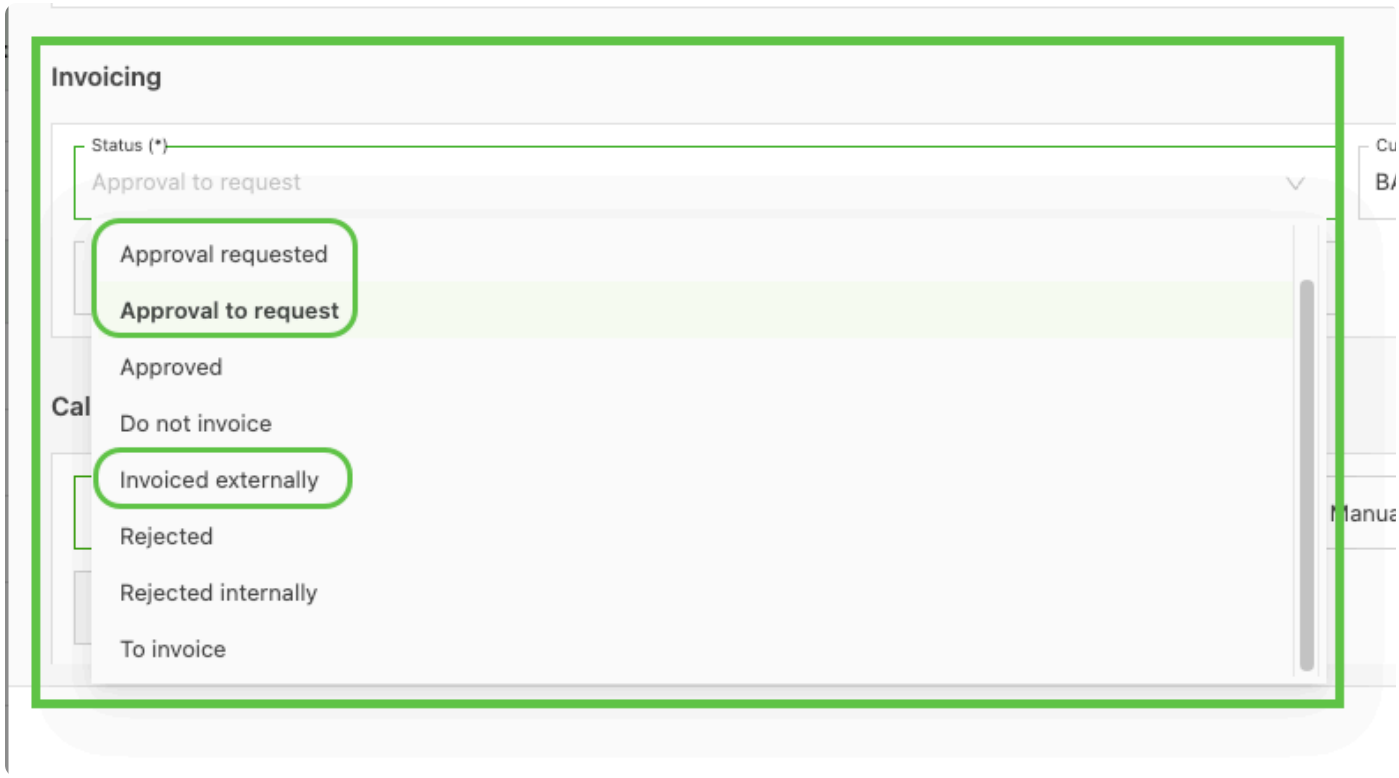
Invoices: charge status approval workflows

Qargo charge statuses: Approval to request, Approval requested, Invoice externally. Enhanced approval workflow for the customer portal.

Updated July 10, 2026

There are ***3 statuses*** for charges.

