Orders – Neutral CMR: masking pickup and delivery locations – what, why, and how.

A Neutral CMR is a pre-filled CMR document where the pickup or delivery location is replaced by the customer's billing address. This hides the real location from the recipient of that document. Enable an additional order field to generate the correct template.

Updated April 8, 2026

Summary

What is a Neutral CMR?

A Neutral CMR is a pre-filled CMR document where either the pickup or the delivery location is replaced by the customer's billing address. This hides the real location from the recipient of that document.

Why use it?

Transport companies sometimes use contract carriers to carry out part of a journey. In those cases, the contract carrier should not know the real pickup or delivery location, for example to protect a commercial or supplier relationship. The Neutral CMR makes it possible to generate compliant transport paperwork without exposing sensitive location data.

How does it work?

The **Neutral CMR** field is enabled in **Configuration > Additional fields > Order**. This adds a dropdown to every order.

- When creating or editing an order, the location to mask is selected.
- When a pre-filled CMR is generated for that order, the selected location is automatically replaced by the customer's billing address.
- Two separate CMRs are typically generated: one for the leg from the real pickup to the masked point, and one from the masked point to the real delivery.

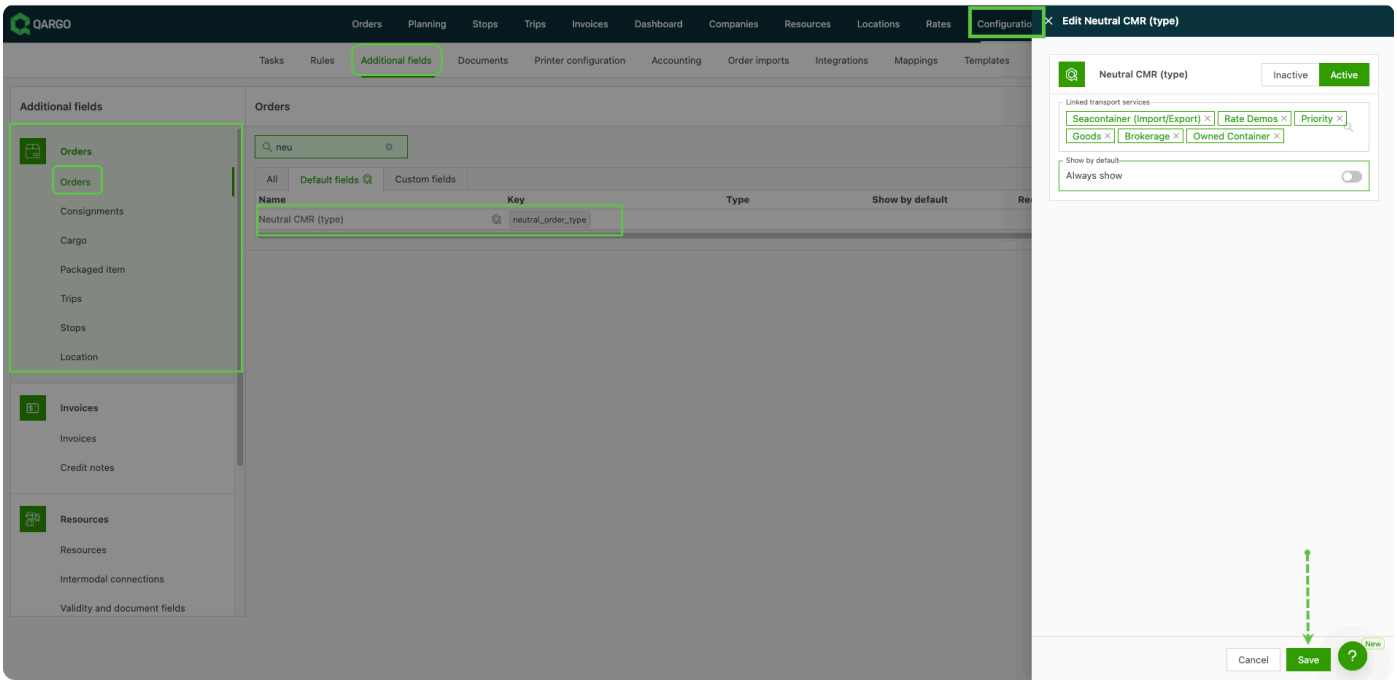
Terminology

Term	Definition
Neutral CMR	A CMR document in which either the pickup or delivery location has been replaced by the customer's billing address to hide it from the document recipient.
CMR	Convention on the Contract for the International Carriage of Goods by Road. The standard shipment note used in Europe for road transport.
Mask pickup location	A Neutral CMR option that hides the actual pickup address and replaces it with the customer's billing address on the generated CMR.
Mask delivery location	A Neutral CMR option that hides the actual delivery address and replaces it with the customer's billing address on the generated CMR.
Customer billing address	The billing address linked to the customer record in Qargo. This address is shown in place of the masked location on the CMR.
Additional fields	A configuration section in Qargo where optional order-level fields (such as Neutral CMR) can be enabled or disabled.

