FAQ – Enter resource ID in driver mobile app

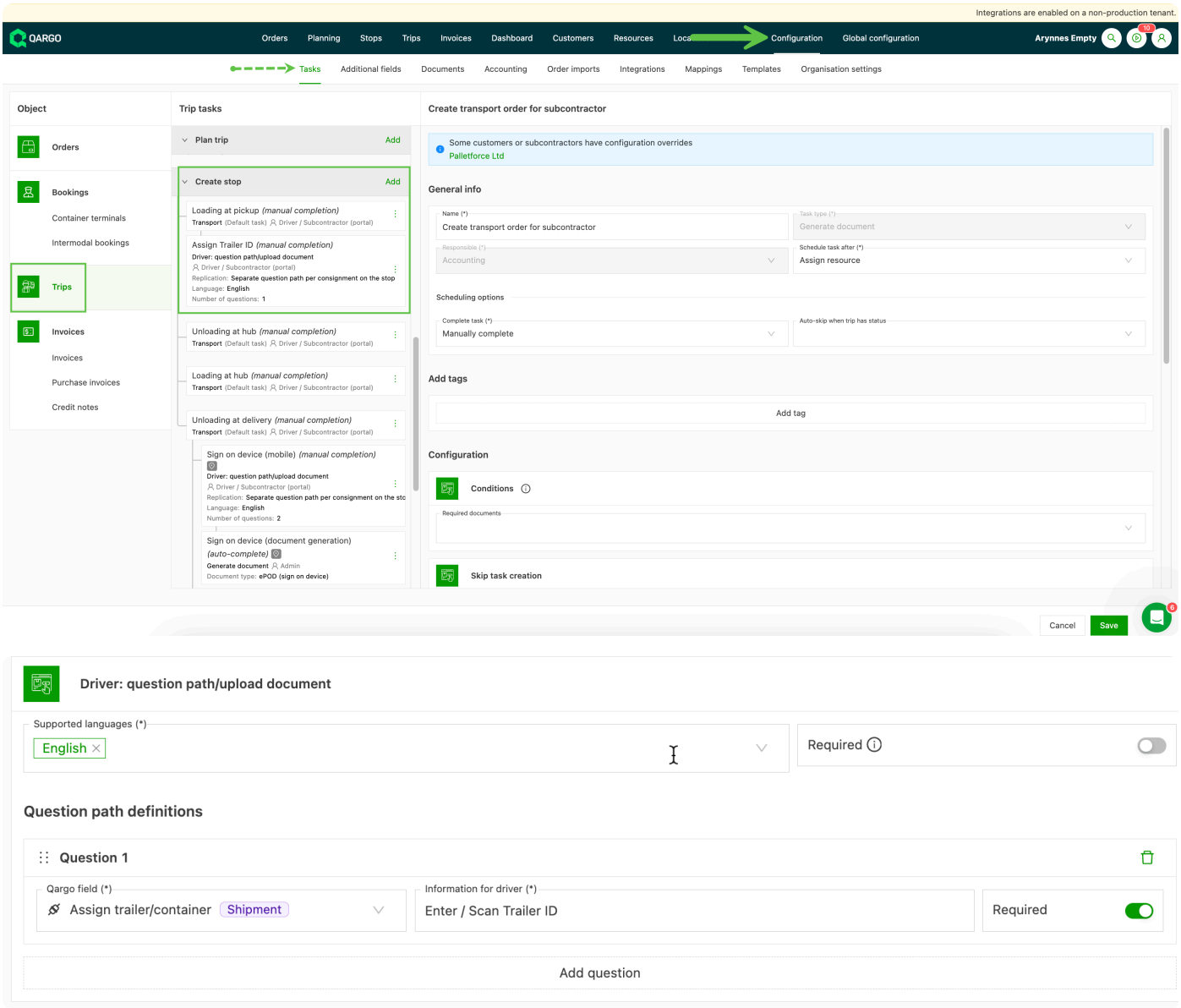
As part of the workflow, the driver can enter the trailer or container ID used for a specific order or load.

