FAQ: Setting insurance limit values

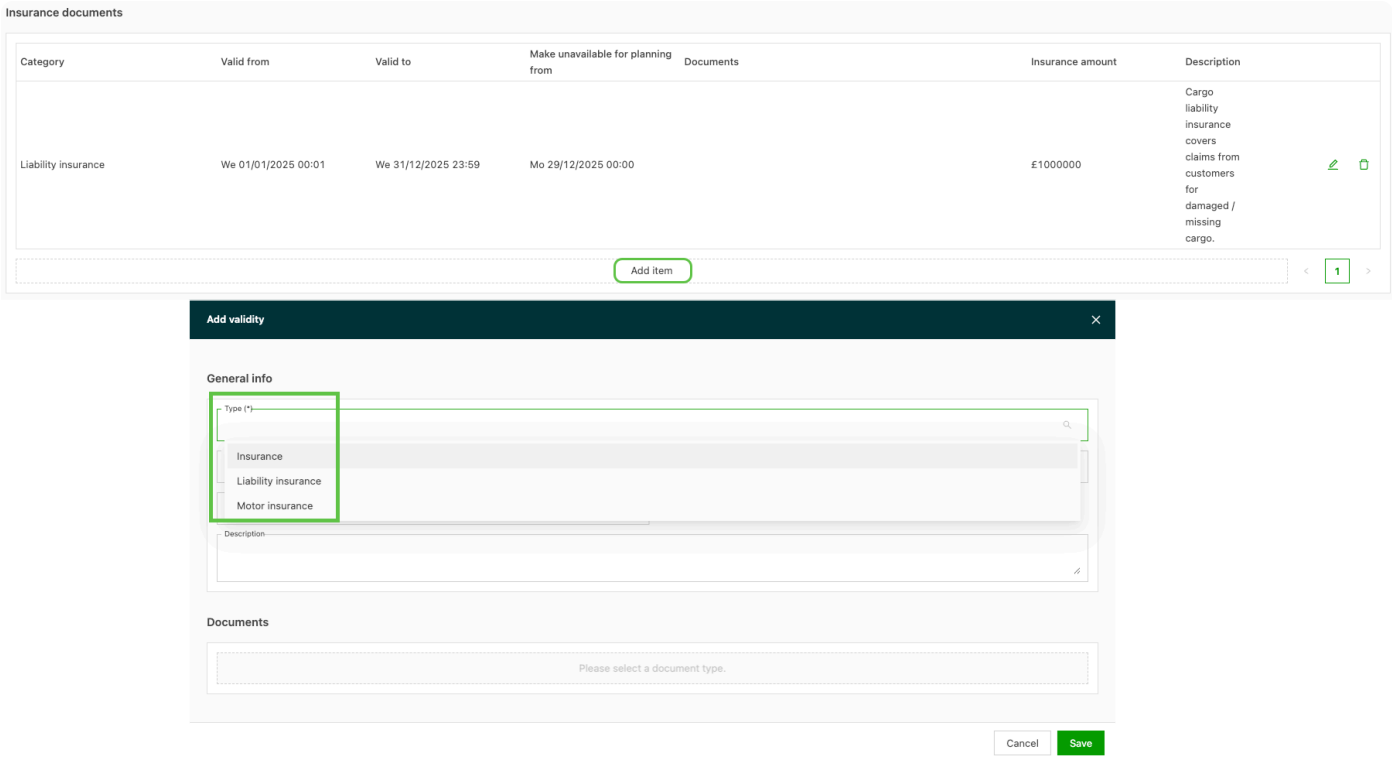
Updated November 4, 2025

Q. Is it possible to see the insurance value for the freight on an order? How can a user make sure that the contract carrier in use has valid insurance that covers the value of the freight?

A. Yes! It is possible to set an insurance value for the freight on an order. It is also possible to add contract carrier liability insurance details on the contract carrier profile. This is where the validity dates and the total amount of coverage can be added.

