Configuration - Signing customer paperwork with the sign-on-glass signature

Sign customer paperwork or a prefilled CMR with the receiver's sign-on-glass signature, name and timestamp at delivery.

Updated October 27, 2026

Introduction

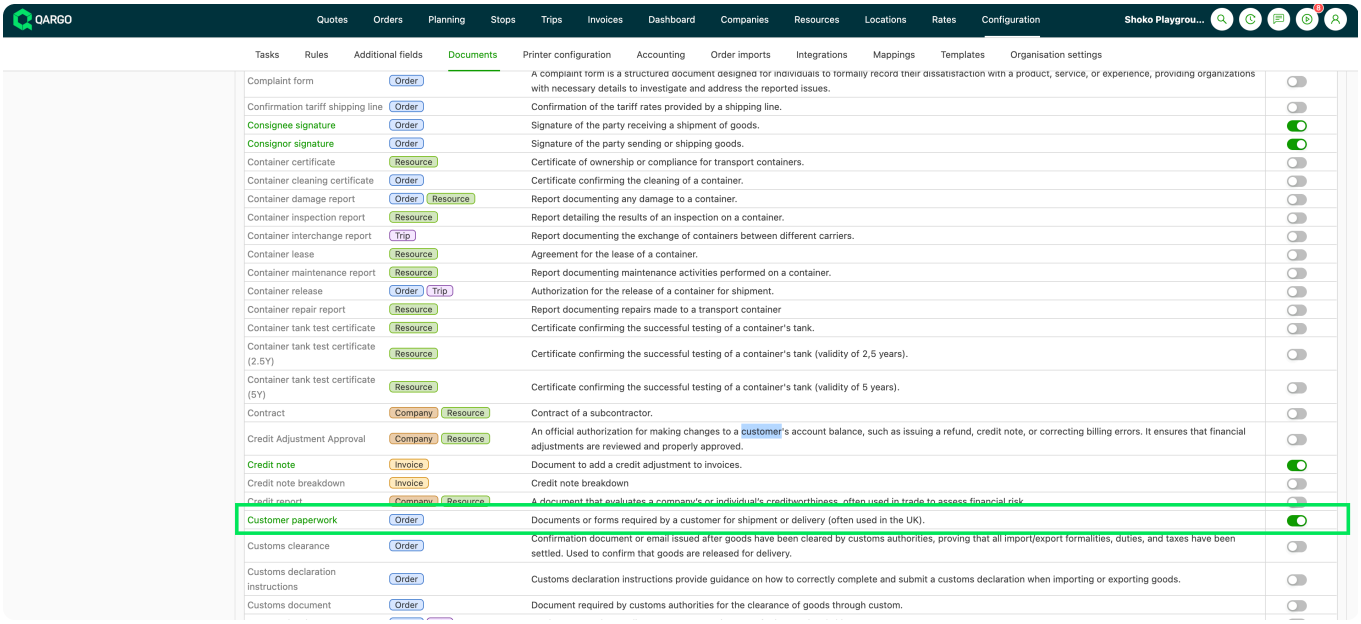
- **What**
  - A generate-document task option that places the receiver's sign-on-glass signature, signer name and timestamp onto the customer's own paperwork, or onto a prefilled CMR.
  - The result is saved as a POD/CMR.
- **Why**
  - Many customers only accept their own paperwork back, signed in a specific position and often on every page.
  - Without this option, the signature lands in one fixed spot, and an external signing tool is needed to position it.
- **How**
  - Configured once on a generate-document task in the *Orders* tasks, with a signature position.
  - Runs automatically after the signature step at delivery, like the ePOD.

Terminology

Term	Definition
Sign-on-glass	The signature the receiver draws on the driver's device at delivery
Customer paperwork	The customer's own document, uploaded to the shipment (for example a scanned delivery receipt)
Prefilled CMR	A CMR already filled with order data, ready for the receiver signature
POD/CMR	The document type the signed result is saved as
Signature position	The setting that decides where on the page the signature block goes