Updated March 6, 2025

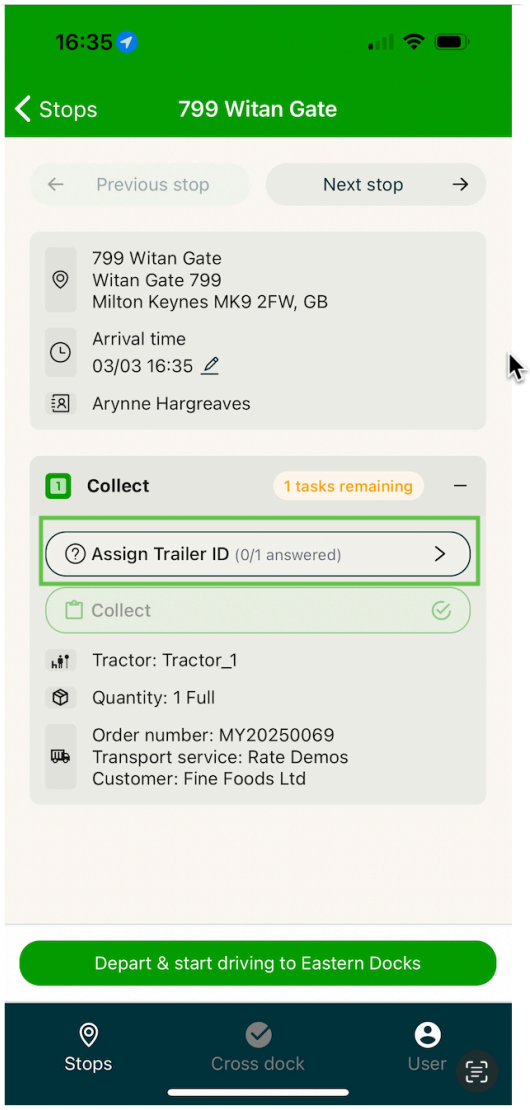
Q. Can a driver enter the trailer or container ID being used for a particular order or load?

A. Yes. The Qargo driver mobile app can be configured to include a point in the workflow where the driver can enter the appropriate ID. The driver can enter the ID manually. If the trailer or container has a barcode or QR code, the driver can scan it with the app instead.

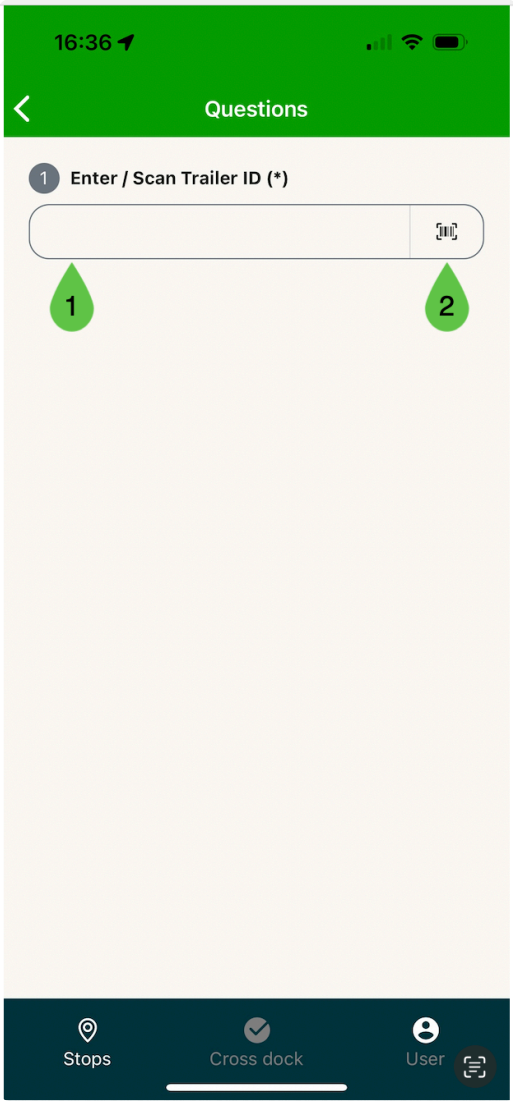
The workflow for the driver mobile app is determined by setting up a *"Question path"*. Question paths are set in the Qargo application under **Configuration > Tasks**. Go to **Loads** to set up the question path at the point in the workflow that best matches how the company operates. Use the toggle to set whether the response is required or can be skipped by the driver.



Once the task is created, the next order assigned to the driver shows the option to add the ID.



If this is required on an existing load, use the **Retrigger** option to resend the load to the driver.

