Rates - Price index (fuel surcharge)

Fuel surcharges offset fuel price changes. Qargo automates FSC setup with flexible price/percentage indexes and customer-specific rates

Updated June 22, 2026

Introduction

A **fuel surcharge** is an additional fee that trucking and transportation companies use to offset changes in diesel prices. Fuel costs can fluctuate weekly. Surcharges help carriers keep their base rates stable while covering increases at the pump. These charges are usually linked to official fuel ***price indexes***, which makes them a fair and transparent way to share rising costs.

Key features in Qargo

- Automatic calculations applied through billing based on rate card configurations
- Customer-specific calculations can be set for each customer
- Flexible calculation methods include percentage-based and price-indexed calculations
- Exclusion capabilities allow specific customers to be excluded from fuel surcharges, ensuring tailored applicability.

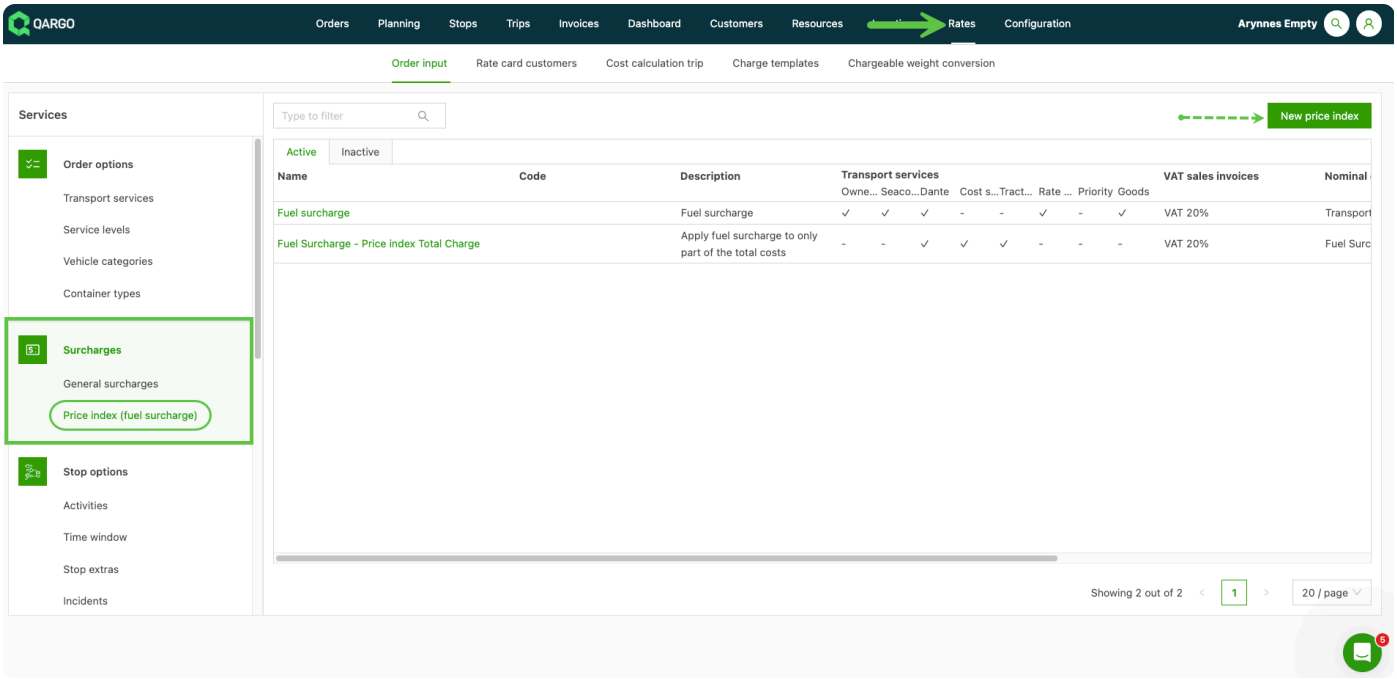
Terminology

Term	Definition
Fuel surcharge (FSC).	An extra fee added to transportation costs to cover fluctuations in fuel prices.
Base rate (or linehaul rate).	The standard charge for moving freight, excluding extra costs like fuel surcharges, tolls, or accessorial fees. This stays steady while the surcharge changes with fuel prices.
Price index.	A government-published or industry-recognized average price of diesel fuel (e.g., the UK's Department for Energy Security and Net Zero weekly fuel data). Carriers use this as the benchmark for calculating surcharges.
Percentage index.	A structured table or formula linking fuel prices to a surcharge percentage. As fuel prices rise above the agreed base level, the surcharge % increases.

