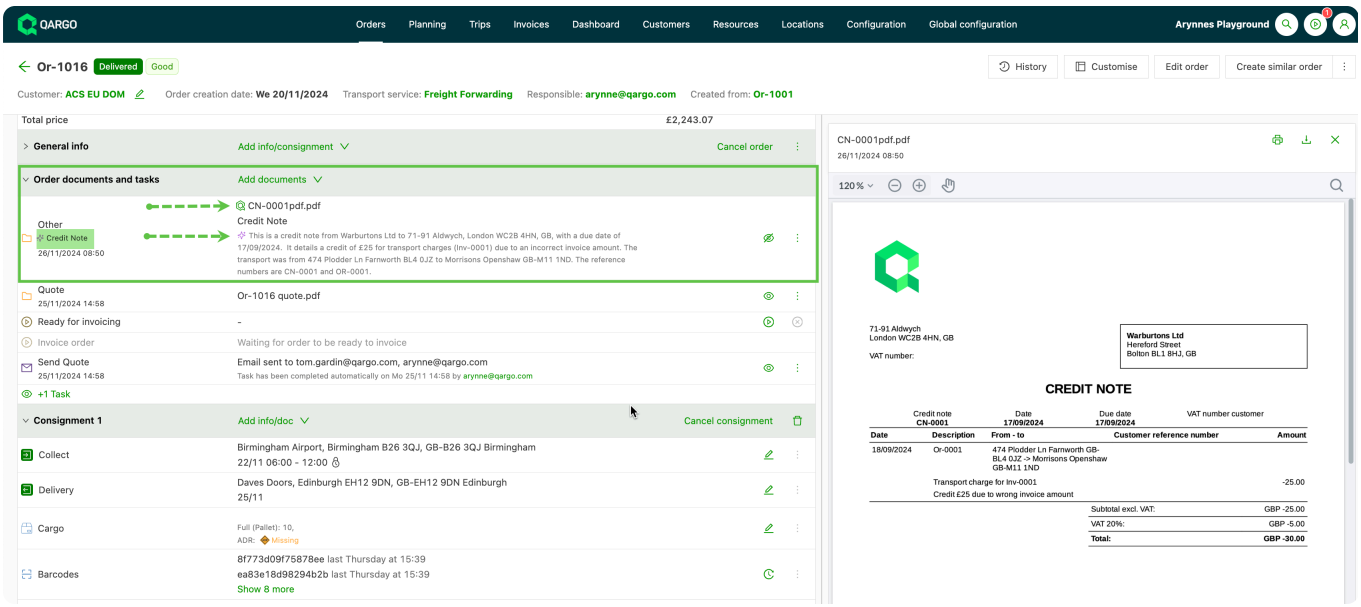
Customer portal

Portal users can upload documents too, but only the document types enabled under **Configuration > Documents**. A toggle controls which documents users can view or upload. If portal users can't see a document type, check this setting.



Qargo Intelligence generated document summaries are shown in the rows of the detail pages.

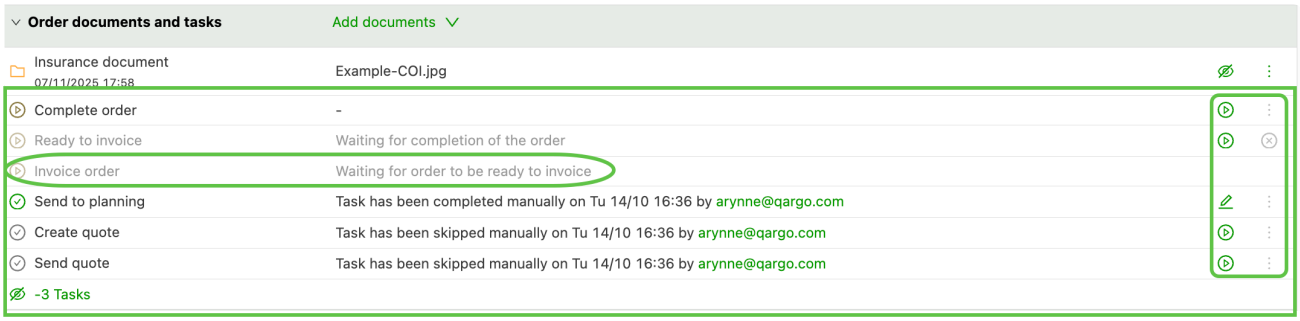
1. The "predicted" document type generated by Qargo Intelligence is shown on the left, under the Qargo document type.
2. An indication of the "quality" of the document appears to the left of the document title:
   - A green Qargo icon means good quality.
   - An orange icon means the document is of questionable quality.
3. Click the summary to expand or collapse it.
4. If the summary or document type of a specific document is inaccurate, click the menu to remove it.



Tasks

Tasks for this order are shown with their status, user details and date/time stamp.