Adding contract carrier insurance details

- Go to the contract carrier profile (**Resources > Contract carriers**)
- On the contract carrier profile, scroll to the bottom and locate the **Insurance documents** panel
- Click **Add item** to add the details of the insurance document being uploaded.
    - Select the correct insurance **Type**
    - Add the valid from and to dates
    - (Optional) Turn on unavailability to restrict planning of the resource if the insurance is not within the validity date range
        - Set the date to make the resource unavailable
    - (Optional) Add a description to show what the insurance covers
        - This is displayed on the main panel for easy visibility
    - Drag or click to add the electronic copy of the insurance document

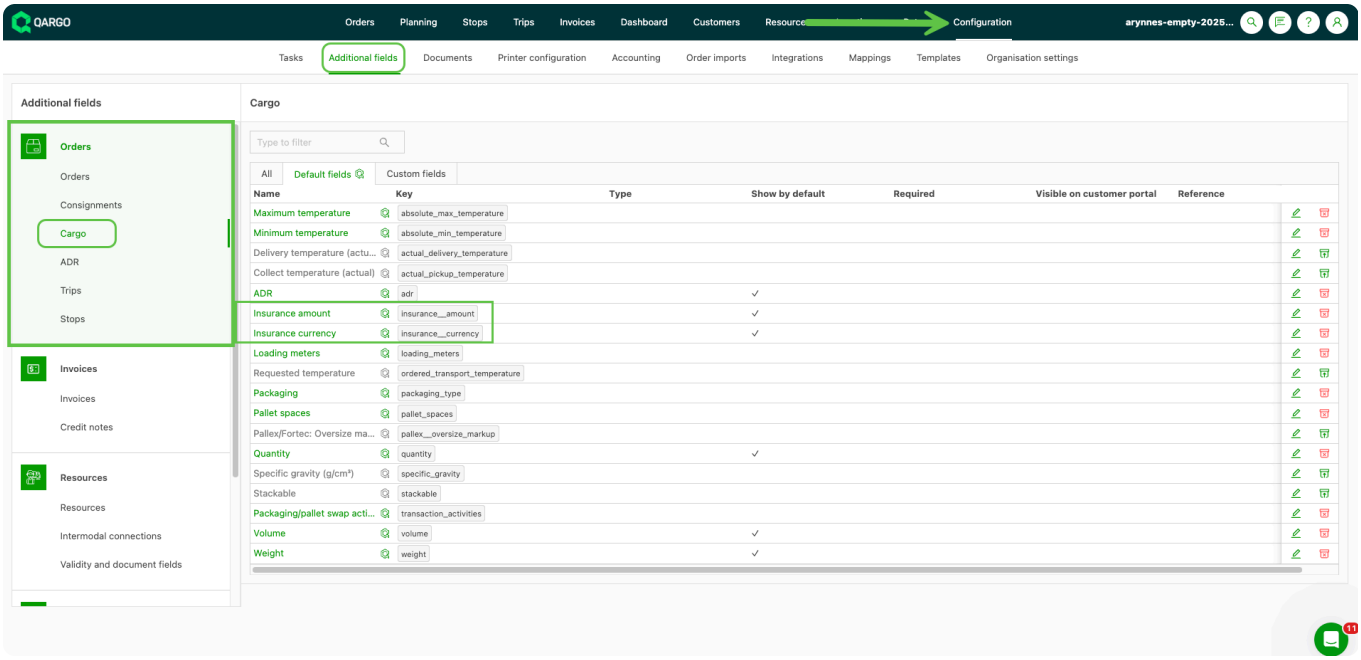


📚 **Insurance:** Insurance of a contract carrier.
📚 **Liability insurance:** Insurance coverage protecting against claims for injury or damage caused by the contract carrier.
📚 **Vehicle insurance:** Insurance coverage specifically for vehicles and their operation.