Configuration

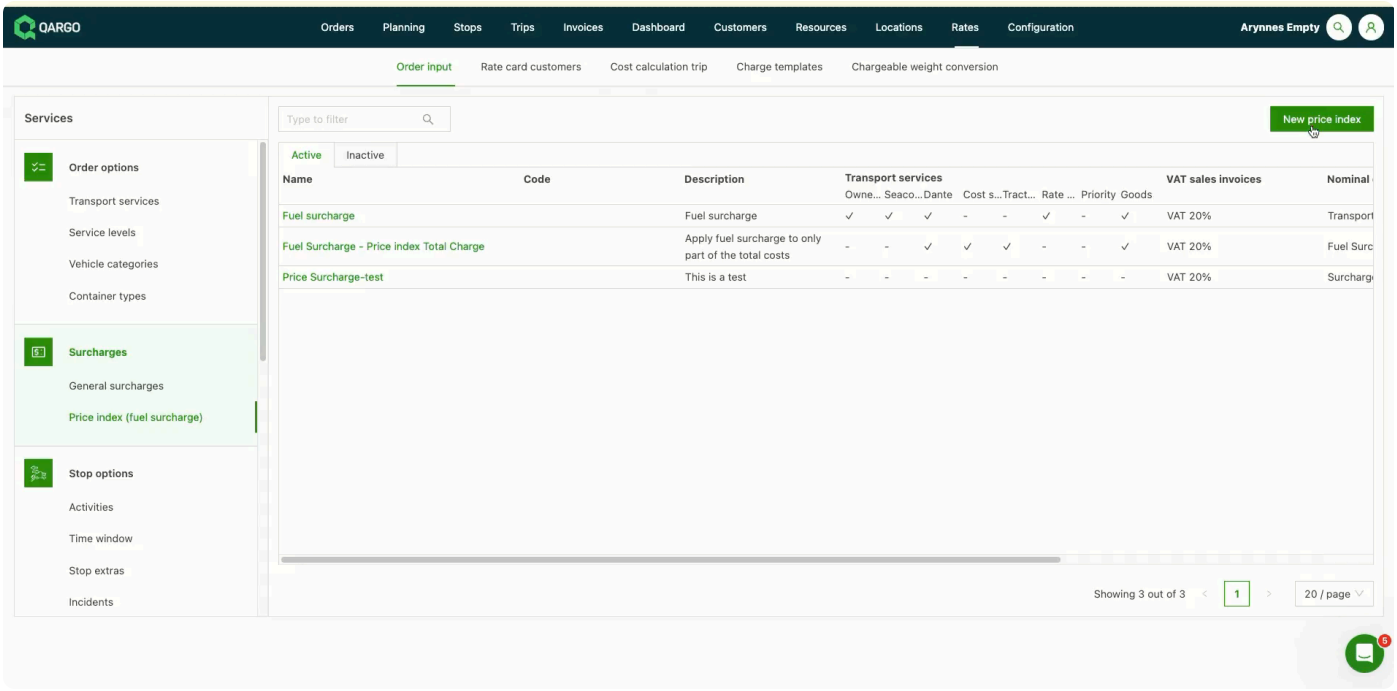
Create a fuel surcharge template

- **Navigate to Rates > Order input > Price index (fuel surcharge).**
    - Click ***'New price index'*** to start adding a new fuel surcharge.



- Enter a **Name** for the fuel surcharge index and complete any additional details, including the description
- Add the appropriate tax for invoices (both sales and carrier invoices, if applicable)
- Add the appropriate GL codes assigned for sales/carrier invoices;
  - This ensures the fuel surcharge is allocated and imported to the correct chart of accounts
- Select the **Index** method. Options include:

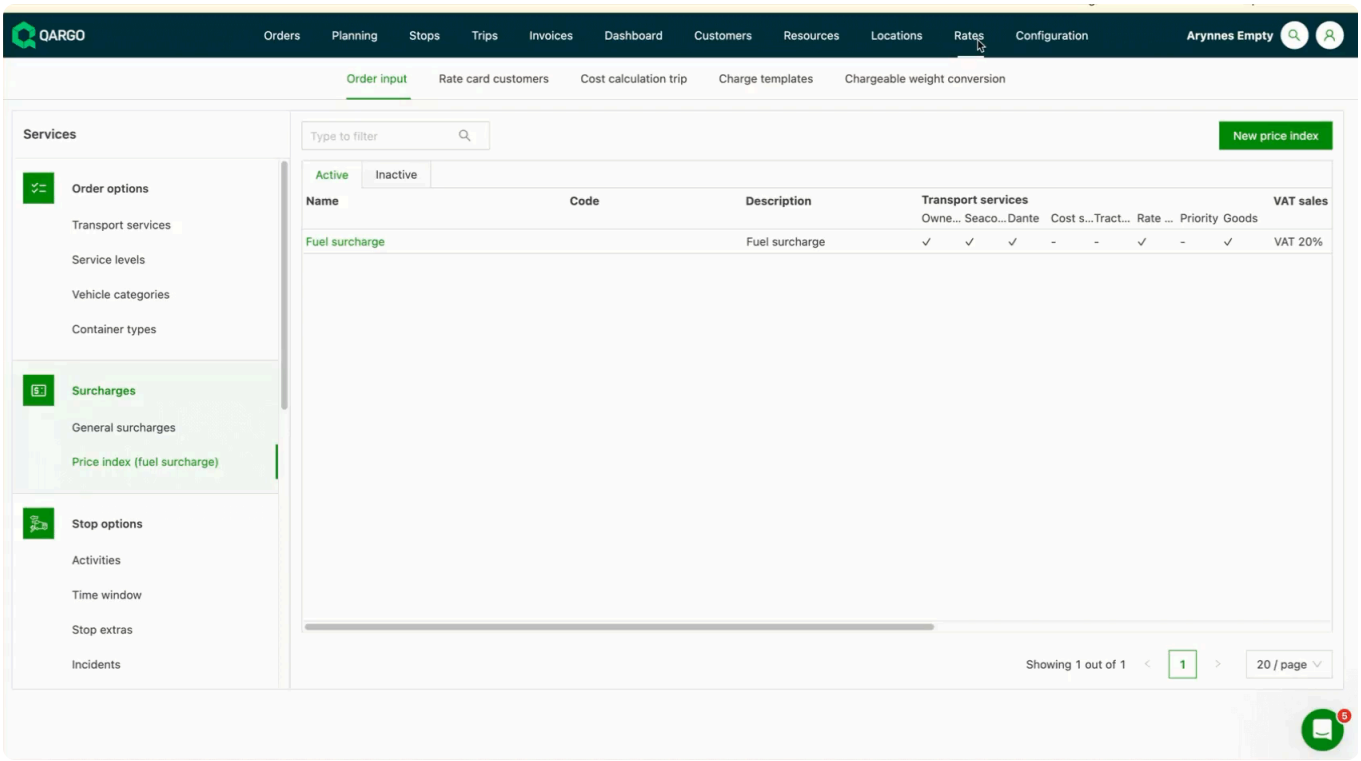
1. **Price index**: based on a fixed value.
    1. Use this option to calculate the fuel surcharge based on a price index value, or to calculate fuel only based on a % of the charge
2. **Percentage index**: based on a percentage.
    1. Use this option to calculate the fuel surcharge based on a percentage rate applied across all charges or only the transportation charges.



🧰 Access to configure and edit surcharges is based on user roles. Users who can't access this should contact their company's Super Admin user.