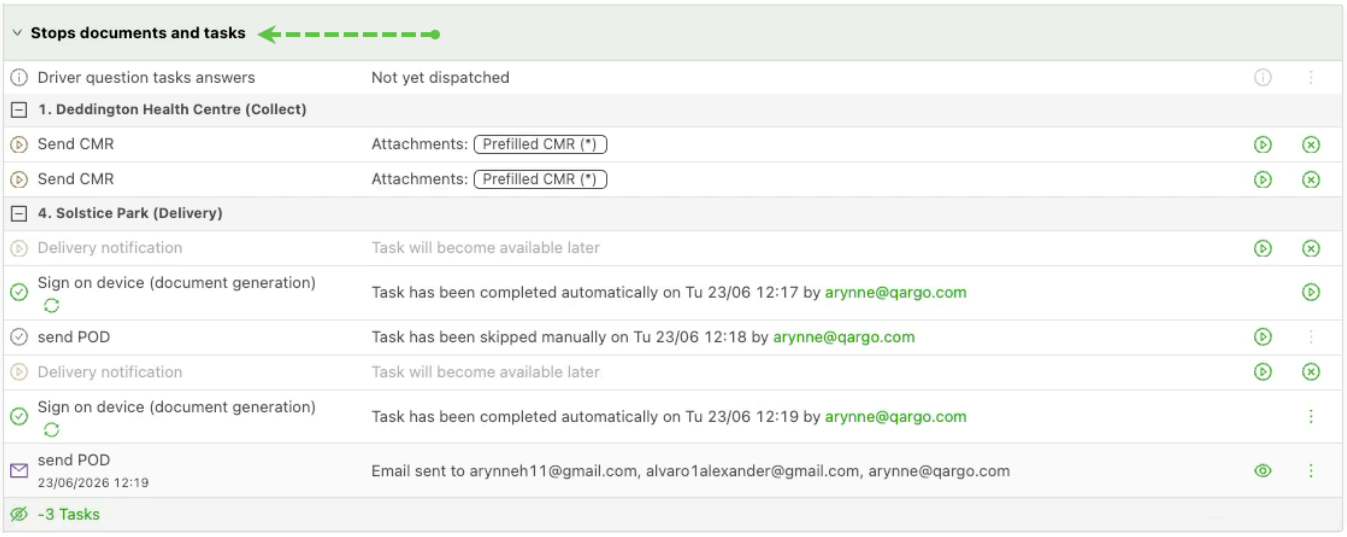
- Tasks that cannot be carried out yet: these tasks are grayed out, and the reason they cannot be carried out yet is shown.
- Tasks that can be carried out are indicated by:
  - A ‘play’ icon to carry out the task
  - A menu for more actions (if applicable) or a pencil to edit the task.
- Once a task is carried out, more details are shown next to it (i.e. who completed the task and when).



5. Stop documents and tasks

Viewing stop documents and tasks on an order

1. **Open** the order from the *Orders* overview.
2. **Locate** the *Stop documents and tasks* section, between *Shipment(s)* and *Operations*.
3. **Expand** the section to display all stop-level tasks and documents linked to the order’s shipments, across all stop groups (pickup, delivery and custom stops), regardless of which load they are on.

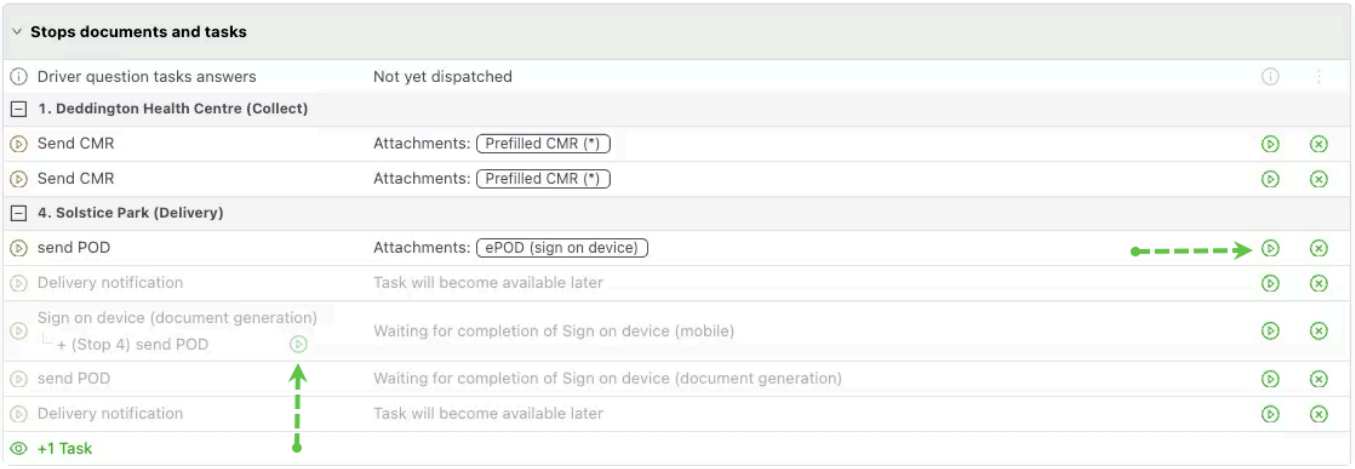


4. **View** each row, which shows the task icon, name, status and last action timestamp, listed in stop sequence order.