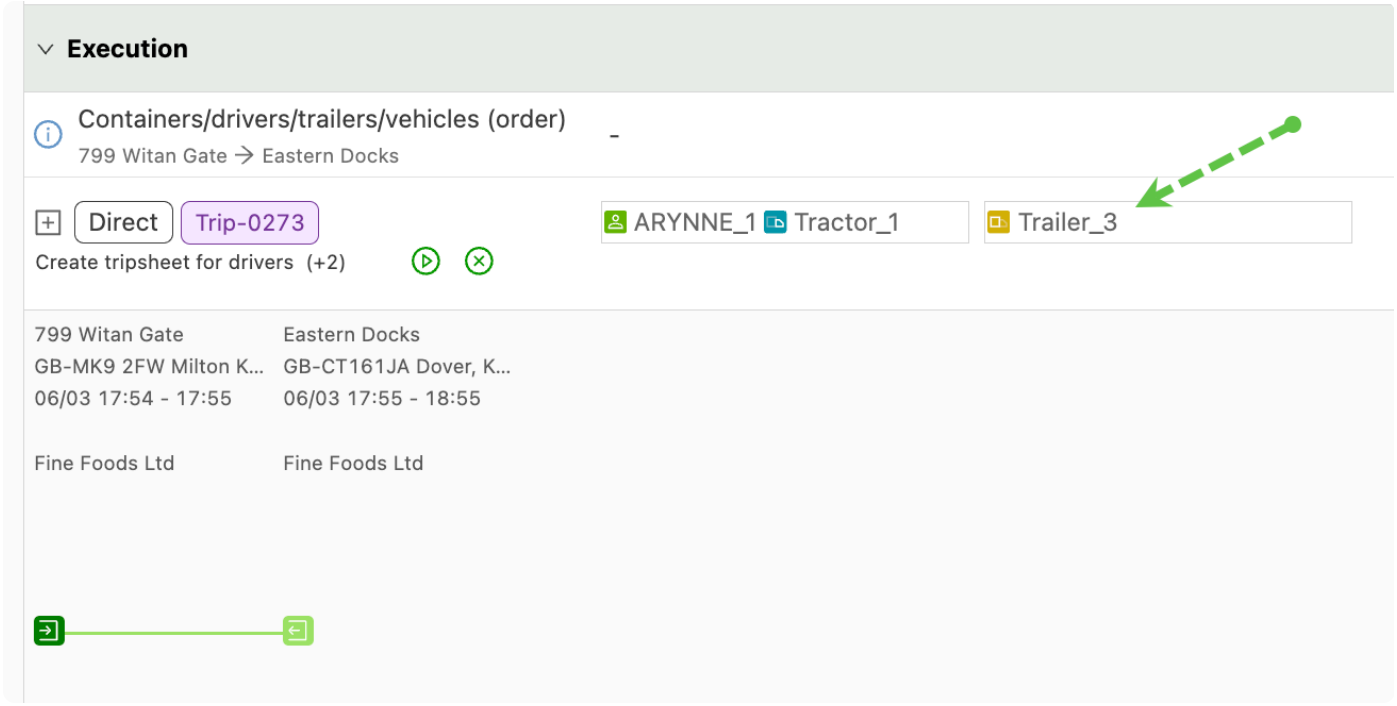


1. The driver can enter the ID manually.
2. The driver can use the device camera to scan a QR code or barcode.

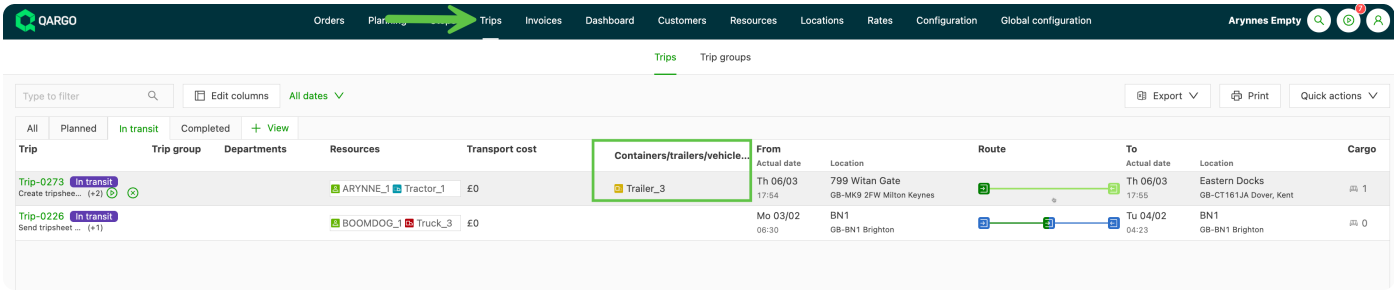
Once a code has been scanned, the details update automatically. The driver can then move on to the next question or complete the stop.

