FAQ: How to add questions in the Qargo driver mobile app

Create question paths in the Tasks menu so drivers enter stop information in the mobile app, with answers optionally prefilled from the value already stored in Qargo.

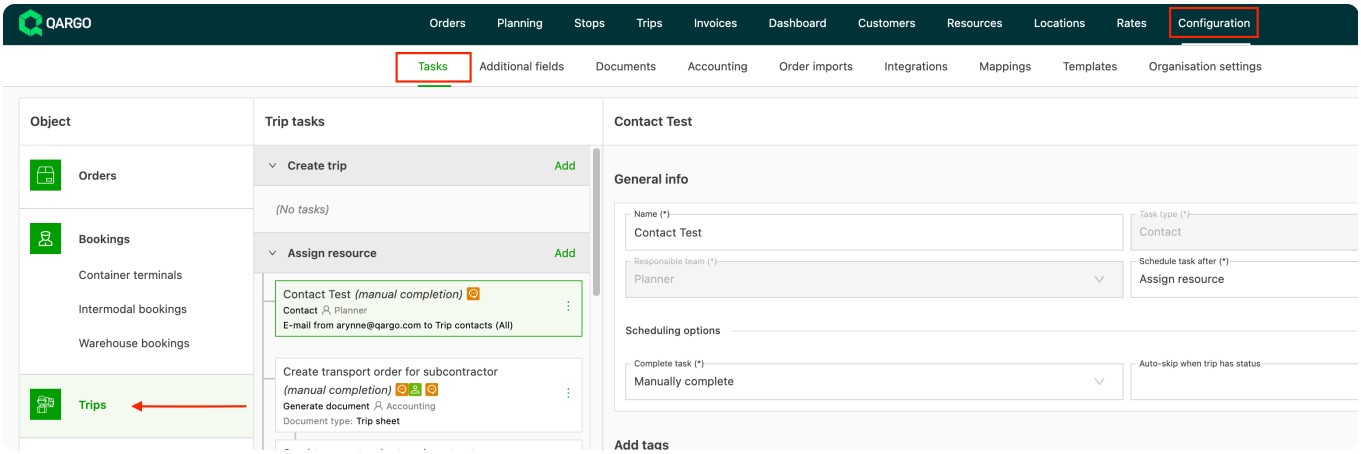
Updated October 21, 2026

Q. Can the Qargo driver mobile app ask drivers questions such as “take load picture” or “ask for pallet count”? Is it possible to give the driver specific instructions to enter required information at a stop? How can what the driver sees and responds to in the app be changed?

A. Yes! With the task workflow, drivers can be directed to enter specific stop information or details in the Qargo driver mobile app. To include custom questions or instructions for the driver, create a **Question path** in the load workflow. The steps are simple, but the **super admin or admin role** is needed to set them up.

Steps to set up a Question path:

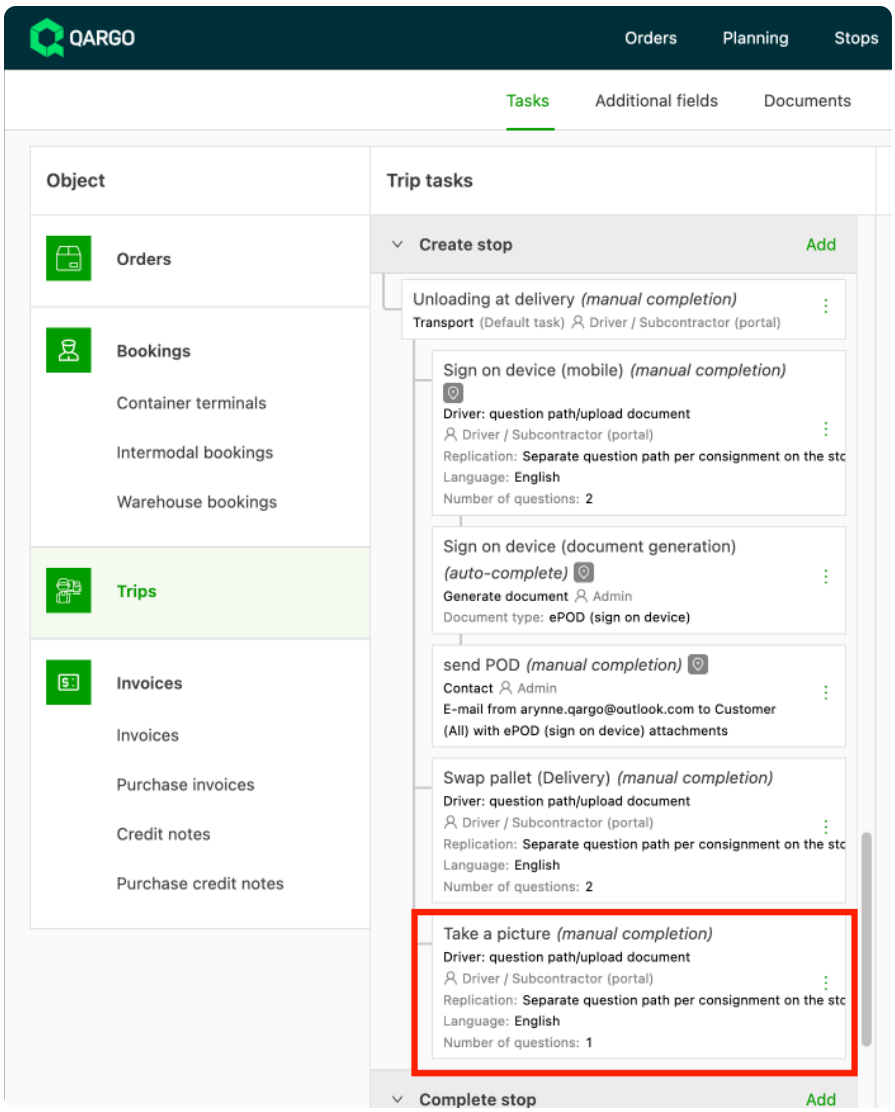
1. Go to **Configuration > Tasks**.
2. Navigate to **Loads** and select the point in the workflow where the questions should appear.



