# Export customer paperwork from Qargo

How to export customer paperwork uploaded by customers when another terminal handles the delivery

Updated March 18, 2025

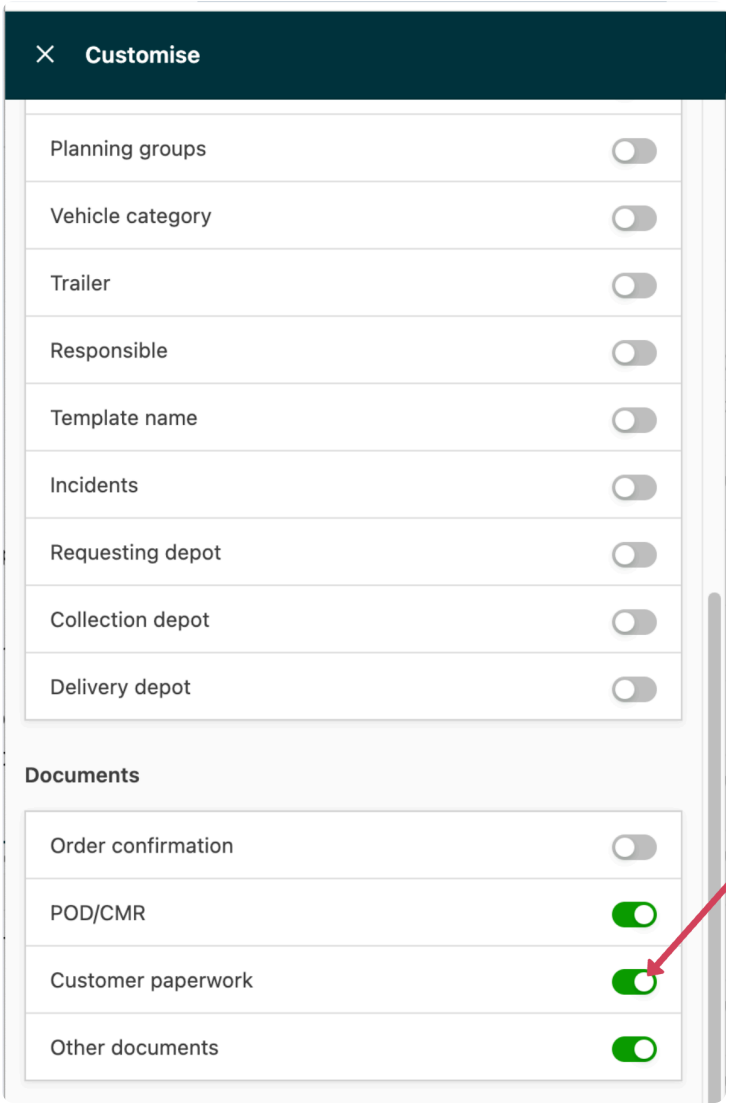
A customer may require delivery paperwork to be included with their deliveries. This can be a physical copy sent with the product, or an electronic scan sent in advance and received by the delivery company.

**Customer's own paperwork may not be exported automatically. A file may need to be generated and manually uploaded to the specific network.**