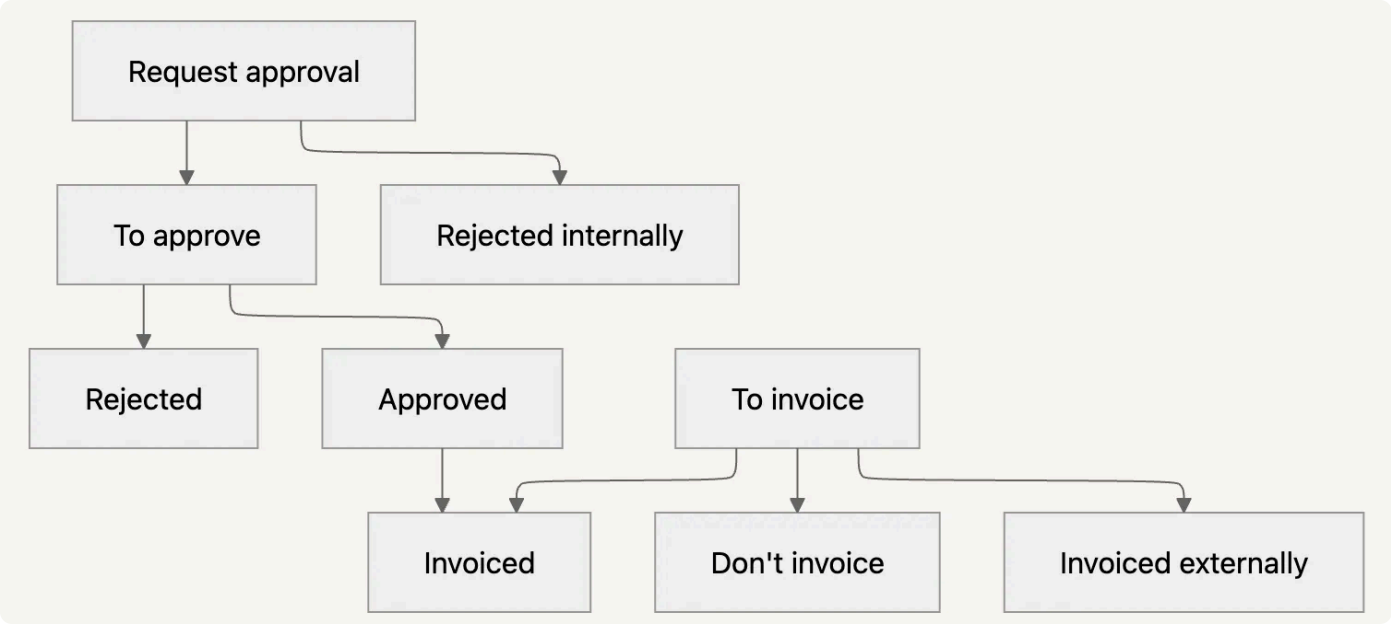
- **Approval to request**: creates the charge with the **'Request approval'** label on the charge in the *detail view*. The charge is **not** visible on the customer portal.
- **Approval requested**: creates the charge with the **'To approve'** label on the charge. The charge is visible in the customer portal (when enabled).
- **Invoice externally**: creates the charge with the 'Invoiced externally' label. The charge is omitted from the final invoice.



The charge status can be added:

- On the charge in the rate card, under the ***'Invoice process'*** field. This always applies when the charge is added to the order.
- On the charge when adding it to the order, under the ***'Status'*** field.

