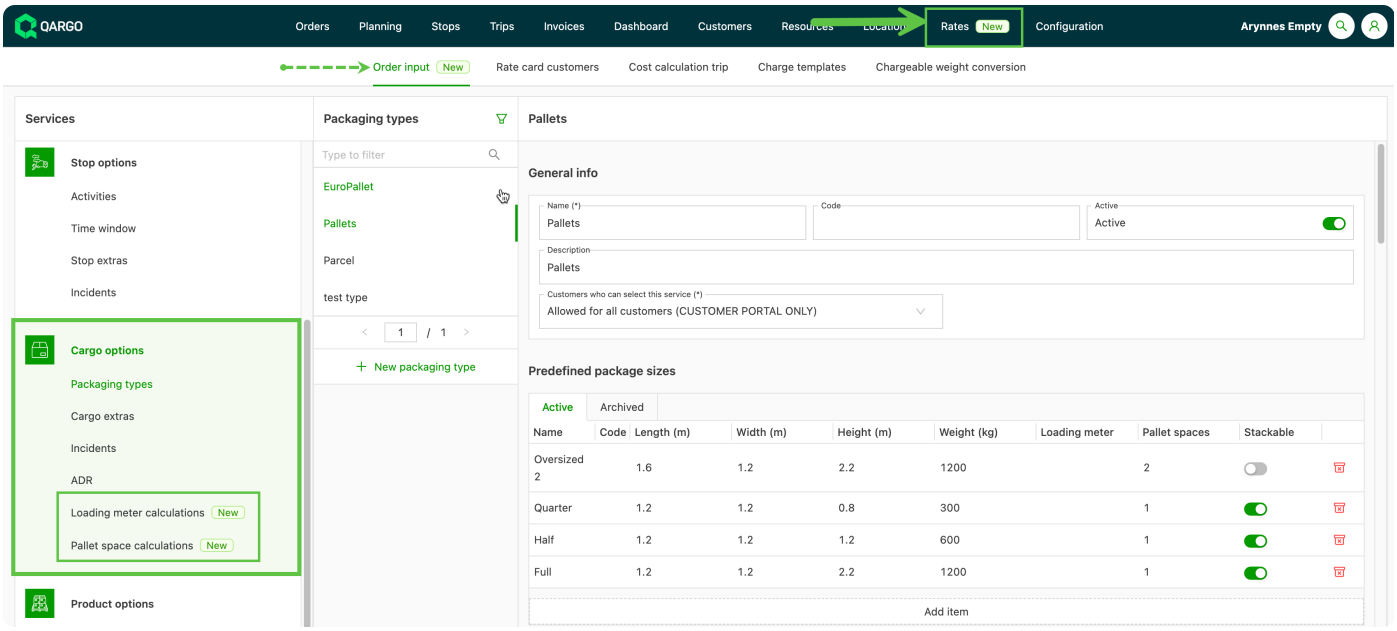
Orders – loading calculations

Loading calculations can now be added to automatically calculate loading meters and pallet spaces based on piece dimensions.

Updated December 12, 2025

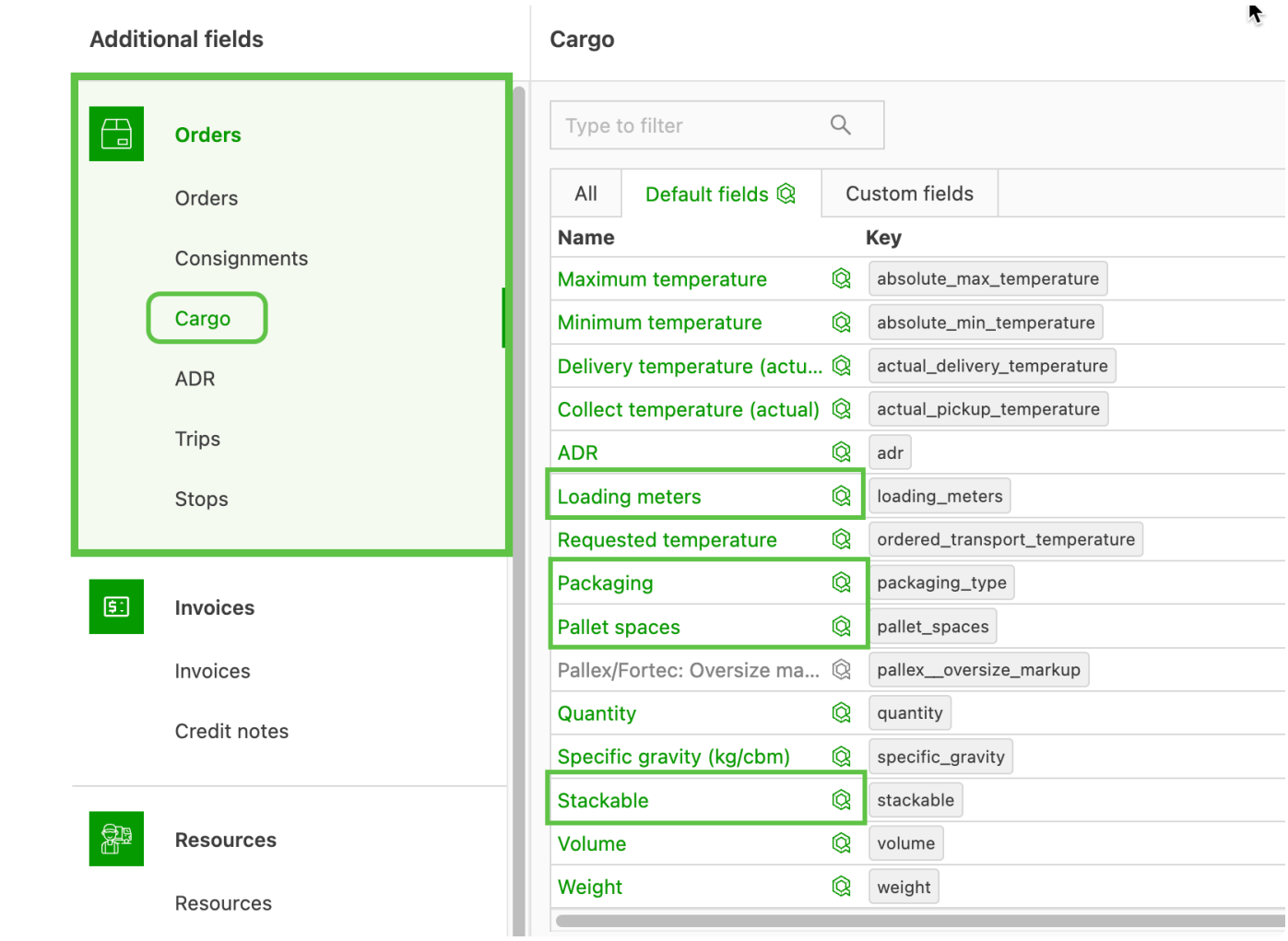
Rating orders can be complex. Users often need to complete manual formulas to account for freight loading configurations. A preset calculation for loading meters and/or pallet spaces can simplify this complicated order capture requirement. Automatically calculating loading meters makes the process more efficient and reduces the risk of data errors.
Loading meter calculations help optimize vehicle usage. They calculate pallet space efficiently and reduce the risk of overloading or underusing vehicle capacity.
In some scenarios, manual updates may still be necessary, for example when freight dimensions are adjusted after the initial calculation.

