RATE CARD - Waiting Time Configuration

Configure waiting hours in the price list configurator — set metrics, stop types, and optionally apply the Arrival before window end condition to skip charges when a driver arrives after the time window has closed.

Updated 15 July 2026

Summary

What is this?

- Waiting hours are an automatic surcharge that can be added to a rate card to charge for time a driver spends waiting at a stop beyond the agreed free period.
- Configuration happens in **RATES > Order input > Waiting hours** — a dedicated section that keeps waiting hour surcharges separate from general surcharges like toll and fuel.
- Waiting hour charge details can be included automatically in **contact task emails** and **PDF documents** using dedicated template variables.
- *Arrival before window end condition* allows waiting hours to be skipped automatically when a driver arrives after the end of the agreed time window.

Why does it exist?

- Without this feature, planners must manually reject waiting hour charges for every stop where a driver arrived late — a time-consuming process that does not scale for high-volume operations.
- Because waiting hours previously lived in General Surcharges alongside toll, fuel, and other charges, the system could not identify them separately. Contact task email templates had no variables for waiting hour details, and PDF templates could not show a dedicated waiting hours section.
- The dedicated Waiting hours category makes the charge identifiable by the template engine, enabling automatic email notifications and document output without manual input.

How does it work?

1. A waiting hours surcharge is created in **RATES > Order input > Waiting hours** and linked to a rate card.
2. A calculation is configured using a waiting time metric, a price per unit, and (optionally) a late-arrival exclusion.
3. Template variables in the contact task email editor and the PDF template data schema let waiting hour charges appear separately and automatically on notifications and documents.

Prerequisites

1. Access to **RATES > Order input** is required to create or edit surcharges.
2. A rate card (price list) must already exist and be in use for the relevant transports. See RATE CARD - Transport Charges for setting one up.

Use Cases

- **Automatic waiting hour notifications** Planners can send a contact task email to the shipper whenever waiting hours are registered on an order. With the dedicated category and template variables, the email shows the calculation and total automatically — no manual typing needed.
- **Waiting charges on delivery confirmation** Waiting charge details can be included on the POD email sent at delivery, so the customer sees the charge alongside the delivery confirmation rather than receiving it separately after a potential dispute.
- **Automatic waiving of charges for missed appointments** Some transport companies are required to waive waiting time charges when a driver misses an agreed time slot. The late-arrival metric variants automate this logic directly in

the rate card, without manually rejecting each charge.

- **High-volume operations** For operations handling a large number of orders — especially those using automated imports — manually identifying and rejecting late-arrival waiting hours is error-prone and difficult to maintain. Configuring the exclusion in the rate card ensures the correct behaviour is applied to every order without planner intervention.
- **Combined collect and delivery trips** For trips priced using a combined waiting metric across all stops, late-arrival exclusion is available through dedicated metric variants. Any stop where the driver arrived after the time window end contributes zero to the combined total.