Prerequisites

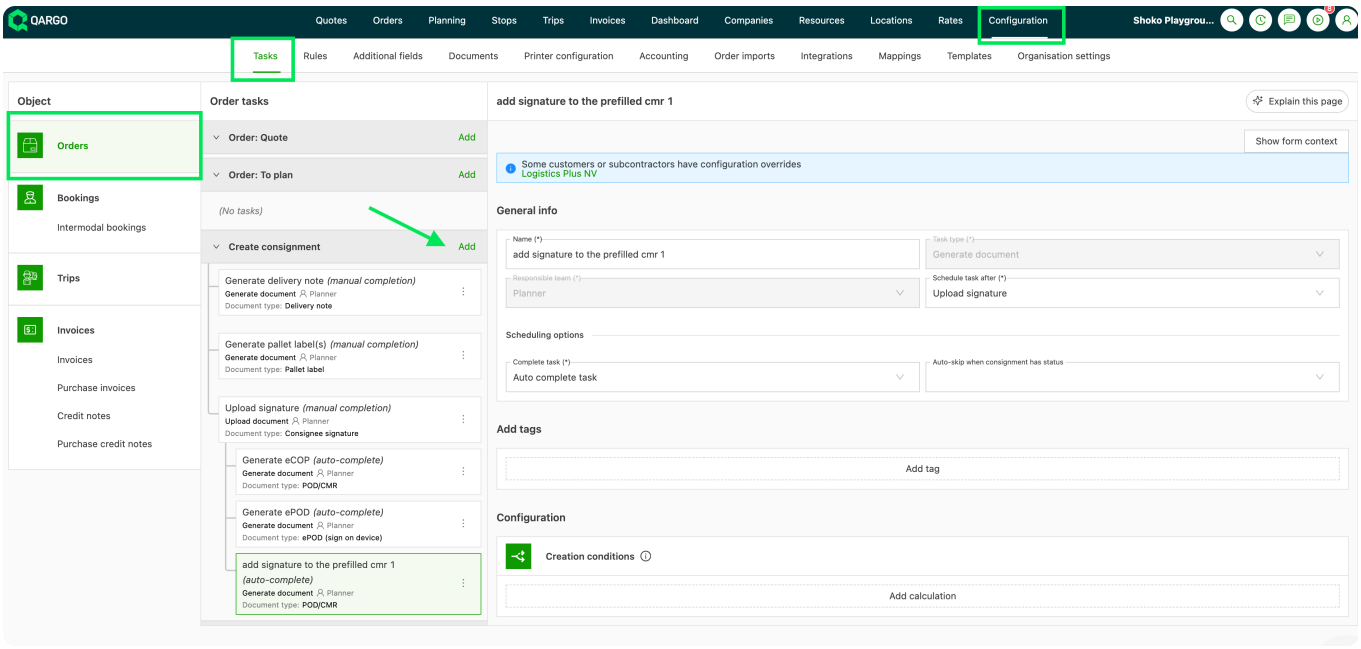
- The **Super Admin** role is required to configure the task.
- The **Customer paperwork** document type is enabled under **Configuration > Documents > Available document types**. It is off by default.