3. Add the desired questions, for example:
   - Request a load picture
   - Ask for pallet count
4. Use the toggle to choose whether the response is **required** or whether the driver can **skip** it.



5. Once the task is created, every new order assigned to the driver includes these questions in the workflow.



‼️ Make sure the Question path matches the company's workflow so drivers see the questions at the right point in the process.

Click the link below to learn more about tasks

Tasks - what, why & how

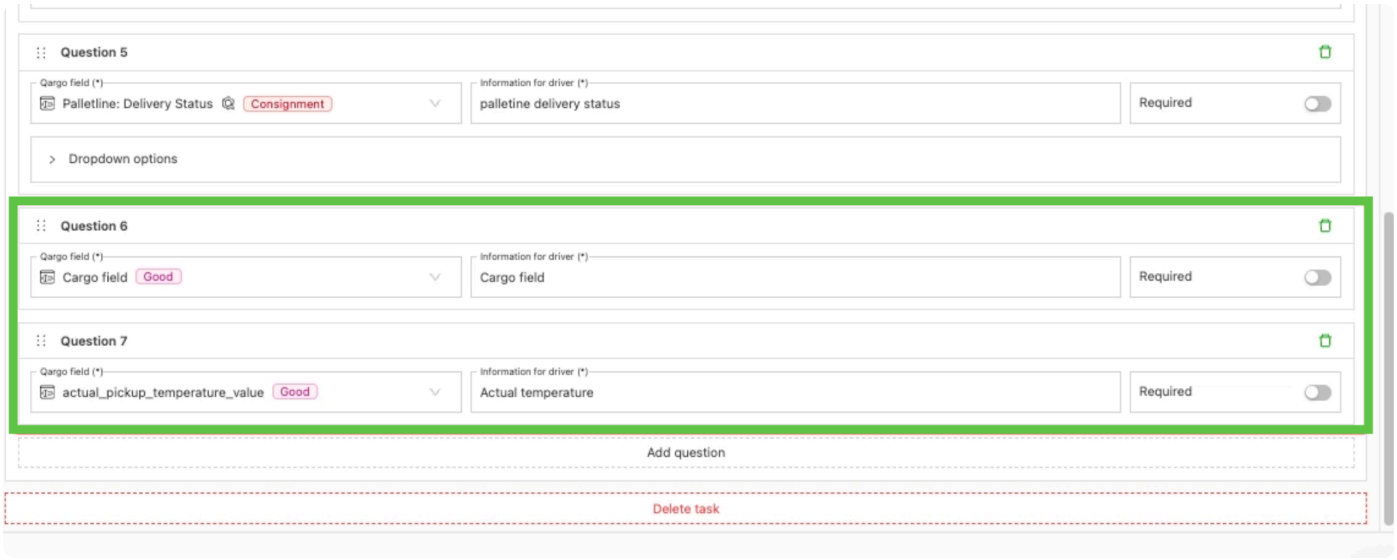
Goods-level questions on stops with multiple goods lines

Q. When a stop has several goods lines, can drivers answer goods-level questions for each line separately?

A. Yes. Goods-level questions now generate one question per goods line, so each line is answered individually and the answer syncs back to the correct line.

A *goods-level question* (for example a pallet count, a pallet swap, or a packaging update) previously appeared only once per stop and was always tied to the first goods line. On a stop with several goods lines, the driver's answer overwrote only the first line. The other lines kept their original planned quantities, which produced incorrect order totals.

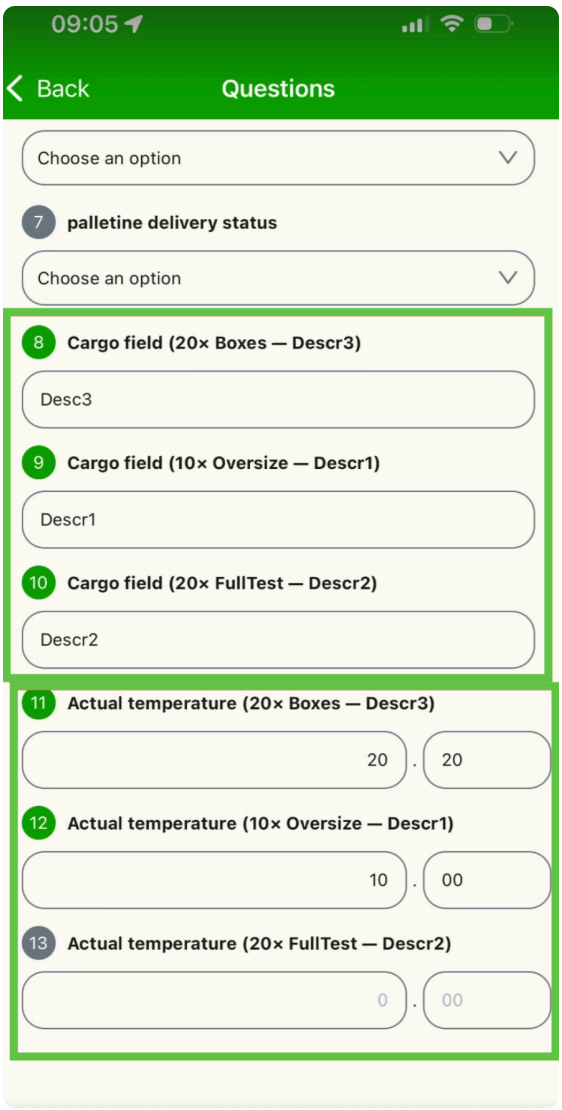
Now, for every goods-level question, the question path generates one separate question per goods line on the stop.