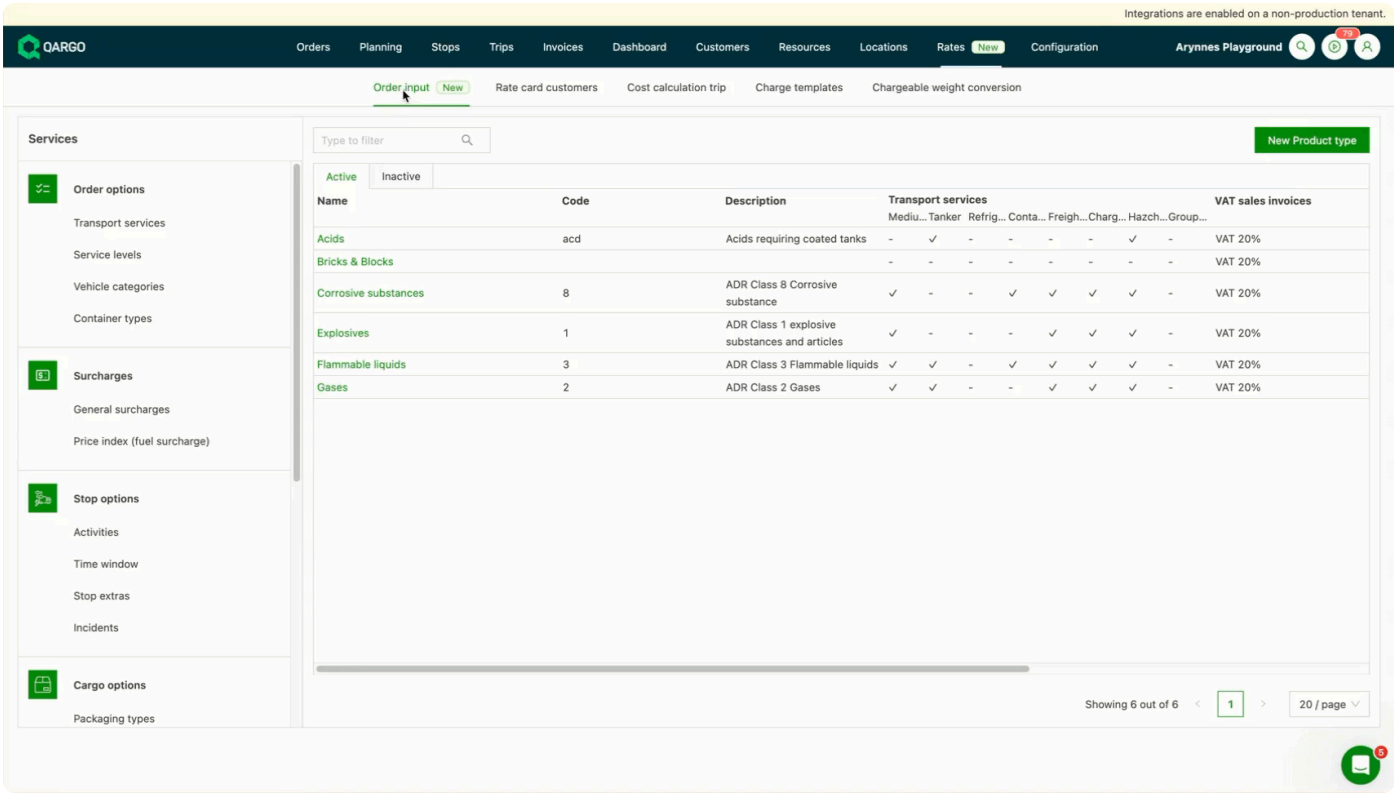


Configuration requirements

Additional fields required

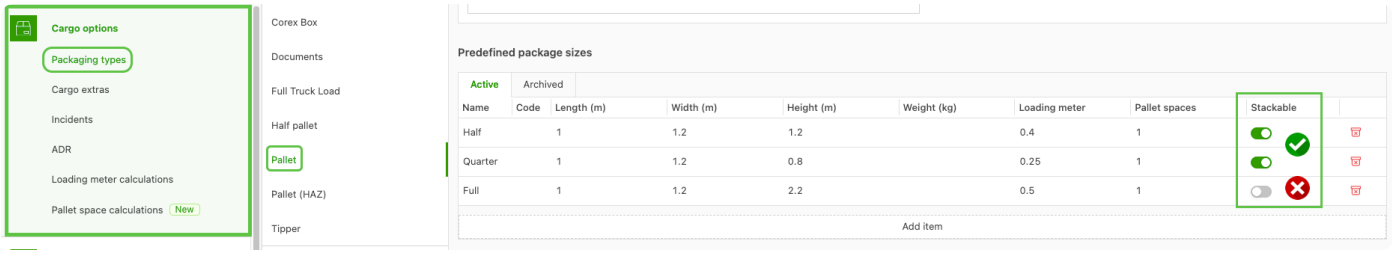
- For full visibility, make sure the following fields are set to **'Active'**.
- Go to **Configuration > Additional fields**.
  - In the **'Orders'** menu panel on the left, select **'Freight'**.
  - Click into each field and enable the relevant transportation services. Make sure the field itself is set to **Active**.
    - Loading meters
    - Pallet spaces
    - Packaging size
    - Stackable
  - Once active, the field shows in green.