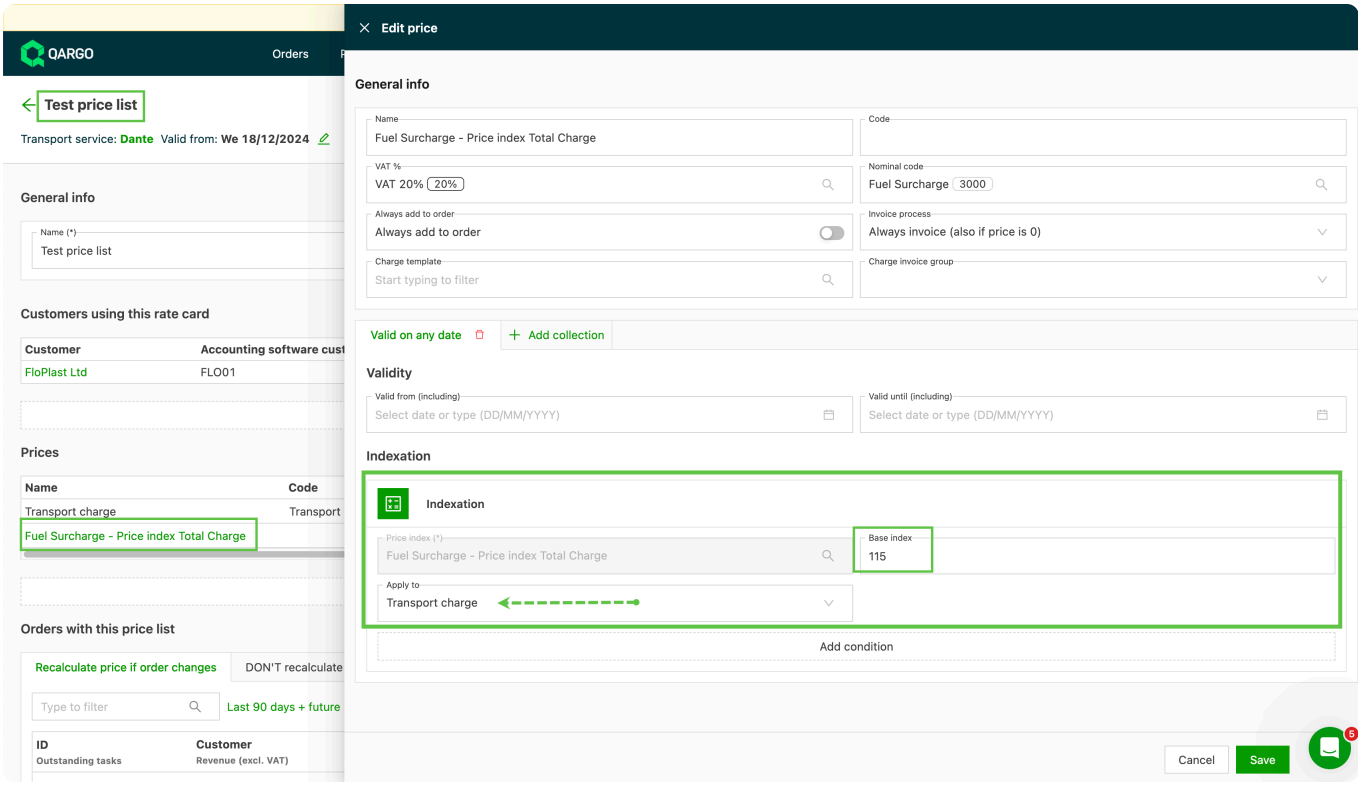
Configure a price index

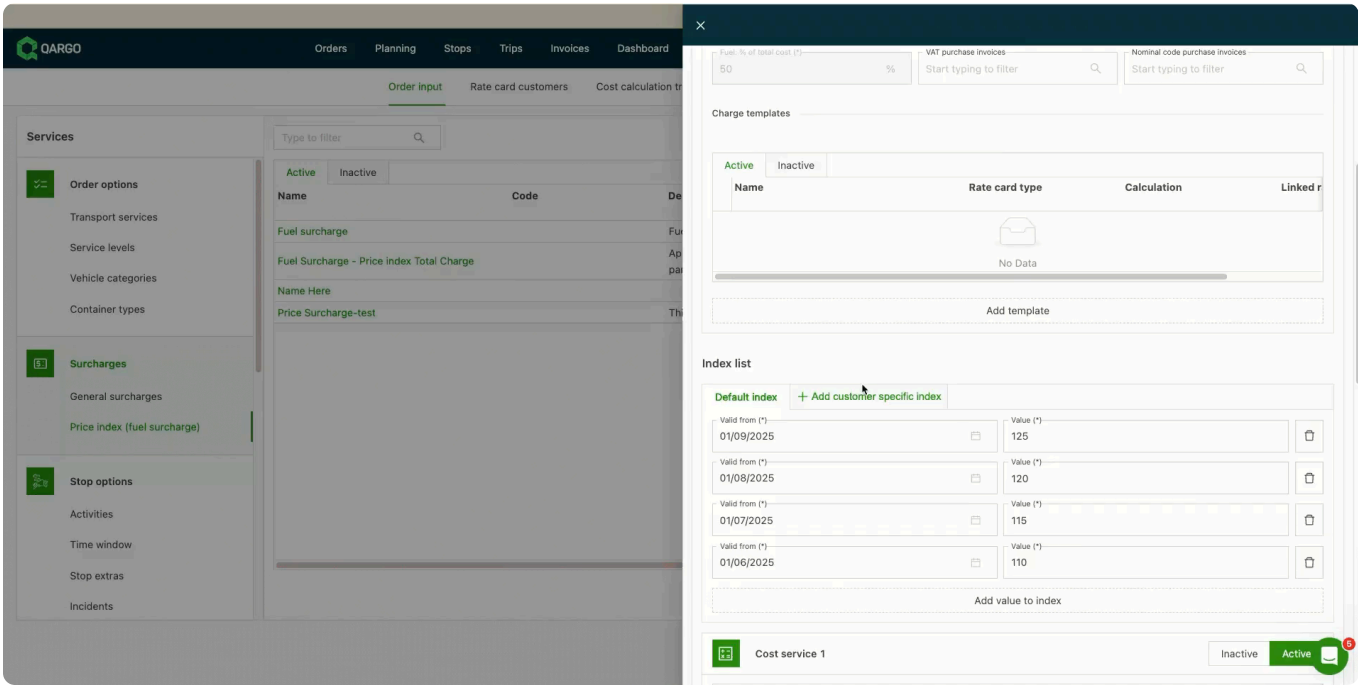
- A price index uses a **base index value**, with tiered rates configured based on the date and an associated index value.
- Set the percentage of fuel costs in the field **'Fuel: % of the total cost'**;
  - Can be set up to 100%
    - A specific amount can be selected that represents the fuel component within the total value of the charge, i.e., 50% of charge = fuel cost.
    - At 100%, the calculation applies across the total value of the specified charges
- Add default index list values.
  - Enter the Valid from date
  - Add the price index value

