Customer own paperwork (import only)

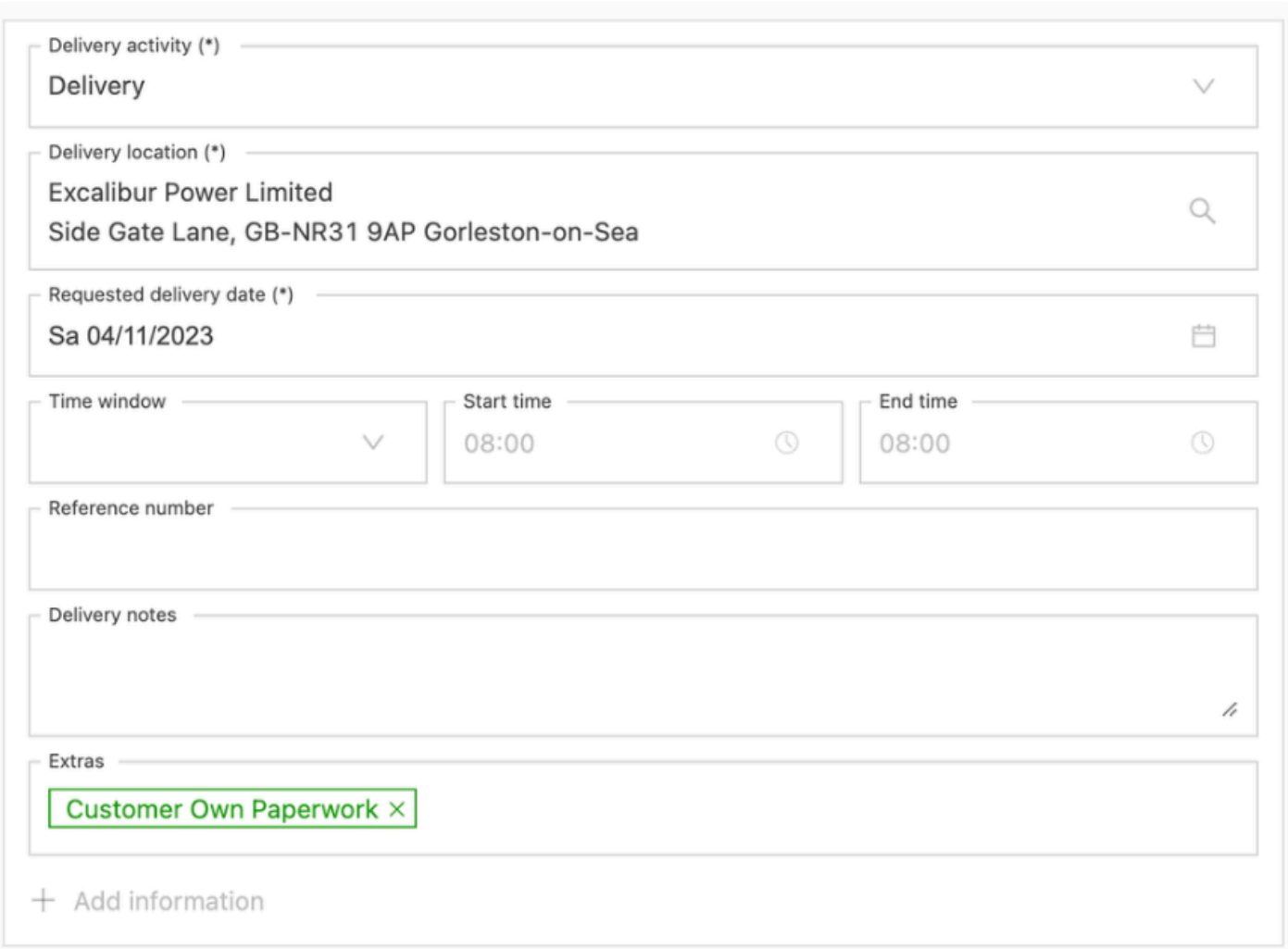
Updated March 14, 2025

Import/export

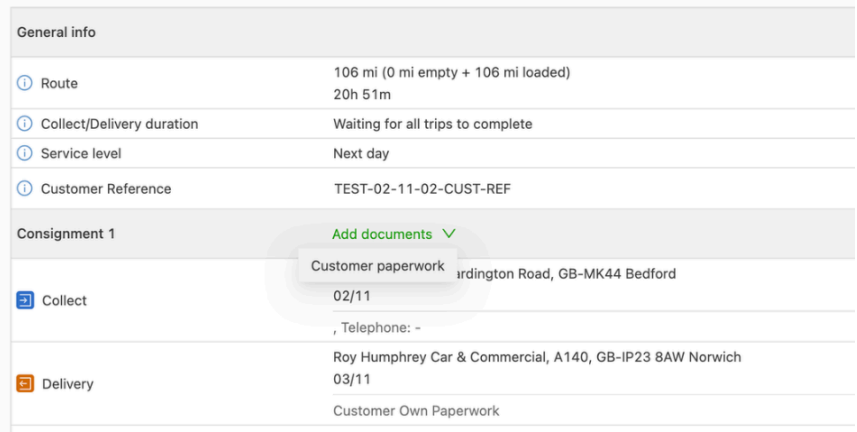
- COP export does not happen automatically (see **Export customer paperwork from Qargo** for how to do it manually)
- COP import happens automatically after the shipment has received an “ARRH” status update.
  This is for the delivery terminal use case, so the documents can be printed and passed along to the drivers doing the delivery route.

Adding COP in the TMS

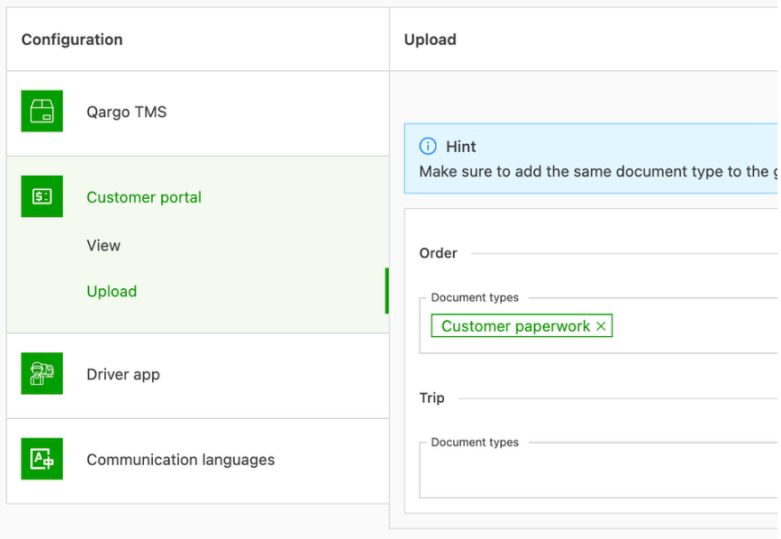