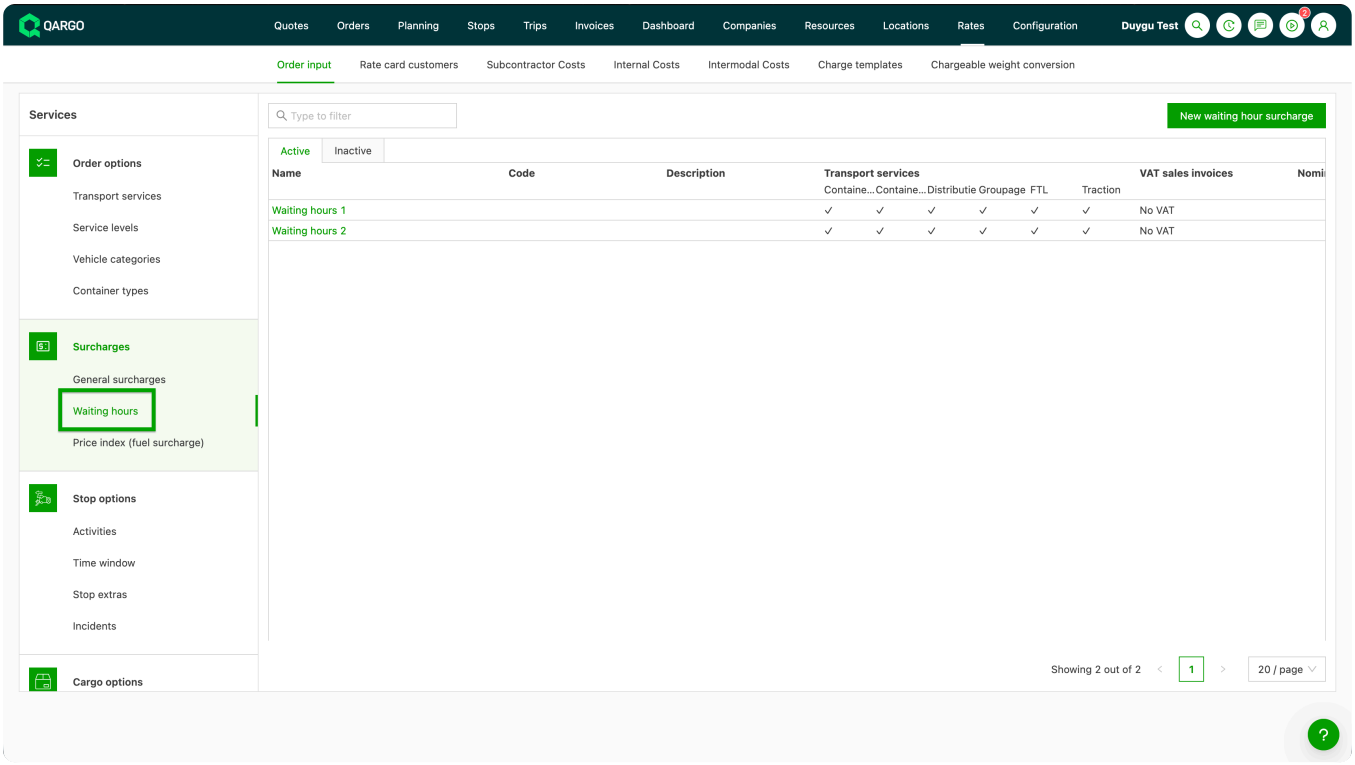
Terminology

Term	Definition
Waiting hours	Time a driver spends at a stop beyond the free waiting period, which can be charged as a surcharge. Also referred to as waiting time.
Time window	The agreed arrival window for a stop (e.g. 08:00-09:00).
Surcharge	An additional charge applied on top of the base rate card pricing.
Rate card / price list	The pricing configuration applied to transports for a specific customer or transport service.
Metric	The calculation method used to determine how much waiting time is measured at a stop.
Per-stop metric	A metric that calculates waiting time independently for each individual stop.
Combined metric	A metric that calculates waiting time across all collect and delivery stops on a trip combined.
Arrival before window end	A condition in the calculation editor that checks whether the driver arrived before the time window closed. When set to True, waiting hours are skipped for stops where the driver arrived late.
Billing entity	The legal entity under which the charge is invoiced, with its own VAT and nominal code settings.
Charge template	A reusable calculation defined on the surcharge itself, which can be applied across rate cards.

Configure Waiting Hours

Step 1 — Create or open a Waiting hours surcharge

1. **NAVIGATE** to **RATES > Order input** and select **Waiting hours** under Surcharges.
2. **CLICK New waiting hour surcharge** (or open an existing one to edit it).
3. **ENTER** a name under General info. A code and a description are optional.
4. **ADD** a billing configuration under Rate calculation: select the billing entity, the VAT for sales invoices, and the nominal codes for sales and purchase invoices. Additional billing entities can be added with **Add billing configuration**.
5. **SET** each transport service to Active or Inactive to control which services the surcharge applies to.
6. **CLICK** Save.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General surcharges
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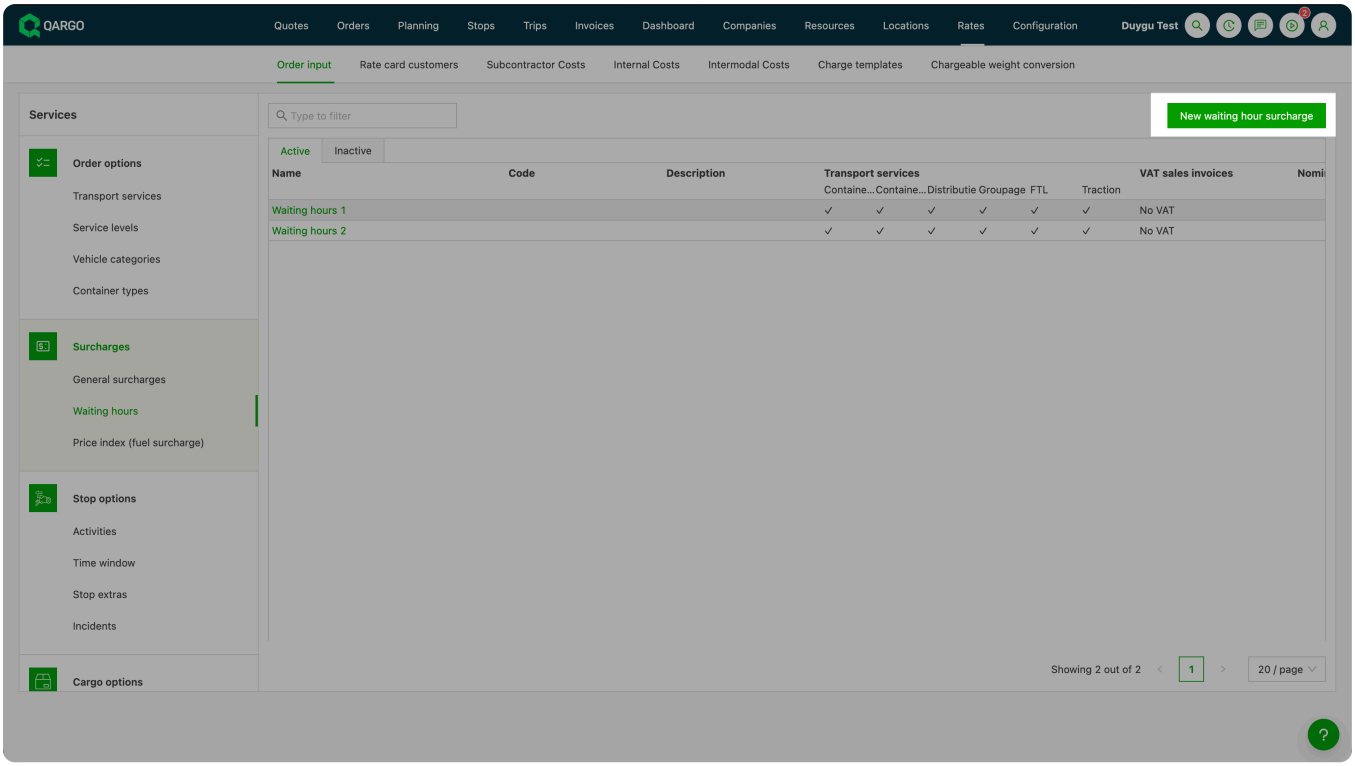
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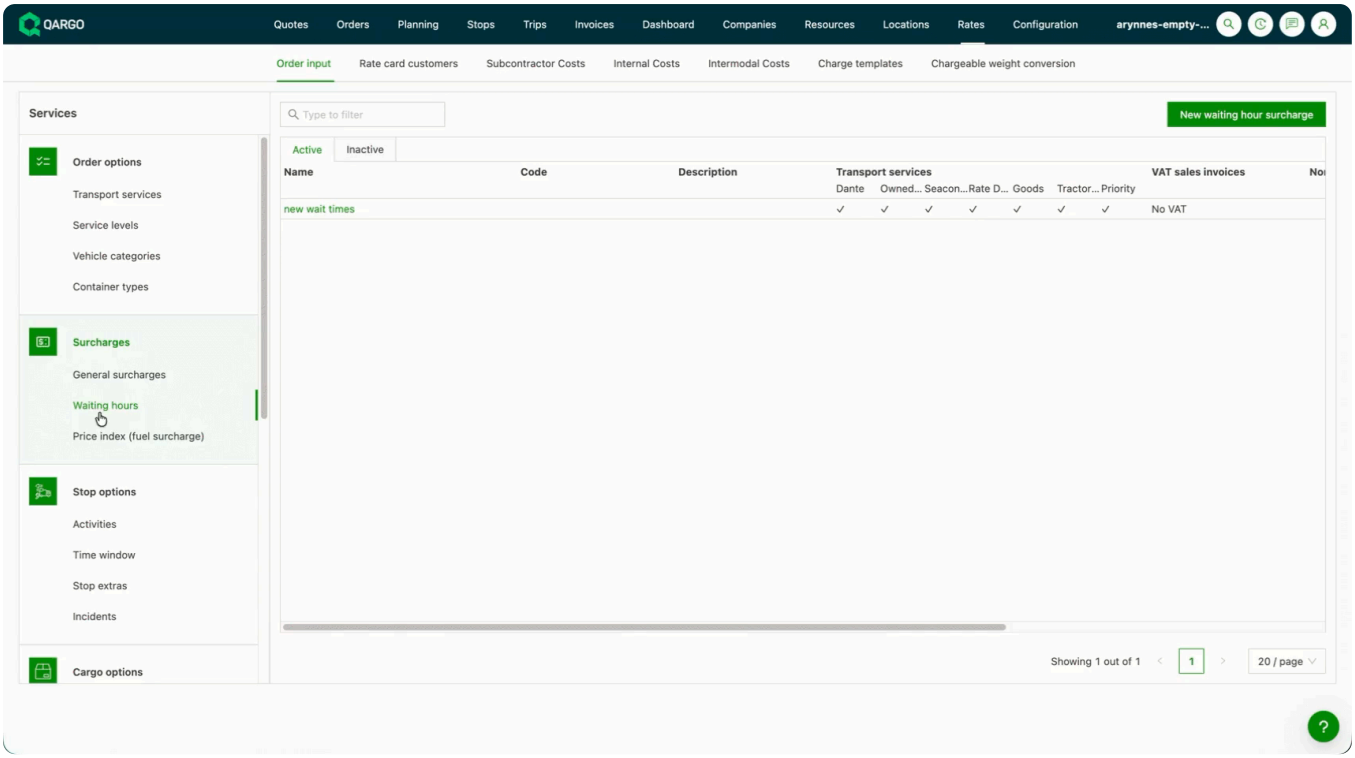