- 

📚 Orders with a **pickup date that falls within the Valid from date** use the corresponding assigned value.

- Activate the transportation service that the fuel surcharge applies to
- Use ***'Link rate card'*** to add the surcharge to the applicable rate card(s).
- Add the fuel surcharge base value to the rate card



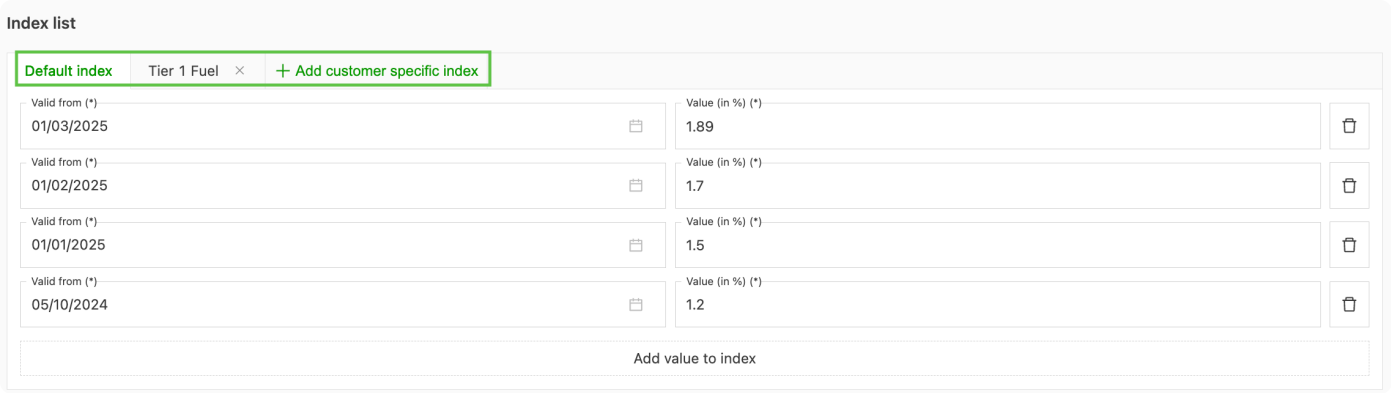


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Configure a percentage index

- A percentage index uses **tiered rates** configured based on the date and an associated % value
- Add default index list values.

- Enter the Valid from date
- Add the price index value



📚 Orders with a **pickup date that falls within the Valid from date** use the corresponding assigned value.

- Activate the transportation service that the fuel surcharge applies to
- Use ***'Link rate card'*** to add the surcharge to the applicable rate card(s).
- Set the fuel surcharge charge to "Manual" under the *Add to order* configuration to prevent automatic application.