Additional fields
Cargo
Orders
Orders
Consignments
Cargo
ADR
Trips
Stops
Invoices
Invoices
Credit notes
Resources
Resources
Type to filter
All
Default fields
Custom fields
Name
Key
Maximum temperature
absolute_max_temperature
Minimum temperature
absolute_min_temperature
Delivery temperature (actu...
actual_delivery_temperature
Collect temperature (actual)
actual_pickup_temperature
ADR
adr
Loading meters
loading_meters
Requested temperature
ordered_transport_temperature
Packaging
packaging_type
Pallet spaces
pallet_spaces
Pallex/Fortec: Oversize ma...
pallex__oversize_markup
Quantity
quantity
Specific gravity (kg/cbm)
specific_gravity
Stackable
stackable
Volume
volume
Weight
weight

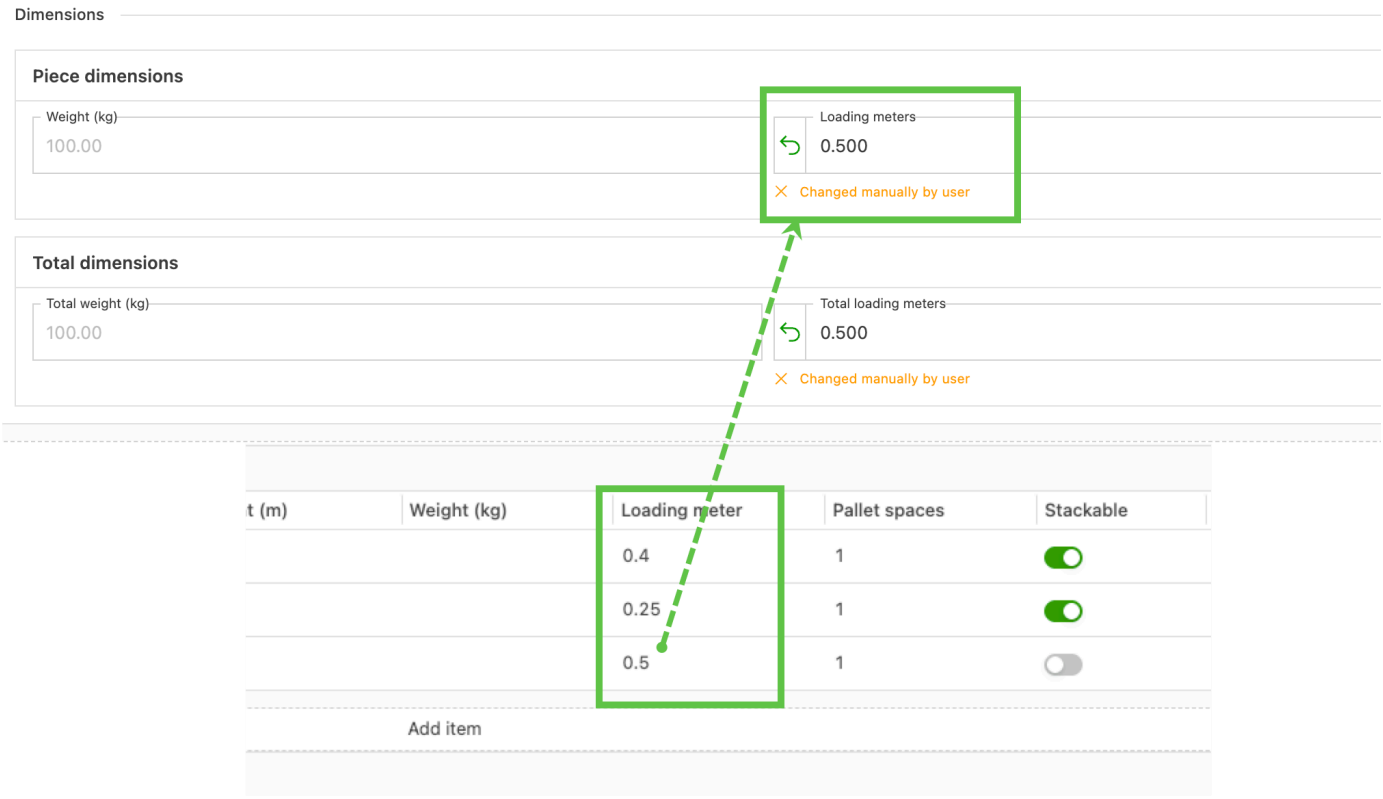

Integrations are enabled on a non-production tenant.
QARGO
Orders
Planning
Stops
Trips
Invoices
Dashboard
Customers
Resources
Locations
Rates
New
Configuration
Arynnes Playground
Order input
New
Rate card customers
Cost calculation trip
Charge templates
Chargeable weight conversion
Services
Order options
Transport services
Service levels
Vehicle categories
Container types
Surcharges
General surcharges
Price index (fuel surcharge)
Stop options
Activities
Time window
Stop extras
Incidents
Cargo options
Packaging types
Type to filter
New Product type
Active
Inactive
Name
Code
Description
Transport services
VAT sales invoices
Acids
acd
Acids requiring coated tanks
VAT 20%
Bricks & Blocks
VAT 20%
Corrosive substances
8
ADR Class 8 Corrosive substance
VAT 20%
Explosives
1
ADR Class 1 explosive substances and articles
VAT 20%
Flammable liquids
3
ADR Class 3 Flammable liquids
VAT 20%
Gases
2
ADR Class 2 Gases
VAT 20%
Showing 6 out of 6
1
20 / page

Stackable toggle

- Turn the toggle on or off to indicate whether the item is stackable.



Pro tip: If a prefilled loading meter (LM) value is used in predefined package sizes, the alert *'changed manually by user'* shows. To remove it, click the **'revert'** arrow. The prefilled data is removed, and the LM calculation is used instead.