🧰 Existing general surcharges with **"Waiting hours"** in the name are moved to the new category automatically where possible. If a surcharge is not migrated automatically, its category can be switched manually. Calculations on existing orders are not touched and historical orders are not recalculated.

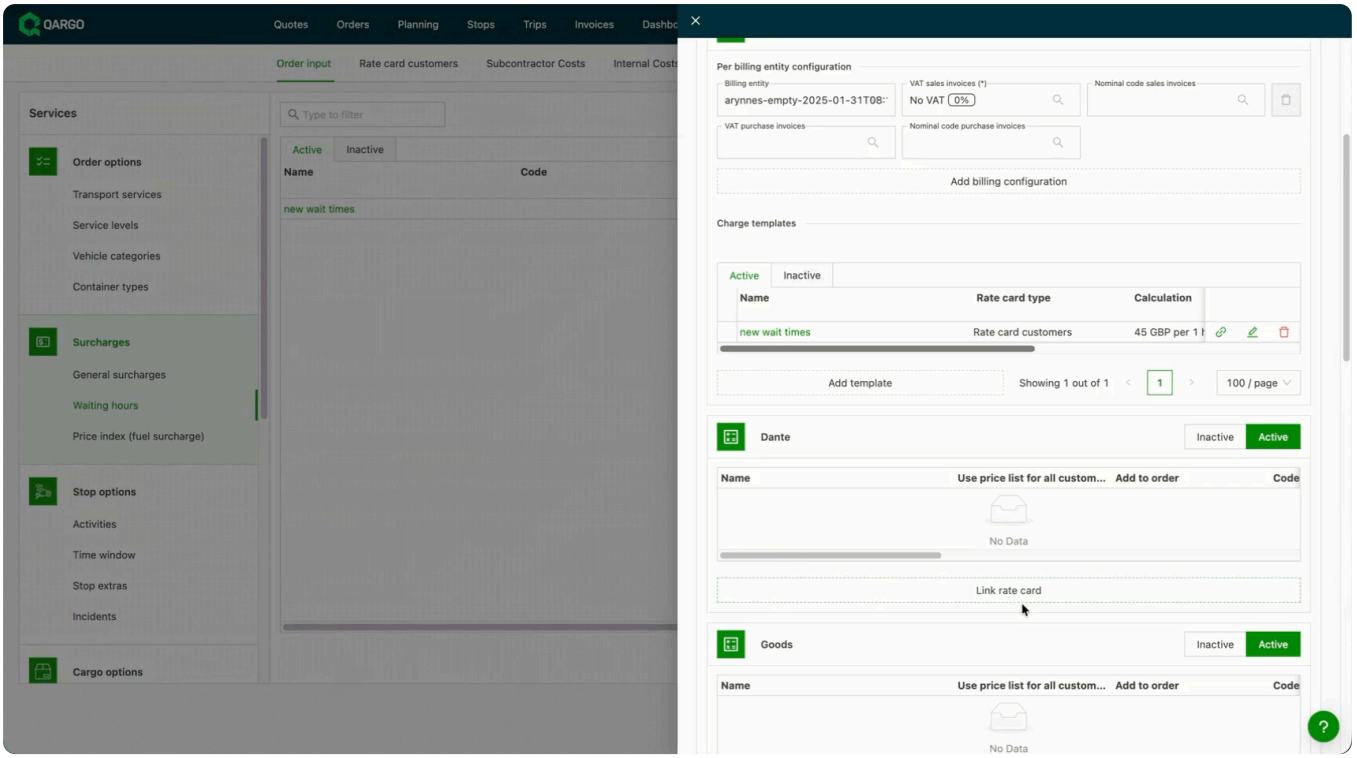
🎥 More information about the new Waiting hours Surcharge category in this video:

