FAQ: Workarounds and limitations in Qargo

This article brings together all known workarounds in Qargo in one place. Each section describes the limitation and the recommended steps to work around it until a native solution is available.

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<!— SCREENSHOT SUGGESTIONS 1. Planning screen showing the + icon between stops for order splitting 2. Orders page Quick actions menu for bulk splitting 3. Operations panel showing “Plan on separate load” option 4. Location configuration alert setup screen 5. Rate card detail page showing the “Link new customer” button 6. Qargo login screen showing the Next button and two sign-in options —>
Summary (≤200 chars): A reference guide to known workarounds in Qargo, covering planning, billing, exports, rate cards, network integrations, and login issues.

Planning and order management

Bulk splitting orders

Bulk splitting cannot be performed directly from the *Planning* screen.

Workaround: Go to the *Orders* page and use *Quick actions* to apply a bulk split. This achieves the same result for larger sets of orders.

Splitting an order after an unhook (afkoppel) stop

Splitting an order at the point after an unhook stop is not supported in Qargo.

Workaround: Unplan the relevant shipments and manually create new loads. **Add** separate unhook/hook (*ontkoppel/koppel*) stops as needed to recreate the correct route structure.

Splitting an order at the end of the timeline

Orders cannot be split at the very end of the day or between timeline periods.

Workaround: Perform the split between two shipments at the logical division point earlier in the timeline, not at the boundary of a timeline period.

Merging two separate loads

There is no direct “merge loads” button. Loads can only be merged if they are separated by a parking, terminal, or stop-end-day stop type.

Workaround: Locate the parking or terminal stop that is splitting the two loads, then **remove** it. Once it is removed, Qargo automatically consolidates the loads into a single continuous load. Verify that driver and vehicle resource allocations are compatible before merging.

Combining drive times from multiple drivers in a single rating calculation

Qargo does not support summing drive time across separate orders for rating purposes.

Workaround: Split the order into multiple loads by adding an unhook/hook stop between the pickup and the first delivery. **Assign** different drivers to each load. The system calculates the load durations independently within the same order, so driver hours are recognized in rating calculations.

Location pre-fills

Location extras or default values not applying to existing orders

Location default pre-fills (notes, duration, extras) do not reapply automatically when an order is updated or when a location changes after initial creation. Changes to the location configuration only apply to newly created orders.

Workarounds (choose one):

- **Quick action – Update stop activities:** Use this bulk action to apply extras across multiple stops at once. This is available only if the configuration permits updates for all stop types.
- **Manual update: Add** the extras individually at each affected stop.
- **Temporary location swap:** On the order, **change** the location to a different one, **Save**, **switch** back to the correct location, and **Save** again. This can force the system to refresh the pre-fills.

If none of the above resolves the issue, contact Qargo Support with the order reference number(s) and screenshots of the location configuration.

Billing and documents

Invoice PDF file size too large to email

Large invoice PDFs (particularly those including CMR attachments) may exceed email attachment limits.

Workaround:

1. **Send** the invoice from Qargo to the user's own email address so that all CMRs are bundled into one PDF.
2. **Download** the PDF via the download link in the email.
3. **Check** the file size of the downloaded PDF.
4. If the file is **under 20 MB**, send it directly from an email client (e.g., Outlook), subject to the company's attachment limit.
5. If the file is **over 20 MB**, **compress** it using a tool such as Adobe Compress PDF, then attach the compressed file to the email.

Splitting a combined invoice + CMR document after it has been saved

The document split function is only available while creating a carrier invoice. Once the invoice has been saved, the split option is no longer available in Qargo.

Workaround:

1. **Use** an external PDF splitting tool to separate the combined file into individual documents.
2. **Re-upload** the split invoice and CMR files to Qargo and make sure they are linked to their respective orders.

Adding CMR attachments when resending an invoice

If an invoice was originally sent without a CMR attachment and needs to be resent with the CMR included:

1. **Locate** the invoice and start the resend action.
2. During the sending process, **manually select** the CMR (or POD) documents as attachments. These files must already be uploaded and associated with the order before they can be selected.