📚 **If the user prefers to use loading meter calculations by default, remove the prefilled values in the package size.**

Calculation syntax guide

When entering calculations for loading meters or pallet spaces, it is important to use the correct operators. Use these operators to build formulas:

- `+` Add
- `-` Subtract
- `*` Multiply
- `/` Divide

- `()` Group operations to set the order of operations

Creating calculations

Set a loading meter calculation

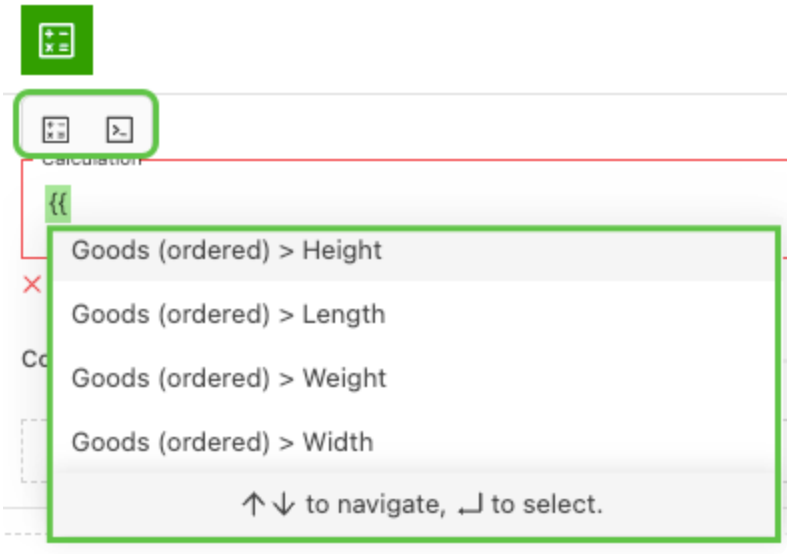
- To create a calculation, go to the **Rates > Order input** menu.
- In the left menu panel, under **'Freight options'**, select **'Loading meter calculations'**.
- Click **'Add calculation'**.

📚 Turn the toggle on to allow customer portal users to enter their own values. By default, the toggle is set to ***prevent this***, and the user sees the green field *'calculation on save'*.

- **Calculation field:** Click in the field to show the metric icons, or type **#{{** to show the list.



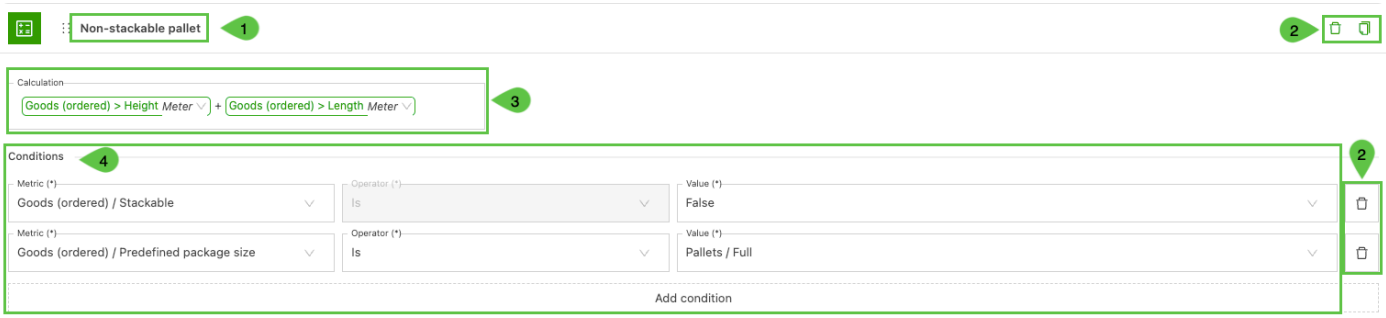
- Select the required variables from the list of available options:
  - Goods (ordered) > Height
  - Goods (ordered) > Length
  - Goods (ordered) > Weight
  - Goods (ordered) > Width



- These are the dimensions entered on the order capture page when completing the order details.
- If required, add conditions so that multiple calculations can be added.

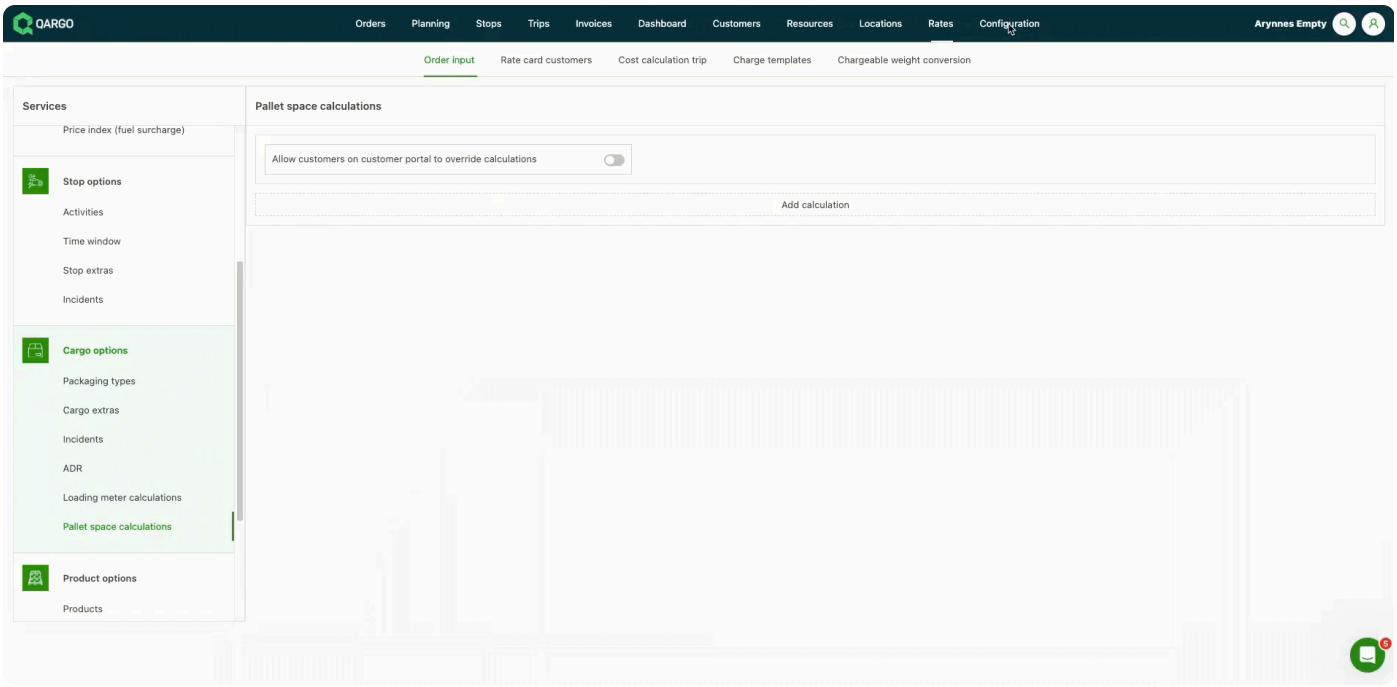
- For example, if both stackable and non-stackable pallets are used, separate calculations can be set up.

- Click **Save** once the calculation parameters are entered.