A “Customer Own Paperwork” pickup/delivery extra can be selected during order creation if it is a COP shipment.



A specific document type is available in Qargo for the COP documents. Customer portal users can upload it if it has been configured that way:

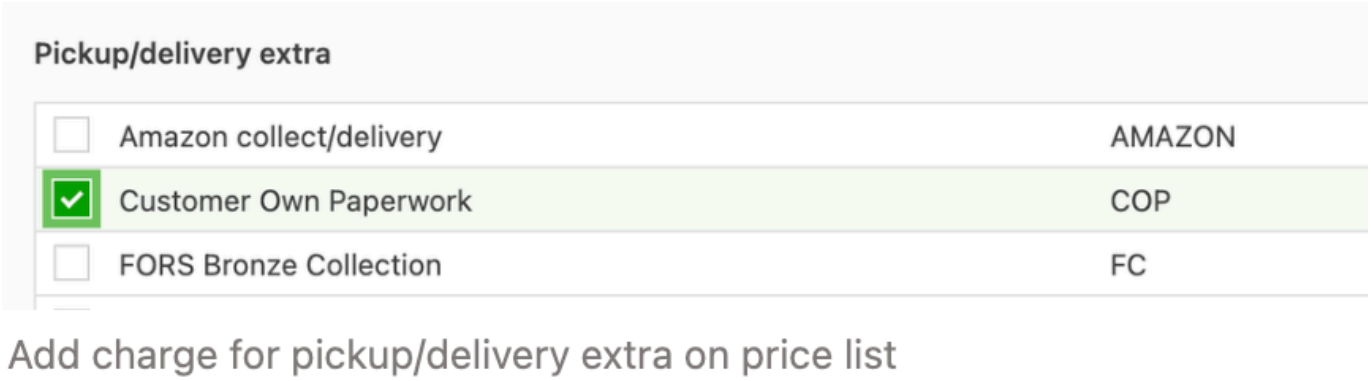


The portal user can upload customer COP through the “add documents”



Configuration of the document type for customer portal availability.

Extra charges can be set up based on the presence of the add-on:



Add charge for pickup/delivery extra on price list