Carrier portal: contract carrier walkthrough

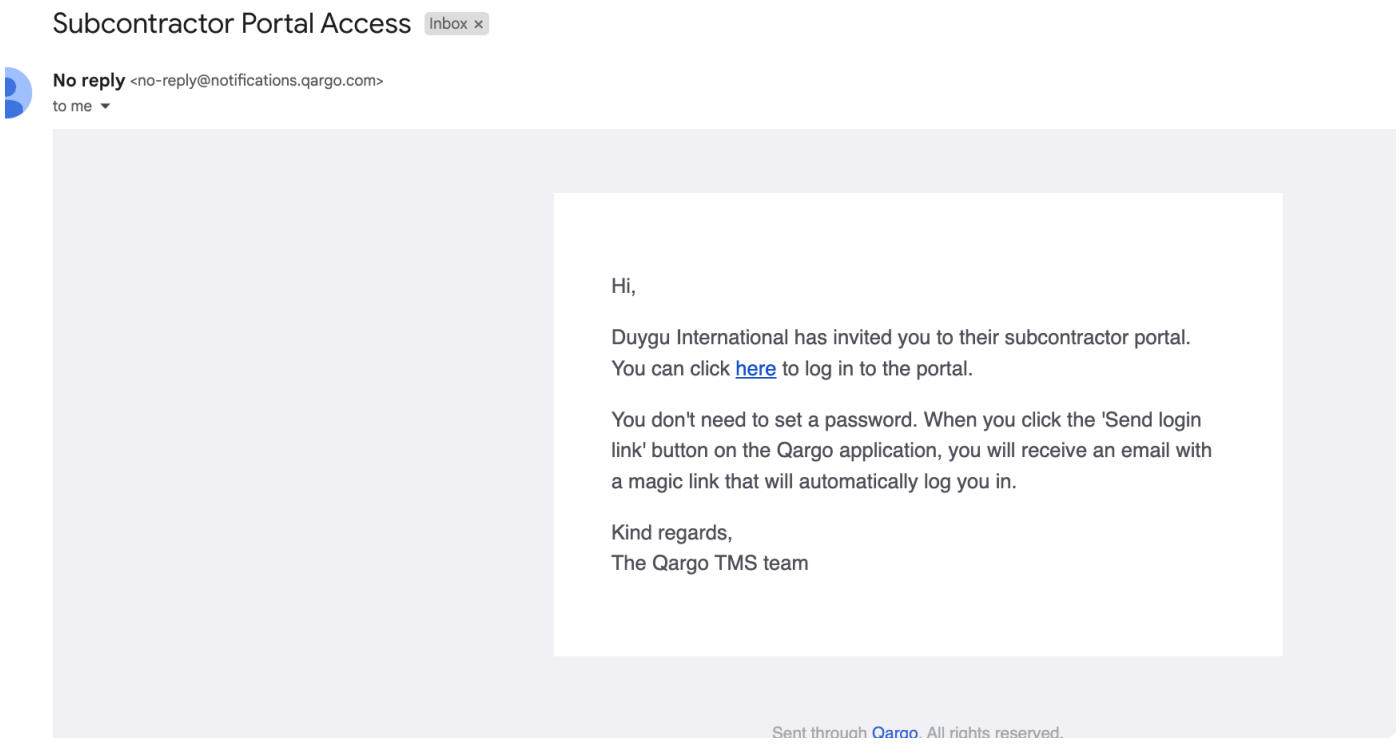
This article shows how a Qargo customer's contract carrier can view loads, upload documents and complete tasks via the portal.

Updated November 2, 2026

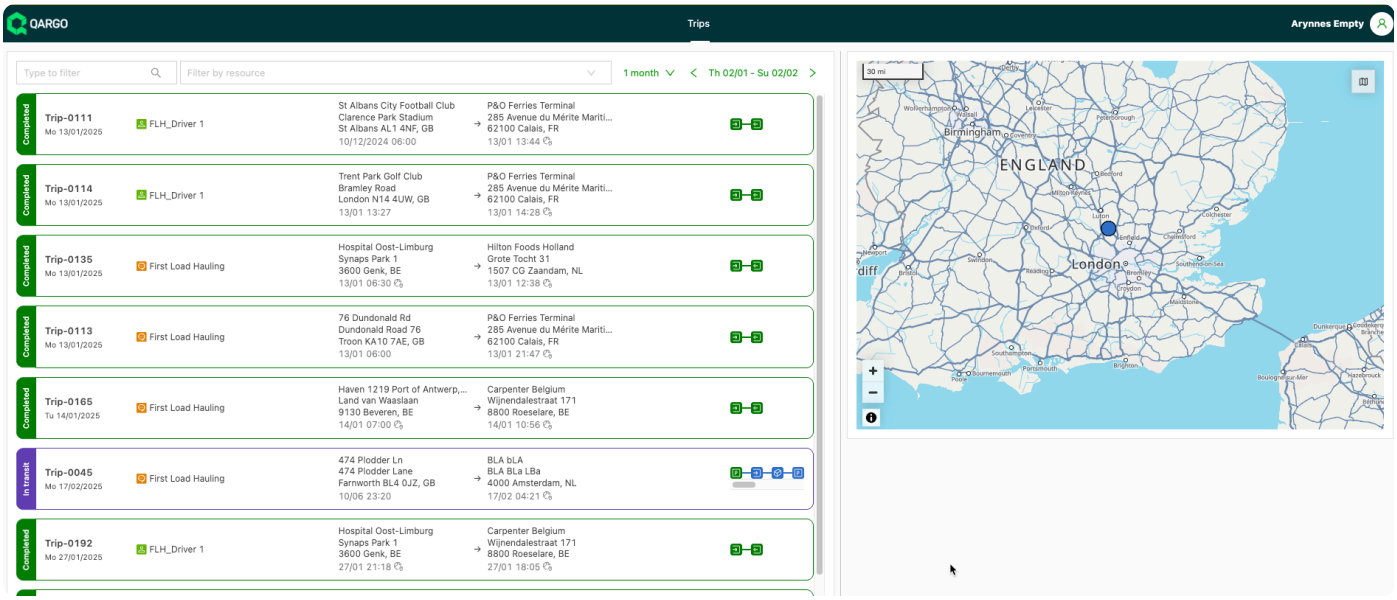
▶ https://www.youtube.com/embed/Clcdeh7UXt4?rel=0

Accessing the portal

Once contract carriers are granted access to the portal, they receive an email notification with a login link



After logging in, contract carriers have access to the main dashboard, which provides an overview of all their assigned shipments.



