Invoices: managing CMR documents

How to manage invoice and CMR documents in Qargo, including splitting and attaching them

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Managing invoice and CMR documents in Qargo

Qargo is optimized for handling order documents, including invoices and CMRs (shipment notes). This guide covers splitting combined invoice+CMR files, handling adjustments after creation, and attaching CMRs when resending invoices.

Splitting combined invoice+CMR documents

Qargo supports splitting combined documents while a carrier invoice is being created. Here's how:

1. **Upload the document**: When uploading an invoice+CMR file, make sure the document is selected in the upload interface.
2. **Use the split document feature**: Locate the **Split document** control and use it to separate the pages into distinct tabs.
3. **Save the split documents**: Confirm the separation before completing and saving the carrier invoice. Splitting is not available after the invoice is created.

Handling adjustments after creation

If the invoice+CMR has already been saved as a single document and needs to be separated, use this workaround:

1. **Use an external PDF-splitting tool**: Qargo does not support splitting documents after creation, so use an external tool to separate the combined file.
2. **Re-upload the corrected documents**: After splitting, upload the individual invoice and CMR files back into Qargo as needed. Make sure they are linked correctly to their respective orders.

Managing attachments on resent invoices

To include CMRs with invoices that were initially sent without them:

1. **Resend the invoice email**: Locate the invoice to resend and start the resend action.
2. **Manually select attachments**: During sending, manually select the CMR (or POD) documents as attachments. These files must already exist in the corresponding order documents to be selectable.

Summary

In Qargo, document handling, including splitting files and managing attachments, is designed to streamline workflows. Although features like splitting are not available after creation, external tools offer an alternative. To resend invoices with additional attachments, make sure all necessary documents are uploaded and linked to the correct orders. Qargo also supports advanced CMR management through customization, such as tailoring templates for pre-printed paper, and automation, which sends CMRs automatically once specific order milestones are reached. Using these capabilities improves operational efficiency and reduces manual tasks.