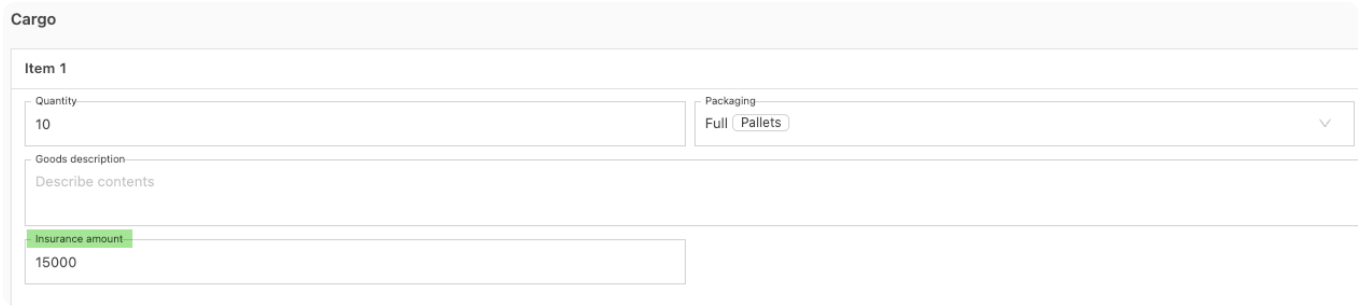
Adding a freight insurance value to an order

1. Enable additional fields so they show in the freight section of the order form

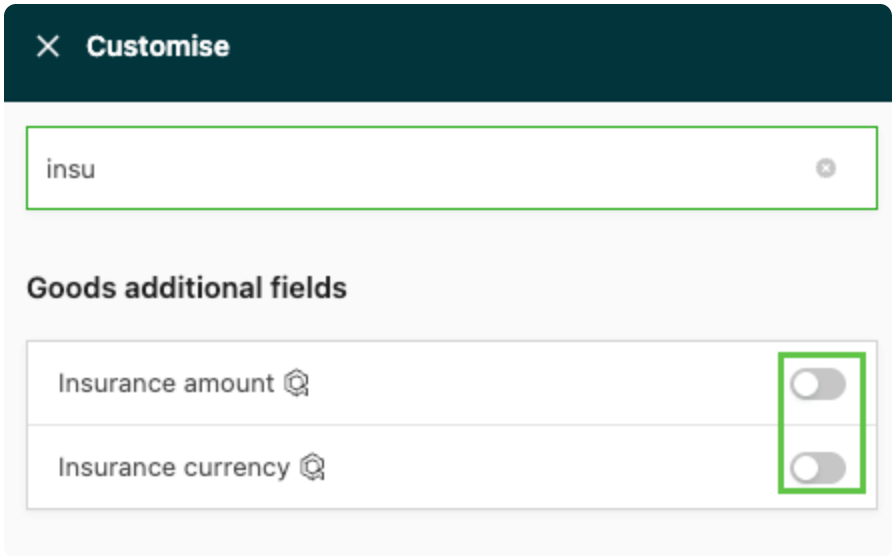
    1. Go to **Configuration > Additional fields** (admin users only)
    2. In the left-side menu, under **Orders**, select **Freight**.
    3. Under **Default fields**, select **Insurance amount** and **Insurance currency** and set them to active for the appropriate transportation services