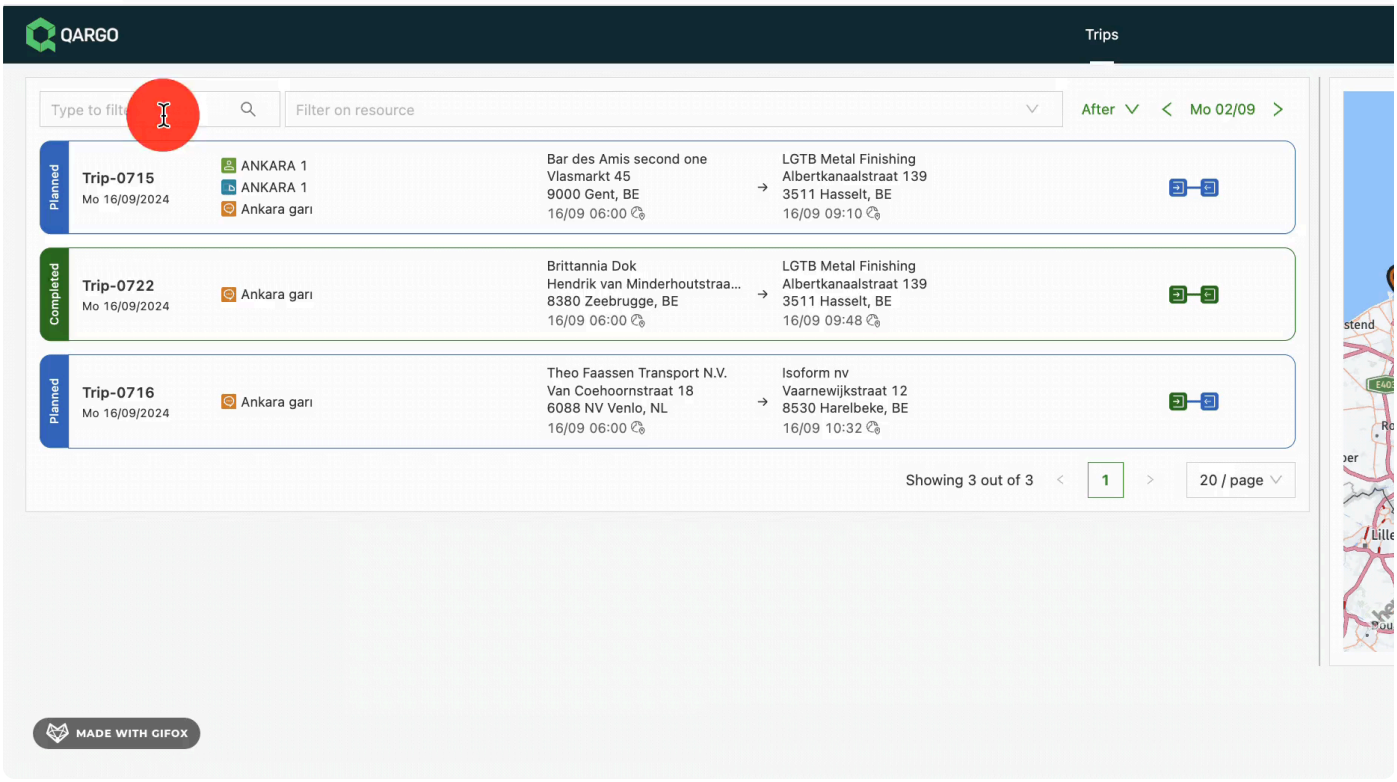
Loads list overview page

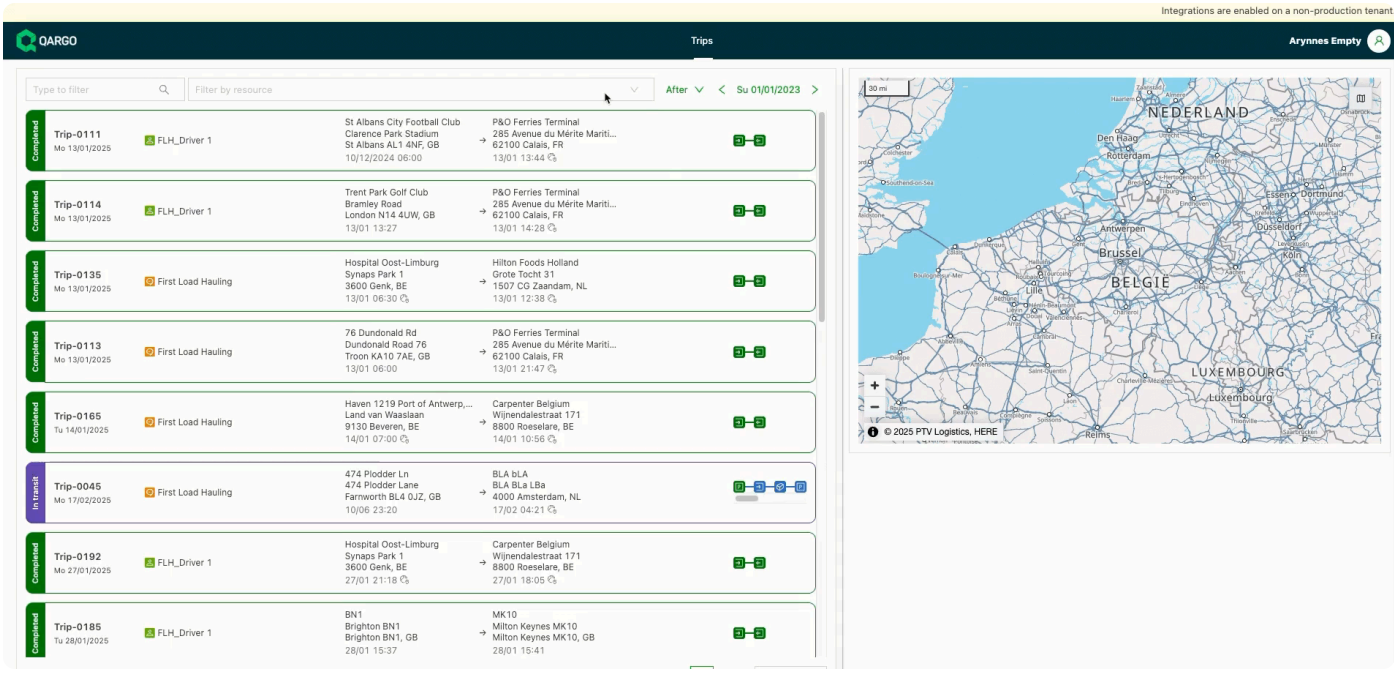
The first page that contract carriers see is the **Loads list view**, where they can view a full list of all shipments. This page is designed to be functional and easy to use. It offers several tools to filter and search for specific information:

- **Filtering options**: Contract carriers can filter shipments by various criteria, including specific resources, timestamps and date. They can choose to filter by specific days, weeks or months, depending on their needs.

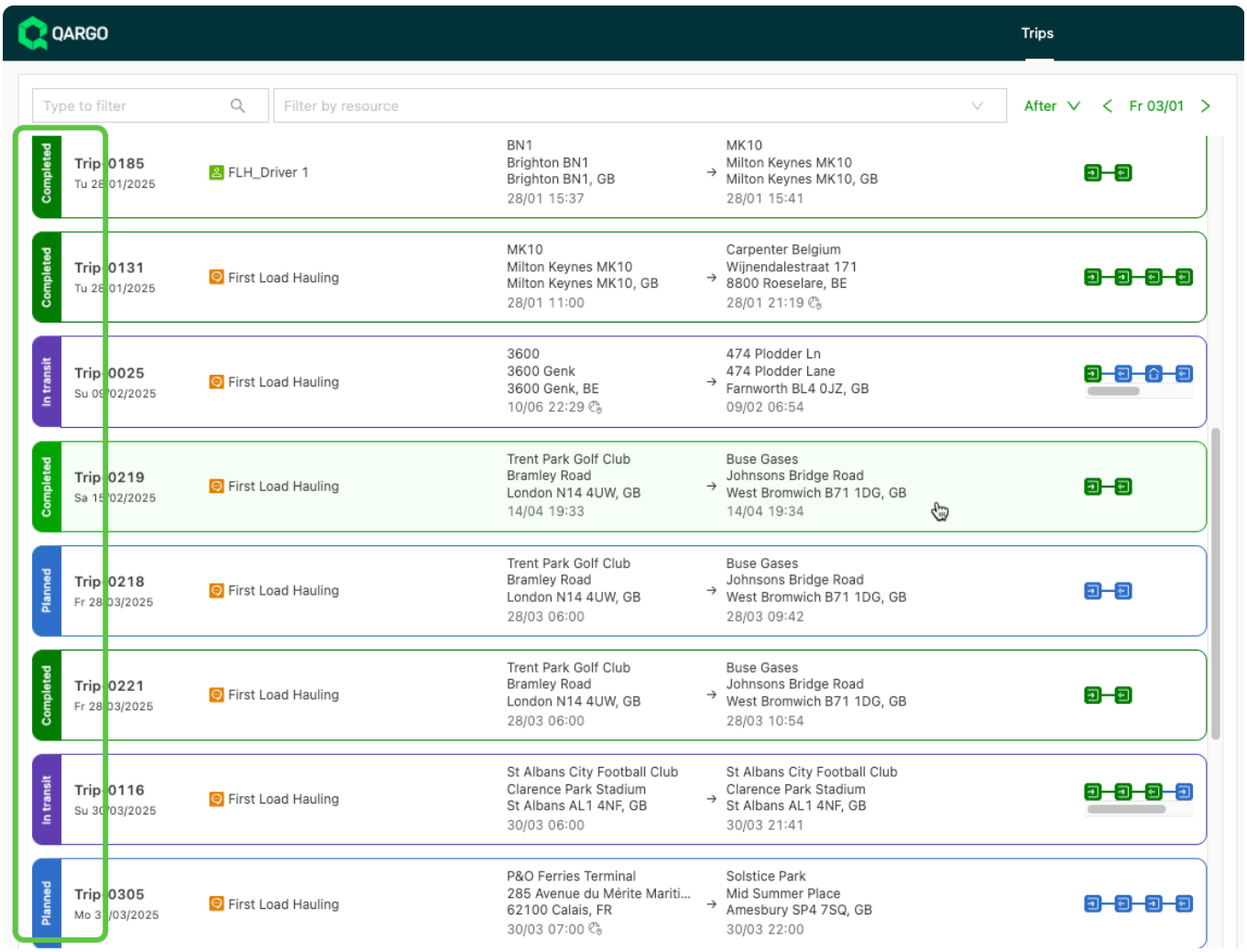


- **Search bar**: A search function allows contract carriers to search for loads using keywords or shipment numbers. This makes it easier to find specific loads quickly.





- **Color-coded load status**: To provide clarity and a quick visual reference, the status of each load is shown in a different color:
    - **Green**: Delivered
    - **Purple**: In transit
    - **Blue**: Planned