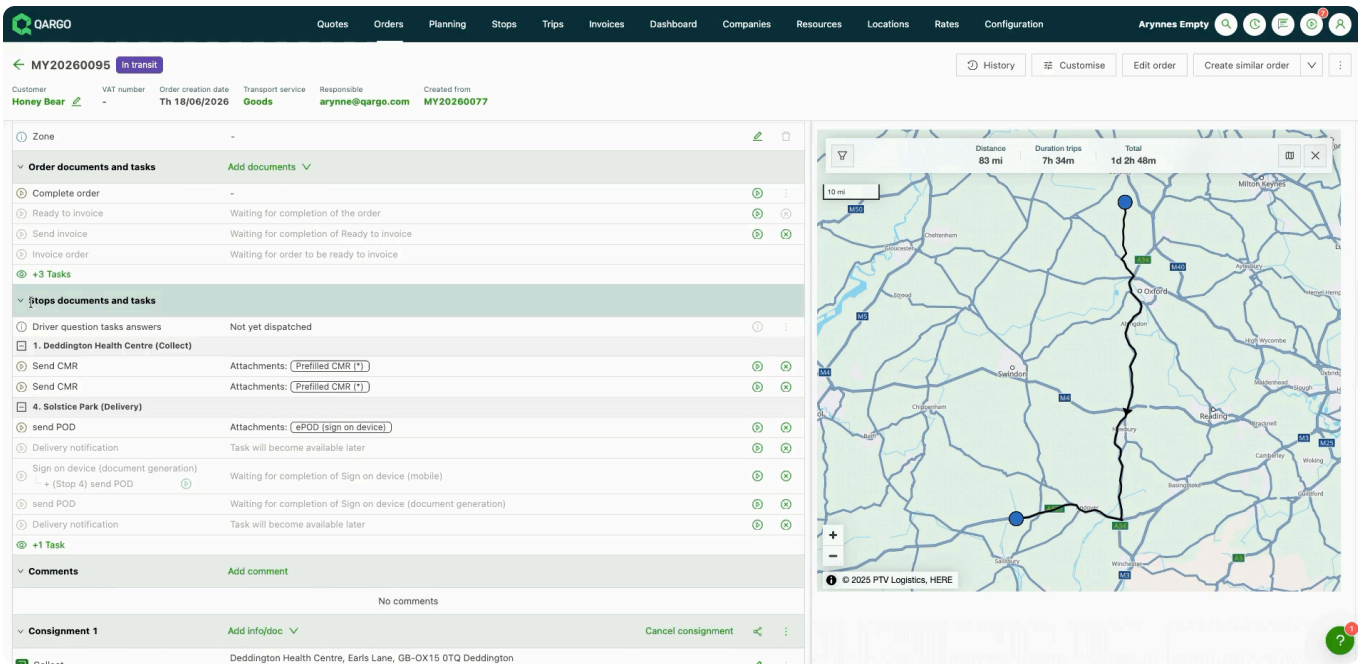
> 📚 Tasks are listed in stop sequence order.

Acting on a stop task

1. **Select** a task row to open its side panel, if required.
2. **Trigger** a task to send it, the same way as on *Load detail*.
3. **Complete** or **retry** a task directly from the section.

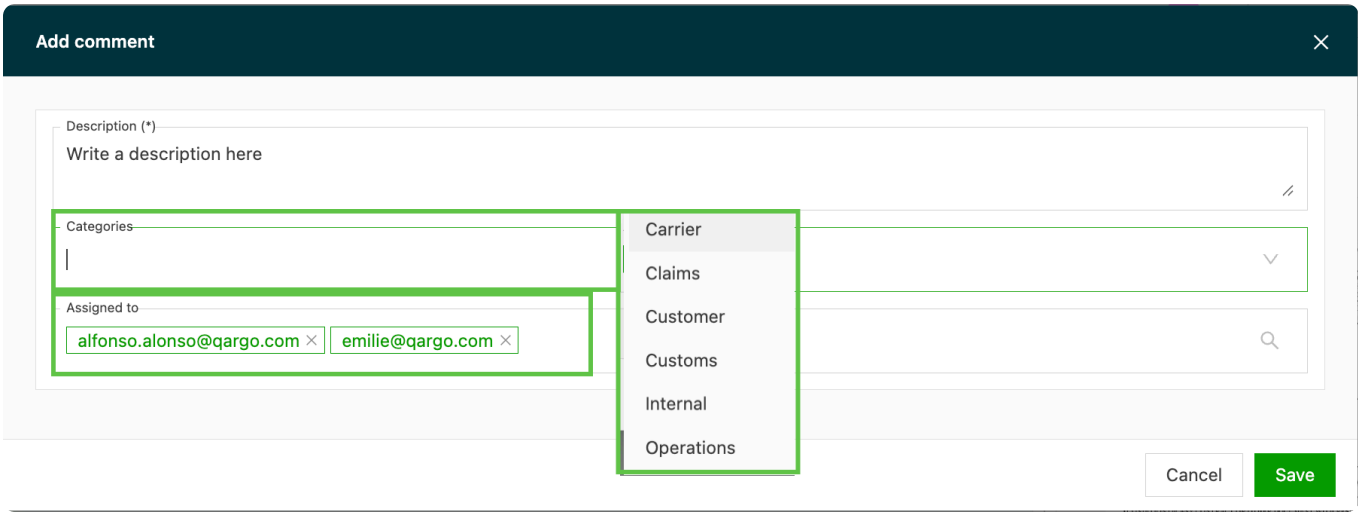


4. **Open** a task to view the related conversation or document.