Each question is labeled with a goods identifier (a combination of packaging type, product type, goods description, and quantity), so the driver can tell which line the question refers to. The answer is written back to that specific goods line.

How drivers answer per goods line

1. Open the stop in the Qargo driver mobile app or the carrier portal and start the question path.
2. Review **each goods-level question**. On a stop with multiple goods lines, one question appears per line, each labeled with its goods identifier.
3. Enter the value (pallet count, pallet swap, or packaging update) for each goods line.
4. **Confirm** the answers. Each value syncs back to the goods line it belongs to, identified by that line's row ID.



Stops with a single goods line are unchanged: one question appears, with the same wording as before. No configuration is required, because goods-level questions already in use automatically fan out per goods line.

📚 The same behavior applies to the Trimble onboard computer question path: each goods line receives its own question, and the answer is synced to the matching line.

‼️ Goods identifiers combine packaging type, product type, description, and quantity. When goods lines are identical (for example, identical lines imported through an integration), the labels can look the same, even though each question still maps to a distinct goods line.

For older mobile clients, or integrations that do not send a goods identifier, the question path falls back to the previous behavior and writes the answer to the first goods line.

Prefill question answers with the existing Qargo value

Q. A question asks the driver for information that is already stored in Qargo, such as the order customer reference or a planned quantity. Can the question open with that value filled in instead of empty?

A. Yes. Each question in a question path has a Prefill with current value in Qargo option. When it is switched on, the question opens with the value already stored in the field it writes back to. The driver confirms it or types over it.

Without prefill, a question always opens empty (or at 0 for a quantity), even when the planner has already entered the value on the order. The driver then retypes it. On a required question, a driver without the right value on hand often overwrites a correct value with a guess.

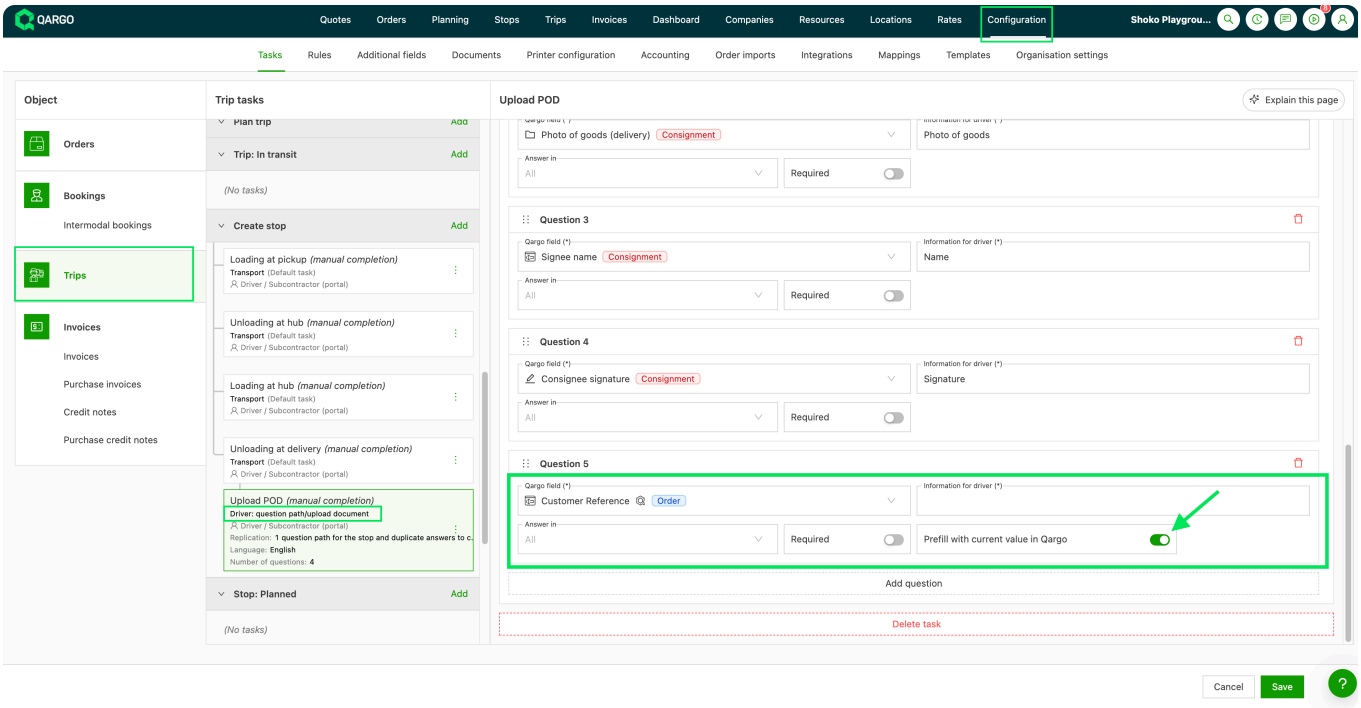
With prefill on:

- The question opens with the current Qargo value in the input.
- The driver can leave the value as it is or type over it.
- Only the submitted value is written back to Qargo.
- A prefilled required question counts as answered, so the driver can confirm it and move on.
- When the field in Qargo is empty, the question opens empty, exactly as before.

How to switch on prefill

Prefill is set per question, on a task of type **Driver: question path/upload document**. Default tasks such as **Loading at pickup or Unloading at delivery (type Transport)** have no questions, so the option is not available there.

1. Navigate to **Configuration > Tasks**.
2. Open **Loads**.
3. Open the question path task in the workflow, or
   Add one with task type **Driver: question path/upload document** at the point where the questions should appear.
4. Add a question, or open an existing one.
5. Select the **Qargo field** the answer is written to, for example Order customer reference.
6. Switch on **Prefill with current value in Qargo**, next to the Required toggle.
7. **Save** the task.



‼️ The option is off for every question, including questions already configured. Nothing changes for drivers until the option is switched on per question. The super admin or admin role is needed to set it up.

Which fields can be prefilled

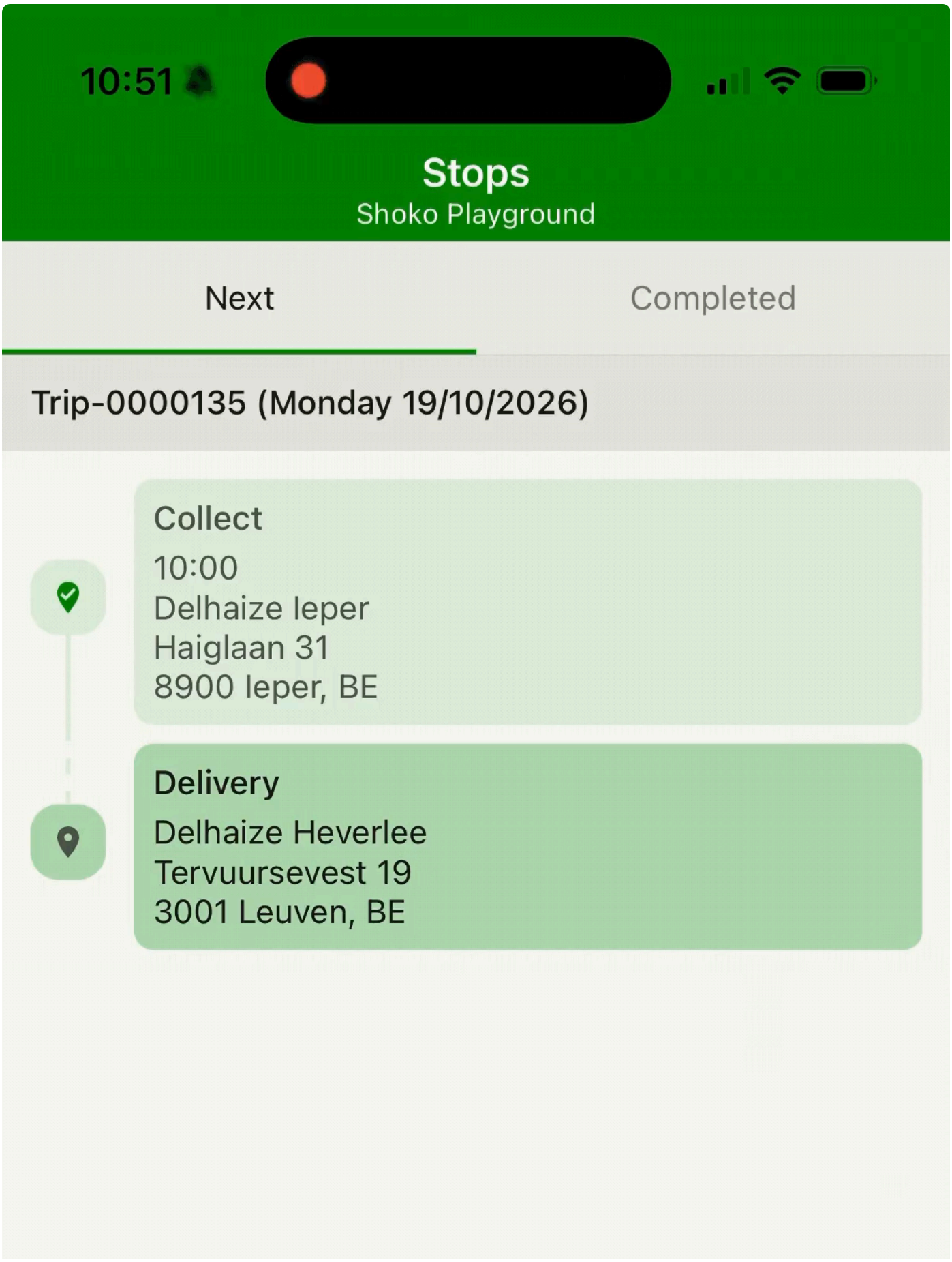
Prefill is available only on questions that write back to **a single value**. The question prefills from the same field its answer is written to. A different field cannot be shown as context.