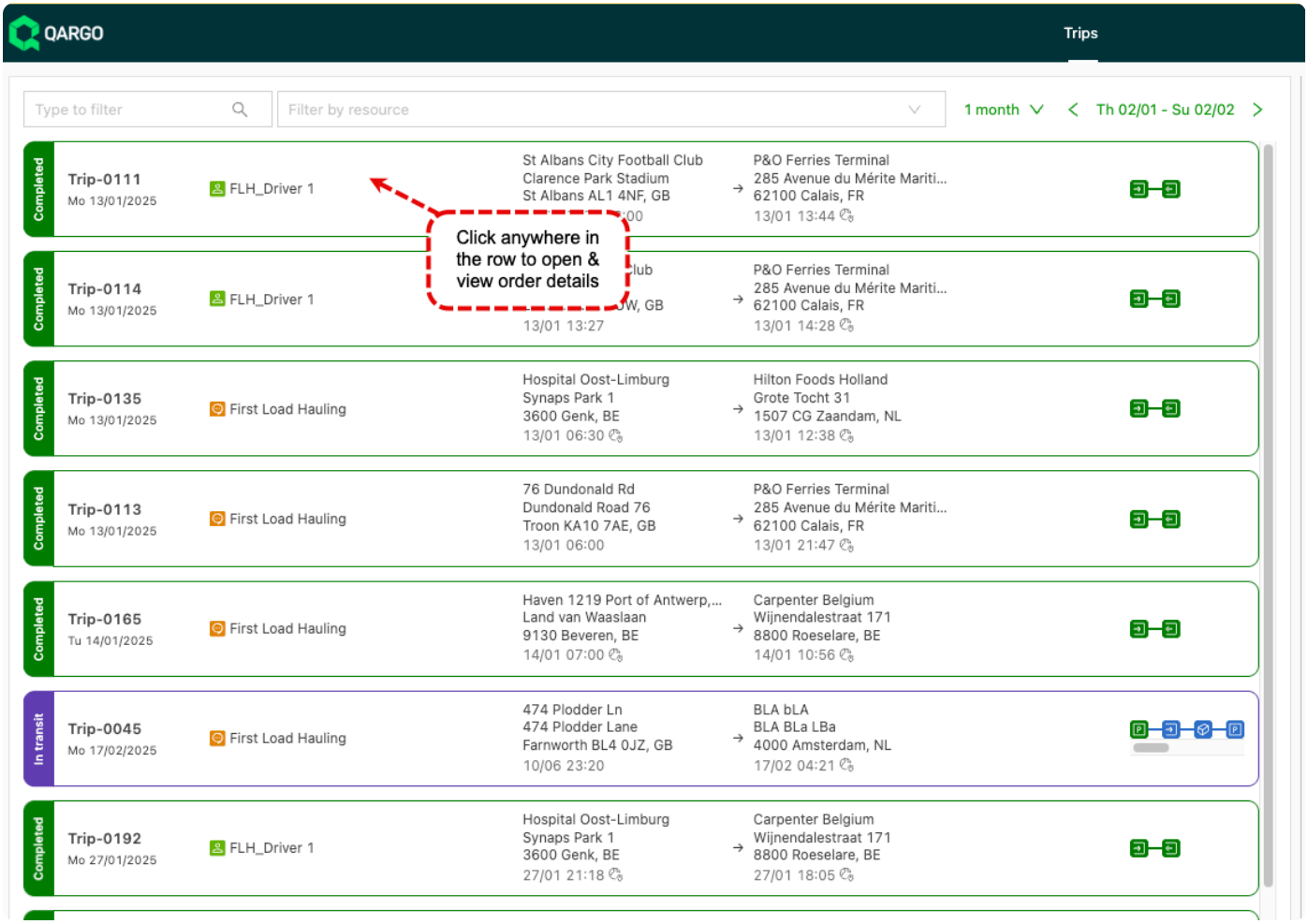
This color-coding system lets contract carriers quickly assess the current status of each shipment at a glance.

General overview

In the general overview, contract carriers can see the details of their assigned resources as well as the route information for each shipment.

This view provides all the essential information needed to understand the scope of their current assignments.

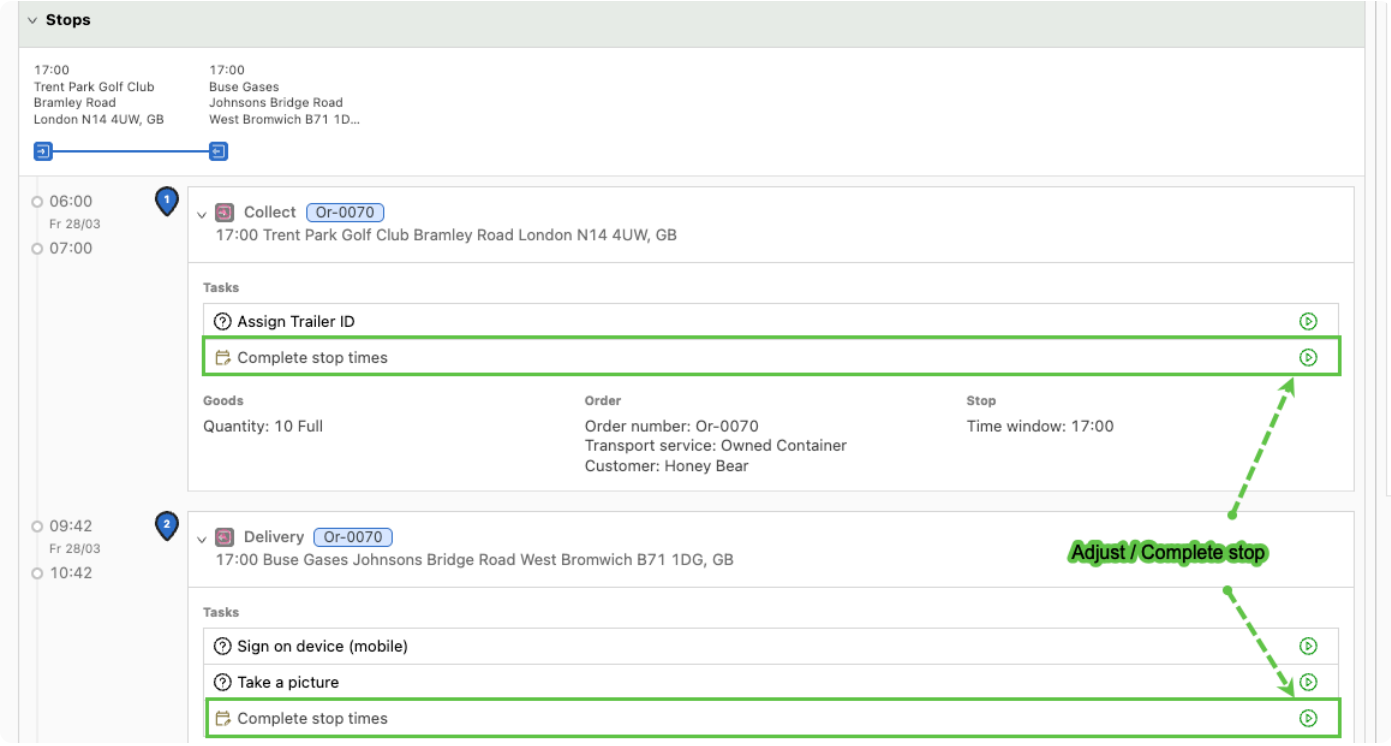
For a more detailed look at a specific shipment, contract carriers can click any load line. This opens a dedicated page for that load.