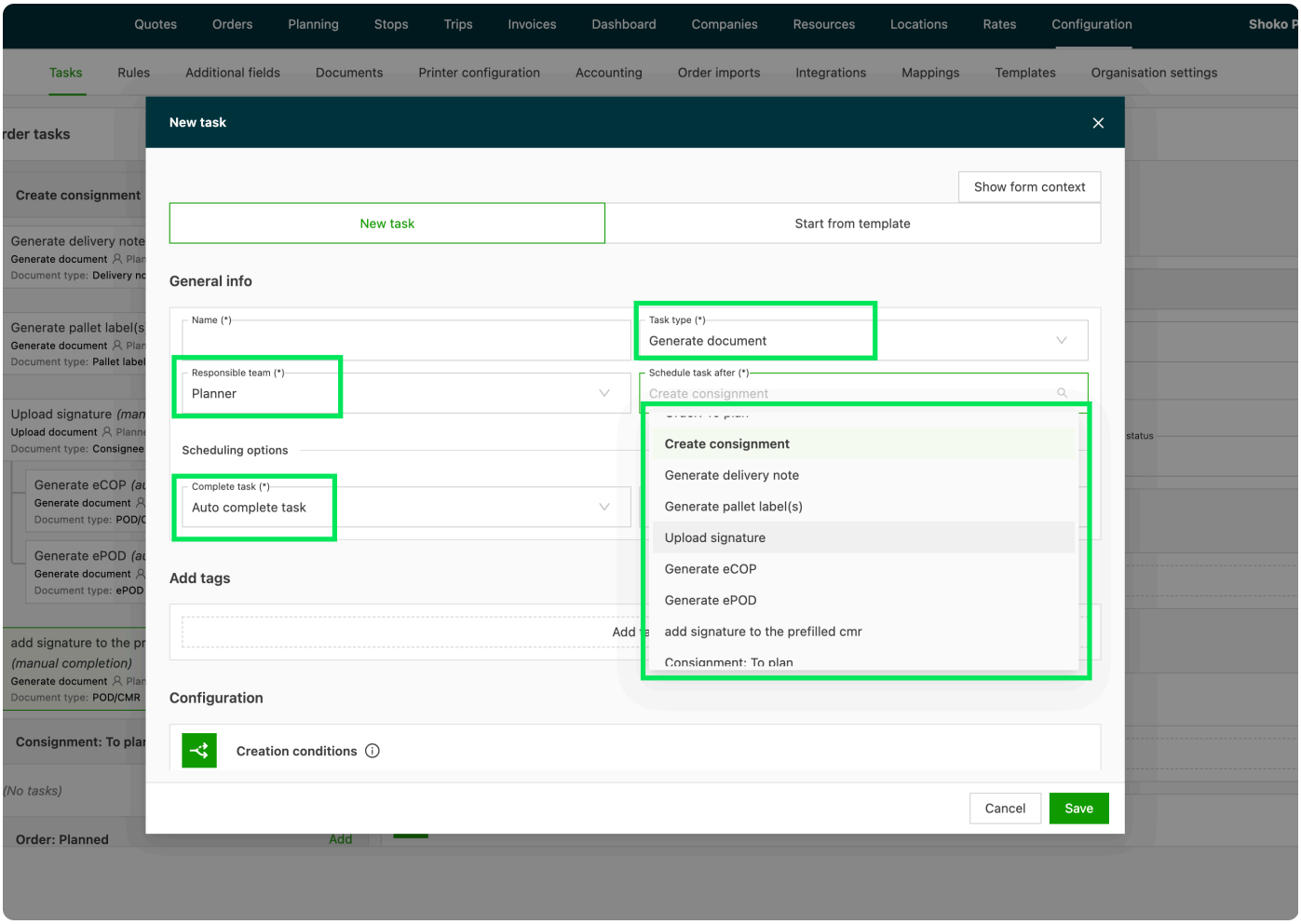


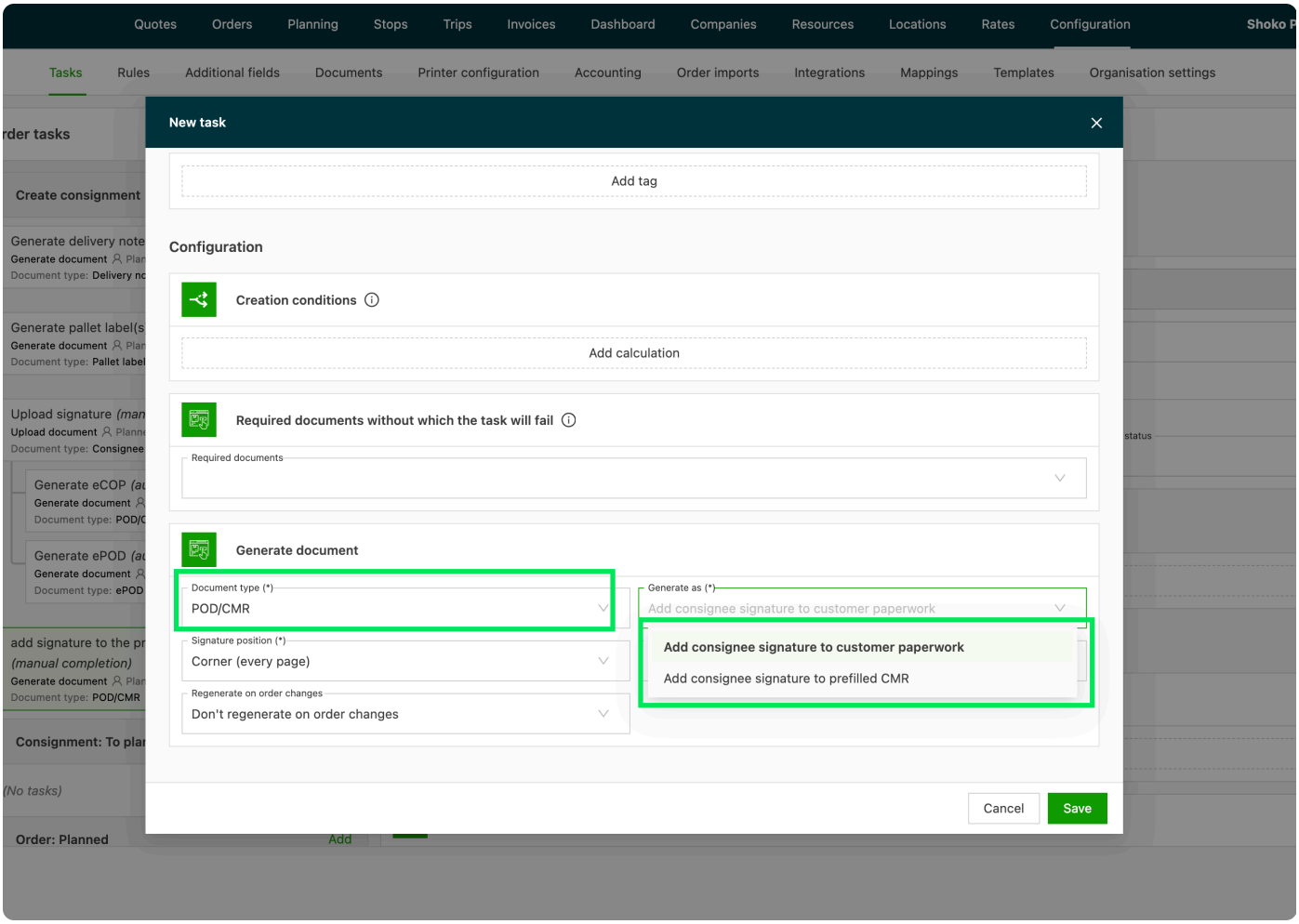
- The shipment has Customer paperwork uploaded (first option), through **Add info/doc > Add document** on the shipment, or a Prefilled CMR (second option).
- The paperwork is on the shipment **before** the signature step runs.