New charge status flow

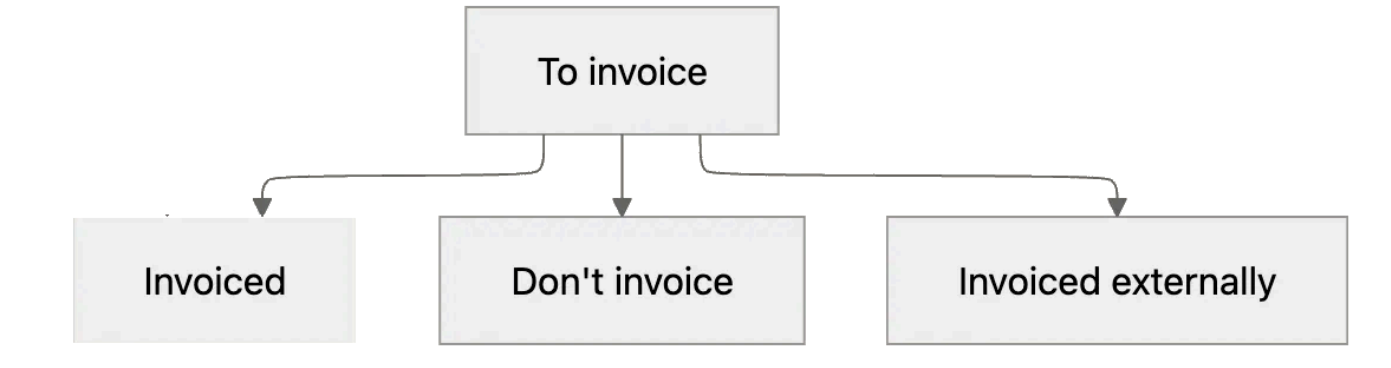


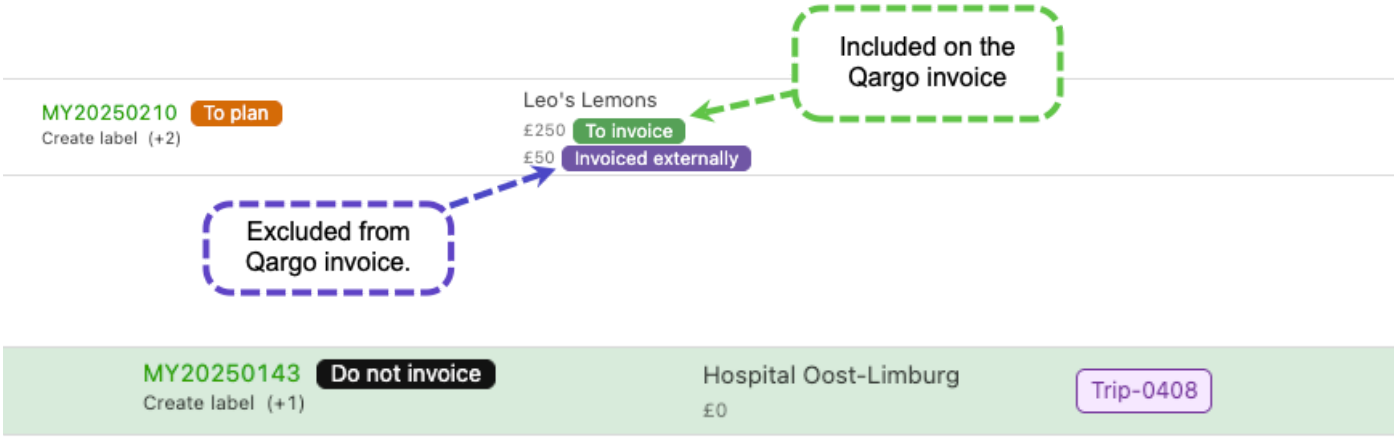
Charges that do not require approval:

- Start in the status ***'To invoice'***
- Processing the invoice allows for the following options:
  - Invoiced
  - Don't invoice
  - **Invoiced externally (new)**

Invoiced externally status

- Use for charges that should not be invoiced in Qargo but will be invoiced externally.
- The charge will not be included in the invoice created in Qargo, but it will be taken into account for revenue and profitability.