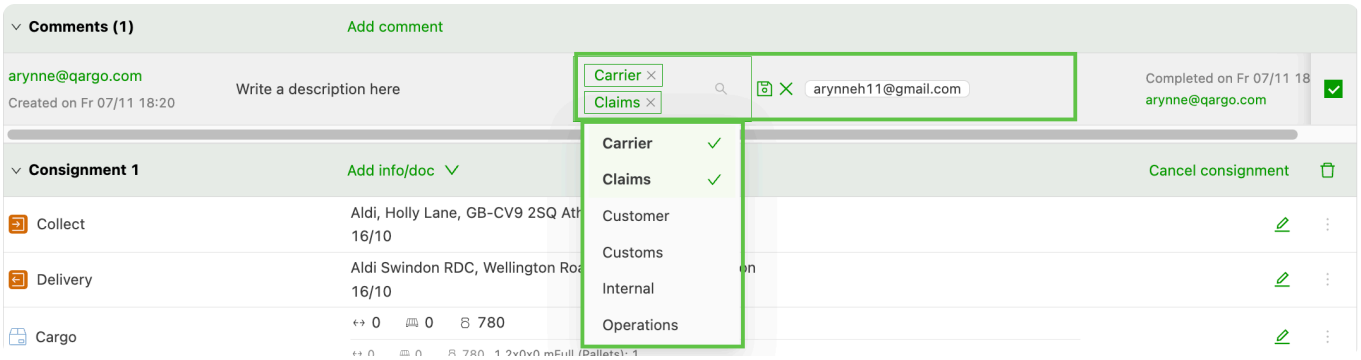


6. Comments

1. Comments can be added, given a category and assigned to users.

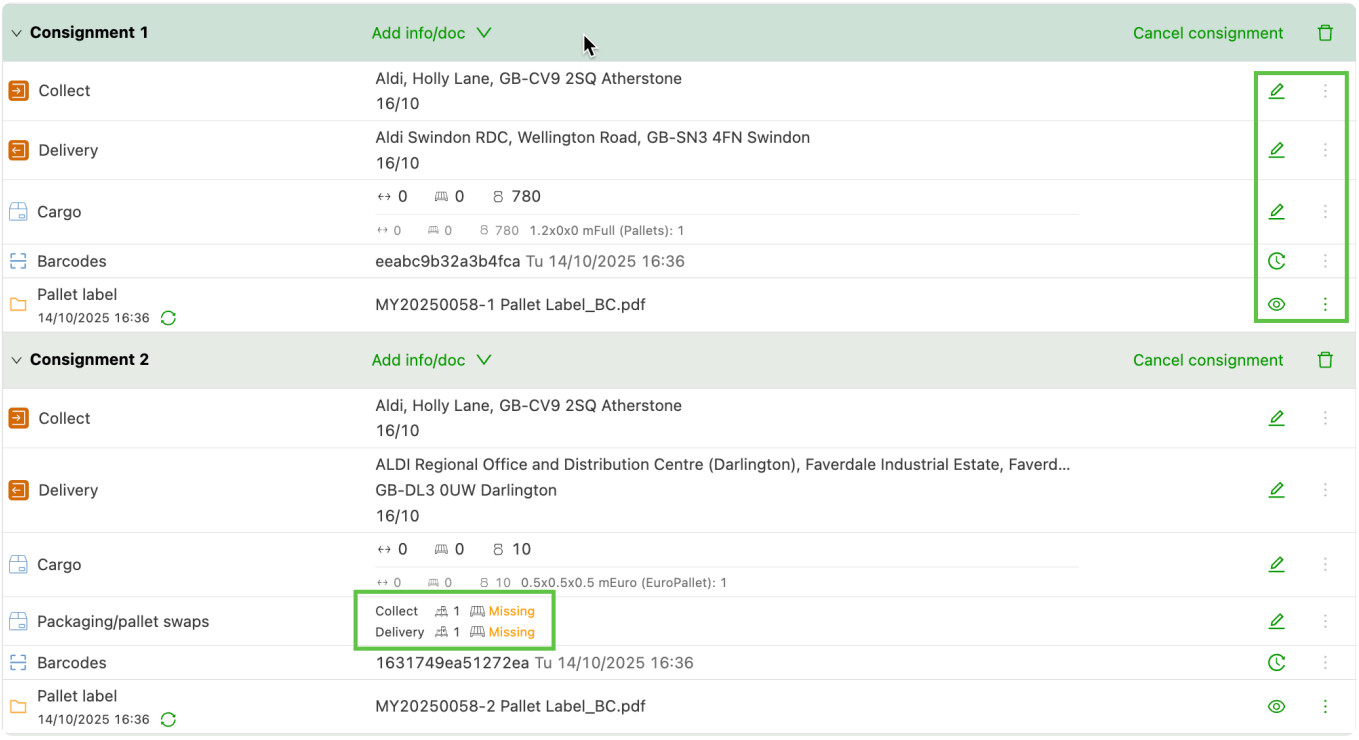


2. Once a comment is added, the category and assignee can be edited directly from the details page.



7. Shipments

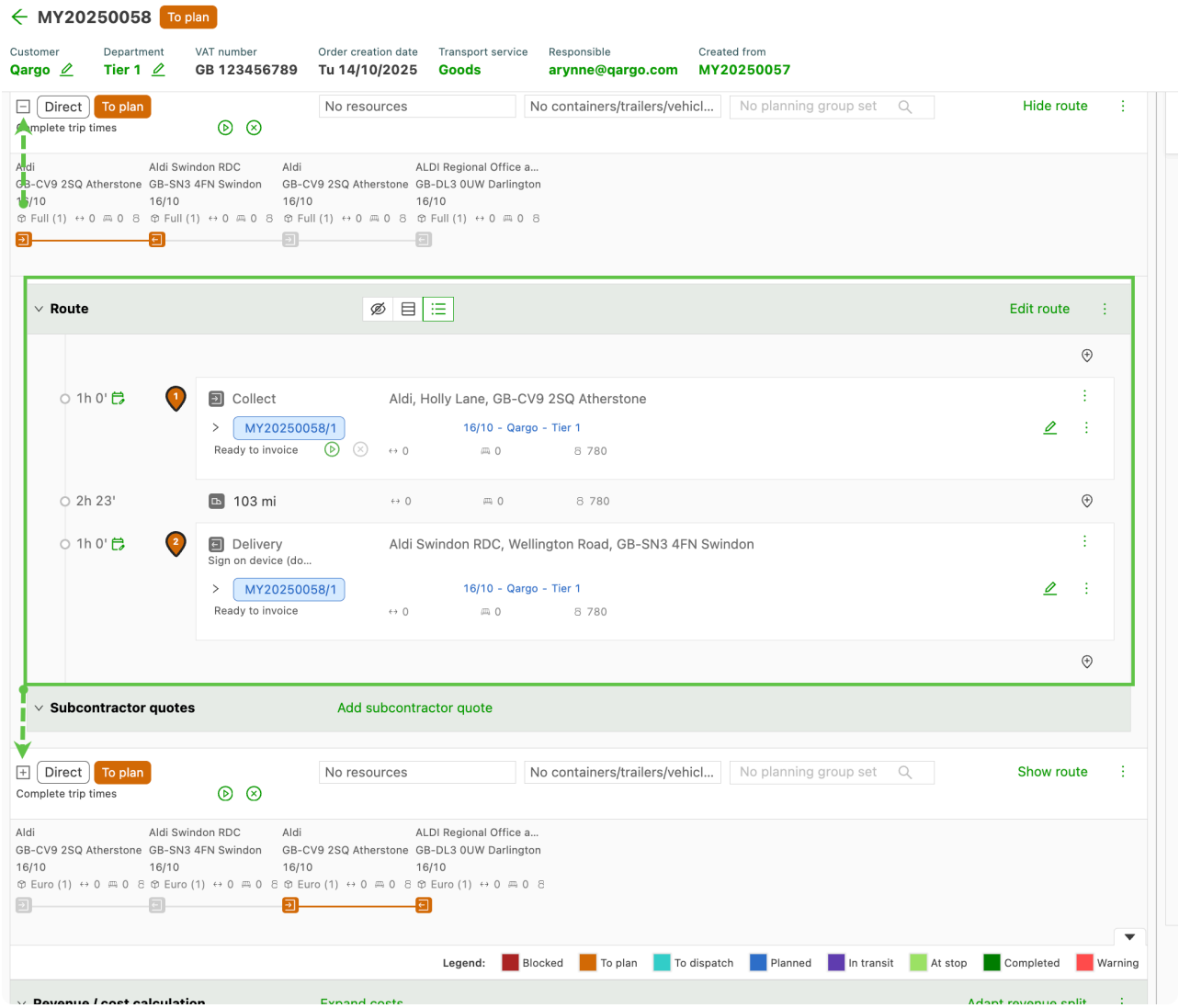
1. This section shows freight details based on pickup and delivery locations and dates/times
2. Freight details can show pieces, dimensions and weight
3. Barcodes and pallet labels (where applicable)
4. Where data can be edited, a pencil icon is shown at the end of the row