Setting up the signed-paperwork task

1. Navigate to **Configuration > Tasks**.
2. Select **Orders** in the left menu.
3. Click **Add** in the **Create shipment** section, or
   Open an existing generate-document task there.
4. Select **Generate document** as the Task type, and select the **Responsible team** (for example Planner).
5. Set **Schedule task after** to the step that captures the signature, for example **Upload signature**.
6. Set **Complete task** to **Auto complete task**.
7. Choose **POD/CMR** as the Document type.
8. Select one of the two Generate as options:
   - **Add receiver signature to customer paperwork**: adds the signer name, signature and timestamp to the uploaded customer paperwork and saves the result as a POD/CMR.
   - **Add receiver signature to prefilled CMR**: places the signature on the prefilled CMR and saves the result as a POD/CMR. Suited to consignment note flows.
9. Set the **Signature position** (see below). It is required for both options.
10. **Save** the task.


QARGO
Quotes
Orders
Planning
Stops
Trips
Invoices
Dashboard
Companies
Resources
Locations
Rates
Configuration
Tasks
Rules
Additional fields
Documents
Printer configuration
Accounting
Order imports
Integrations
Mappings
Templates
Organisation settings
Object
Orders
Bookings
Intermodal bookings
Trips
Invoices
Invoices
Purchase invoices
Credit notes
Purchase credit notes
Order tasks
Order: Quote
Add
Order: To plan
Add
(No tasks)
Create consignment
Add
Generate delivery note (manual completion)
Generate document Planner
Document type: Delivery note
Generate pallet label(s) (manual completion)
Generate document Planner
Document type: Pallet label
Upload signature (manual completion)
Upload document Planner
Document type: Consignee signature
Generate eCOP (auto-complete)
Generate document Planner
Document type: POD/CMR
Generate ePOD (auto-complete)
Generate document Planner
Document type: ePOD (sign on device)
add signature to the prefilled cmr 1 (auto-complete)
Generate document Planner
Document type: POD/CMR
add signature to the prefilled cmr 1
Explain this page
Show form context
Some customers or subcontractors have configuration overrides
Logistics Plus NV
General info
Name (*)
add signature to the prefilled cmr 1
Task type (*)
Generate document
Responsible team (*)
Planner
Schedule task after (*)
Upload signature
Scheduling options
Complete task (*)
Auto complete task
Auto-skip when consignment has status
Add tags
Add tag
Configuration
Creation conditions
Add calculation


Quotes
Orders
Planning
Stops
Trips
Invoices
Dashboard
Companies
Resources
Locations
Rates
Configuration
Tasks
Rules
Additional fields
Documents
Printer configuration
Accounting
Order imports
Integrations
Mappings
Templates
Organisation settings
New task
Show form context
New task
Start from template
General info
Name (*)
Task type (*)
Generate document
Responsible team (*)
Planner
Schedule task after (*)
Create consignment
Scheduling options
Complete task (*)
Auto complete task
Create consignment
Generate delivery note
Generate pallet label(s)
Upload signature
Generate eCOP
Generate ePOD
add signature to the prefilled cmr
Consignment: To plan
Add tags
Configuration
Creation conditions
Cancel
Save