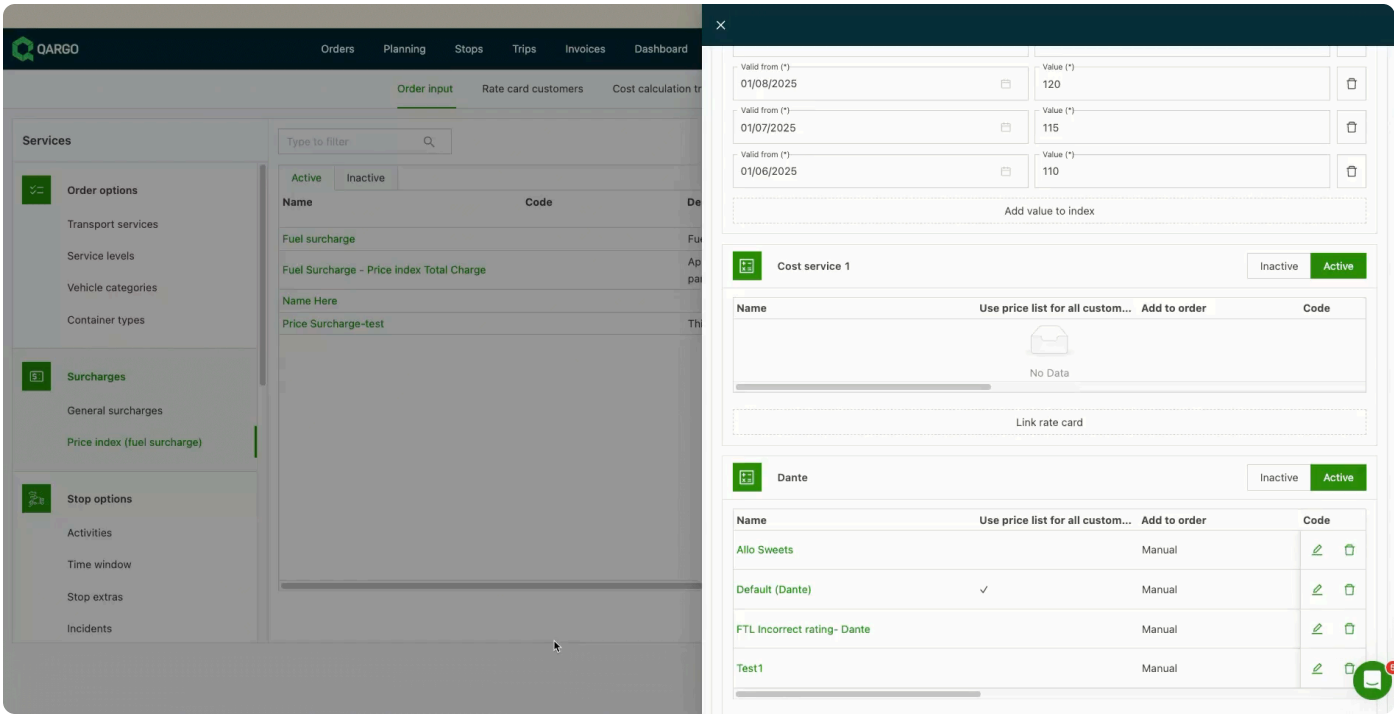
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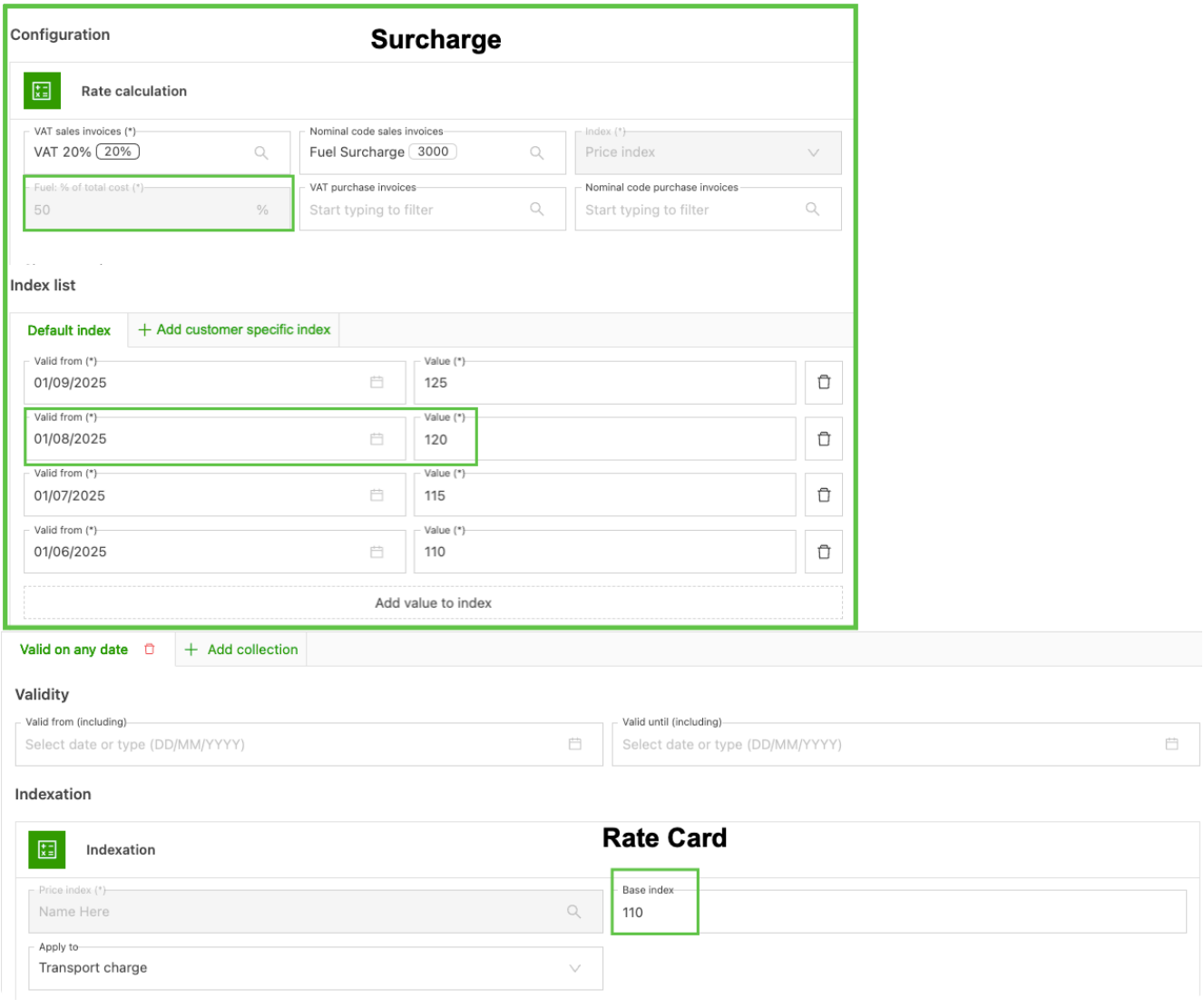
How is the fuel surcharge calculated?