▶ https://watchclueso.com/embed/ew62ledz03aczr3e

Step 2 — Link the surcharge to a rate card

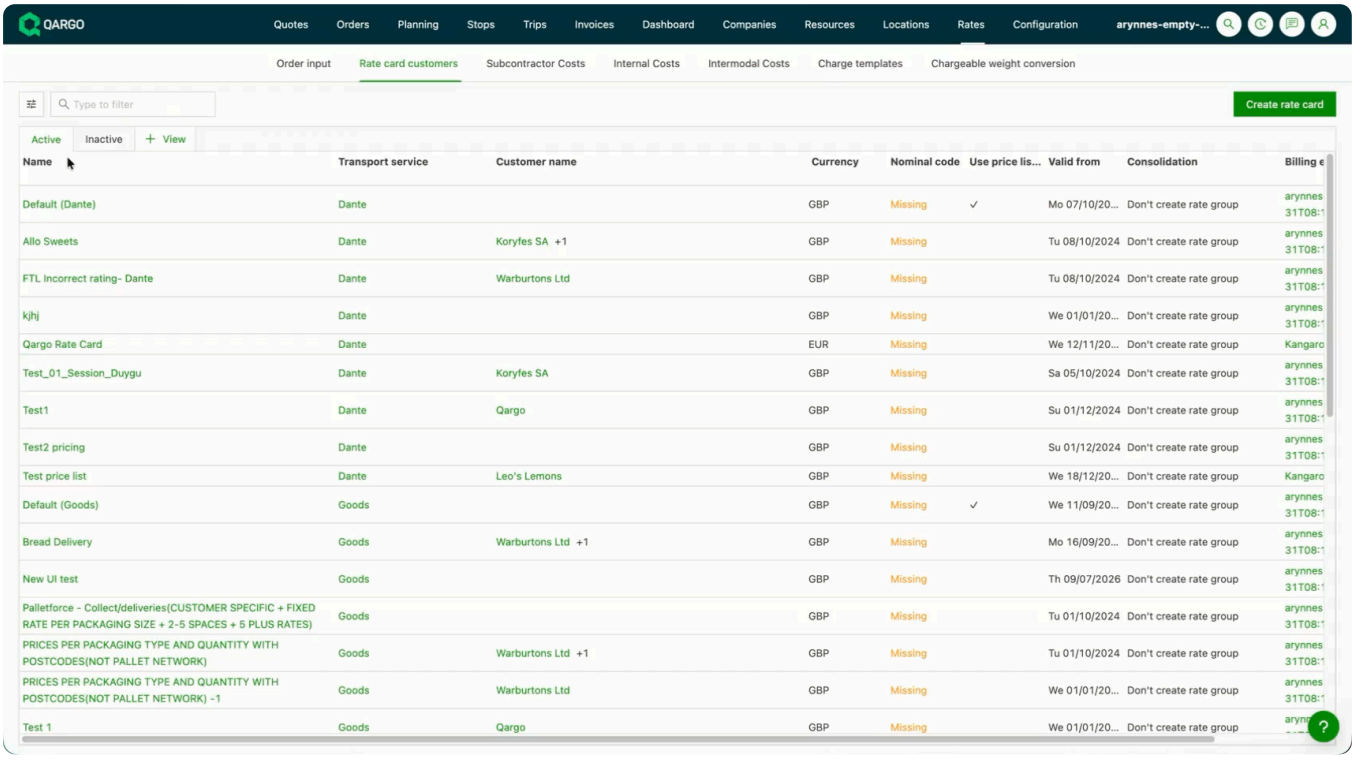
The surcharge can be linked to a rate card in two ways: directly from the surcharge, or from the rate card itself.
From the surcharge (per transport service):

1. **OPEN** the waiting hour surcharge and scroll to the transport service the charge applies to. The transport service must be set to Active.
2. **CLICK Link rate card** under that transport service. A dialog lists the rate cards for that service with their validity dates.
3. **TICK** the rate card(s) the surcharge should apply to and **CLICK** Save.



From the rate card:

1. **OPEN** the rate card (price list)
2. **CLICK** Add charge to open the Add service to rate card window.
3. **TICK** the surcharge under the dedicated **Waiting hour surcharge** group
4. **CLICK** Save.