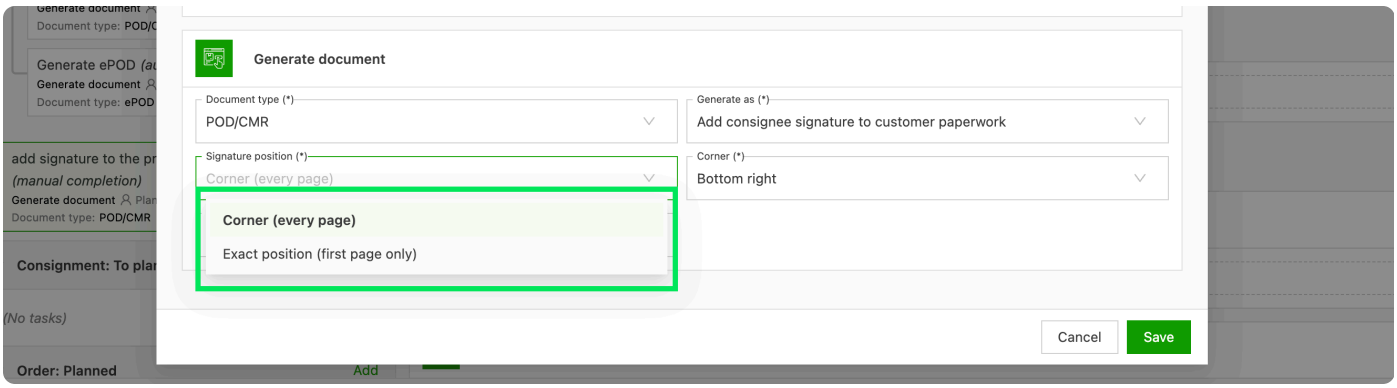


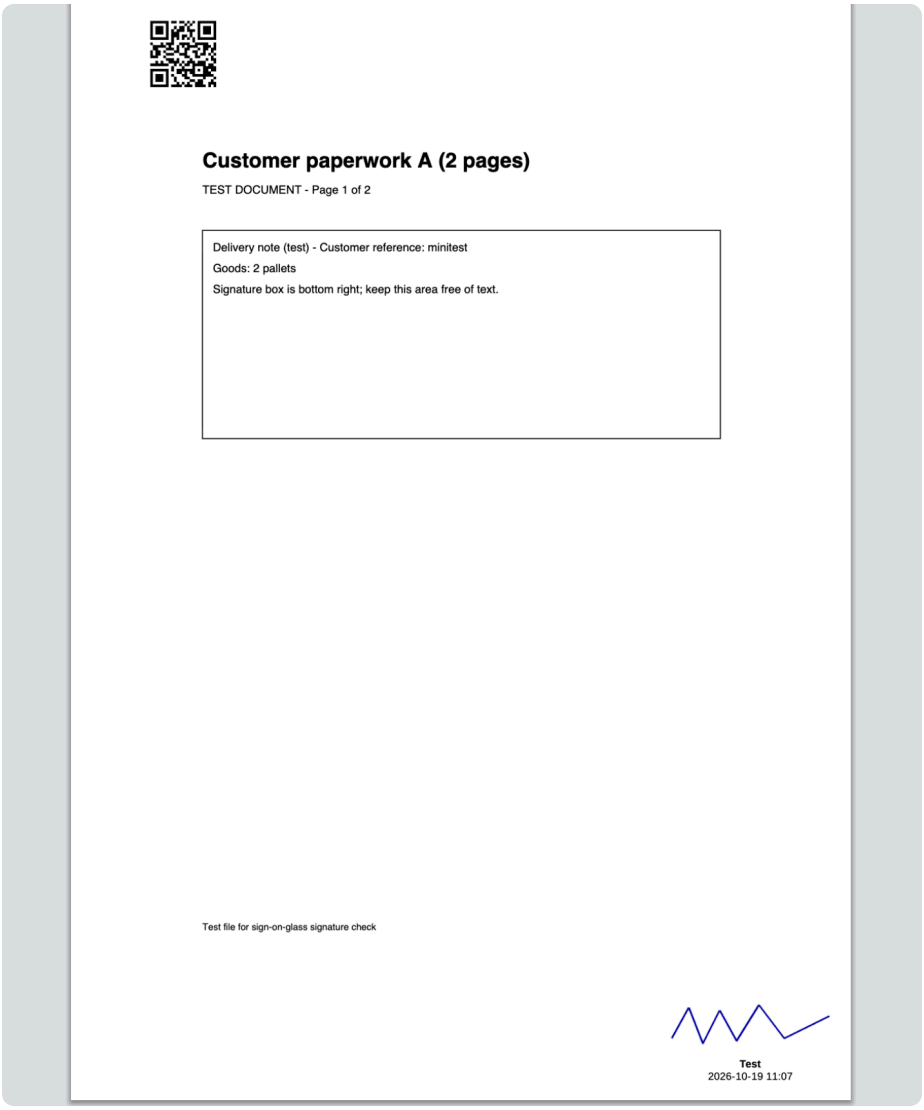
Choosing the signature position