Configuration

Before the Neutral CMR option appears on orders, the field must be activated in the configuration module.

1. **Navigate** to **Configuration > Additional fields > Order**.
2. **Locate** the **Neutral CMR** field in the list of available order fields.
3. **Enable** the field by toggling it on.
4. **Save** the configuration.



- Once enabled, a **Neutral CMR** dropdown will appear on all order creation and edit forms.

Using the Neutral CMR on an order

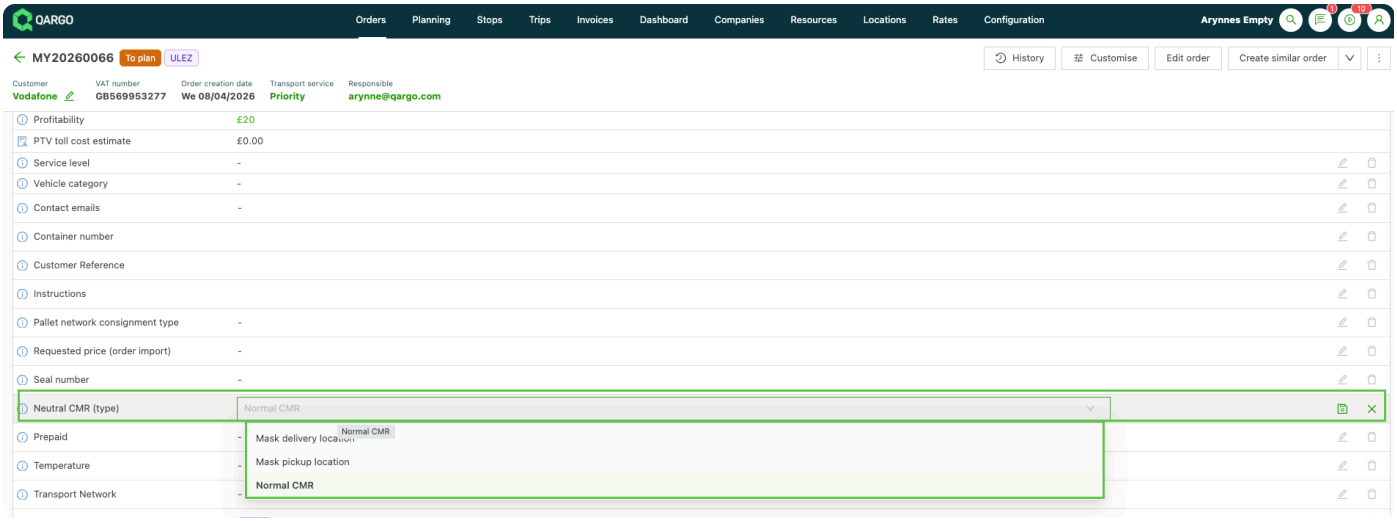
Setting the Neutral CMR type

When creating or editing an order, the **Neutral CMR** dropdown is visible in the order details.

1. **Open** the order to be created or edited.
2. **Locate** the **Neutral CMR** dropdown field.
3. **Select** the appropriate option:

- **No neutral CMR:** no location masking is applied; the CMR will show the actual pickup and delivery addresses.
- **Mask pickup location:** the actual pickup address is replaced by the customer's billing address on the generated CMR.
- **Mask delivery location:** the actual delivery address is replaced by the customer's billing address on the generated CMR.

4. **Save** the order.



