FAQ: Tax on carrier invoices

Updated December 16, 2025

Q. When adding a charge to internal cost calculations, the new internal charge/rate can't be saved. Is a tax rate now required? Adding tax was never required before. Did something change? Why is the tax rate required now?

A. Yes. Tax is now mandatory on every cost/charge line. This keeps tax calculations consistent and prevents "missing tax %" errors that can break accounting and billing.

- If a **customer's tax type is set to VAT**, Qargo applies the tax from the rate card.
- If the customer's tax type is not VAT, the rate card's tax is ignored.

A tax rate must be filled in on internal cost rate cards. Whether tax is applied depends on the customer's tax type, but the system now requires the configuration for accurate calculations.

If the tax dropdown shows no options, no tax rates are configured for purchase. Only a Qargo admin can configure tax rates.

🧰 Contact the Qargo account manager or Qargo Support to have the tax rates updated.