5. Click the 'clock icon' to view the history, used for barcodes and pallet tracking
6. Click the 'eye icon' to view, print or download pallet labels
7. Other relevant details relating to the freight (i.e. pallet swaps, etc.)



8. Use 'Add info/doc' to add shipment-specific documentation

8. Operations

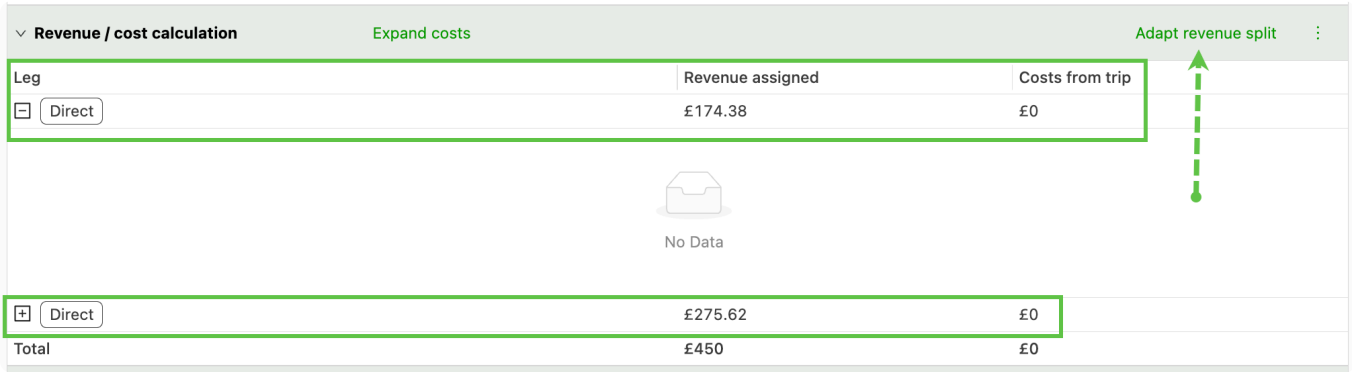
1. Shows an overview of how the load should be carried out.
2. Block operations can be used to stop the load (or part of the load) from being dispatched.
3. Click the plus icon next to the leg details to see a more detailed breakdown.