1. **Name the calculation table.** This is especially useful if multiple calculations will be used.
2. **Copy/delete functions.** Delete the whole calculation (top delete) or individual conditions.
    1. Copy the entire calculation to quickly add multiple tables, then edit them to adjust specific fields.
3. **Calculation.** Select the variables to include and create the calculation. (*See Calculation syntax.*)
4. **Conditions.** Add conditions to define the specific criteria required for the calculation to be used.

‼️ **Conditions are processed using a first-match rule.** Order the conditions carefully to ensure accuracy.



Set a pallet space calculation

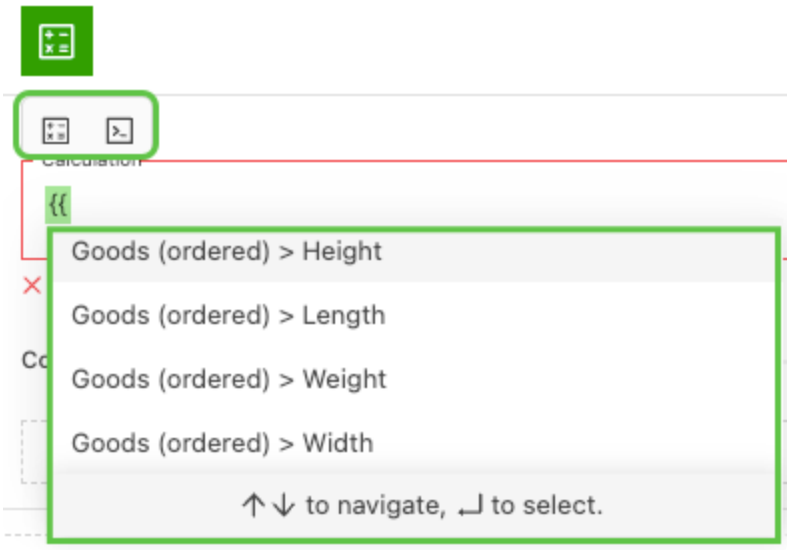
- To create a calculation, go to the **Rates > Order input** menu.
- In the left menu panel, under **'Freight options'**, select **'Pallet space calculations'**.
- Click **'Add calculation'**.

📚 Turn the toggle on to allow customer portal users to enter their own values. By default, the toggle is set to ***prevent this***, and the user sees the green field *'calculation on save'*.

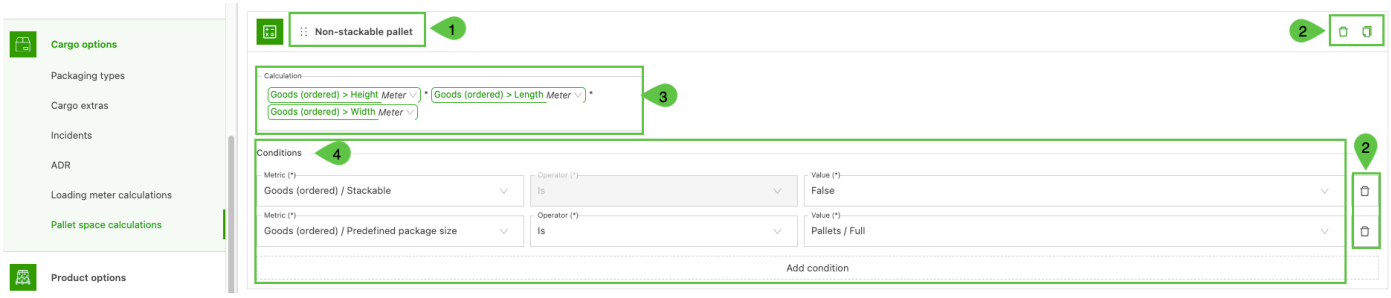
- **Calculation field:** Click in the field to show the metric icons, or type **#{{** to show the list.



- Select the required variables from the list of available options:
  - Goods (ordered) > Height
  - Goods (ordered) > Length
  - Goods (ordered) > Weight
  - Goods (ordered) > Width

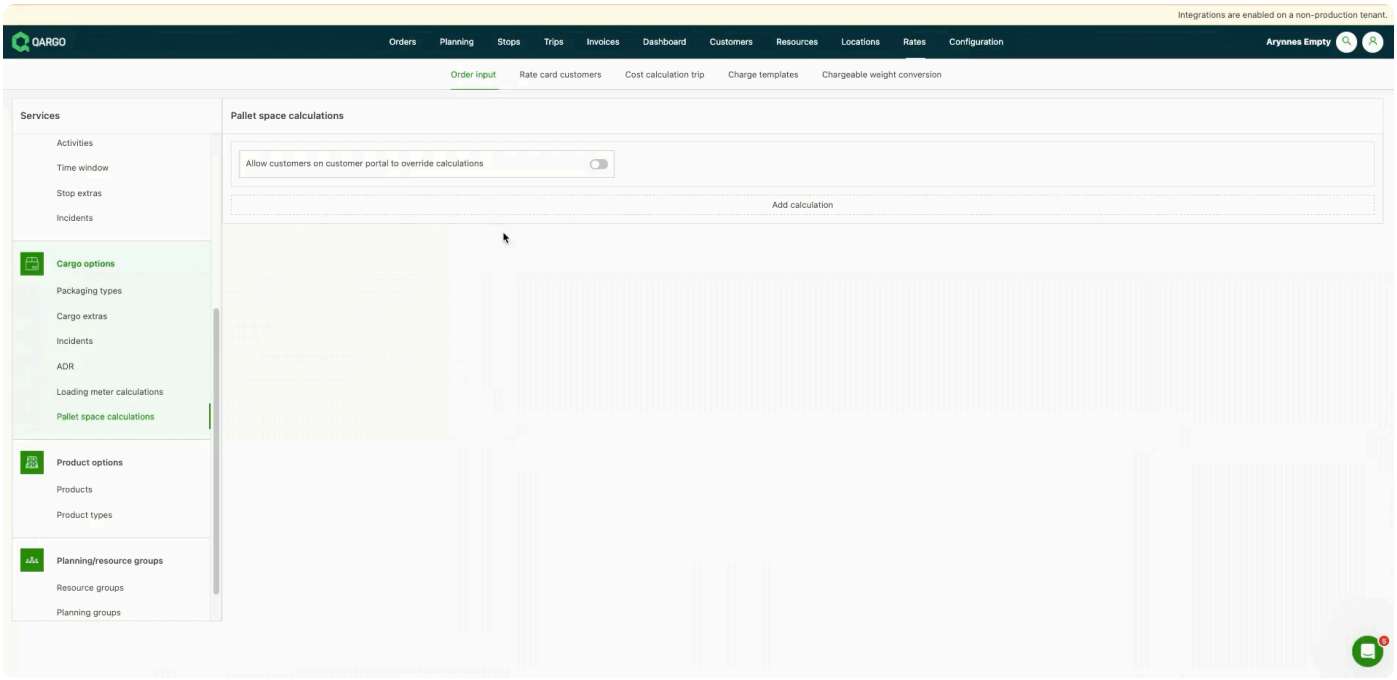


- These are the dimensions entered on the order capture page when completing the order details.
- If required, add conditions so that multiple calculations can be added.
  - For example, if both stackable and non-stackable pallets are used, separate calculations can be set up.
- Click **Save** once the calculation parameters are entered.