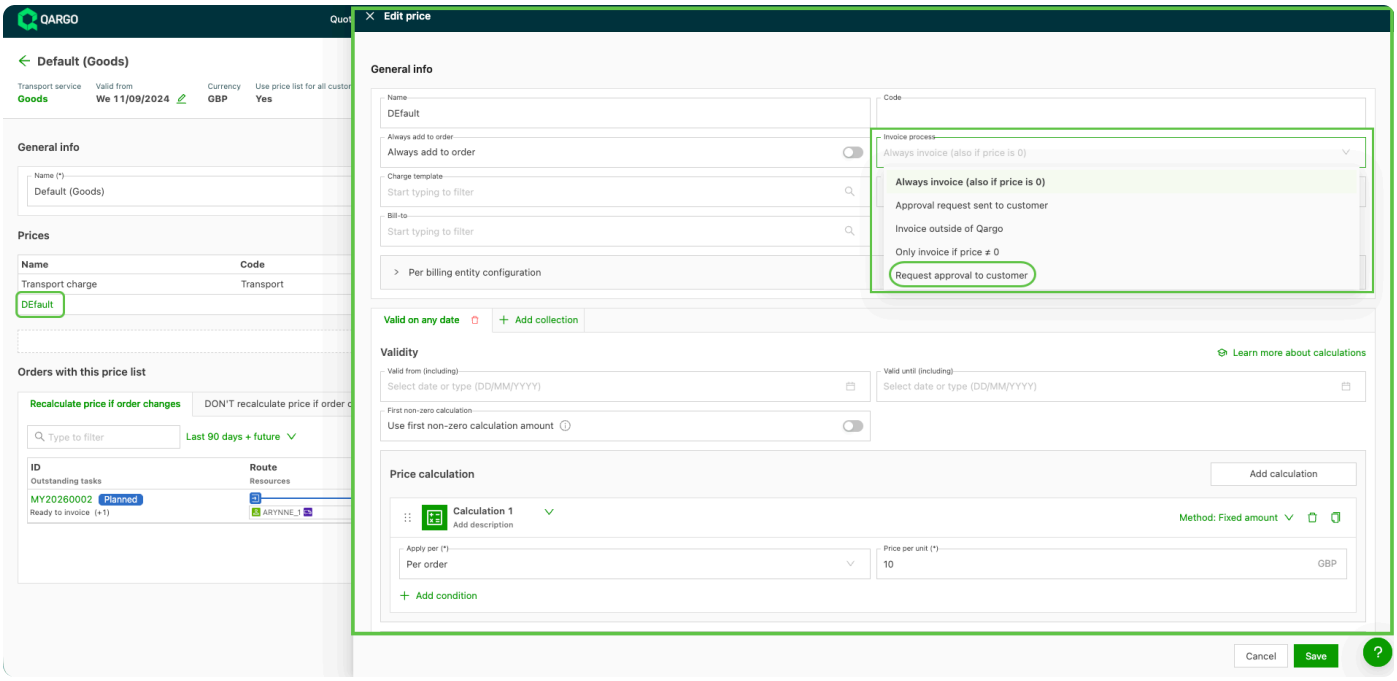


Charges that require approval

Charges that always require customer approval can be configured to start in an approval status.

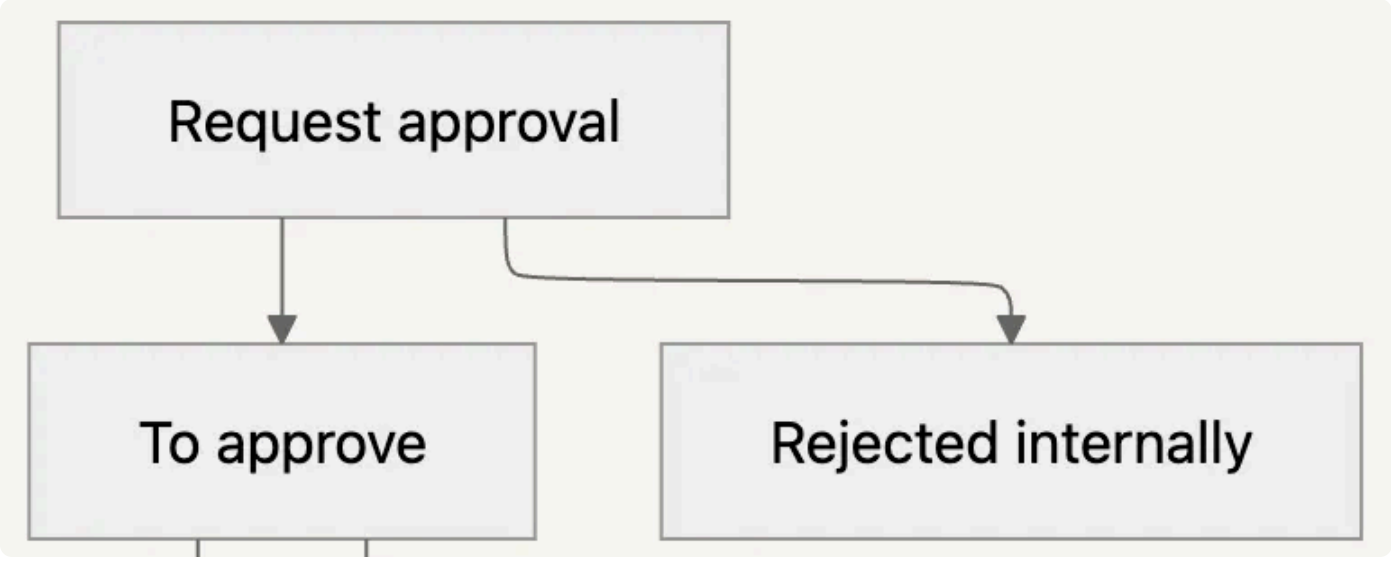
Configuring the start status of a charge on rate cards and cost calculations.