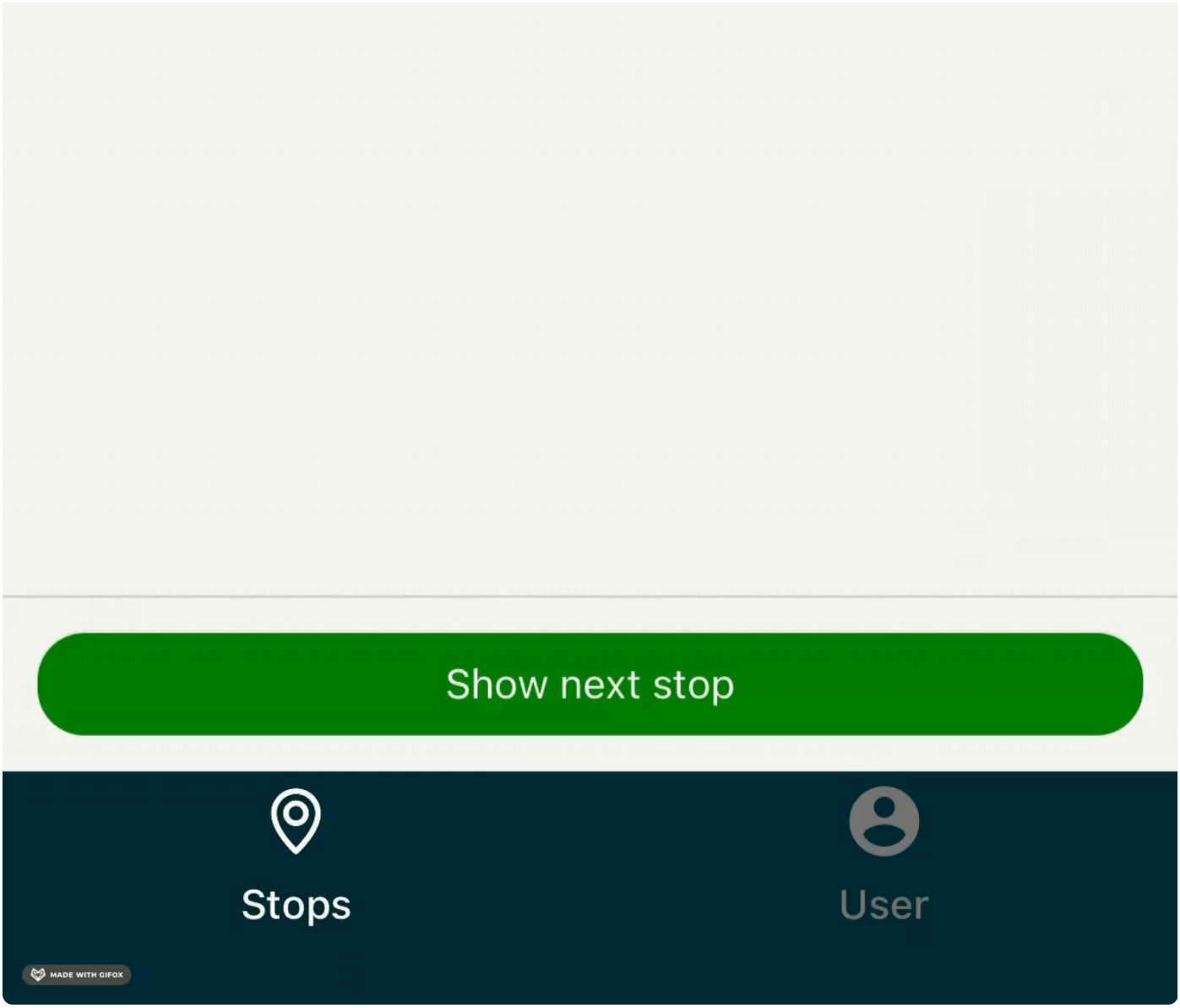
Examples: order customer reference, stop reference and note, goods quantity and weight, and custom fields of type text, number, or dropdown.