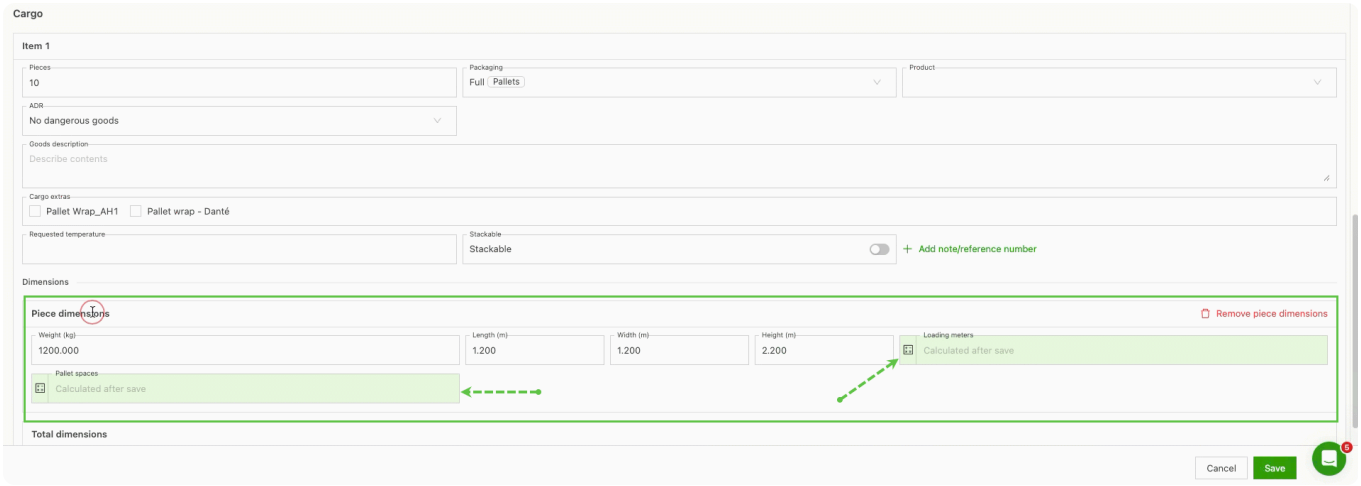
1. **Name the calculation table.** This is especially useful if multiple calculations will be used.
2. **Copy/delete functions.** Delete the whole calculation (top delete) or individual conditions.
    1. Copy the entire calculation to quickly add multiple tables, then edit them to adjust specific fields.
3. **Calculation.** Select the variables to include and create the calculation. (*See Calculation syntax.*)
4. **Conditions.** Add conditions to define the specific criteria required for the calculation to be used.

> ‼️ **Conditions are processed using a first-match rule.** Order the conditions carefully to ensure accuracy.



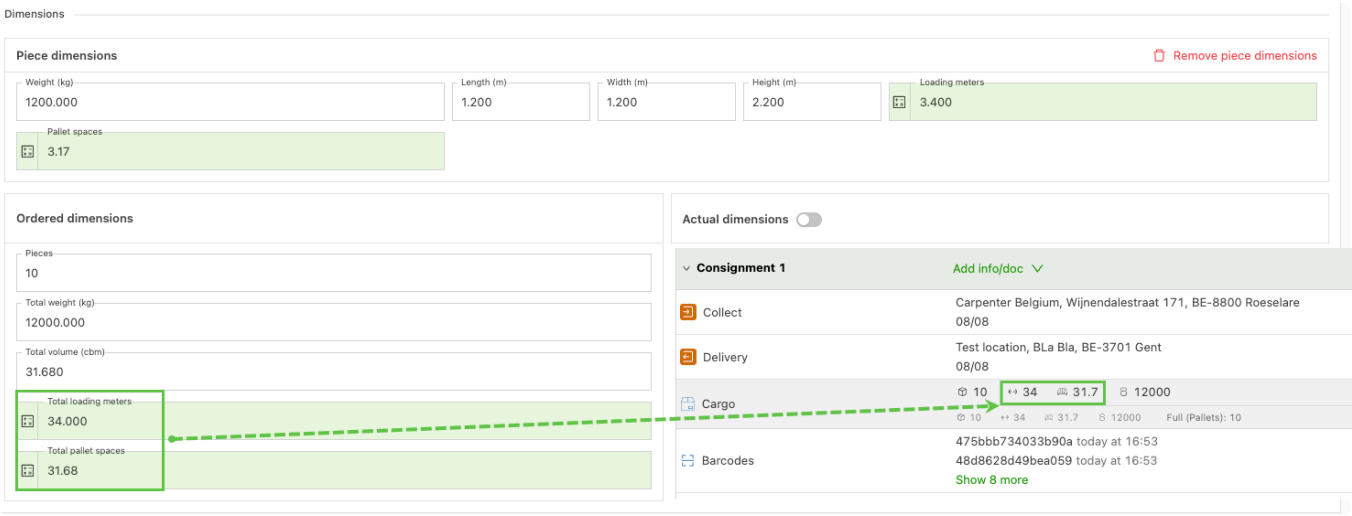
Using calculations in orders

- When building an order, click **‘Add piece dimensions’** when adding freight.
    - If the dimensions are predefined under the package size, they are prefilled but can be updated if required.
- Pallet spaces and loading meters show in green with a ‘Calculated after save’ note.



📚 Customer portal users see this if they are restricted from adding dimensions.