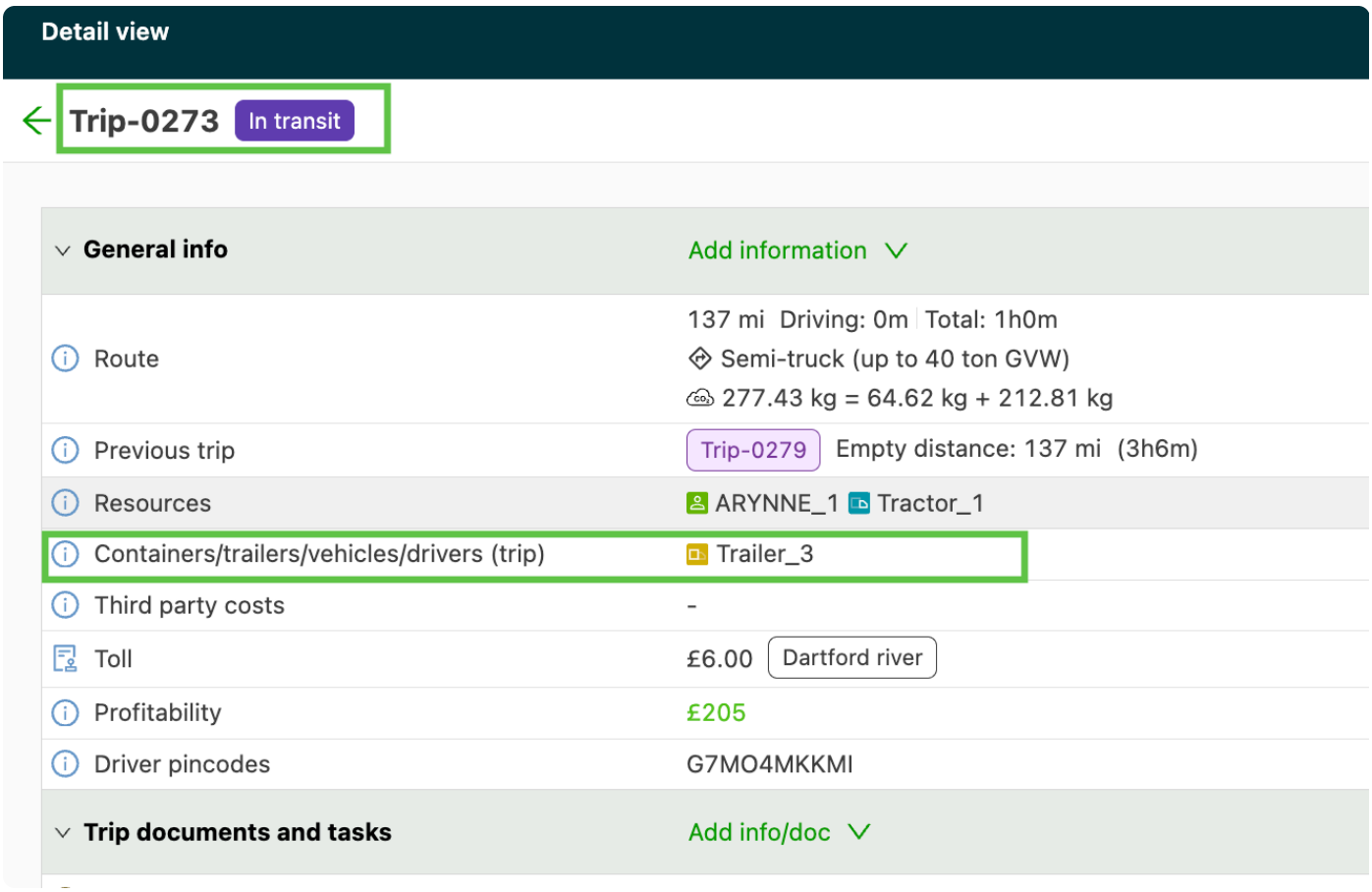
When the driver adds the resource ID, either manually or by scanning a QR code or barcode, the load and order update with the details. If the resource is listed as an active resource in the account, this resource is assigned.

Order:


Execution
Containers/drivers/trailers/vehicles (order)
799 Witan Gate → Eastern Docks
Direct
Trip-0273
ARYNNE_1
Tractor_1
Trailer_3
Create tripsheet for drivers (+2)
799 Witan Gate
GB-MK9 2FW Milton K...
06/03 17:54 - 17:55
Eastern Docks
GB-CT161JA Dover, K...
06/03 17:55 - 18:55
Fine Foods Ltd
Fine Foods Ltd

Loads:


QARGO
Orders
Trips
Invoices
Dashboard
Customers
Resources
Locations
Rates
Configuration
Global configuration
Arynnes Empty
Trips
Trip groups
Edit columns
All dates
Export
Print
Quick actions
All
Planned
In transit
Completed
View
Trip
Trip group
Departments
Resources
Transport cost
Containers/trailers/vehicle...
From
Route
To
Cargo
Trip-0273
In transit
ARYNNE_1
Tractor_1
£0
Trailer_3
Th 06/03
799 Witan Gate
GB-MK9 2FW Milton Keynes
Th 06/03
Eastern Docks
GB-CT161JA Dover, Kent
Trip-0226
In transit
BOOMDOG_1
Truck_3
£0
Mo 03/02
BN1
GB-BN1 Brighton
Tu 04/02
BN1
GB-BN1 Brighton



If the resource is not listed in the Qargo account, the ID is recorded in the *"Question / Answers"* panel.