Price index calculation

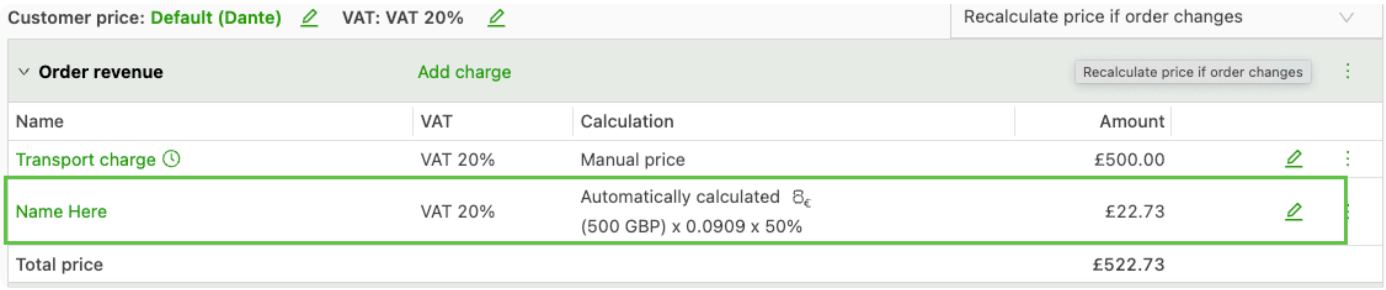
On an order, the price is calculated as follows:

- (Value in surcharge - Base value assigned to the rate card) / Base value * % set in the assigned Fuel % = Fuel surcharge rate


QARGO
Orders
Planning
Stops
Trips
Invoices
Dashboard
Order input
Rate card customers
Services
Order options
Transport services
Service levels
Vehicle categories
Container types
Surcharges
General surcharges
Price index (fuel surcharge)
Stop options
Activities
Time window
Stop extras
Incidents
Active
Inactive
Name
Code
Fuel surcharge
Fuel Surcharge - Price index Total Charge
Name Here
Price Surcharge-test
Valid from (*)
01/08/2025
Value (*)
120
01/07/2025
115
01/06/2025
110
Add value to index
Cost service 1
Inactive
Active
Name
Use price list for all custom...
Add to order
Code
No Data
Link rate card
Dante
Allo Sweets
Manual
Default (Dante)
Manual
FTL Incorrect rating- Dante
Manual
Test1
Manual


Configuration
Surcharge
Rate calculation
VAT sales invoices (*)
VAT 20% 20%
Nominal code sales invoices
Fuel Surcharge 3000
Index (*)
Price index
Fuel: % of total cost (*)
50
%
VAT purchase invoices
Start typing to filter
Nominal code purchase invoices
Start typing to filter
Index list
Default index
+ Add customer specific index
Valid from (*)
01/09/2025
Value (*)
125
01/08/2025
120
01/07/2025
115
01/06/2025
110
Add value to index
Valid on any date
+ Add collection
Validity
Valid from (including)
Select date or type (DD/MM/YYYY)
Valid until (including)
Select date or type (DD/MM/YYYY)
Indexation
Indexation
Rate Card
Price index (*)
Name Here
Base index
110
Apply to
Transport charge

