Locations - Adding documents to a location and auto-share to the driver mobile app

Locations can have their own Documents section, such as driving instructions, site maps and access rules, so site paperwork does not have to be attached by hand to every order passing through that location, and reaches drivers automatically.

Updated October 8, 2026

Terminology

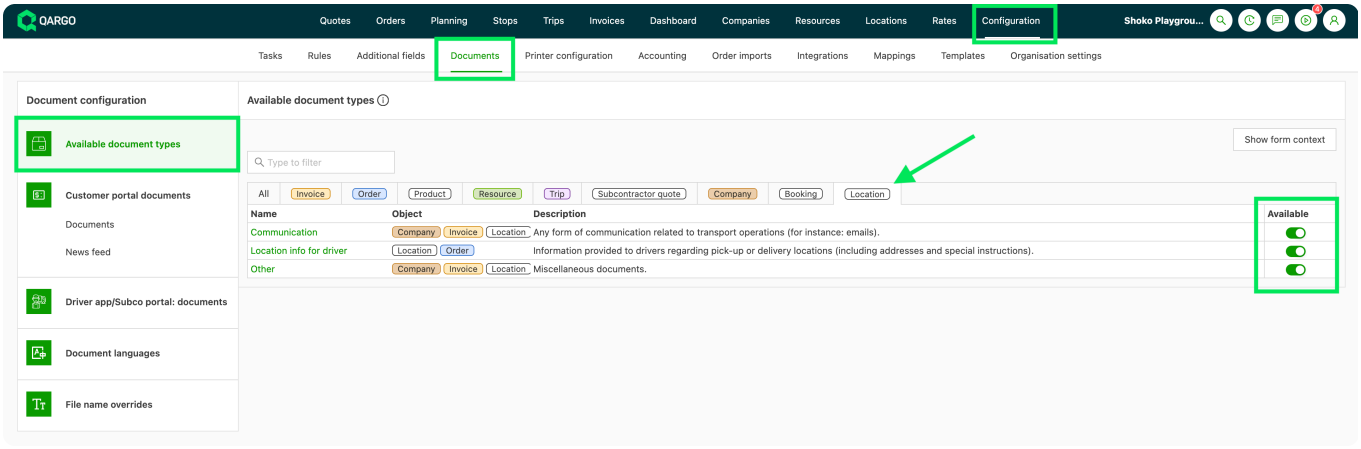
Term	Definition
Location document	A file uploaded directly to a location's detail page
Location info for driver	Document type for driving instructions, site access info or special instructions
Communication	Any form of communication related to the location
Other	Catch-all document type for anything not covered by the above
Driver mobile app/carrier portal: documents	The Configuration screen that decides which document types reach the driver mobile app and the carrier portal
Contact tasks	A task that sends a communication (email, EDI, etc.) to a configured contact

Prerequisites

The available document types need to be enabled in the **Documents** section.

🧰 **Super admin and Admin users** can configure this.