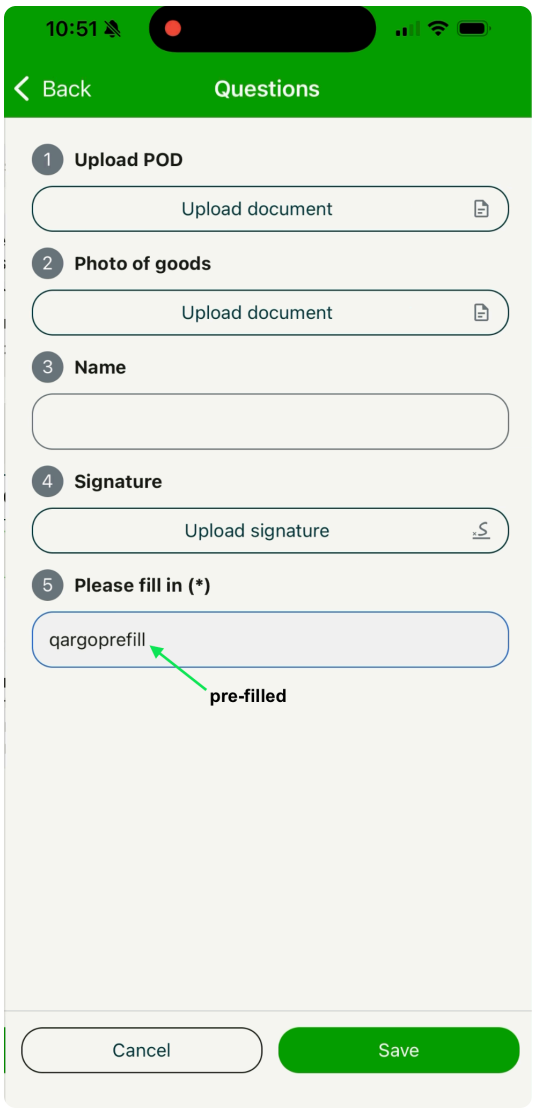
The option is not shown on questions that write to documents, photos, or signatures (for example POD/CMR, Photo of goods, or Receiver signature), because these have no value to read.

How drivers see prefilled questions

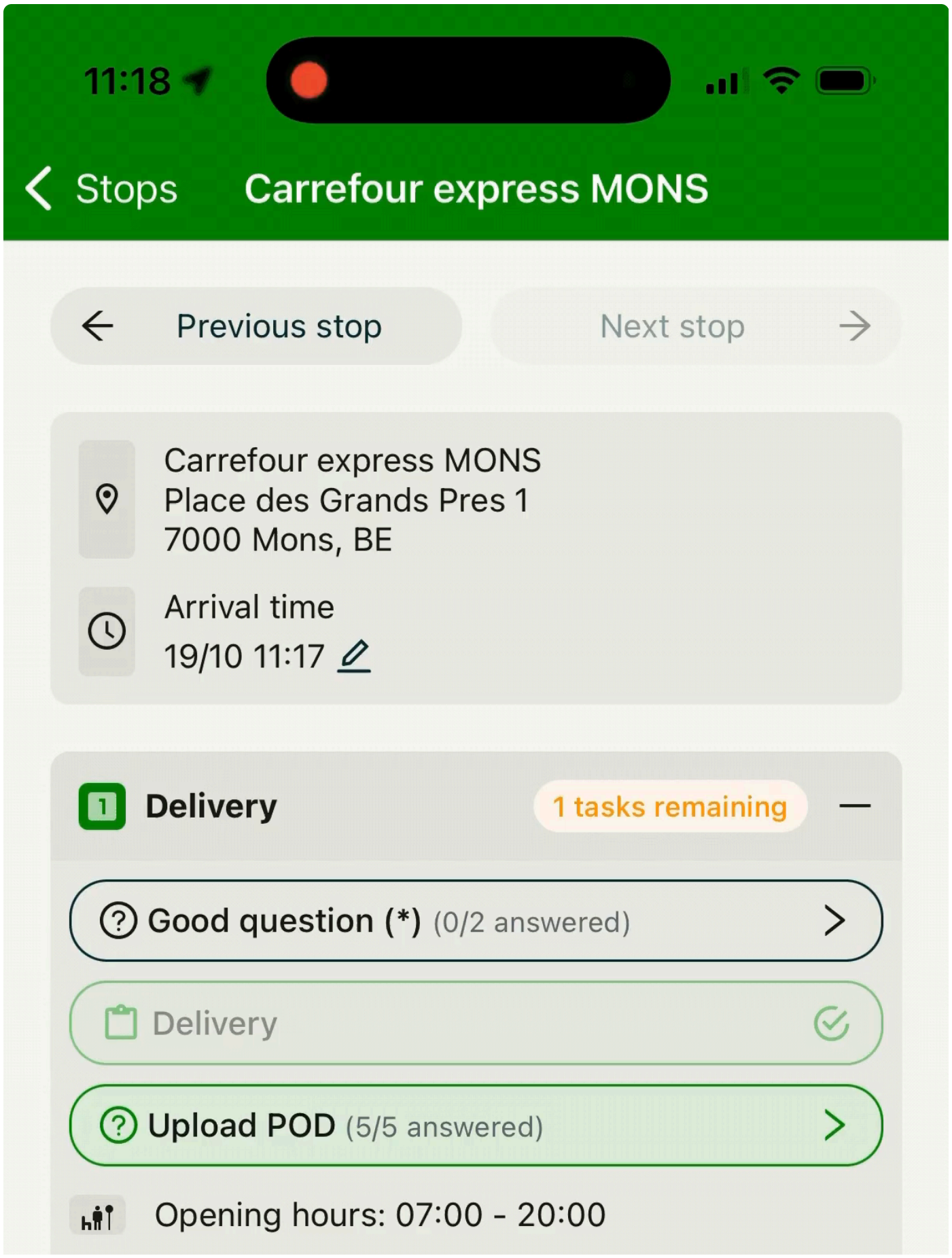
1. Open the stop in the Qargo driver mobile app or the carrier portal.
2. Start the question path.
3. Review the question. The current Qargo value is already in the input.
4. Keep the value when nothing has changed, or **type over it** when the real value differs.
5. **Confirm** the answer. The submitted value is written back to Qargo.