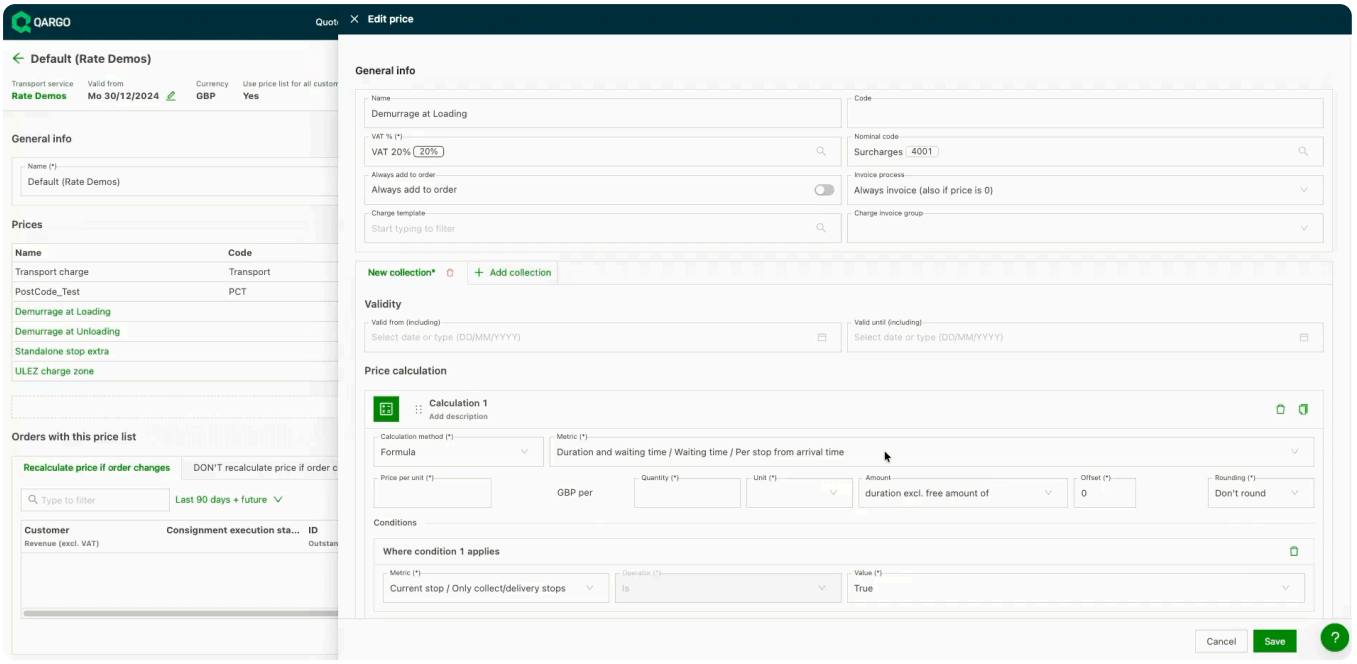


🧰 The surcharge must be linked to the same rate card used for pricing the relevant transports, and the transport service must be set to Active. Otherwise the charge will not appear on orders.

Step 3 — Configure the calculation

Calculations can be defined centrally on the surcharge as a **charge template**, or edited per rate card.

1. **OPEN** the waiting hour surcharge and **CLICK** Add template under Charge templates (or open the charge inside a rate card and **CLICK** Edit).
2. **ENTER** the template name, rate card type, and currency.
3. **CLICK** Add calculation and **SELECT** Formula (Fixed amount, Price table, and Percentage of charges are also available).
4. **SELECT** the metric under **Duration and waiting time > Waiting time**.
5. **ENTER** the price per unit, per unit quantity, and unit. Set a Free amount if a grace period applies before charges begin (for example, 2 free hours).
6. **CONFIGURE** unit rounding and any minimum, maximum, or cap values if required.
7. **CLICK** Save.



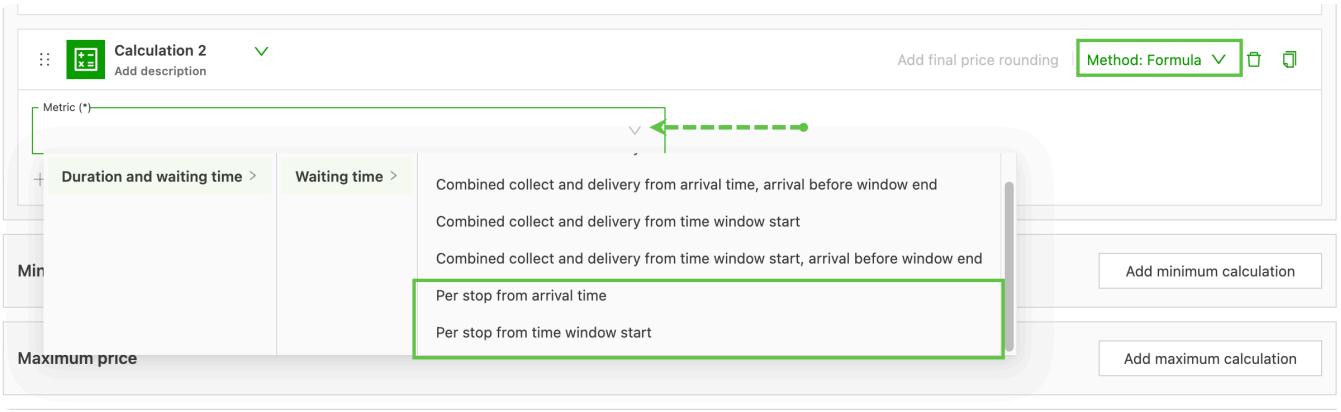
Option A: Per-stop waiting hours (recommended for most setups)

Available metrics

Per-stop (recommended for most setups) Calculates waiting time independently for each collect or delivery stop:

- *Per stop from time window start* — counts waiting from the later of driver arrival or window start. Early arrivals are capped to the window start; late arrivals still count.
- *Per stop from arrival time* — counts waiting from the moment the driver arrives, regardless of the time window.

