

What is Cargolink?

Cargolink is a digital matching platform that connects long-haul and local delivery companies to share shipments, reduce costs, and maximize asset capacity—with full visibility from pickup to doorstep.

Rates & Payment

How are rates and payment handled?

Rates are negotiated directly between partnering operators on the platform. Cargolink provides rate benchmarking tools to help you price competitively based on route, distance, and cargo type. Payment is processed securely through our platform within 48 hours of delivery confirmation, with funds held in escrow until successful completion. You can choose from multiple payment methods including bank transfer, mobile money, or platform wallet.

Who sets the shipping rates?

You do. As an operator, you set your own rates based on your costs, route, and capacity. Our platform shows market rates for similar shipments to help you stay competitive.

When do I get paid?

Payment is released within 48 hours after the receiving operator confirms successful delivery. For long-haul shipments with multiple legs, partial payments can be released at each handover point.

Are there platform fees?

Yes, Cargolink charges a small transaction fee of N1,500 and (typically 3-5%) on completed long-haul shipments. The first month is free for new users, and volume discounts are available for frequent users.

What if there's a payment dispute?

Our escrow system protects both parties. If there's a dispute, our support team reviews delivery documentation, tracking data, and communication records to resolve the issue fairly within 5-7 business days.

Types of Goods

What kind of goods can I move?

You can transport most general cargo including packaged goods, electronics, household items, retail inventory, e-commerce parcels, industrial supplies, and non-perishable food items. Each

shipment listing should specify cargo type, weight, and any special handling requirements. You must declare the nature of the goods when posting a shipment.

Can I ship perishable goods?

Yes, but only if your vehicle has temperature-controlled capability and you've verified this on your operator profile. Cold chain shipments require additional documentation and real-time temperature monitoring.

Are there restricted items?

Yes. Cargolink prohibits hazardous materials, explosives, firearms, illegal substances, live animals (except with proper certification), and any items banned by local regulations. Refer to our full restricted items list in the Terms of Service.

Can I transport fragile or high-value items?

Absolutely. Mark shipments as "fragile" or "high-value" when creating the listing. This helps match you with operators who have appropriate insurance coverage and handling experience. Additional insurance is available for items valued over \$10,000.

Do I need special permits for certain goods?

You're responsible for obtaining all necessary permits and licenses for the goods you transport. The platform provides a permit checklist based on cargo type and route, but compliance is the operator's responsibility.

What's the maximum weight/size I can ship?

This depends on the vehicle capacity of available operators. The platform supports shipments from small parcels (under 10kg) to full truckloads (up to 40 tons). Filter your search by cargo specifications to find suitable partners.

Getting Started

How do I sign up?

Registration takes about 10 minutes. You'll need your business registration documents, vehicle information (if you're a carrier), insurance certificates, and valid ID. Once verified (usually within 24 hours), you can start posting shipments or available capacity.

Is there a membership fee?

No monthly fees. Cargolink operates on a pay-per-transaction model. You only pay when you successfully complete a shipment through the platform.

How do I find partners?

Simply post your available capacity (if you have empty trucks) or shipment needs (if you need transport). Our matching algorithm will suggest compatible partners based on recommended, fastest, cheapest.

Do you verify operators?

Yes. All operators undergo background checks including business registration verification, insurance validation, vehicle inspection records, and driver license checks. Operators build reputation scores based on completed shipments and partner ratings.

Using the Platform

How does the matching process work?

Post your shipment details, choose available capacity. Our algorithm suggests compatible matches based on route alignment, timing, capacity, and operator ratings. You review suggestions, agree terms, and confirm the partnership—all within the platform.

Can I track my shipments in real-time?

Yes. Once a shipment is confirmed, both operators get access to multi-leg touch-point tracking, and automated notifications at key milestones (pickup, handover, delivery). Your customers can also receive tracking links.

What happens if there's a delay or problem?

Both operators receive instant notifications if there's a route deviation or delay. Use the in-app chat to communicate and resolve issues. For serious problems (breakdown, accident), our 24/7 support team can help coordinate alternative solutions.

How do handovers work for multi-leg shipments?

The platform generates digital handover delivery PIN - documentation with photos, timestamps, and e-signatures. Both operators confirm the transfer through the app, which updates tracking and triggers payment milestones. Cargo condition is documented at each handover point.

Can I communicate with my partner before confirming?

Yes. Once matched, you can chat directly through the platform to discuss details, negotiate terms, and ask questions before committing to the partnership.

Safety and Insurance

What insurance coverage is required?

All operators must maintain valid goods-in-transit insurance and vehicle insurance. Minimum coverage requirements are displayed on operator profiles. You can purchase additional coverage through our insurance partners for high-value shipments.

What if cargo is damaged during transport?

Document any damage immediately with photos and notes in the app. The operator responsible for the cargo at the time of damage is liable. Insurance claims are processed through your insurance provider, and Cargolink provides all necessary tracking and handover documentation.

How are operators rated?

After each completed shipment, both operators rate each other on timeliness, communication, cargo handling, and professionalism. These ratings build your reputation score, which affects your visibility and matching priority on the platform.

What if I have a bad experience with a partner?

Rate them honestly and provide feedback. Operators with consistently low ratings may be suspended. For serious violations (theft, fraud, safety issues), report immediately to our support team for investigation.

Technical Support

What if I have technical issues with the app?

Our support team is available 24/7 via email (support@cargolinktechnologies.com), or phone. Most technical issues are resolved within 2 hours during business hours.

Do I need a smartphone?

Yes, for real-time tracking and communication. The Cargolink app works on both Android and iOS. A basic web dashboard is available for desktop users, but mobile access is required for active shipment tracking.

What happens if my phone dies during a shipment?

Your last known location remains visible to your partner. Log back in from any device to resume tracking and communication. We recommend keeping a phone charger in your vehicle.

Business Growth

Can Cargolink help me expand to new routes?

Absolutely. That's one of our core benefits. Connect with operators in cities where you don't have presence, allowing you to offer nationwide coverage without buying more trucks or opening new branches.

Do you offer volume discounts?

Yes. High-volume operators (50+ shipments per month) receive reduced transaction fees and priority matching with premium partners.

Can I build long-term partnerships through the platform?

Definitely. Many operators find reliable long-term partners through Cargolink and establish ongoing collaboration agreements. You can mark operators as "preferred partners" for priority matching on future shipments.

Additional Questions

What regions do you cover?

Currently operating in Nigeria with plans to expand across West Africa by Q3 2026

How is Cargolink different from a freight broker?

We don't take ownership of cargo or act as a middleman. We're a technology platform that enables direct operator-to-operator collaboration. You maintain control of your relationships, pricing, and operations.

Can I use Cargolink for international shipments?

Currently, Cargolink focuses on domestic inter-city and last-mile deliveries. International cross-border logistics is on our roadmap for 2027

Still have questions?

Contact our team at info@cargolinktechnologies.com or call our support line at [phone number]. We're here to help you succeed.

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