9. Revenue / cost calculation

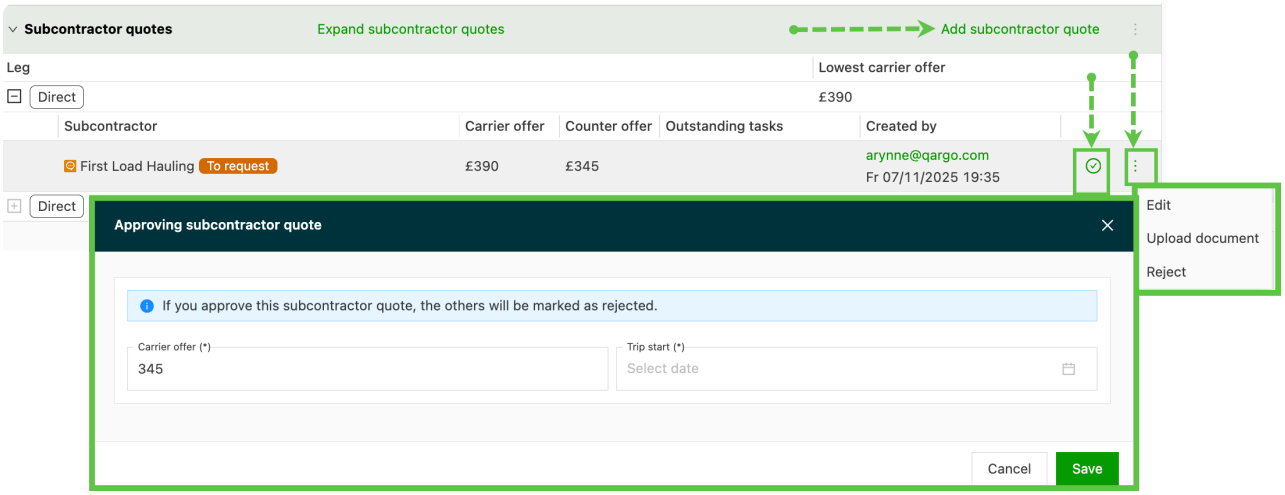
1. This panel shows a breakdown of revenue (charges applied to the sales invoice) and costs (tolls, contract carrier charges, etc.).

2. Where an order has multiple legs or loads, the costs assigned to each portion are split (based on settings), but they can be adjusted manually



10. Contract carrier quotes

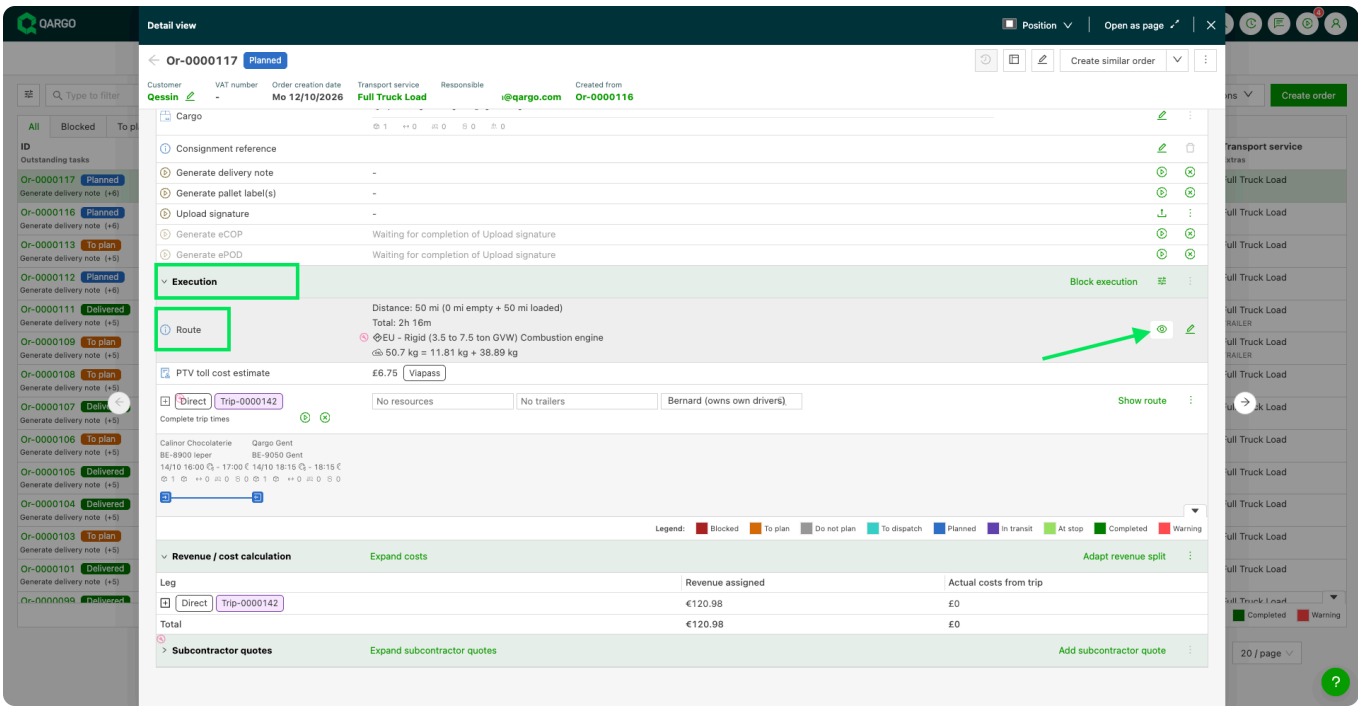
1. This section allows users to store contract carrier quotes against orders.
2. Clicking ***'Add contract carrier quote'*** brings up a list of contract carrier quotes over a date range (default: last 90 days + future).
    1. Option to search by country or contract carrier
3. Contract carriers can be selected based on average and lowest costs; the list also shows the number of loads and the days since the last load
4. The quote value bid by the contract carrier can be added, along with a counteroffer.
5. Once a bid has been submitted, it can be awarded directly from the quote, and the remaining bids are set to rejected.