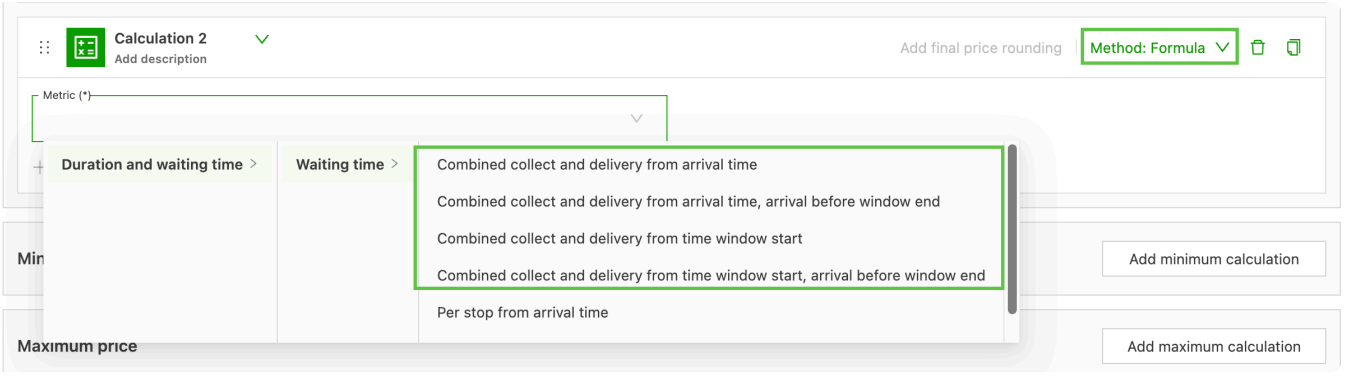
> 📚 Use **From time window start** when the waiting policy is based on the planned time window.
> Use **From arrival time** when the policy starts counting from driver arrival regardless of schedule.



Option B - Combined waiting time collect and delivery

Calculates waiting time across all collect and delivery stops on a trip together — typically used for per-stage pricing setups:

- *Combined collect and delivery from time window start*
- *Combined collect and delivery from arrival time*
- *Combined collect and delivery from time window start — arrival before window end*
- *Combined collect and delivery from arrival time — arrival before window end*



The *arrival before window end* variants exclude stops where the driver arrived after the time window closed. Those stops contribute zero to the combined total automatically, with no manual action needed.

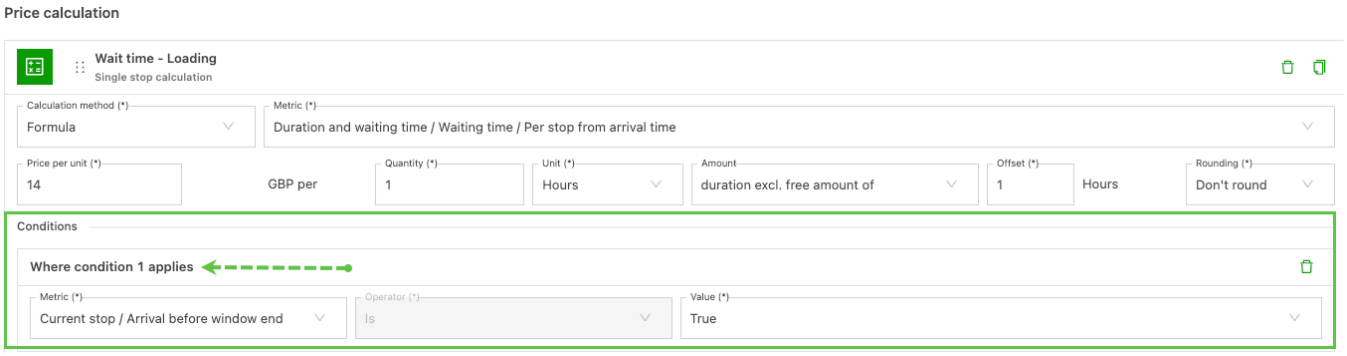
📚 For help controlling which stop types are included in the waiting hours calculation (for example, collect stops only or delivery stops only), see Waiting hours: select types of stops.

Step 4 (Optional) — Skip waiting hours when the driver arrives after the time window end

This step applies when waiting hours should not be charged if the driver arrives after the end of the agreed time window — for example, because a missed appointment means no demurrage applies.

For per-stop metrics: Add the Arrival before window end condition to the calculation.

1. In the calculation editor, **CLICK** Add condition.
2. **SELECT** Current stop as the condition category.
3. **SELECT** Arrival before window end.
4. **SET** the value to True.
5. **CLICK** Save.



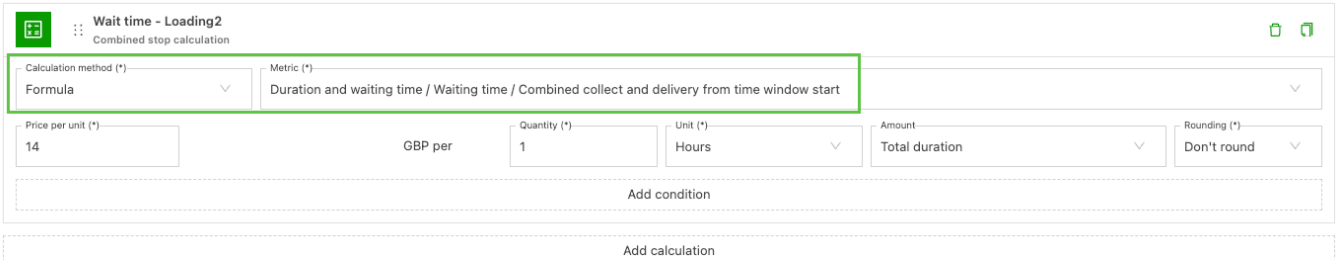
How the condition works:

- Driver arrived before the time window ended → waiting hours are calculated normally.
- Driver arrived after the time window ended → waiting hours for that stop are set to €0. No manual action is needed.

Example: A calculation is configured at €70/hr using *Per stop from time window start* with *Arrival before window end = True*.

- A collect stop has a window of 06:30–08:00. The driver arrives at 08:30 (after the window end) → result: €0.
- A delivery stop has a window of 22:00–23:30. The driver arrives at 22:00 and spends 20 minutes on site → result: €23.33 (0.33h × €70/h).

For combined metrics: Use the *arrival before window end* variants from the metric selector (see Step 3). The condition cannot be added directly to combined metrics — there is no single stop for it to evaluate against.