On rate cards and cost calculation cards, when ***editing*** a charge, it is possible to define the status of that charge upon order creation.



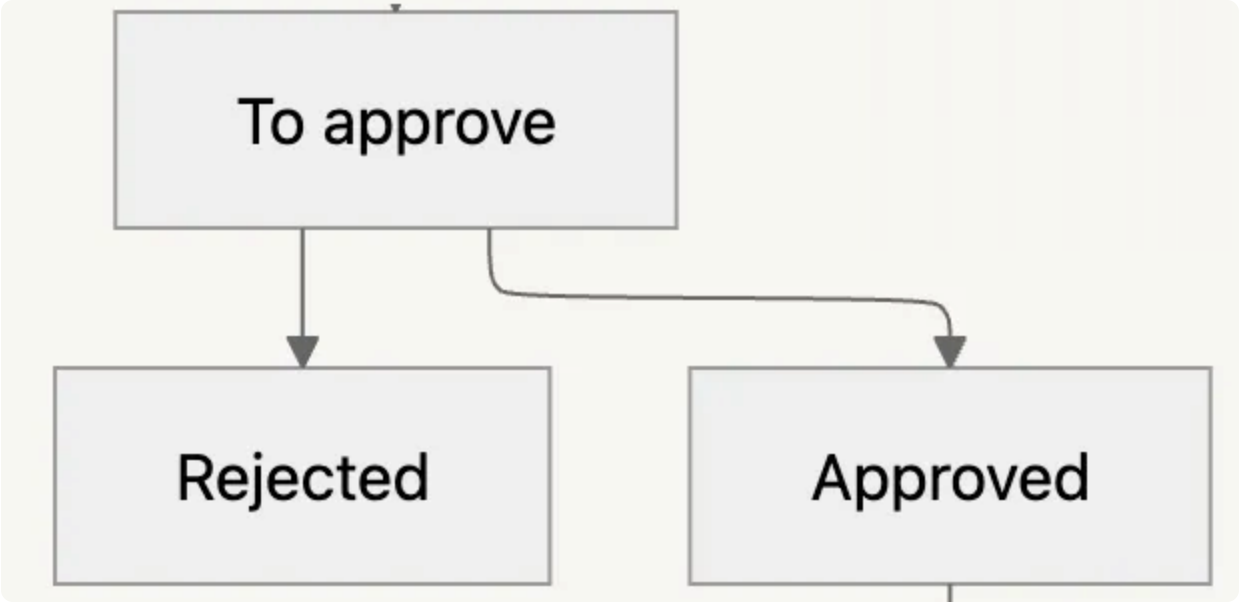
Request approval by customer

- Charges on new orders are set to the status ***Request approval***.
- The tenant user *approves / rejects* the charge to show it to the customer for approval.
- Hover over the tag and click ***'approve'***; this moves the status to **'To approve'**.