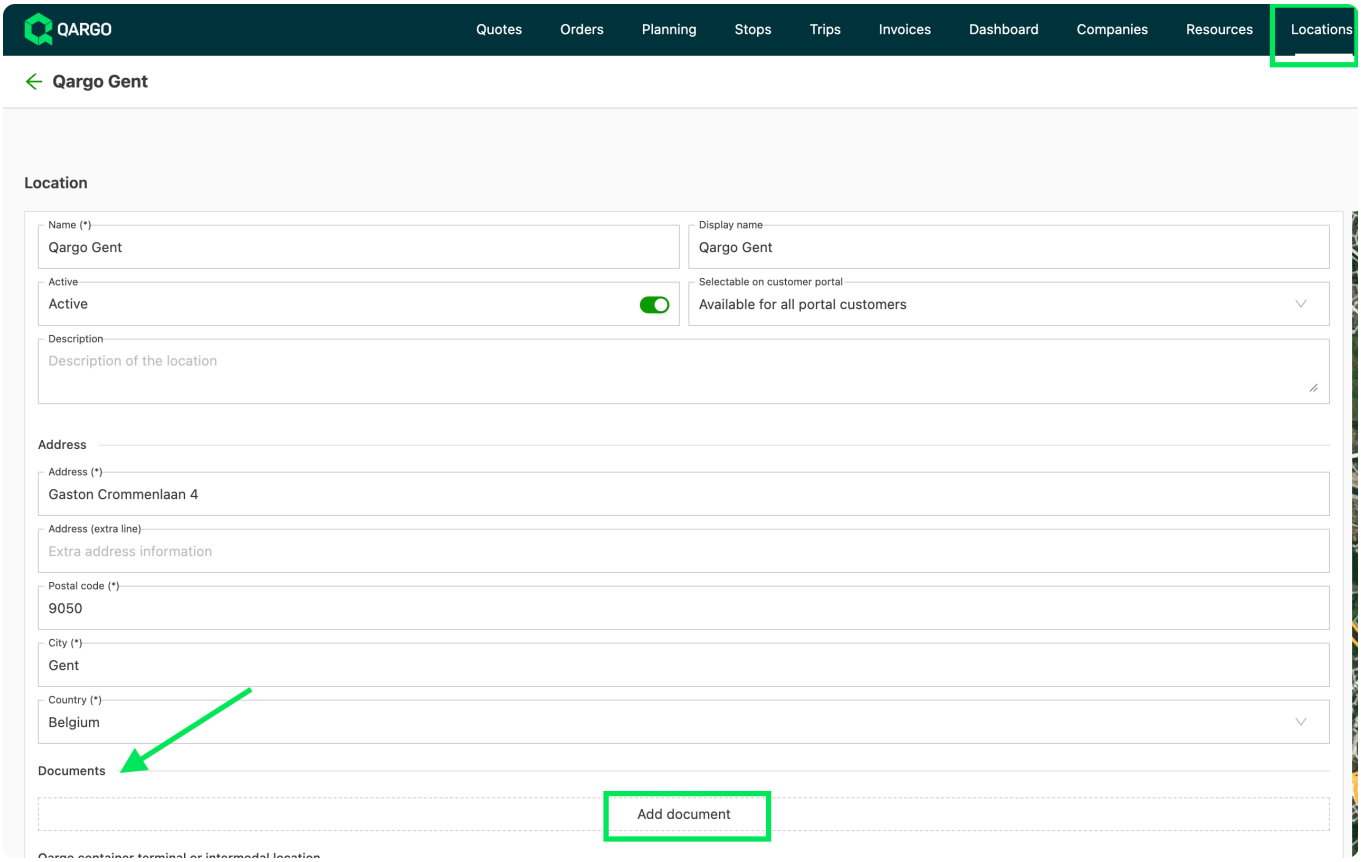
1. Navigate to **Configuration > Documents**.
2. Select **Available document types** from the side menu.
3. Click the **Location** tab.
4. **Enable** the location document types.
5. **Save**.

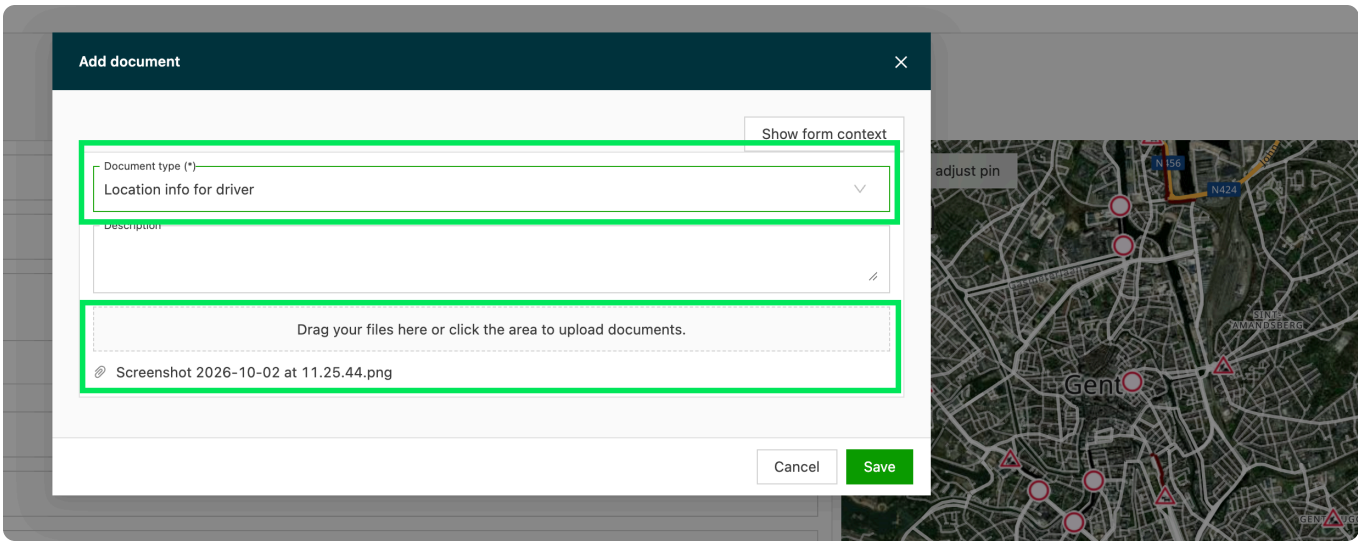


See Documents in Configuration.