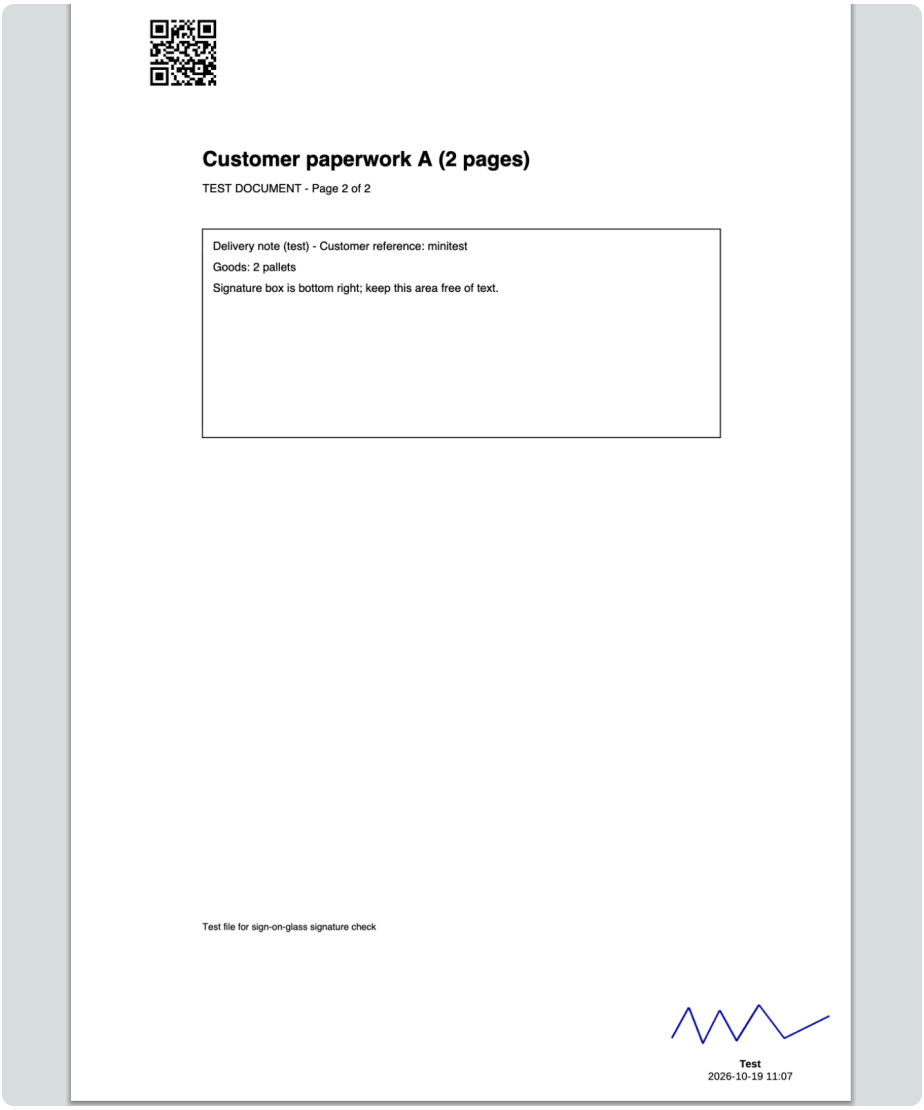
Signature position offers two ways to position the signature block.

