Video: the difference between contact roles and location contact roles

Company contacts can be assigned roles like Billing, Operations, Sales, or Customs, so Qargo emails reach the right people. However, contacts can also live on locations. They are tied to what happens on the site, not at the company level.

Updated June 2, 2026

Roles exist in both the **Companies module** (Contacts) and the **Locations module**. The difference between these two types of roles is explained in the videos below.

Contact roles

Contact roles can be linked to a customer or contract carrier. There are different roles in Qargo. This video gives an overview of **all available contact roles**:

▶ https://watchclueso.com/embed/a9051qt61jzmfx83

Location contact roles

Location contacts are the people *on site*, not at the company level. This video explains the difference from contact roles and covers **all available location contact roles**:

▶ https://watchclueso.com/embed/ub47zu8fqir6q80p

Assigning the right roles to location contacts ensures that when Qargo runs a task, it reaches exactly the right person, at both the company and location level.

Read all about it in this article: Contact roles in Qargo.