Adding a document to a location

1. Navigate to **Locations > Locations**.
2. Open the relevant location to add a document.
3. Scroll to the **Documents** section, directly under the **Address** section.
4. Click **Add document**.
5. Choose a document type (**Location info for driver**, **Communication** or **Other**), then upload a file.
6. **Save**.
7. Click the **Eye** icon to preview it in the right-hand panel.


QARGO
Quotes
Orders
Planning
Stops
Trips
Invoices
Dashboard
Companies
Resources
Locations
Qargo Gent
Location
Name (*)
Qargo Gent
Display name
Qargo Gent
Active
Active
Selectable on customer portal
Available for all portal customers
Description
Description of the location
Address
Address (*)
Gaston Crommenlaan 4
Address (extra line)
Extra address information
Postal code (*)
9050
City (*)
Gent
Country (*)
Belgium
Documents
Add document


Add document
Show form context
Document type (*)
Location info for driver
Description
Drag your files here or click the area to upload documents.
Screenshot 2026-10-02 at 11.25.44.png
Cancel
Save
adjust pin
Gent

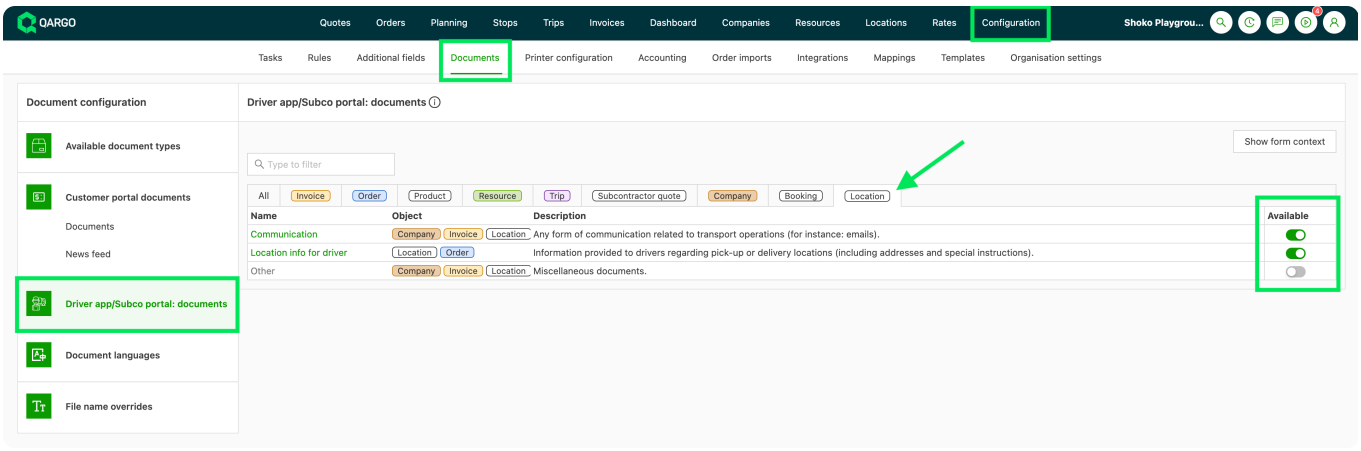

Document type (*)
Location info for driver
Communication
Location info for driver
Other
Drag your files here or click the area to upload documents

Location documents have no validity date: unlike resource documents, there is **no Valid from/to** option. Remove or replace a document manually when a site's rules change.

Sharing with drivers and contract carriers

🧰 **Super admin and Admin users** can configure this.

1. Navigate to **Configuration > Documents**.
2. Select **Driver mobile app/carrier portal: documents**.
3. Click the **Location** tab.
4. **Enable** the location document types that should reach drivers and contract carriers.
5. **Save**.



Once toggled on, every stop at that location automatically shows the uploaded documents to the driver (driver mobile app) and to any contract carrier (carrier portal). See Document visibility on the mobile app and Carrier portal - Document configuration.

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- A location document only reaches loads **dispatched after** it was added, replaced or removed. An already-dispatched load needs its task retriggered to pick up the change.
- A contact task for a stop, order or load automatically includes location documents of the types it's already set up to attach; no extra configuration is needed. Excluding a document type on the task removes it everywhere, not just from the location. See Tasks - Contact tasks: Viewing & sending documents.

Troubleshooting

Issue	Resolution
The needed document type isn't in the dropdown on the location.	Enable it for the Location object in **Configuration > Documents > Available document types**.
A driver or contract carrier doesn't see the document.	Confirm that the document type is enabled under **Driver mobile app/carrier portal: documents** (**Location** tab), and that the load was dispatched after the document was added.
There's no option to set an expiration date.	Location documents don't support validity dates. Remove or replace the file manually when it's out of date.