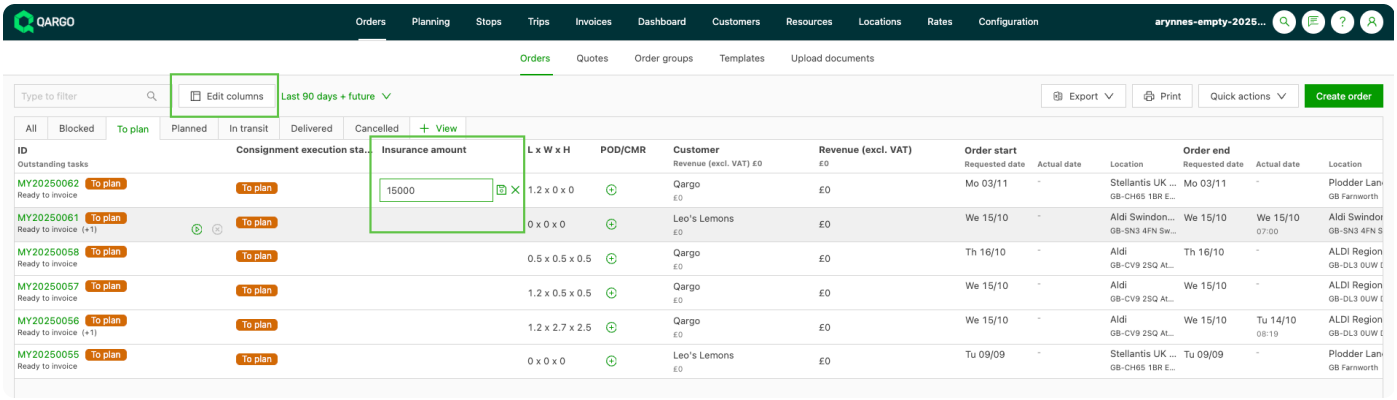
2. Once enabled, the **Insurance amount** option shows in the **Freight** panel of the order form.



3. To see the freight value directly in the order list view, use **Edit columns** to turn on **Insurance amount** (and/or the currency if required).



1. Once it is on, drag the column to the preferred position in the table.
2. The insurance amount value can be edited directly in the table view.


QARGO
Orders
Planning
Stops
Trips
Invoices
Dashboard
Customers
Resources
Locations
Rates
Configuration
arynnes-empty-2025...
Orders
Quotes
Order groups
Templates
Upload documents
Type to filter
Edit columns
Last 90 days + future
Export
Print
Quick actions
Create order
All
Blocked
To plan
Planned
In transit
Delivered
Cancelled
View
ID
Outstanding tasks
Consignment execution sta...
Insurance amount
L x W x H
POD/CMR
Customer
Revenue (excl. VAT) £0
Revenue (excl. VAT)
£0
Order start
Requested date
Actual date
Location
Order end
Requested date
Actual date
Location
MY20250062 To plan
Ready to invoice
To plan
15000
1.2 x 0 x 0
Qargo
£0
£0
Mo 03/11
Stellantis UK ...
GB-CH65 1BR E...
Mo 03/11
Plodder Lan
GB Farnworth
MY20250061 To plan
Ready to invoice (+1)
To plan
0 x 0 x 0
Leo's Lemons
£0
£0
We 15/10
Aldi Swindon...
GB-SN3 4FN Sw...
We 15/10
We 15/10
07:00
Aldi Swindor
GB-SN3 4FN S
MY20250058 To plan
Ready to invoice
To plan
0.5 x 0.5 x 0.5
Qargo
£0
£0
Th 16/10
Aldi
GB-CV9 2SQ At...
Th 16/10
ALDI Region
GB-DL3 0UW
MY20250057 To plan
Ready to invoice
To plan
1.2 x 0.5 x 0.5
Qargo
£0
£0
We 15/10
Aldi
GB-CV9 2SQ At...
We 15/10
ALDI Region
GB-DL3 0UW
MY20250056 To plan
Ready to invoice (+1)
To plan
1.2 x 2.7 x 2.5
Qargo
£0
£0
We 15/10
Aldi
GB-CV9 2SQ At...
We 15/10
Tu 14/10
08:19
ALDI Region
GB-DL3 0UW
MY20250055 To plan
Ready to invoice
To plan
0 x 0 x 0
Leo's Lemons
£0
£0
Tu 09/09
Stellantis UK ...
GB-CH65 1BR E...
Tu 09/09
Plodder Lan
GB Farnworth