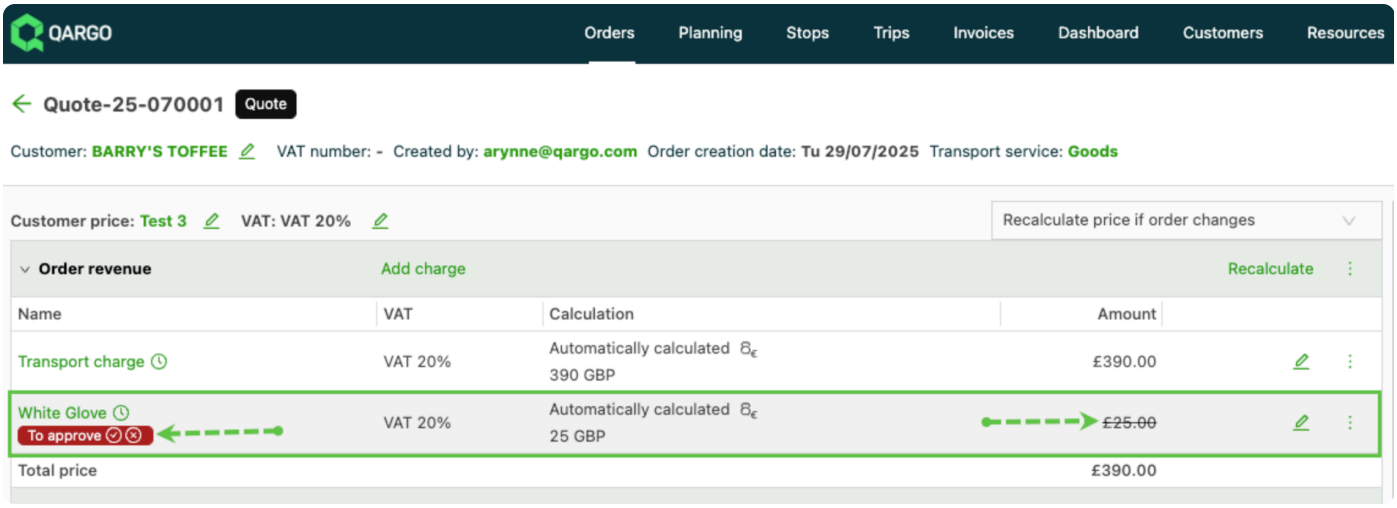


Awaiting approval by customer

- Charges on new orders are set to the status ***To approve***.
- Charges are visible to customer portal users for approval (when enabled).

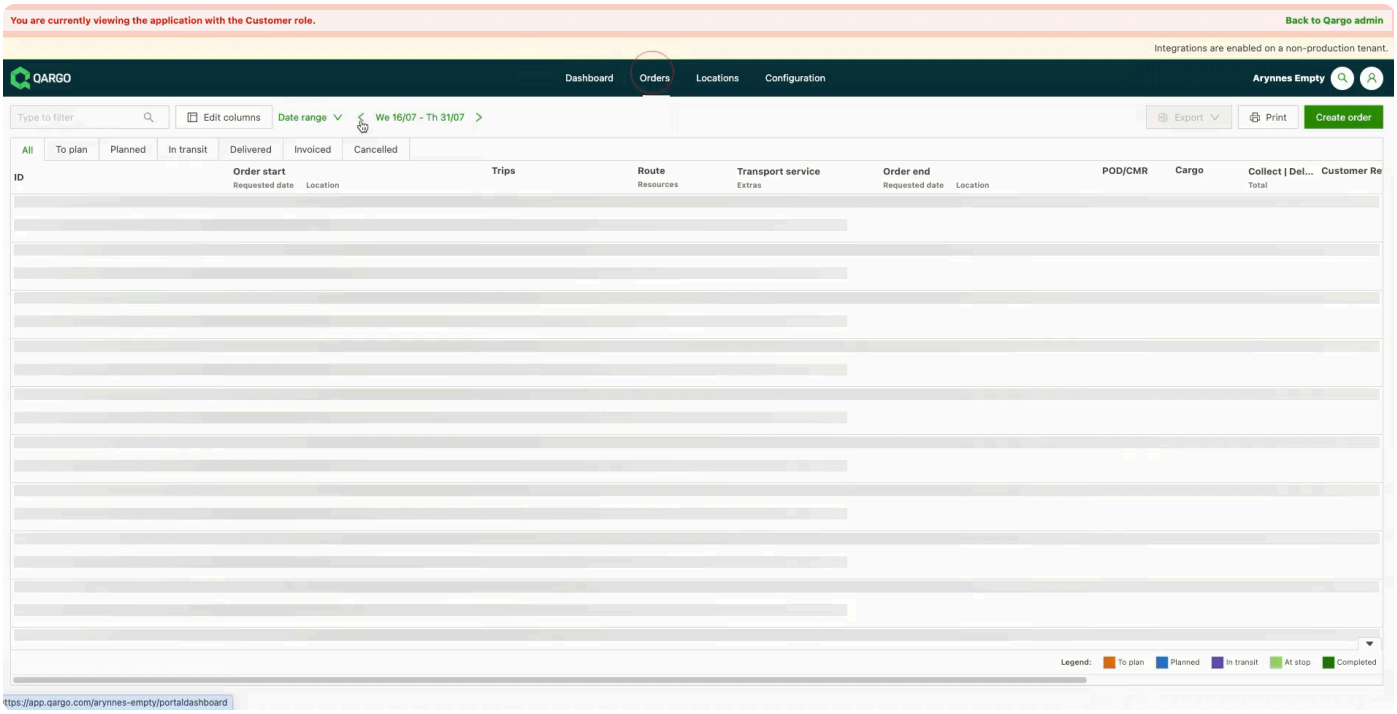


- Charges that still require customer approval are not yet taken into account in the revenue and profitability calculation.