Exports

Exporting more than 1,000 rows at once

Custom data exports in Qargo are limited to 1,000 rows per export.

Workaround:

1. **Filter** the data into smaller segments (for example, by date range, job status, or customer type) so that each segment contains fewer than 1,000 rows.
2. **Export** each filtered segment individually.
3. **Merge** the resulting files manually in Excel or another spreadsheet application.

Rate cards and rating

Charging per week when the manual formula only supports minutes, hours, or days

Manual rating formulas in Qargo only support time increments of minutes, hours, days, or months. There is no native “per week” increment.

Workarounds (choose one):

- **Convert to a per-day rate: Set** the calculation to a per-day rate where the daily price equals the weekly rate divided by seven.
- **Rate table by day range: Build** a rate table using “duration in days” ranges in seven-day steps, for example, 1–7 days = 1× weekly rate, 8–14 days = 2× weekly rate, and so on.
- **“Started week” logic:** If any partial week should be billed as a full week, **build** a rate table that starts at a minimum of 7 days and steps in 7-day increments.

New rate card not applying to existing orders

When a rate card is assigned or updated for a customer, the change only applies to orders created after that point. Existing orders keep the rate card that was in use when they were originally created.

Workaround: For existing orders that need to reflect the new rating, **manually update** the price on each affected order, or **create new orders** so that the correct rate card is applied automatically.

Customer not appearing in the rate card linking dropdown

A customer may not appear when linking them to a rate card for one of the following reasons:

- **Currency or transportation service mismatch:** The customer’s currency must match the rate card’s currency. **Create** a new rate card in the required currency, or **duplicate** the existing rate card and configure it in the correct currency.

- **“Use price list for all customers” toggle is on:** When this toggle is active, the rate card works as a default for the whole transportation service and does not accept individual customer links. **Assign** the rate card from the customer page instead, or **duplicate** the rate card with this toggle turned off.
- **Overlapping validity dates:** A customer cannot be linked to two rate cards with overlapping validity dates on the same service. **Verify** that the customer is not already linked to a conflicting rate card and adjust the validity dates accordingly.

Network integrations

Unable to remove a Palletforce (export) resource from a dispatched order

Once an order is dispatched to Palletforce and locked in their system, the resource cannot be removed in Qargo if a tracking code exists and the manifest date has passed, or if the shipment is terminal-locked.

Workaround:

- If the shipment has been **canceled in the Palletforce portal**, recall or refresh the dispatch in Qargo. Qargo checks the status and removes the Palletforce resource allocation automatically. The order can then be assigned to an in-house driver.
- If the shipment is **still active or accepted downstream**, add a driver and vehicle as an *extra resource* on the order and dispatch to that driver. This allows operations to continue without removing the Palletforce resource.

Unable to remove a Pall-Ex / Fortec (export) resource from a dispatched order

The same constraint applies to orders dispatched to Pall-Ex and Fortec.

Workaround:

- If the shipment has been **canceled in Nexus/Pallex**, recall or refresh the dispatch in Qargo. The resource allocation is removed automatically.
- If the shipment is **still active**, **add** a driver and vehicle as an extra resource and dispatch to the driver to continue operations.

Login and access

Unable to log in to the Qargo driver mobile app

If a driver receives an error asking them to contact support, or the *Reset password* button is missing on the resource profile:

Workaround – Reset password button is missing:

1. **Remove** the email address from the resource profile.
2. **Toggle off** *Mobile access* and **save**.
3. **Toggle** *Mobile access* back on, **re-add** the email address, and **save** again.
4. The *Reset password* button should now be available. **Click** it to send a new login link.

Workaround – Stuck session or general login error:

1. **Fully close** and reopen the browser or driver mobile app.
2. **Go** to `http://app.qargo.com/logout` to clear any stuck session, then log in again.

💬 **Still stuck?** If a workaround in this article does not resolve the issue, contact Qargo Support with the order reference number(s), relevant screenshots, and a description of the steps already taken.