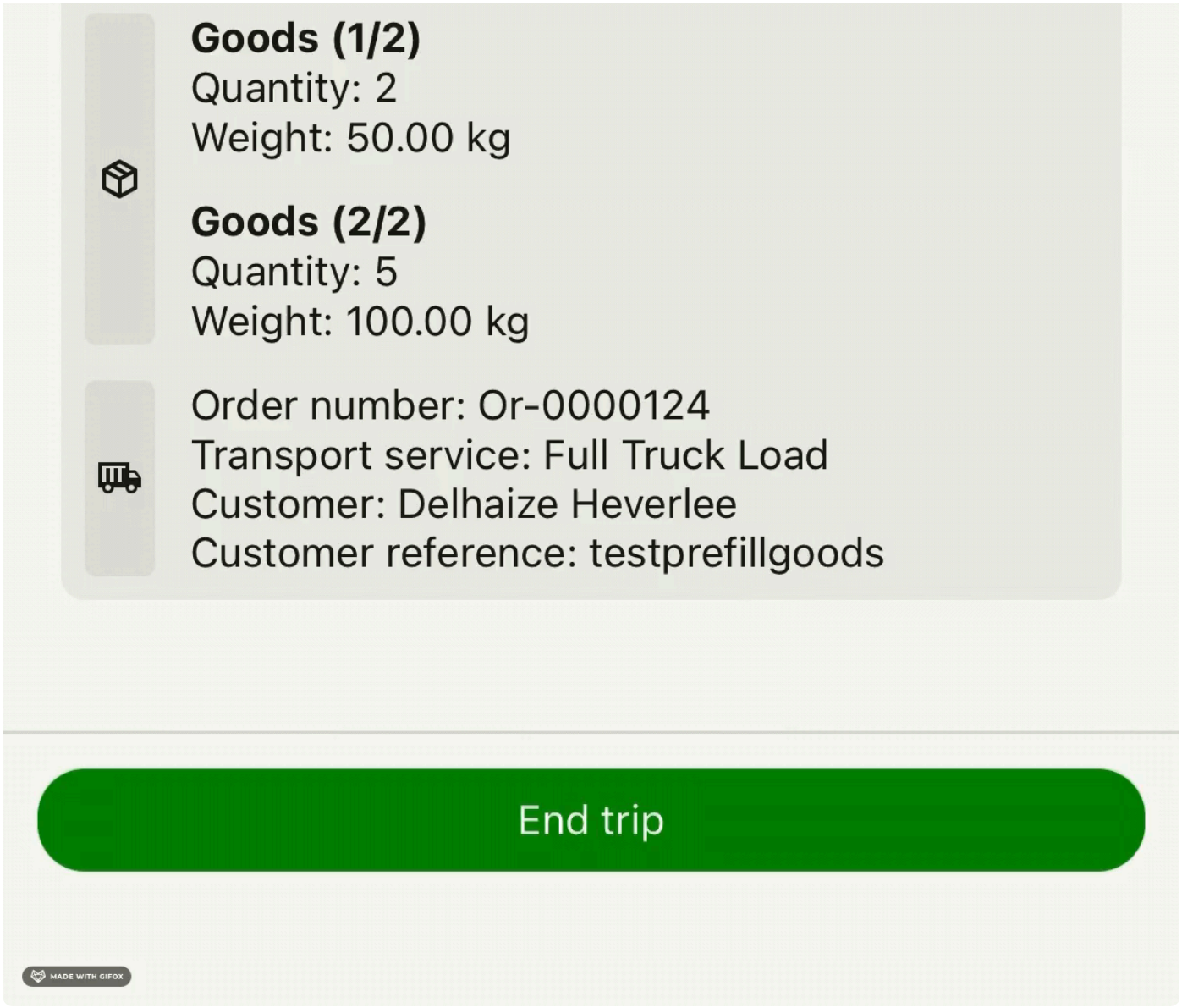

10:51
Stops
Shoko Playground
Next
Completed
Trip-0000135 (Monday 19/10/2026)
Collect
10:00
Delhaize Ieper
Haiglaan 31
8900 Ieper, BE
Delivery
Delhaize Heverlee
Tervuursevest 19
3001 Leuven, BE