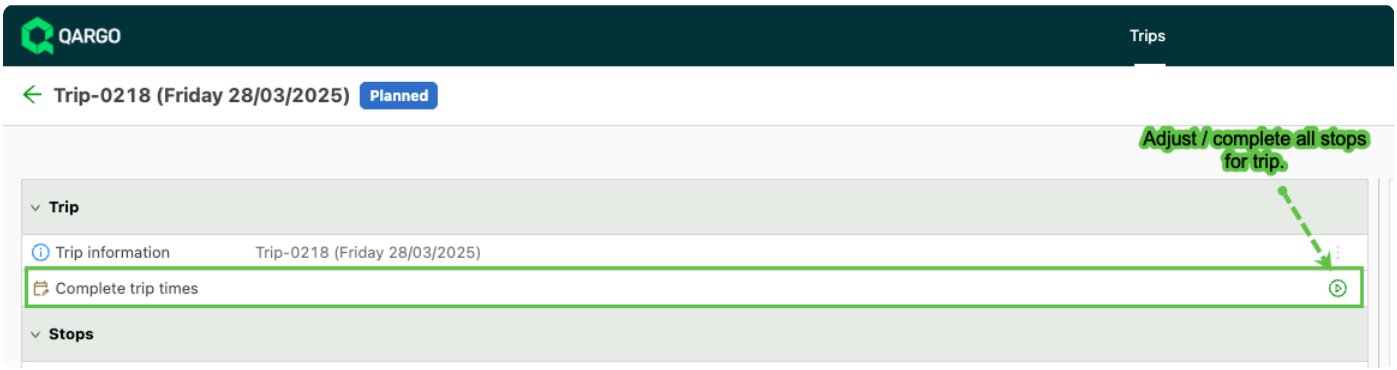
Detailed view and document management

On the detailed view page, contract carriers have access to additional features to manage tasks and view documents related to the shipment. The features available on this page include:

- **Adjust arrival times**: Contract carriers can change the estimated arrival times directly in the portal. This keeps the system up to date with the most accurate information.

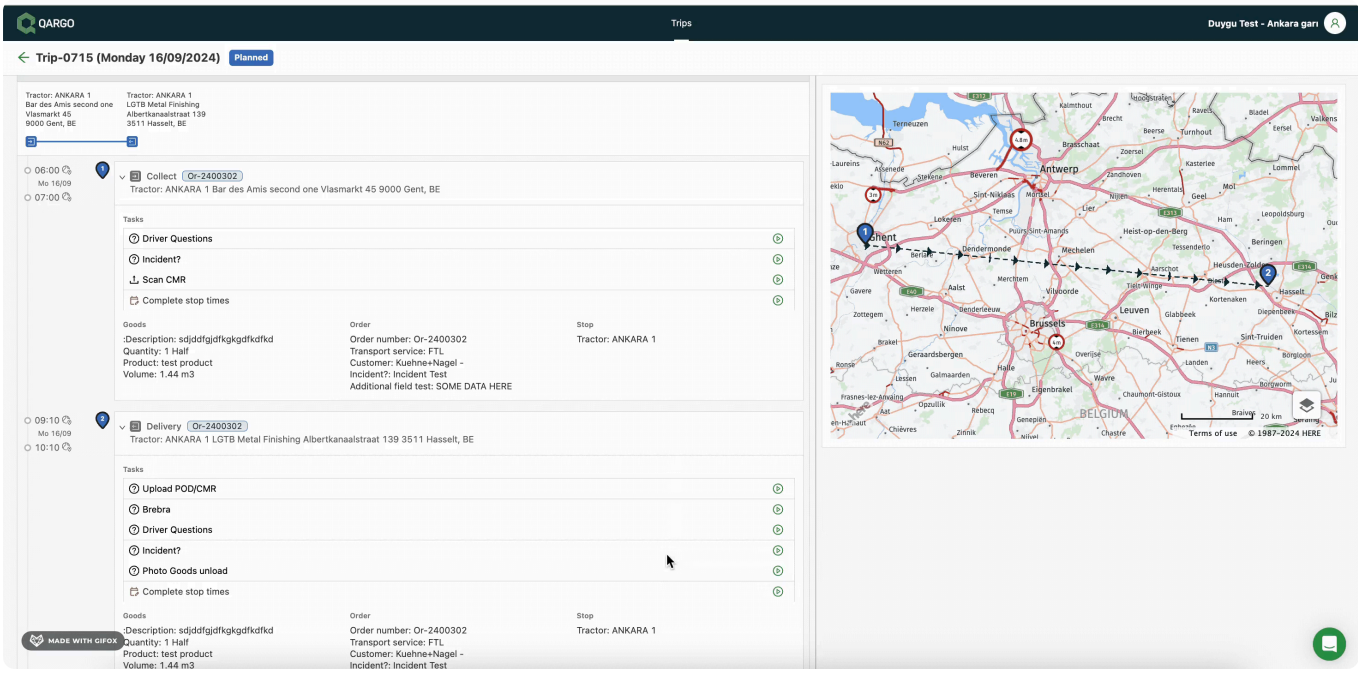


- **Complete loads**: Once a load is finished, contract carriers can mark the load as complete.