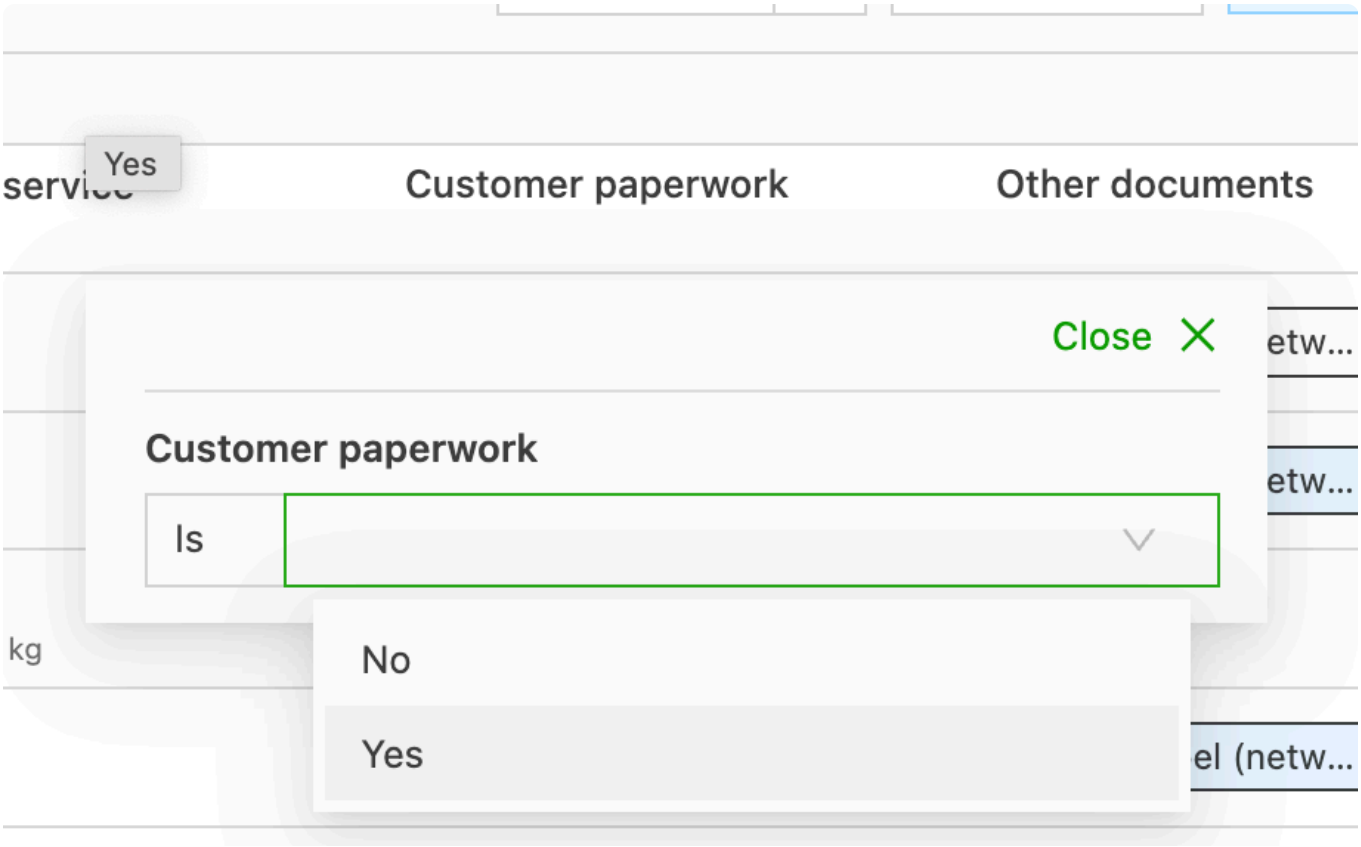
## Operational flow

Follow these steps to download customer paperwork from Qargo:

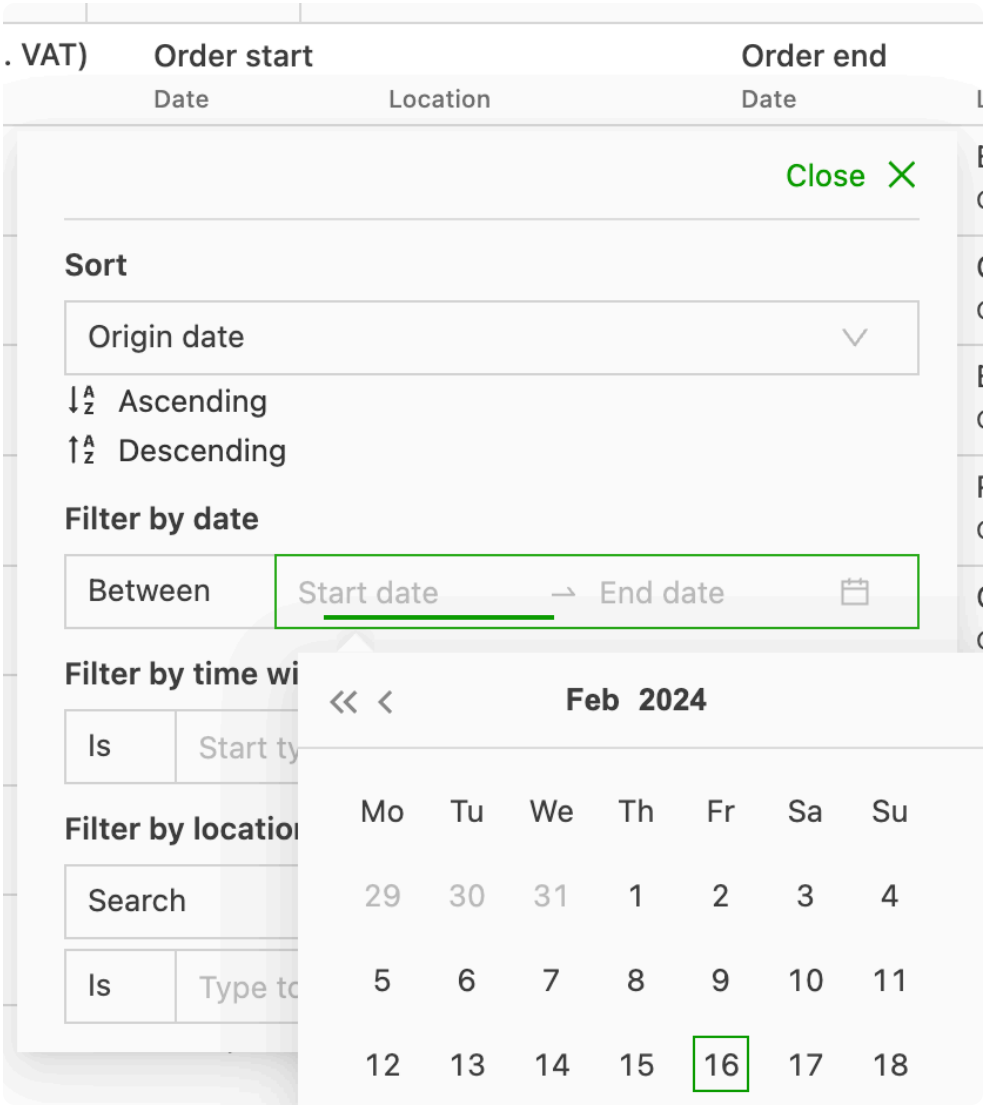
1. Make sure the customer paperwork column is active by clicking **Edit columns** and turning on the customer paperwork toggle