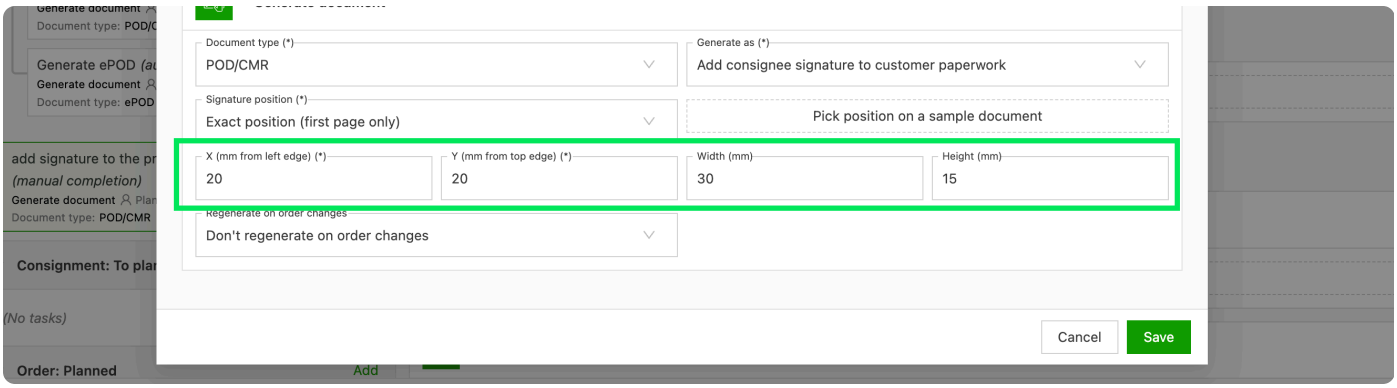
Option	How it works	Pages signed
Corner (every page), then Corner: top left, top right, bottom left or bottom right	Each page is scaled down slightly to make room, and the signature block is added in the chosen corner.	**Every page**
Exact position (first page only)	The exact spot is set in millimeters, or selected on an example document. The page is not scaled. The block measures 45 x 25 mm by default.	**First page only**

🧰 Customers who require a signature on every page need a **Corner** placement. **Exact position** signs the first page only.


Generate document
Document type (*)
POD/CMR
Generate as (*)
Add consignee signature to customer paperwork
Signature position (*)
Corner (every page)
Corner (*)
Bottom right
Corner (every page)
Exact position (first page only)
Cancel
Save


Customer paperwork A (2 pages)
TEST DOCUMENT - Page 1 of 2
Delivery note (test) - Customer reference: minitest
Goods: 2 pallets
Signature box is bottom right; keep this area free of text.
Test file for sign-on-glass signature check
Test
2026-10-19 11:07


Customer paperwork A (2 pages)
TEST DOCUMENT - Page 2 of 2
Delivery note (test) - Customer reference: minitest
Goods: 2 pallets
Signature box is bottom right; keep this area free of text.
Test file for sign-on-glass signature check
Test
2026-10-19 11:07


Document type (*)
POD/CMR
Generate as (*)
Add consignee signature to customer paperwork
Signature position (*)
Exact position (first page only)
Pick position on a sample document
X (mm from left edge) (*)
20
Y (mm from top edge) (*)
20
Width (mm)
30
Height (mm)
15
Regenerate on order changes
Don't regenerate on order changes
Cancel
Save



Test
2026-10-19 11:07

Customer paperwork A (2 pages)