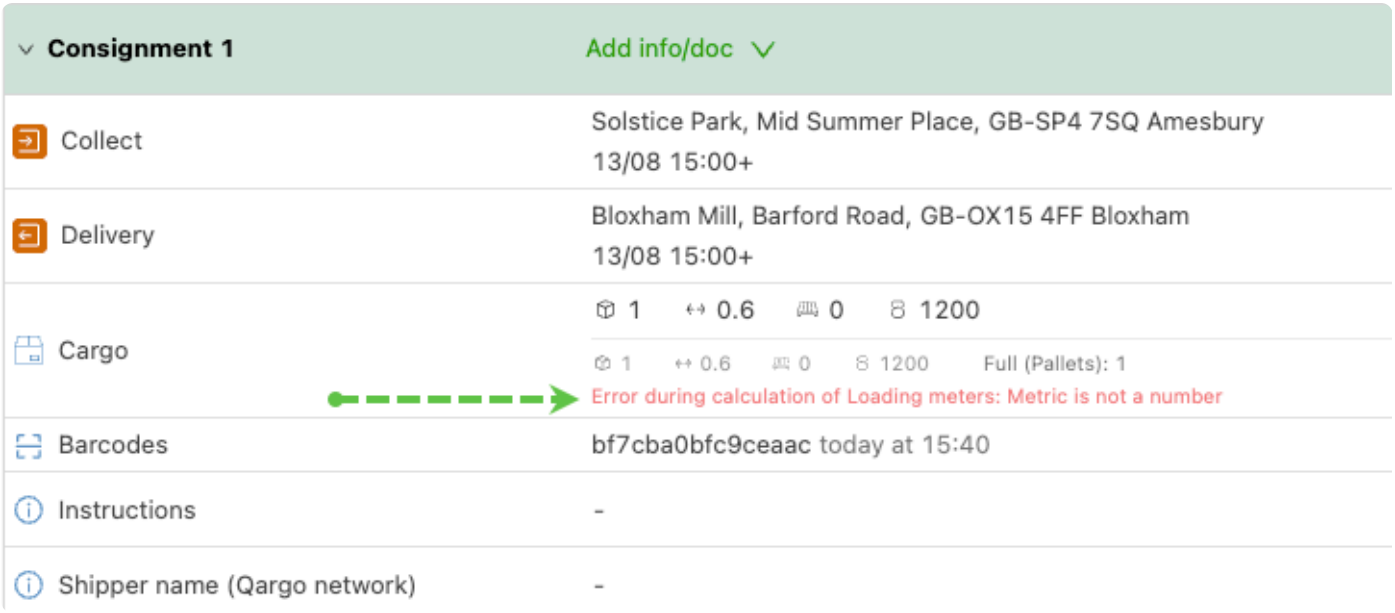
- Loading meters and pallet spaces are calculated after the order is saved.



Note, however, that if the actual dimensions of freight pieces are entered after saving, manual updates may still be required so that pallet spaces reflect these changes accurately.

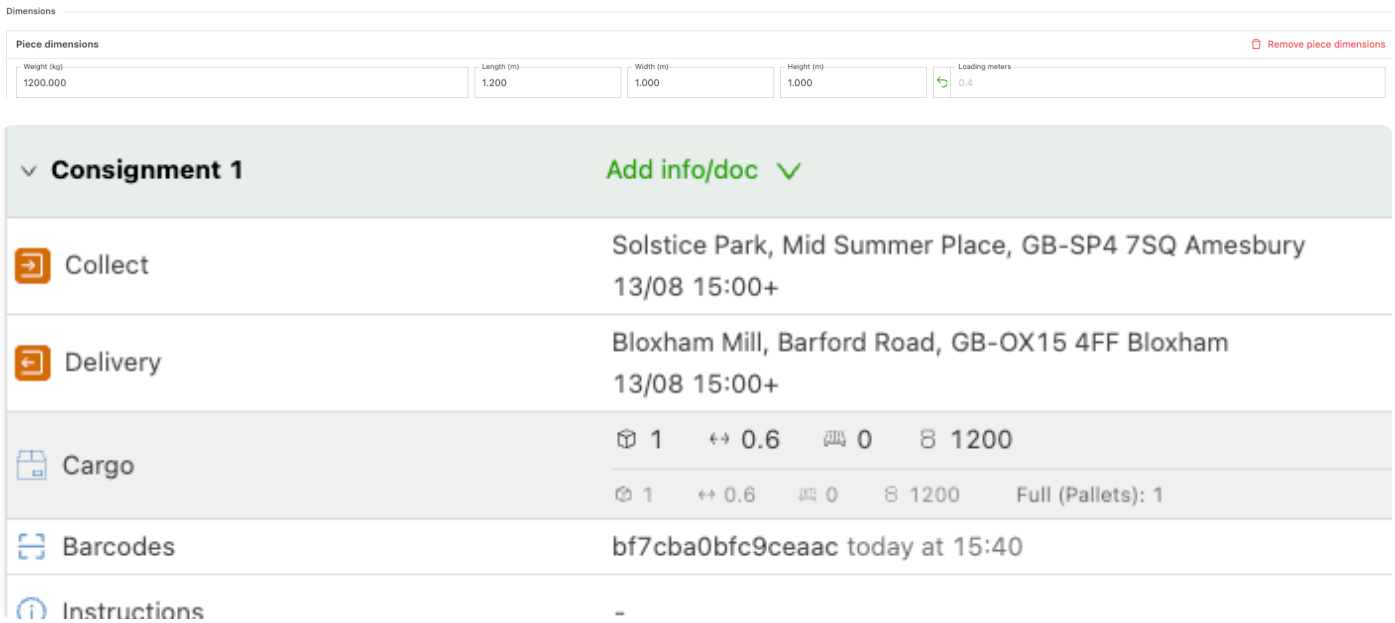
Troubleshooting

1.) Error warning in the order under the Shipment panel. This indicates that piece dimensions (l x h x w) are missing from the order, so the calculation could not be performed.
To ensure correct calculations, make sure the Quantity and Packaging type fields are completed. These fields are critical for determining the space the goods occupy.