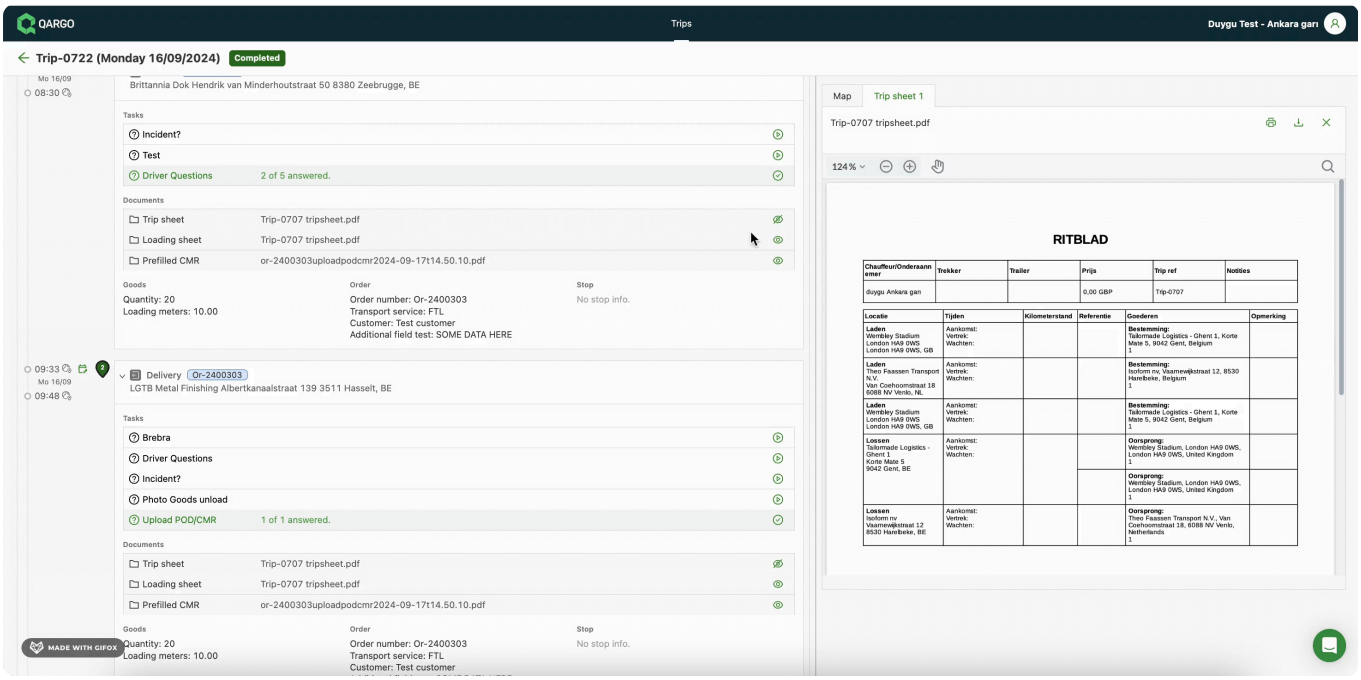


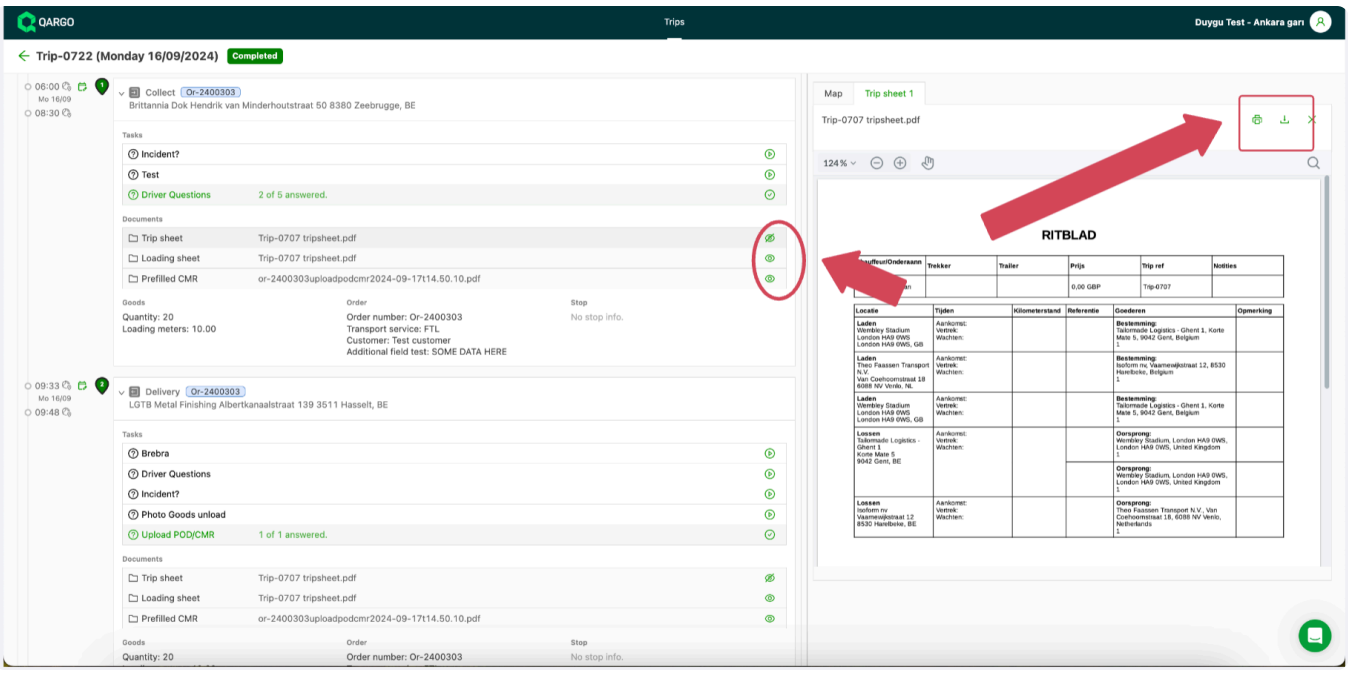
- **Task completion**: Contract carriers can also complete tasks set by their customer. These tasks may include document uploads, updates or other shipment-related tasks.

    - **Upload documents**: Contract carriers can upload important documents such as **proof of delivery (POD)** or **CMR** documents directly through the portal.

