Video – How does order scanning work with Qargo Intelligence?

Order creation from documents runs in the background, based on rules. Documents come in through the Upload orders tab or directly from Outlook. Qargo detects the customer and transportation service, scans in the background, and prepares a draft order for review.

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Before getting started with order scanning, it's important to know that this feature is **part of Qargo Intelligence**, the Qargo AI add-on. The account manager can enable order scanning for the tenant.

🎥 Once it's activated, **this is how to configure order scanning**:

▶ https://watchclueso.com/embed/ac02506734ghhbty

🧰 Does one customer or transportation service work differently? Add an **override** for that customer, a transportation service, or a combination of both. The options:

- **Customer only:** applies the override to every order from that customer, whatever the service.
- **Transportation service only:** applies the override to every order for that service, whatever the customer.
- **Customer and transportation service together:** means the override applies only when both match.
- Disabling the **"Read from document" toggle:** switches this off for that field. It makes sure Qargo doesn't touch that field for the customer or transportation service. Everywhere else, the field follows the general rule.

More examples of rules can be found in this article's section: **Write instructions**.

🎥 Once the order confirmation scanning features are configured, it's **time to scan**:

▶ https://watchclueso.com/embed/kl489txrmglox9pc

‼️ Spot a field that's empty or wrong? That's the cue to go back to the rules. Improve the instruction once, and the next documents come in better.

🎥 Lastly, it's also possible to **import orders directly from the mailbox**:

▶ https://watchclueso.com/embed/l2xhvjwaz32ol0x5

📚 No Outlook add-in? No problem. The emails can be downloaded as .eml or .msg files and then uploaded to Qargo.

However, note that only one downloaded email file can be uploaded at a time.

More information on order scanning here: **Qargo Intelligence (Qi) – Order scanning**.