TEST DOCUMENT - Page 1 of 2

Delivery note (test) - Customer reference: minitest

Goods: 2 pallets

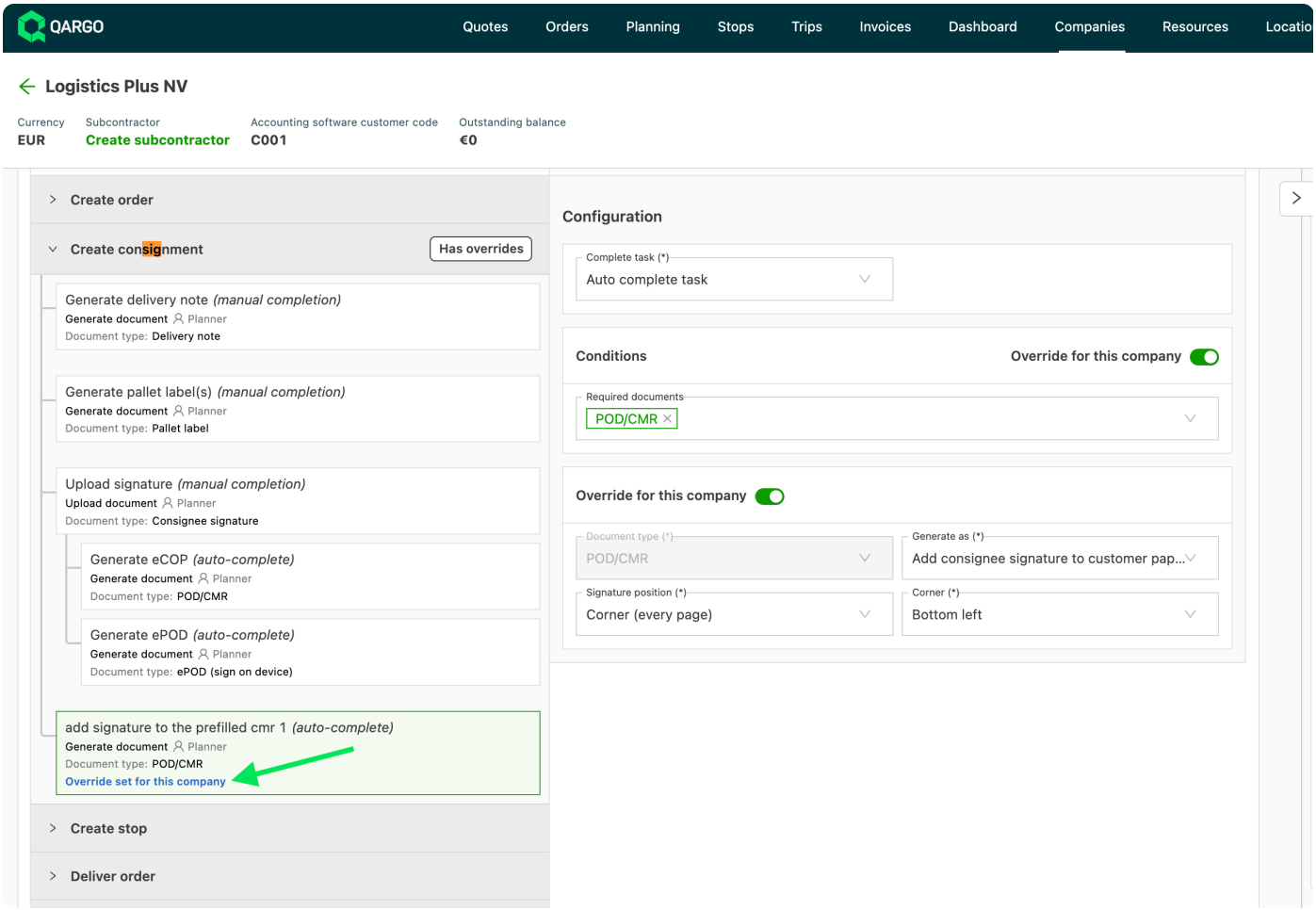
Signature box is bottom right; keep this area free of text.

Using a different position for one customer

Each customer has its own paperwork, so a single position rarely fits all. A per-customer override applies a different signature position to that customer's paperwork. All other customers keep the task default.
On the task, a banner lists the customers that have an override. Selecting the customer name opens their detail page.

1. Navigate to **Companies > Customers**.
2. Select a relevant customer.
3. Scroll down to **Tasks**.
4. Click **Create shipment**.
5. Select the relevant task.
6. Set up an override in the panel.

An override replaces the whole signature configuration. Later changes to the task default do not apply to that customer.



📚 Each customer gets one signature position, which suits paperwork with a consistent layout.

Running the task automatically at delivery

With Complete task set to **Auto complete task** and the task scheduled after the signature step, the signed document is created as soon as the signature step completes, in the same way as the ePOD task.

- The customer paperwork must be on the shipment **before** the signature step. Paperwork uploaded afterward does not start the task again.
- **Signing works on documents uploaded as Customer paperwork and on prefilled CMRs.** Other document types keep their original content.

- The signed document can be viewed, printed and downloaded like any other document. To send it automatically by email, see Tasks – Add workflow tasks.
- When a shipment holds several customer paperwork documents, each one is signed and saved as its own POD/CMR.

Examples

Scenario	Result
A carrier used to upload customer paperwork to an external signing tool, position the signature, and email it to the driver.	The signed paperwork is created in Qargo at delivery, with no external step.
A customer's own clients only accept the customer's paperwork back.	The uploaded document returns with name, signature and timestamp in the required position, saved as a POD.
A customer requires the signature on every page.	A Corner position signs every page.

Troubleshooting

Issue	Solution
Customer paperwork is missing from **Add document**	Enable it under **Configuration > Documents > Available document types**.
No signed POD was created, only the ePOD	Upload the paperwork before the signature step.
No signed POD was created and the receiver signature was skipped	Capture the receiver signature. Without it, no signed document is created.
Only the first page is signed	Switch to a Corner position.
The task failed	See How to sign every customer paperwork document on a shipment (link to be added).

FAQ

Q: Where does the signed document go?
A: It is saved as a POD/CMR document. It can be viewed, printed and downloaded like any other document.

Q: What if a shipment has several customer paperwork documents?
A: Each one is signed and saved as its own POD/CMR.

Q: Can the signed document be emailed automatically?
A: Yes, with a workflow task. See Tasks - Add workflow tasks.