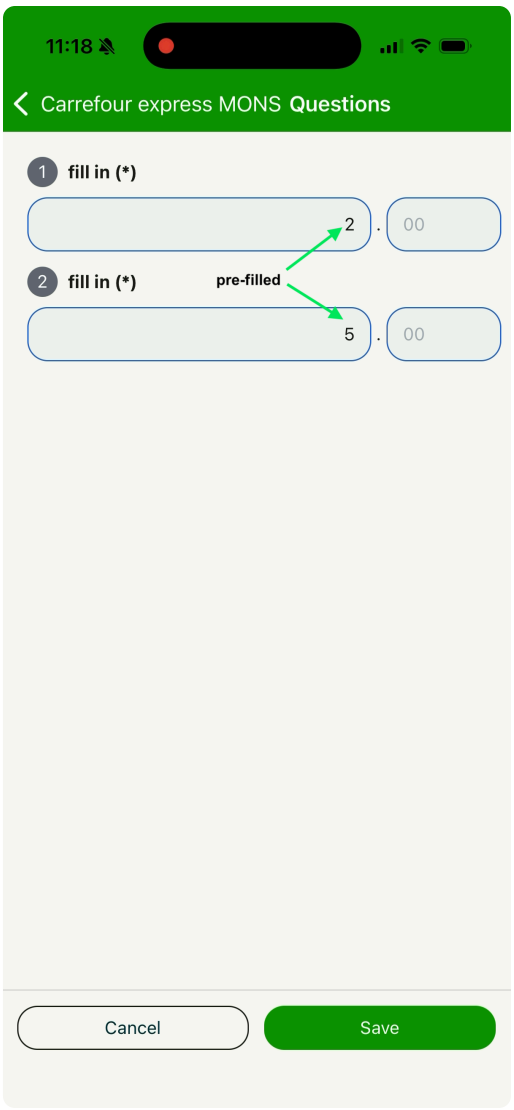

Show next stop
Stops
User
MADE WITH GIFOX



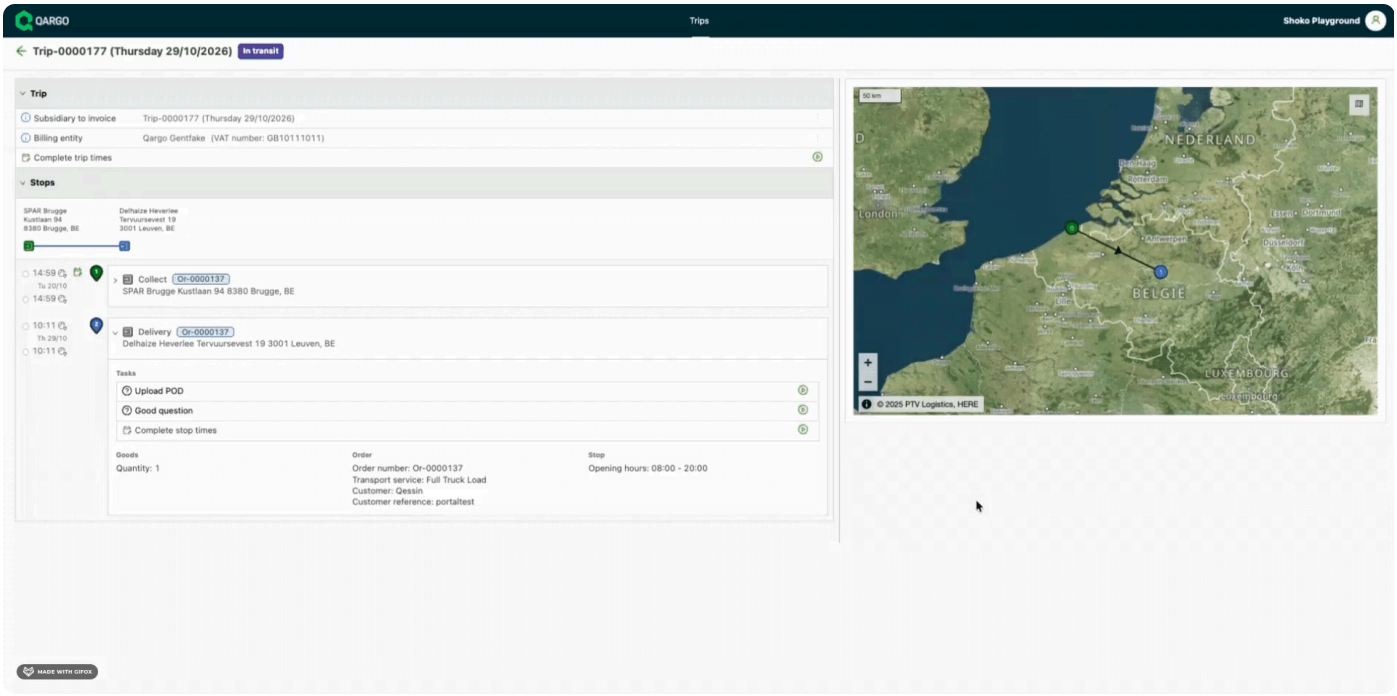
Goods-level questions prefill per goods line, so each line shows its own value: the actual loaded value if one is recorded, otherwise the planned value.


11:18
Stops
Carrefour express MONS
Previous stop
Next stop
Carrefour express MONS
Place des Grands Pres 1
7000 Mons, BE
Arrival time
19/10 11:17
1
Delivery
1 tasks remaining
Good question (*) (0/2 answered)
Delivery
Upload POD (5/5 answered)
Opening hours: 07:00 - 20:00


Goods (1/2)
Quantity: 2
Weight: 50.00 kg
Goods (2/2)
Quantity: 5
Weight: 100.00 kg
Order number: Or-0000124
Transport service: Full Truck Load
Customer: Delhaize Heverlee
Customer reference: testprefillgoods
End trip
MADE WITH GIFOX



Prefill works in the Qargo driver mobile app and in the carrier portal.



‼️ The information set in Qargo is read when the load is dispatched to the driver or contract carrier. A change made in Qargo after dispatch only reaches the question after a redispatch.

Troubleshooting

Issue	Fix
No question settings are shown on a task such as Loading at pickup	Add or open a task of type Driver: question path/upload document
The Prefill option is not shown on a question	Select a field that can be prefilled
The question opens empty although the order has a value	Switch on Prefill with current value in Qargo for the question
The question opens empty on one driver's phone only	Update the Qargo driver mobile app to the latest version
The question shows an outdated value	Redispatch the load to the driver or contract carrier. The value is read at dispatch, so a change made in Qargo afterward only reaches the question after a redispatch.