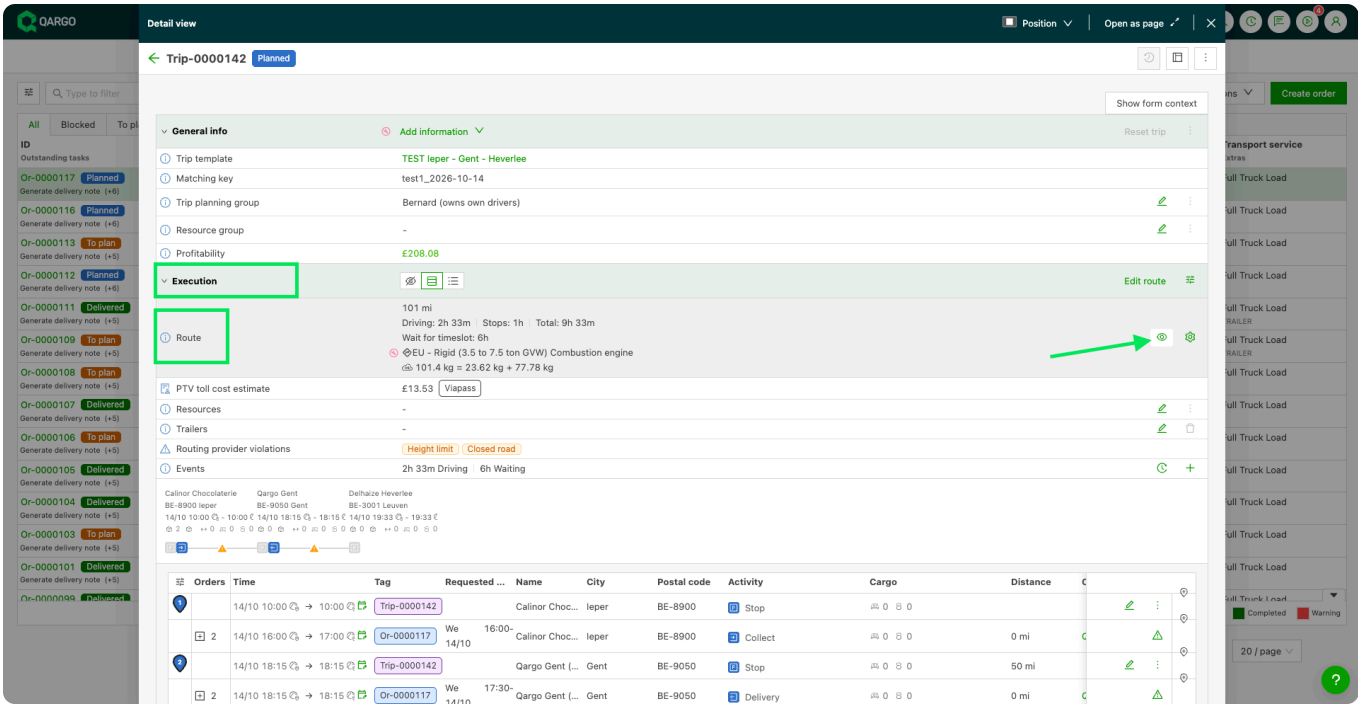
Read more about how contract carrier bidding works here.

11. Map

1. The map visualization can be turned on or off using the '**eye icon**' **in the route field**
   Map not showing? If the map has disappeared from the order, click the eye icon in the route field to show it again.
   Orders



Loads



2. The map shows a distance and time summary for the order route (and the load route once dispatched)

3. Time summaries:

    1. Driving time
    Driving time is the estimated **time the vehicle is actually moving on the road** for the order route.

    2. **Total time** is the **end-to-end planned time for the order**, which includes:

        - **Driving time**, plus

- **Stop/activity time**, such as **loading and unloading** (and other stop durations, if configured)

Example: a “total time” of 3h 22m, made up of 1h 22m driving + 2h loading/unloading