2. Filter the order list on all orders that have customer paperwork

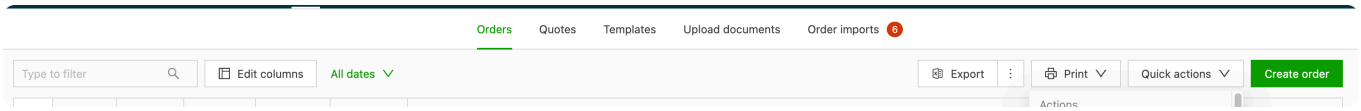



3. Make sure today's pickup date is selected

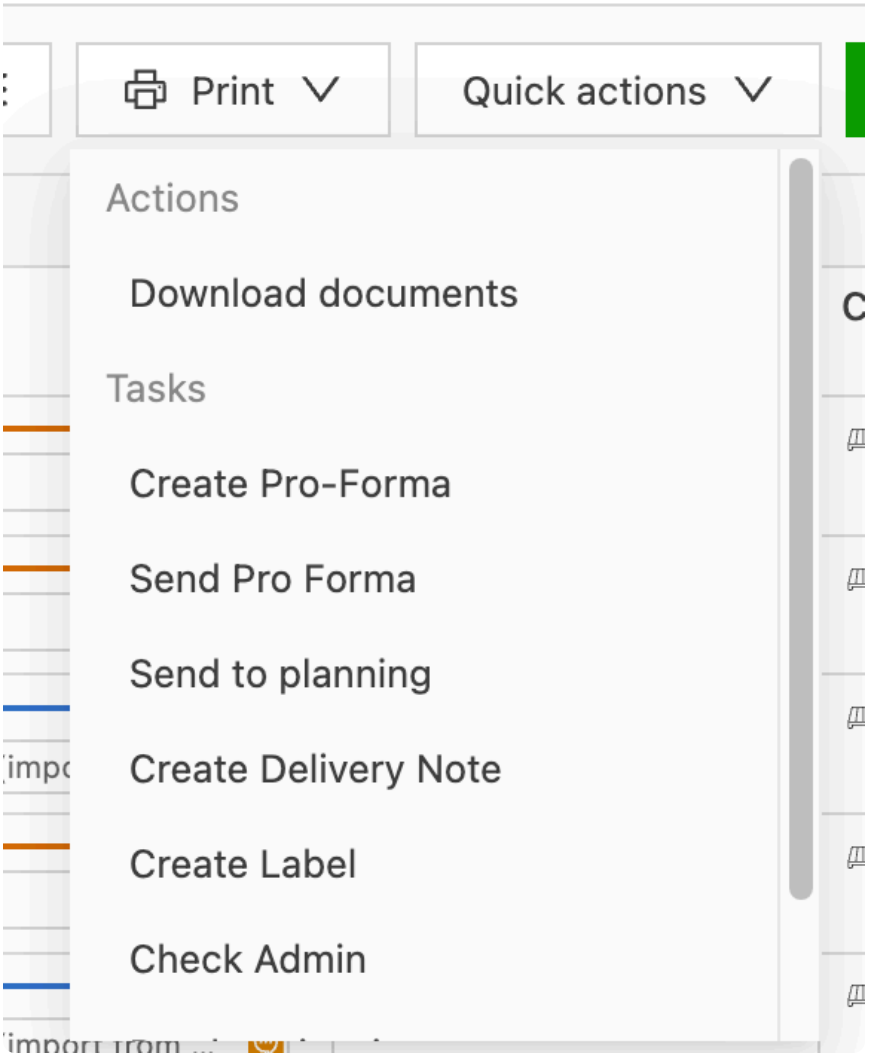



4. This gives a list of all the customer paperwork for orders with today's manifest date that still needs to be exported.