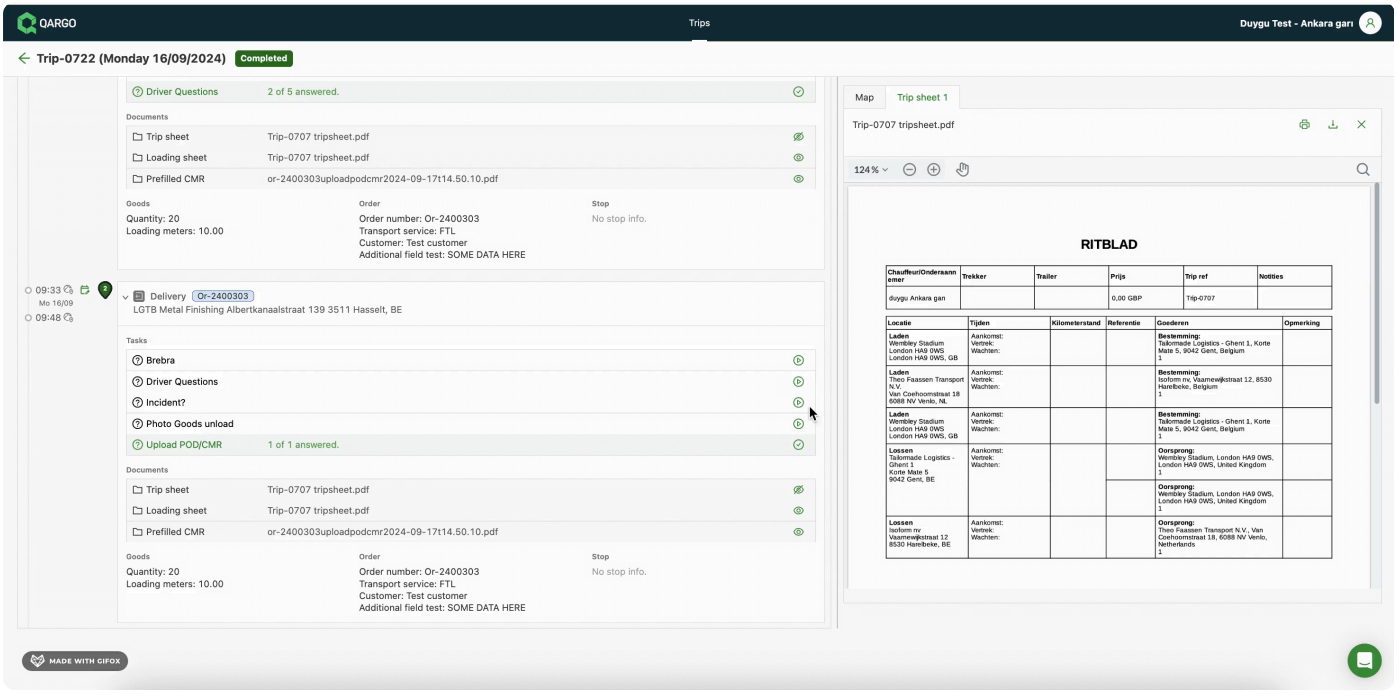


- **View available documents**: All available documents related to the shipment can be viewed, downloaded or printed. This keeps all necessary documentation easily accessible at any point in the shipment process.





- Complete other tasks, such as **question paths**, set by the customer



📚 Carriers that record pallet swaps may require contract carriers to record this information as part of the questions answered at the stop.
This records and updates:

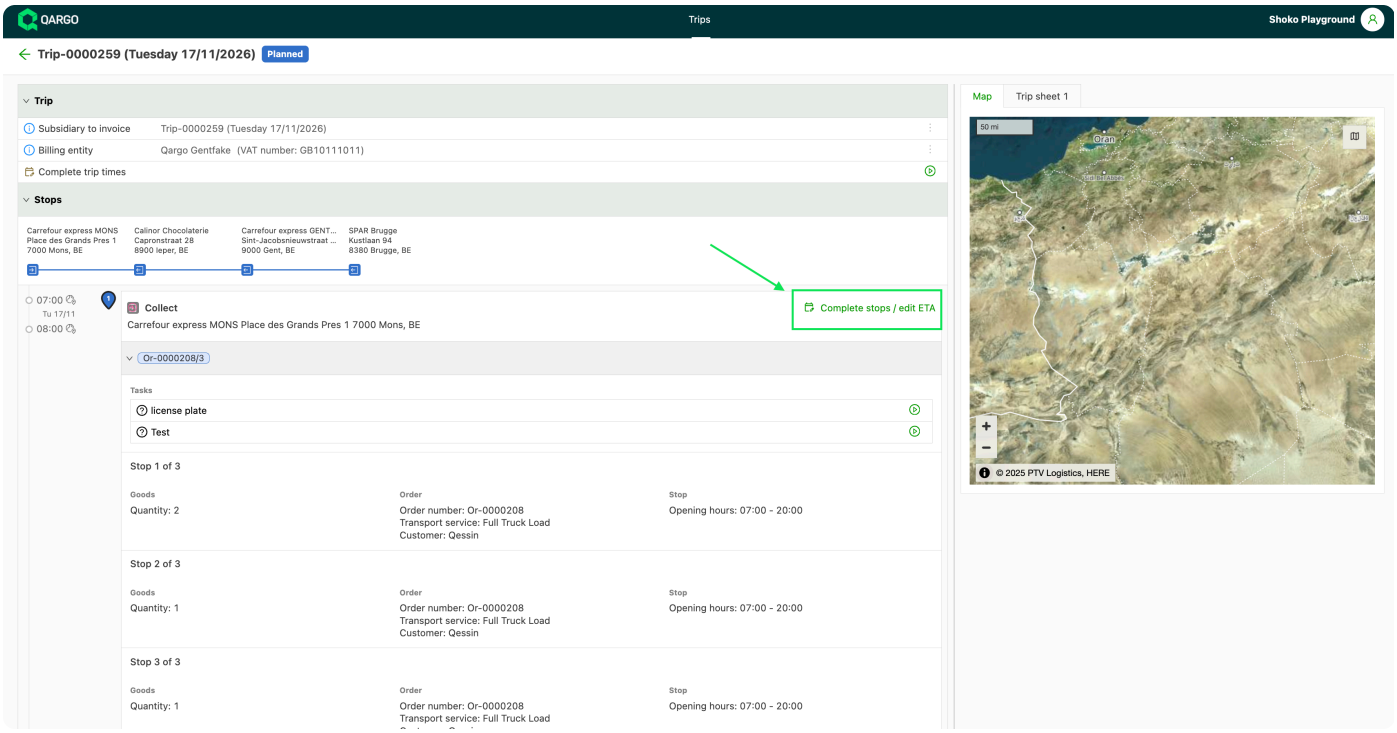
1. The customer/location balance.
2. The transaction is **attributed to the contract carrier**, updating the contract carrier balance to reflect the pallets now in their custody.