4. Click the ‘map icon’ to display the available map overlays

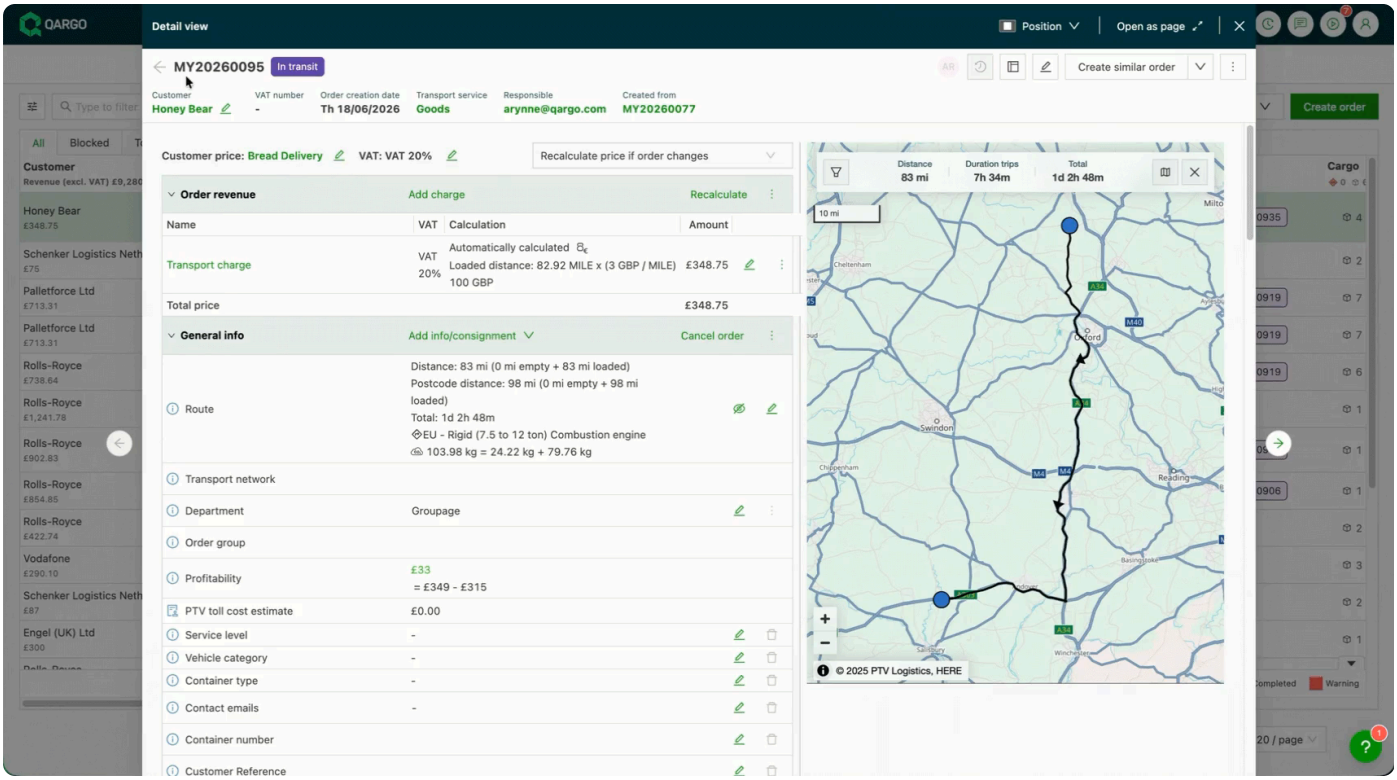


Learn more about map features here.

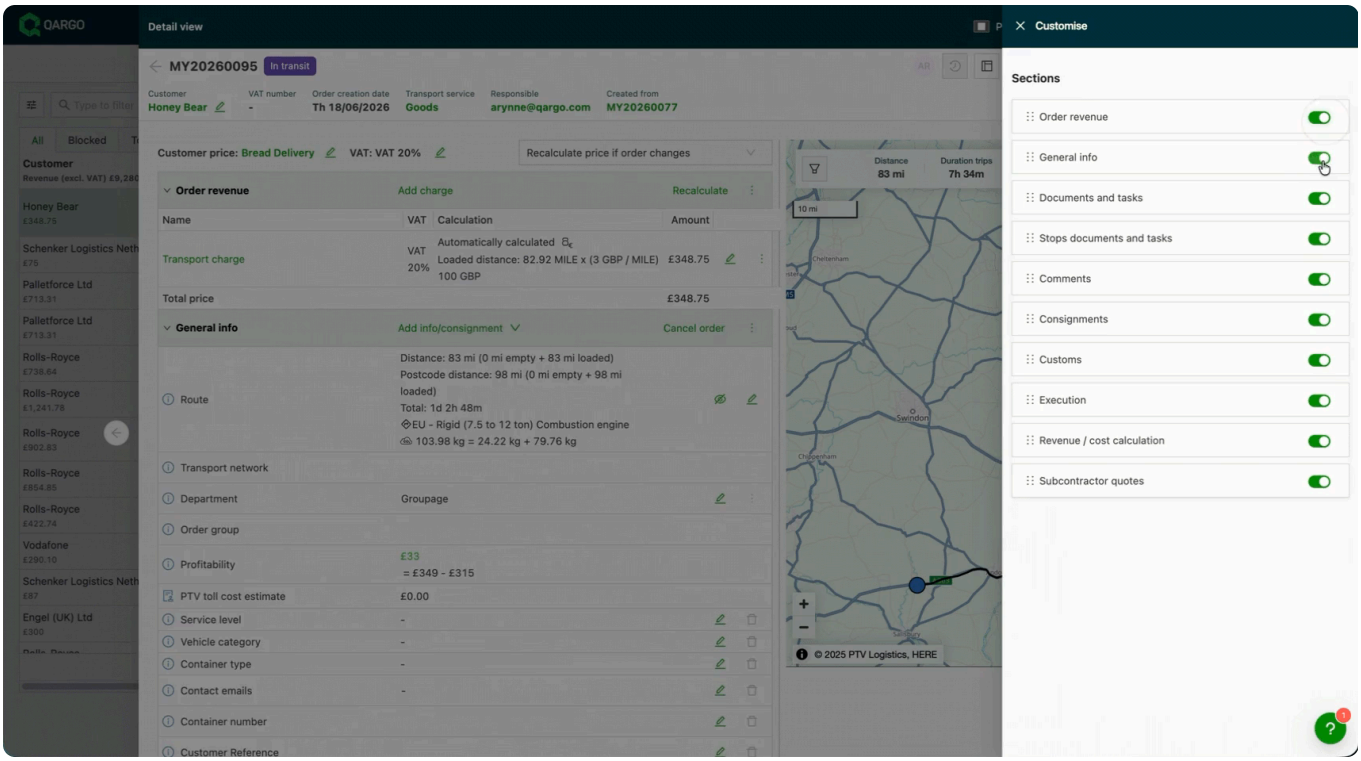
12. Change the order or visibility of sections

Each section can be moved or hidden using the **Sections** button in the top right corner of the page.

Sections can only be shown or hidden as a whole. Individual fields inside a section, such as a single field in **General info**, cannot be hidden separately.



1. **Click** the **Sections** button in the top right corner of the order detail page.
2. **Drag** the handle next to a section to move it up or down the list. The page updates the section order immediately.
3. **Toggle** the switch next to a section off to hide that section, or on to show it again.
4. **Close** the panel when finished. There is no separate save step; changes take effect immediately.



📚 The chosen order and visibility are saved per user and applied everywhere that detail view opens, including the load detail page and the load detail side panel on the planning board.