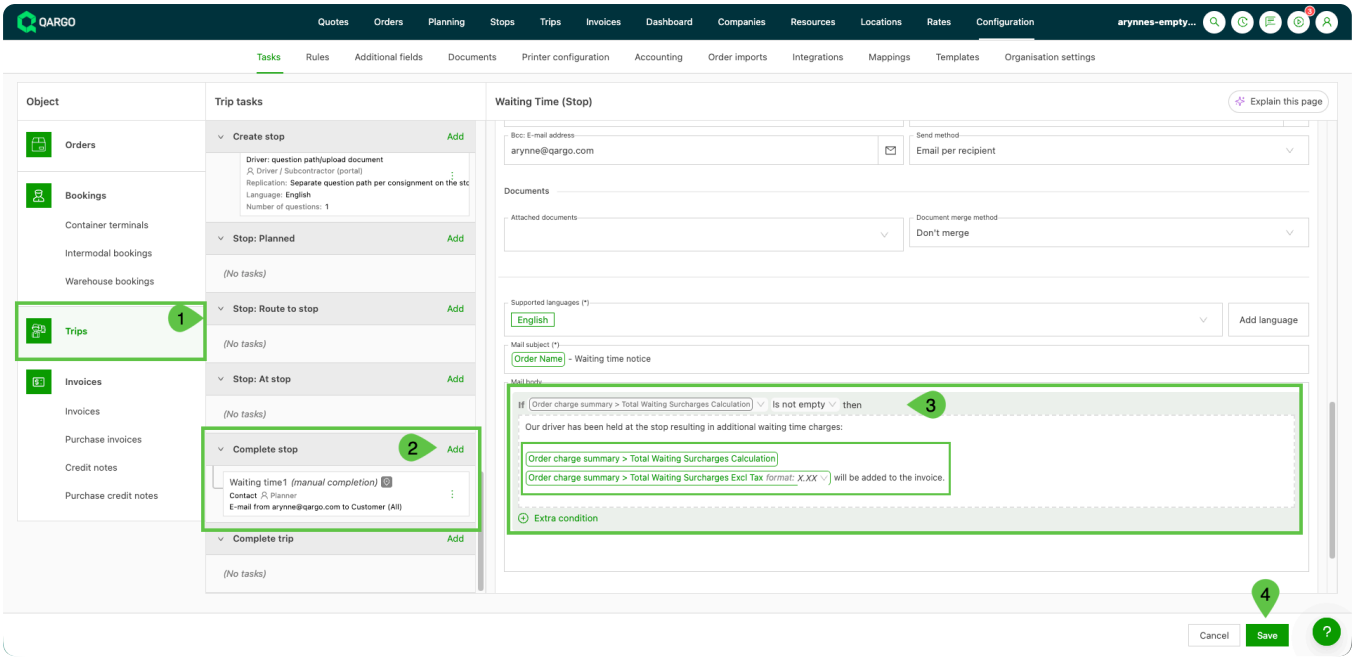


‼️ The Arrival before window end condition must be added manually to each relevant calculation. Existing price list calculations are not updated automatically. Historical orders are not recalculated.

Step 5 (Optional) — Show waiting hour charges in contact task emails

Waiting hour charge details are available as template variables in the contact task email editor.

1. **NAVIGATE** to **CONFIGURATION > Tasks** and open the relevant contact task (communication method: E-mail).
2. **TYPE** `#{{` in the mail body where the charge details should appear and **SEARCH** for “waiting”. The available variables under Charge summary are:
   - *Total Waiting Surcharges Calculation* — shows the calculation string (e.g. `2 × (50.0 EUR / 1)`)
   - *Total Waiting Surcharges Excl Tax*
   - Legal currency variants of the above
   - *Total General Surcharges Without Waiting Surcharge* — shows other surcharges separately from waiting charges
3. **WRAP** the variables in a conditional block so the section only renders when waiting hours are present on the order.
4. **CLICK** Save.



Every contact task email for an order with waiting hours then includes the charge details automatically. Contact task trigger logic is unchanged — only the available template variables expand.

🎥 This video explains how to display waiting times in emails and documents:

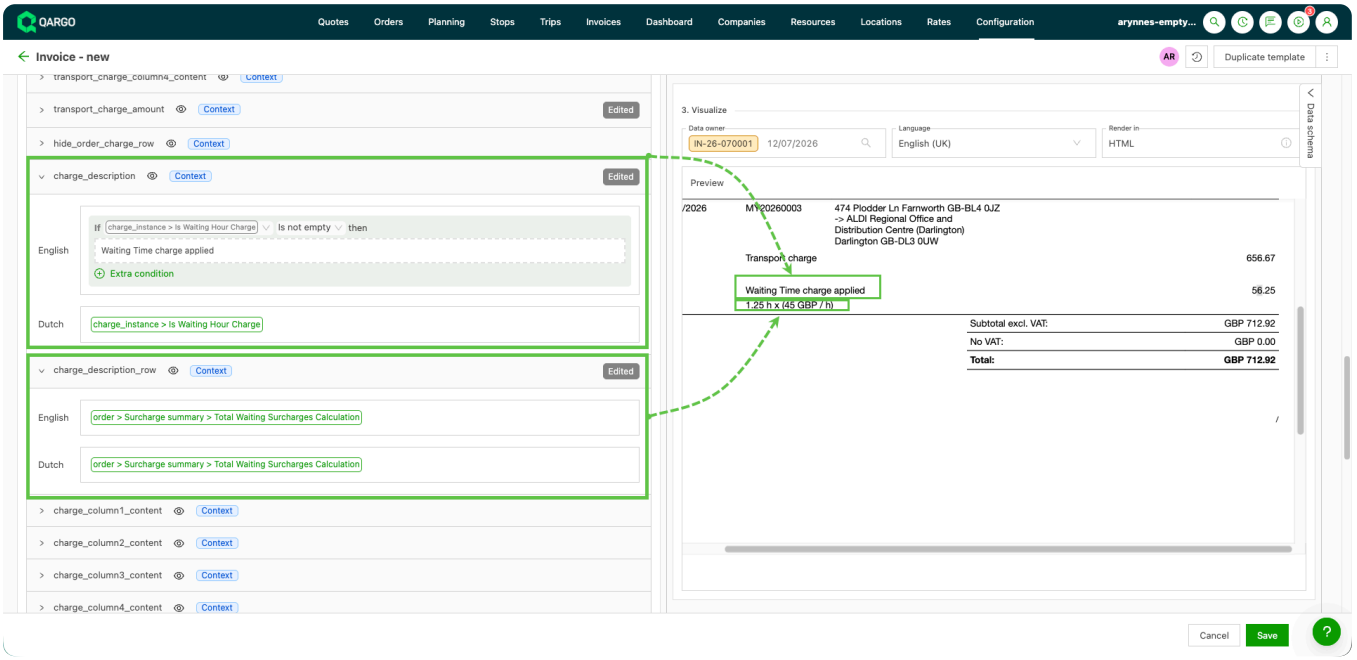
▶ https://watchclueso.com/embed/v26w753iwtobit6f

