# FAQ – Trailer number not carried over after drop

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## Q. Why is the trailer number not carried over after a drop?

Whether the trailer number carries over after a drop depends on **where the trailer was assigned**: at the order level or at the load level. These are two distinct assignment types in Qargo, and **only load-level assignments trigger the automatic carry-over suggestion.**

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## What is the difference between an order-level and a load-level trailer assignment?

**Order-level assignment**

- The trailer is linked directly to the order and is visible in the **OR** column on the order overview.
- The assignment is made in the order's resources section and remains on the order record throughout its lifecycle.

**Load-level assignment**

- The trailer is linked to a specific load and resource combination and is visible in the **Tr** column on the order overview.
- The assignment is made on the planning board or in the load's resource section.

Both assignment types are visible on the order overview, but they behave differently when a drop occurs.

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## When does the trailer number carry over?

The carry-over mechanism is based on **load-level assignments only**. When a new load is planned for the same resource combination (e.g., the same tractor unit), Qargo checks the load history for that resource and automatically suggests the last used trailer or container. This suggestion appears during load planning, so the planner can confirm or change the trailer before saving.
The same logic applies when a driver executes a drop in the driver mobile app. The trailer associated with the load is recorded and made available for carry-over when the next load for that resource is planned.

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## When does the trailer number not carry over?

If the trailer was assigned at the **order level** (the **OR** field), it is bound to that order record only. It is not associated with the load or the resource combination. As a result:

- No carry-over suggestion is generated when a new load is planned for the same tractor.
- The **Trailer planning** view (accessible from the **Planning** tab) tracks each trailer's last location, goods and availability based on load history. This view will not reflect this trailer assignment.
- When the driver drops the trailer in the driver mobile app, the system does not record a load-level trailer change. No carry-over is triggered for subsequent planning.

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## How to make sure the trailer number is carried over?

The trailer must be assigned at the **load level** rather than the order level. To do this, open the load on the planning board and add the trailer directly to the load as a resource. The system then tracks the trailer as part of the load history and generates the correct carry-over suggestions for future loads using the same resource.

## Can a trailer be assigned at both levels simultaneously?

Yes. A trailer can appear in both the **OR** field (order level) and the **Tr** field (load level) if it was assigned in both places. However, only the load-level assignment drives the carry-over behavior and the **Trailer planning** view. The order-level assignment is informational and does not influence load-based tracking.

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