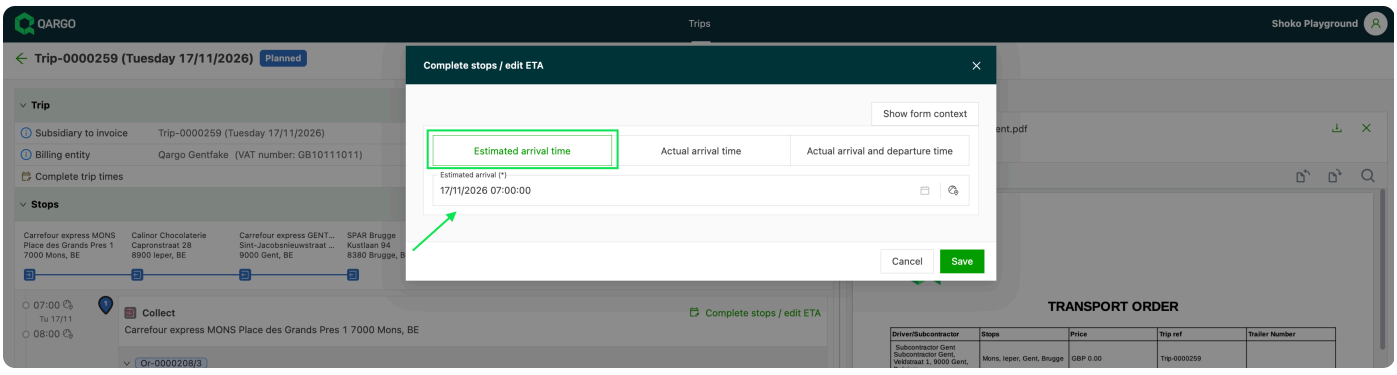
Stop ETA: Send an expected arrival from the carrier portal

Contract carriers can send an expected arrival time (ETA) for a stop before they reach it. The ETA is set in the task that completes stop times, on the load detail page of the portal. Planners then see it in their own estimated times.

Edit the ETA of a stop

1. **Open** the load on the portal and scroll to the stop.
2. **Click** *Complete stops / edit ETA* on the stop.
3. **Select** *Estimated arrival time*. The default is *Actual arrival and departure time*.
4. **Enter** the estimated arrival time.
5. **Save** the change. The stop stays open and is not completed.



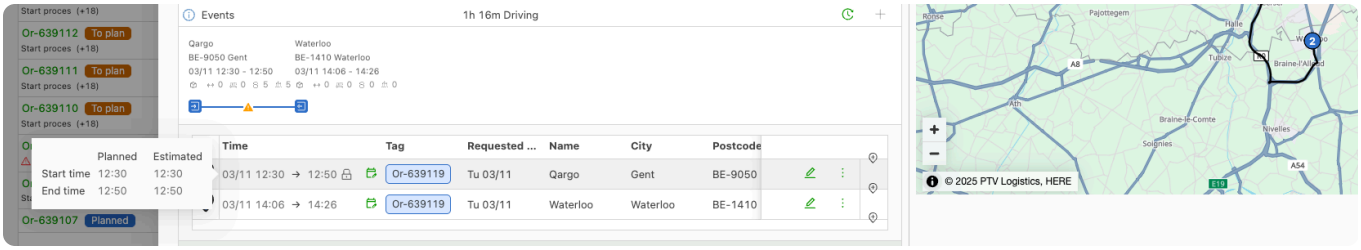


🧰 Repeat these steps whenever the arrival time changes. The latest saved ETA wins.

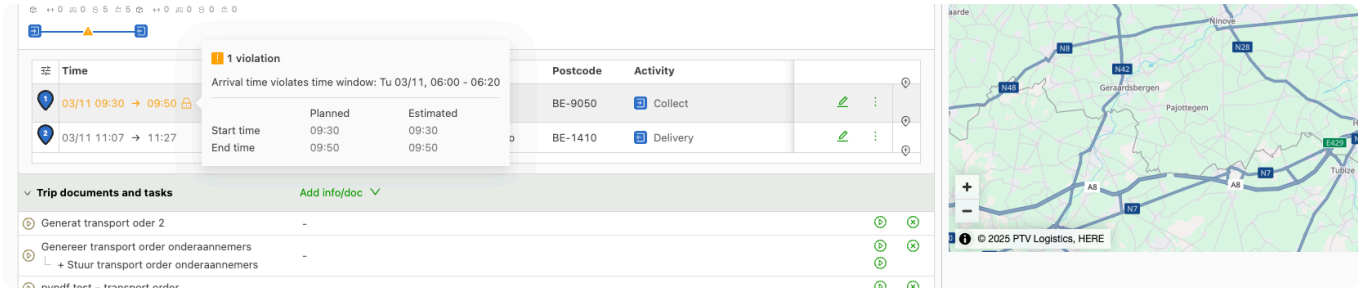
How it works

- **Estimated arrival:** the ETA is saved as the stop's estimated arrival. The stop status and its tasks do not change.

- **Planner view:** the ETA shows in the estimated times on Load detail. It also shows in the *Times (driver)* column of the Stops list.



- **Next stops:** the estimated departure moves with the ETA. Qargo recalculates the route, so later stops move too.
- **Fixed times kept:** stops with a pinned time or an enforced time window keep their own times. It shows a warning.



- **Stop groups:** for several stops grouped at one address, the ETA is saved on the first stop.
- **Pinned ETA:** a portal ETA is pinned like an ETA from an integration, so route calculation keeps it.
- **Running late:** the live ETA can still move a portal ETA later when the vehicle runs late.
- **Portal refresh:** after each save, the updated times are sent back to the portal.
- **After arrival:** once a stop of the group is at stop or completed, the link reads Complete stops again. The Mode field is hidden, so the ETA cannot be changed any more.
- **Too early:** an ETA before the end of the previous stop is not saved. The portal still shows Successfully updated shipment*.* and the stop keeps its previous time.
- **Source not shown:** planners cannot see that an estimated time came from the contract carrier.