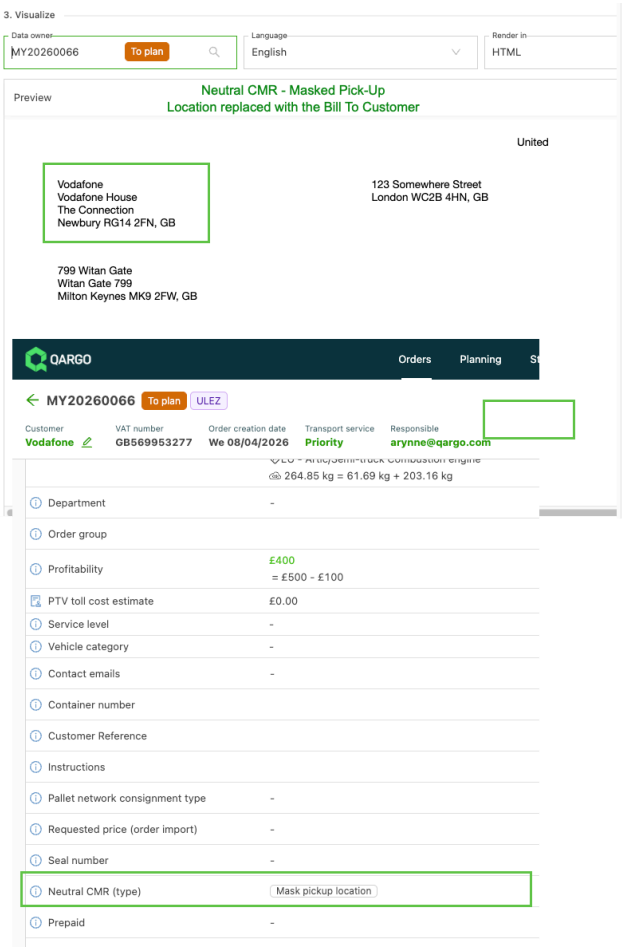
Generating the two CMR documents

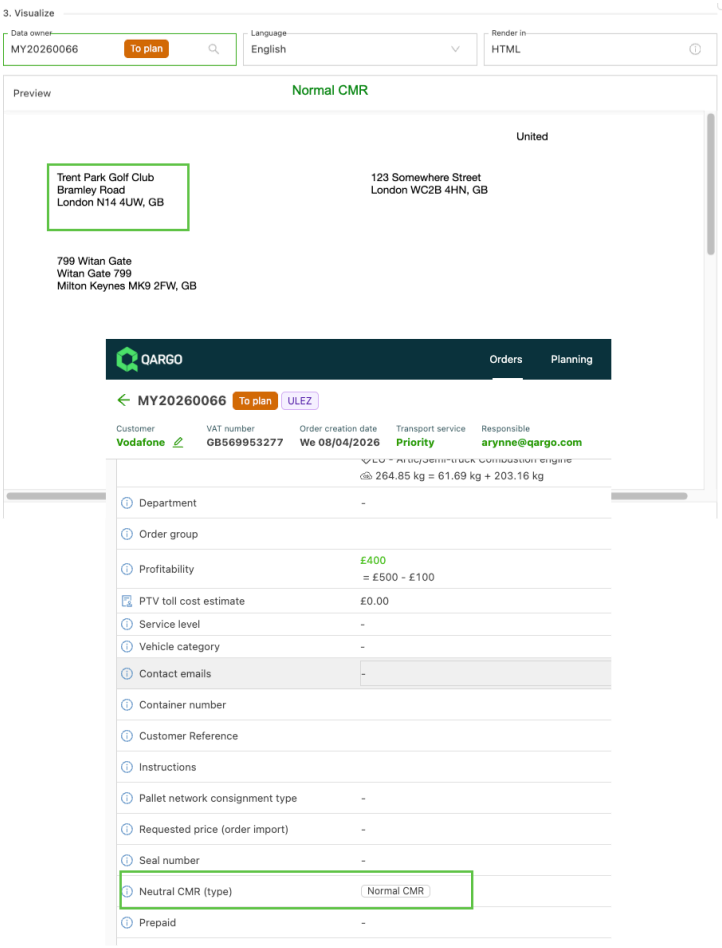
When a Neutral CMR type is set, two separate CMR documents should be generated for the transport:

1. CMR 1: from the real pickup location to a neutral (masked) handover point.
2. CMR 2: from the neutral handover point to the real delivery location.

This ensures that the contract carrier handling one leg of the journey only has access to the addresses relevant to their segment, without exposure to the full origin-to-destination route.

Generate the pre-filled CMR documents via the **Documents** section of the order or load page, as with a standard CMR.





📚 The address that replaces the masked location is always the ***customer's billing address*** as configured on the customer record in Qargo. This address cannot be customized per order at this time.

Troubleshooting

Issue	Solution
The **Neutral CMR** dropdown does not appear on orders	Confirm that the **Neutral CMR** field has been enabled under **Configuration > Additional fields > Order**. Changes take effect immediately once saved.
The generated CMR still shows the real address despite setting a Neutral CMR type	Verify that the CMR type was saved on the order before generating the document. If the document was generated before the type was set, regenerate the CMR.
The masked address shown is incorrect	The address displayed is the customer's billing address from the customer record. Update the billing address on the customer page if needed, then regenerate the CMR.
It is unclear which of the two generated CMRs masks which location	The two documents will have the same filename format. Check the content of each to identify which leg each covers.
The Neutral CMR option needs to be set on every order individually	This is the current behavior: the setting is order-level only. Setting a default per customer is a known feature request and is not yet available.