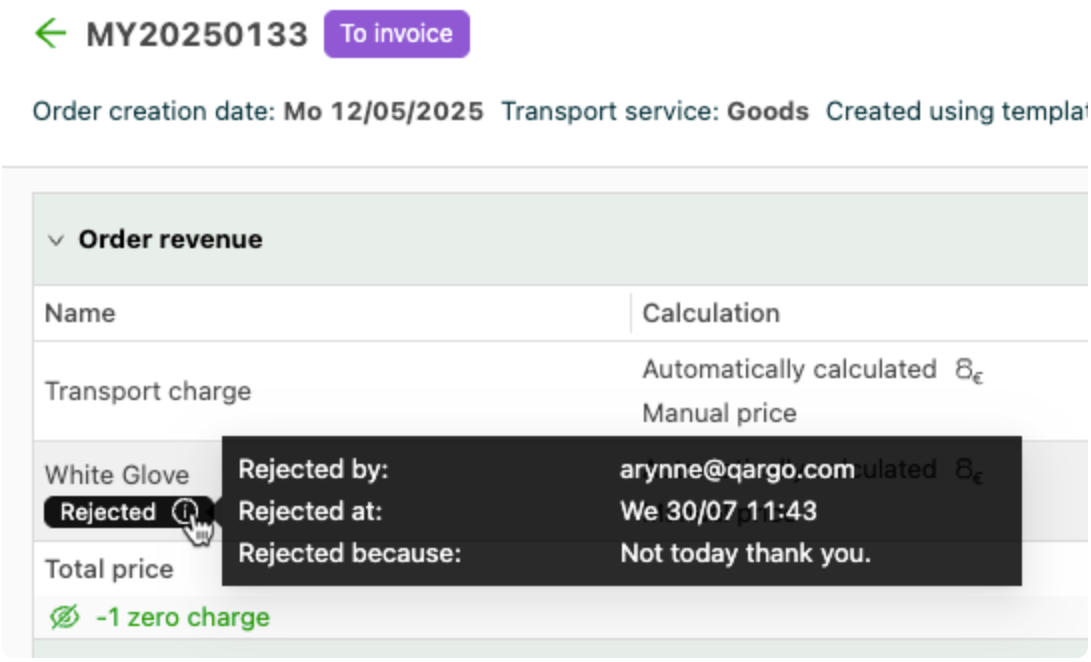


📚 Where charge visibility is enabled in the customer portal, users can approve or reject charges.

- If the customer approves the charge, it moves to the ***'To invoice'*** status.
- If the customer rejects the charge, it moves to ***zero charges***.



- Click the info icon to see who rejected the charge and the reason they provided.



Learn more

- The status flow is not automated. This means it is possible to go from almost any status to almost any other status.
  - In the status flow chart, if the current status is 'Request approval', the intended next step is either 'To approve' or 'Rejected internally'.
  - It is also possible to change the status from 'Request approval' to 'Approved' immediately.
- The price of a charge in the Invoiced externally status is not locked. This means that when something changes on the order, the price can still change.

Charge statuses table

Status	Visible in customer portal	Shown in revenue and profitability	Description
Do not invoice	❌	❌	Charge that should not be invoiced
Customer approval needs to be requested	❌	❌	Charge that needs to be approved/verified internally before being requested to the customer
Awaiting customer approval	✅	❌	Requested to the customer so waiting for approval
Rejected internally	❌	❌	Tenant has rejected the charge internally
Rejected by customer	✅	❌	Customer has rejected the charge, once the customer rejects a charge it will be hidden.
Approved	✅	✅	Customer has approved the charge so it can be invoiced
To invoice	✅	✅	Charge that was automatically invoiced
Invoiced outside of Qargo	✅	✅	Charge that is invoiced outside of Qargo but should be kept in the revenues