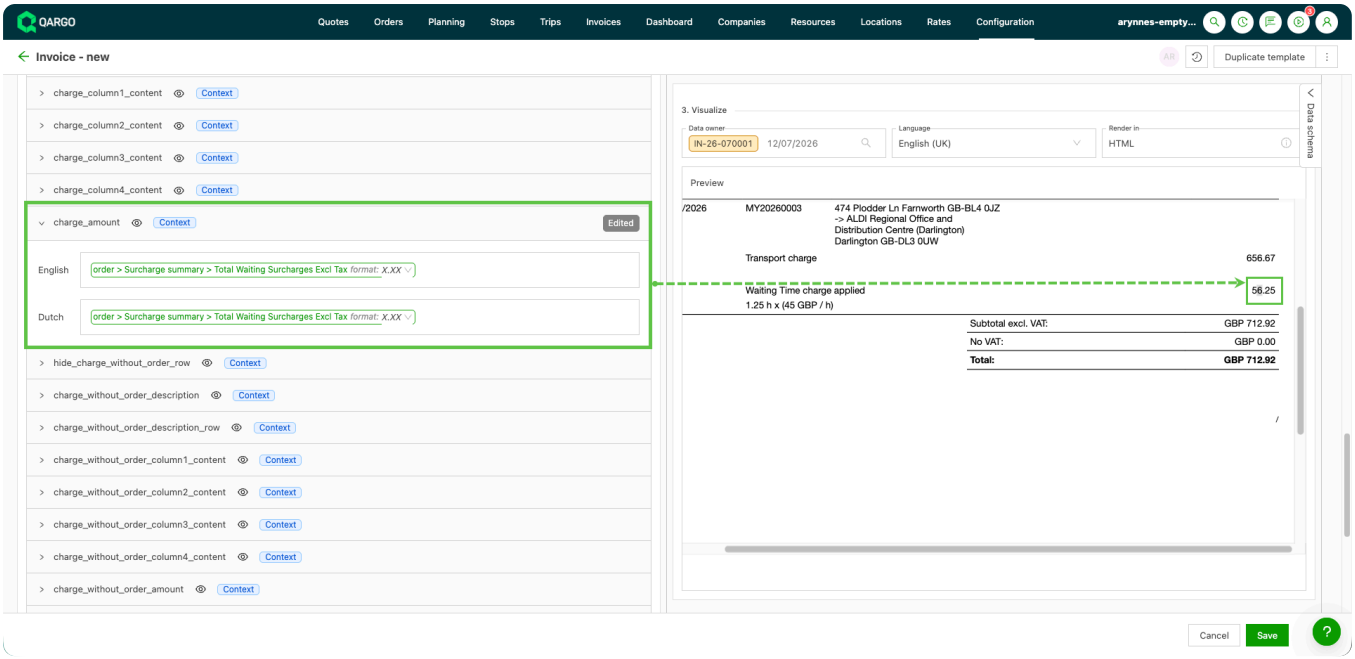
Step 6 (Optional) — Show waiting hour charges on PDF documents

Waiting hour values are available in the PDF template editor under **CONFIGURATION > Templates**, in the template data schema under **Surcharge summary**:

- Waiting hours calculation string
- Total excluding tax
- Total for general surcharges excluding waiting charges

These fields can be added to invoice and transport document templates so waiting hour charges appear separately from other surcharges.





‼️ Existing PDF templates are not updated automatically. The waiting hour fields must be added to each relevant template manually.

Step 7 — Save and validate

1. **CLICK** Save in the calculation editor.
2. **CONFIRM** the waiting hours surcharge is enabled and linked to the intended rate card.
3. **TEST** with a sample order that includes both an on-time stop and a late-arrival stop (if using the late-arrival exclusion) to confirm the expected amounts are calculated.
4. If using email or PDF variables, **TEST** a contact task or document to confirm charge details render correctly.

Limitations

- Template variables show order-level totals only. Per-stop or per-activity breakdown is not included in this version.

Troubleshooting

Issue	Resolution
Waiting hours charge is not appearing on orders	Confirm the surcharge is linked to the same rate card used for that transport, the transport service is set to Active, and Save was clicked after editing the calculation.
Waiting hours are being charged for late arrivals	For per-stop metrics, confirm the Arrival before window end condition has been added and set to True. For combined metrics, confirm the correct *arrival before window end* variant has been selected.
The Arrival before window end condition is not visible	Check that a per-stop metric (From time window start or From arrival time) is selected. This condition is not available for combined metrics — use the dedicated metric variants instead.
An existing waiting hours surcharge still shows under General surcharges	Not all surcharges are migrated automatically. Switch the surcharge's category manually.
The waiting hours variables are missing in the email template editor	Confirm the charge was created in the Waiting hours section (not as a general surcharge). The variables sit under Charge summary in the variable picker.
Historical orders are not showing the updated calculation	Waiting hours configuration changes apply to orders processed after the rate card update. Historical orders are not recalculated automatically.
The combined metric arrival before window end variants are not visible	These variants may not yet be available in the account. Contact the Qargo support team for confirmation.