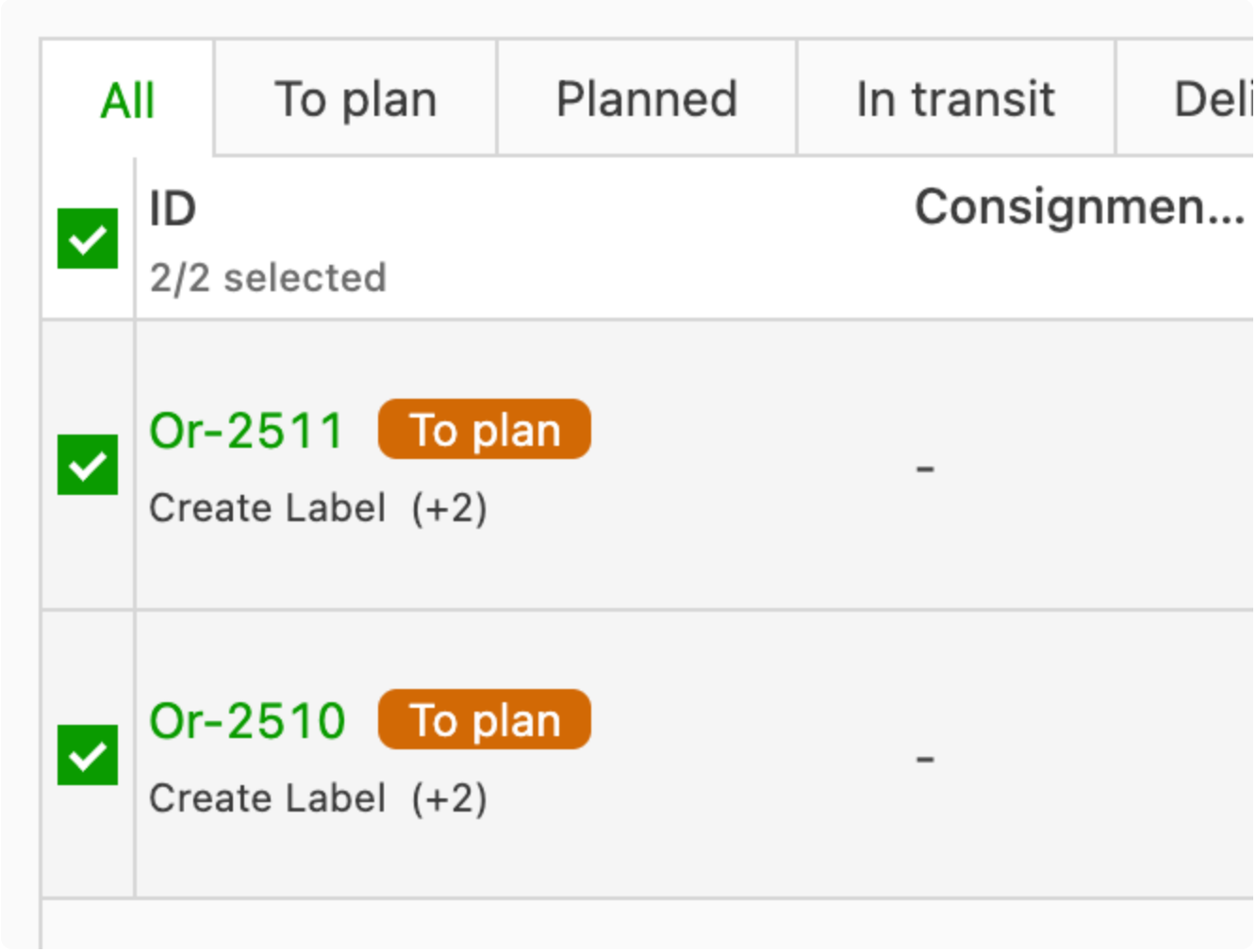
5. Select the quick actions on the order overview:



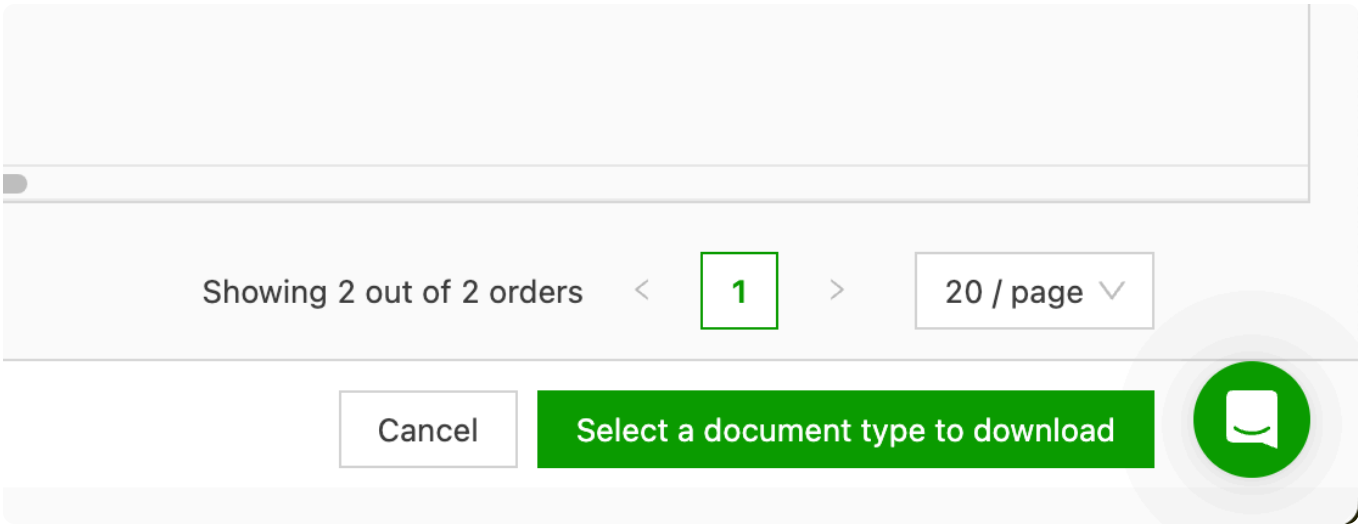

Then click **Download documents**:



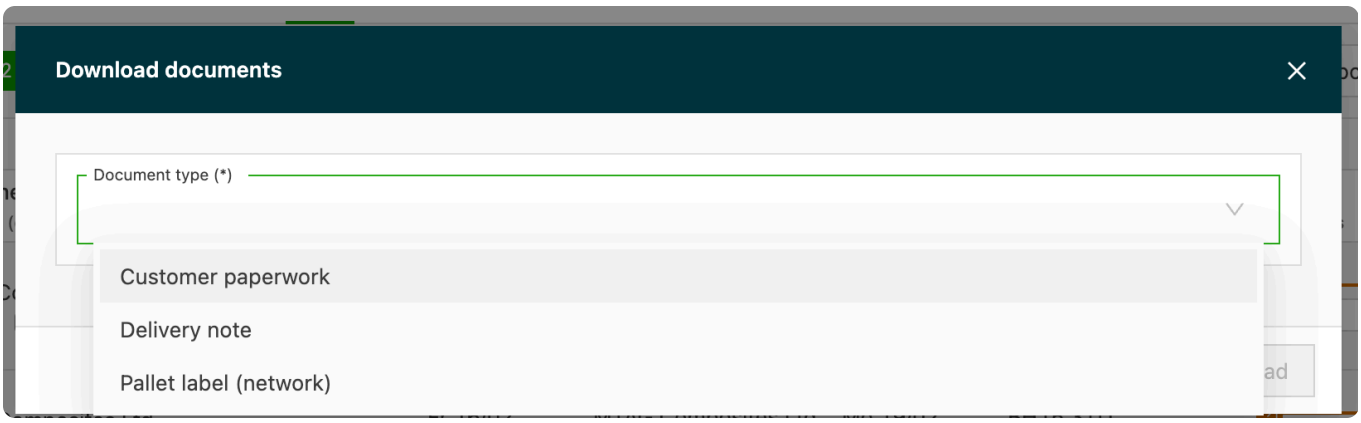

6. Select all the orders to export by clicking the checkboxes on the left:



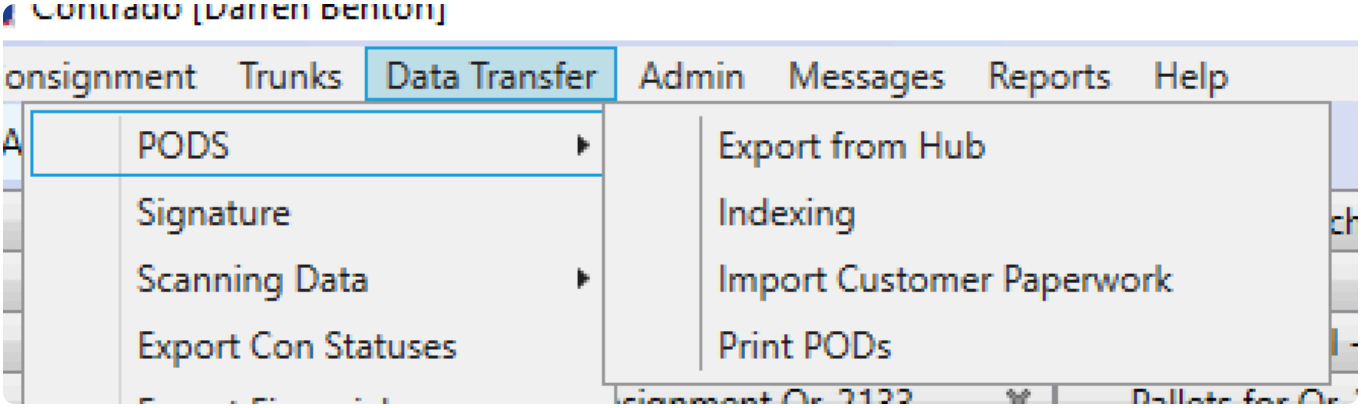

7. Then click **Select a document type** in the bottom right:




8. Select **Customer paperwork**




9. This downloads a zip file with all the customer paperwork. The files are automatically renamed to the correct format for upload (*See Configuration*)
10. Then upload the files into the appropriate pallet network system, for example Contrado.



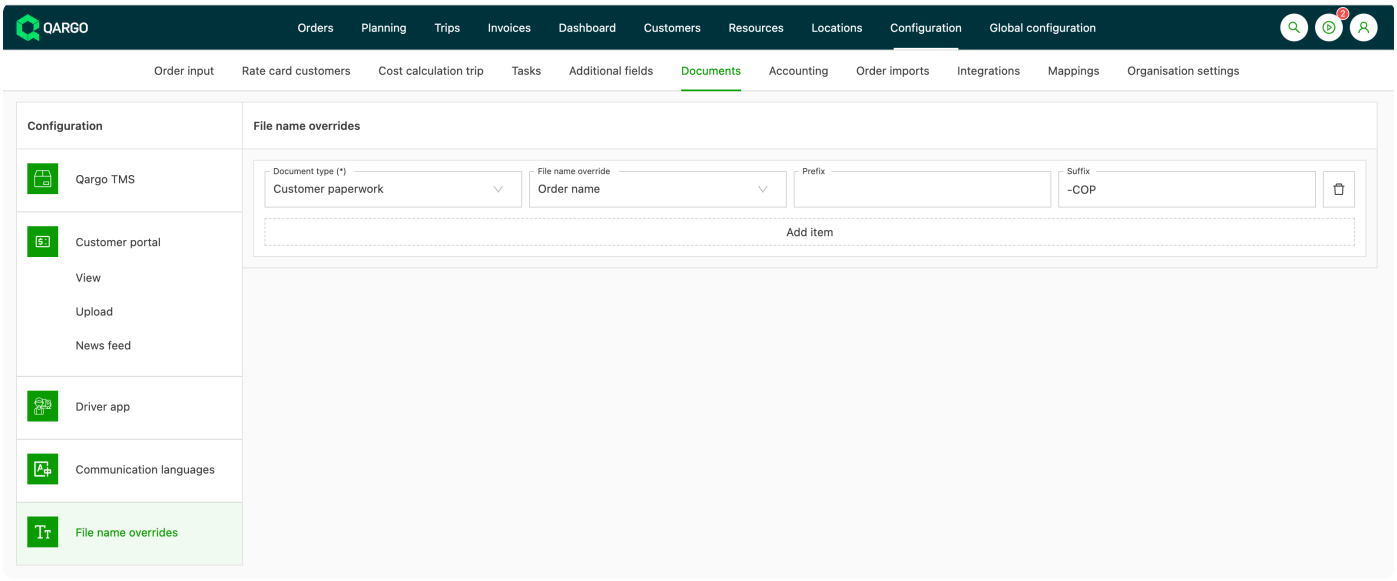

**Supported networks:**

***Palletline:*** Can be uploaded to the order before the first ARRH (Arrive Hub) status / Uploads can be done individually or in bulk by the user.
***Palletforce:*** Can be sent / received via integration. **Pickup terminal** can upload COP documents for delivery. Pickup terminal can download filled-in COP documents. **Delivery terminal** can download COP documents to be filled in on delivery. Documents can be uploaded when completed.

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## Configuration

Go to **Configuration > Documents > File name overrides**




Then select **Add item** and configure the approved naming convention for the pallet network.

**Pallet network:**

- Document type = Customer paperwork
- File name override = Order name
- Prefix = empty
- Suffix = -COP

This makes sure that all uploaded customer paperwork gets the correct name.