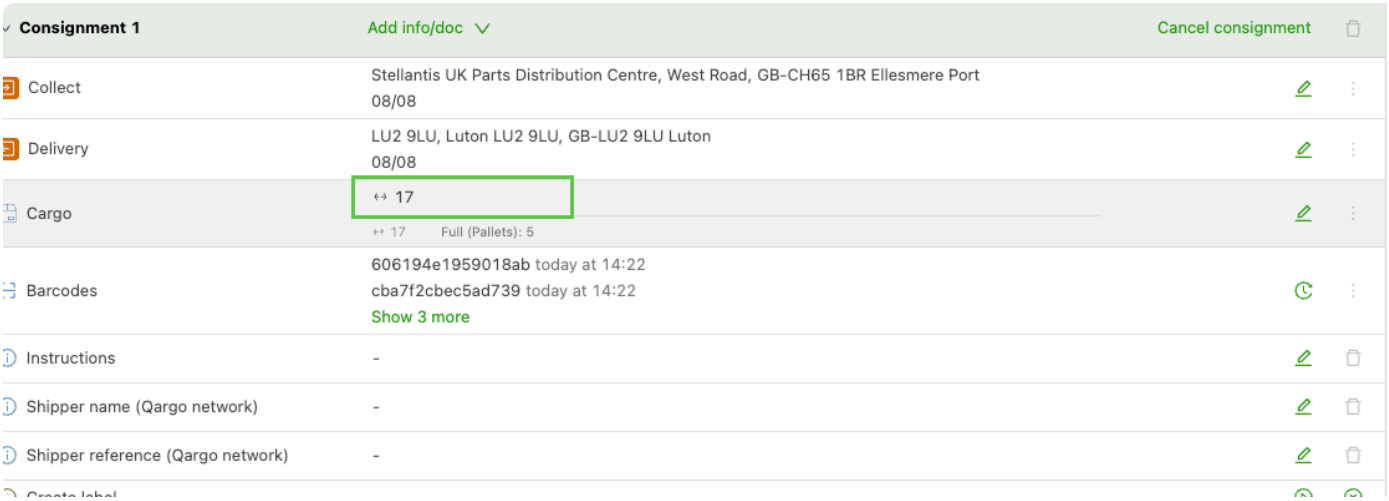


Resolution:

Edit the order to add the missing dimensions. Save the details again, and the calculation updates on the order.

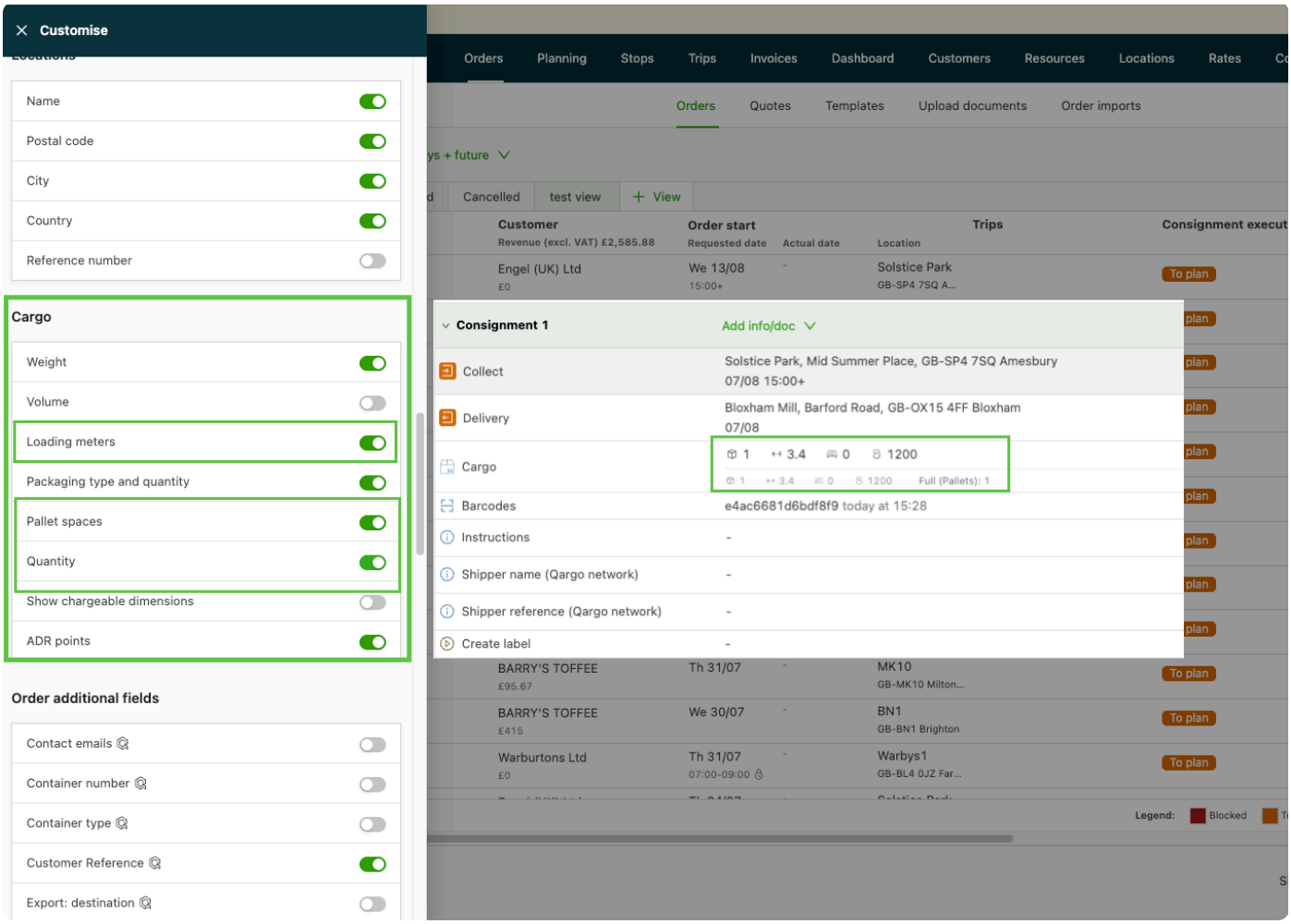


2. The icons showing loading meters or pallet spaces do not appear in the order.



Resolution:
Use the **'Edit columns'** button on the **Orders list** page to enable Quantity, loading meters, pallet spaces and other columns. If the issue persists, check that all required fields in the "Set a loading meter calculation" section are configured correctly. In addition, the PDFs must be regenerated manually so that updates to freight dimensions are accurately reflected in shared documents.

- **Loading meters not displayed**: Make sure the Quantity and Packaging type fields are filled in to enable accurate loading meter calculations.



3.) Changes to freight dimensions do not appear in documents or PDFs. This happens because updates to dimensions in Qargo do not automatically adjust previously generated PDFs or shared files.

Resolution: Regenerate the PDF manually so that the changes appear in the document.