FAQ: Troubleshooting and configuring contract carrier profiles, labels, and rating in Qargo

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Managing contract carrier labels, display names, and cost price lists accurately is crucial to streamlining operations in Qargo. This article outlines key principles. It also gives step-by-step solutions to common contract carrier configuration challenges.

Overview of contract carrier display and label configurations

Contract carrier labels in Qargo, such as **"Default external drivers"** or specific company names, depend on how resources are assigned and linked to price lists. Common issues include:

1. Contract carriers labeled as **"Default external drivers"** instead of **"Cost contract carrier"**, which affects how their cost rates are applied.
2. Incorrect or incomplete display names, such as a generic name instead of the full company name.
3. Contract carrier resources defaulting to generic labels when they are not properly connected to a cost price list.

Troubleshooting display and name assignment issues

Issue 1: Contract carrier displayed as "Default external drivers"

This label appears when a load is assigned directly to a driver resource, rather than to a contract carrier resource with an associated cost price.

Solution:

1. Change the load's resource from a driver to the contract carrier entity.
2. Make sure the contract carrier has a valid contract carrier price list (cost calculation) applied.

The label then changes to **"Cost contract carrier"**, and the appropriate cost rates are applied.

Issue 2: Contract carrier displayed with an incorrect name

Contract carriers sometimes appear with a generic or incorrect name, such as "Paul" instead of their full company name.
Solution:

1. Go to **Resources > Contract carriers** in Qargo.
2. Open the contract carrier's profile.
3. Find the **Generic resources** section.
4. Change the resource name to the full company name or the correct display name.
5. Save the changes.

The updated name now displays correctly when the contract carrier is assigned to orders.

Setting up contract carrier cost price lists and resource linking

Before configuring cost price lists, make sure contract carriers have resources, such as drivers or generic resources, added to their profiles. This step is essential for proper allocation and visibility.
For contract carrier resources to appear under specific cost price lists, rather than defaulting to **"Default external drivers"**, follow these steps:

1. Open the target cost price list (e.g., a specific vehicle type or contract).
2. Add the relevant contract carrier to the price list.
3. In the same list, link the contract carrier's resources (e.g., drivers, vehicles).
4. If a load was already assigned before this configuration, remove the resource from the load and reassign it so the updated settings apply.

This ensures the specified cost price list is actively used for contract carrier resources.

FAQs and additional tips

What to do if changes are not reflected immediately? Make sure all updates are saved, and reassign any affected loads to apply the new configurations.

Can multiple resources be assigned to the same contract carrier? Yes. Multiple resources, such as vehicles or drivers, can be linked to the same contract carrier profile and cost price list.

Why is accurate display configuration important? Correct label and rating configurations ensure that cost calculations, resource assignments, and reporting are accurate and aligned with contract carrier agreements.

Related topics

- Managing resources in Qargo
- Setting up and managing price lists
- Assigning and reassigning loads

These steps help resolve common contract carrier configuration issues in Qargo efficiently. For further support, consult the Qargo user guide or contact customer service.