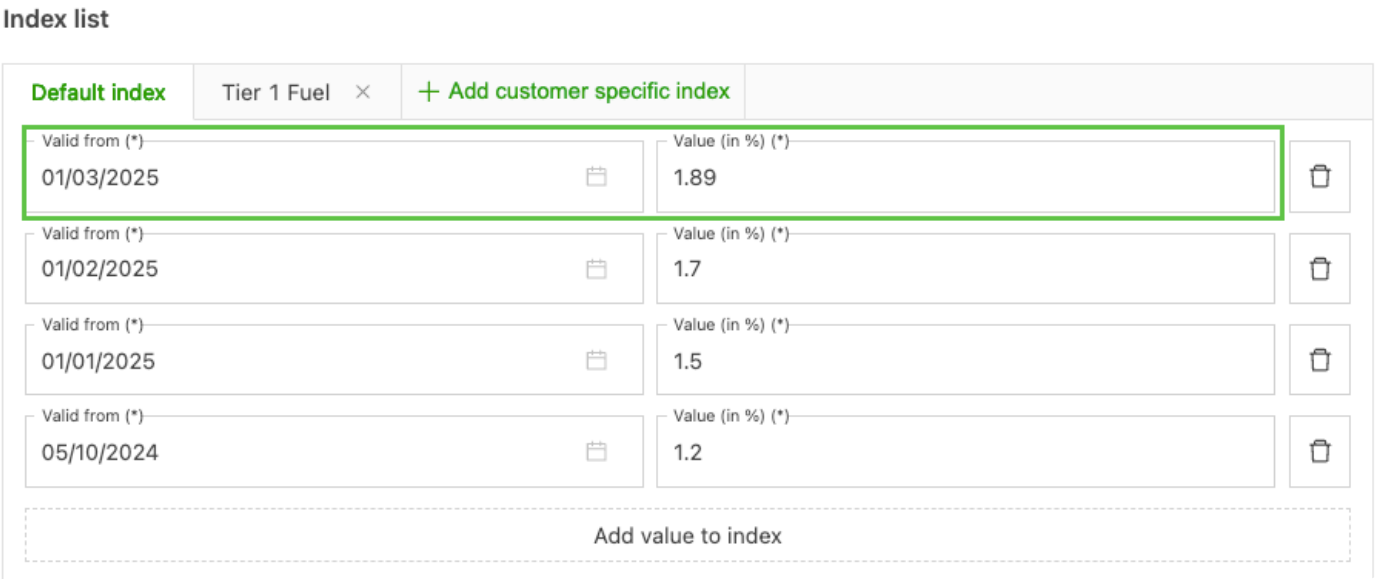
Calculated in the order:



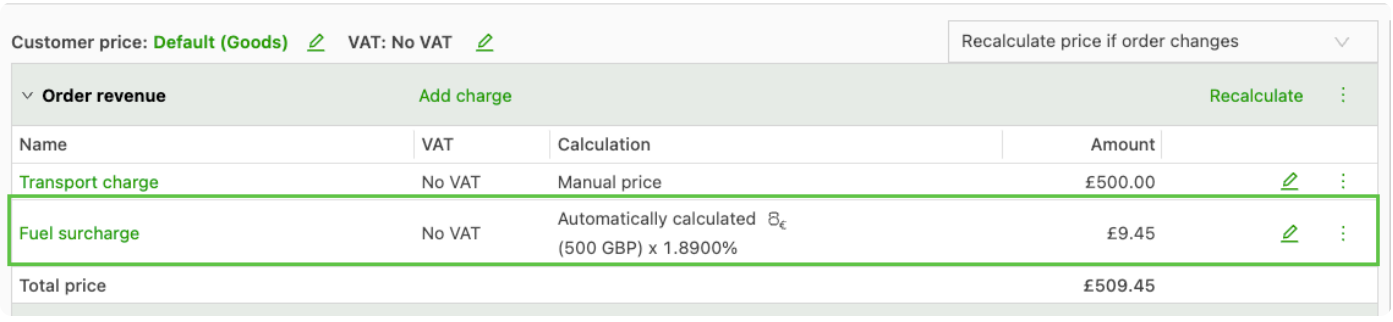
Percentage calculation

On an order, the price is calculated as follows:

- Specified charges * % rate based on the valid from date
    - Compares the *pickup date* to determine the appropriate valid from date



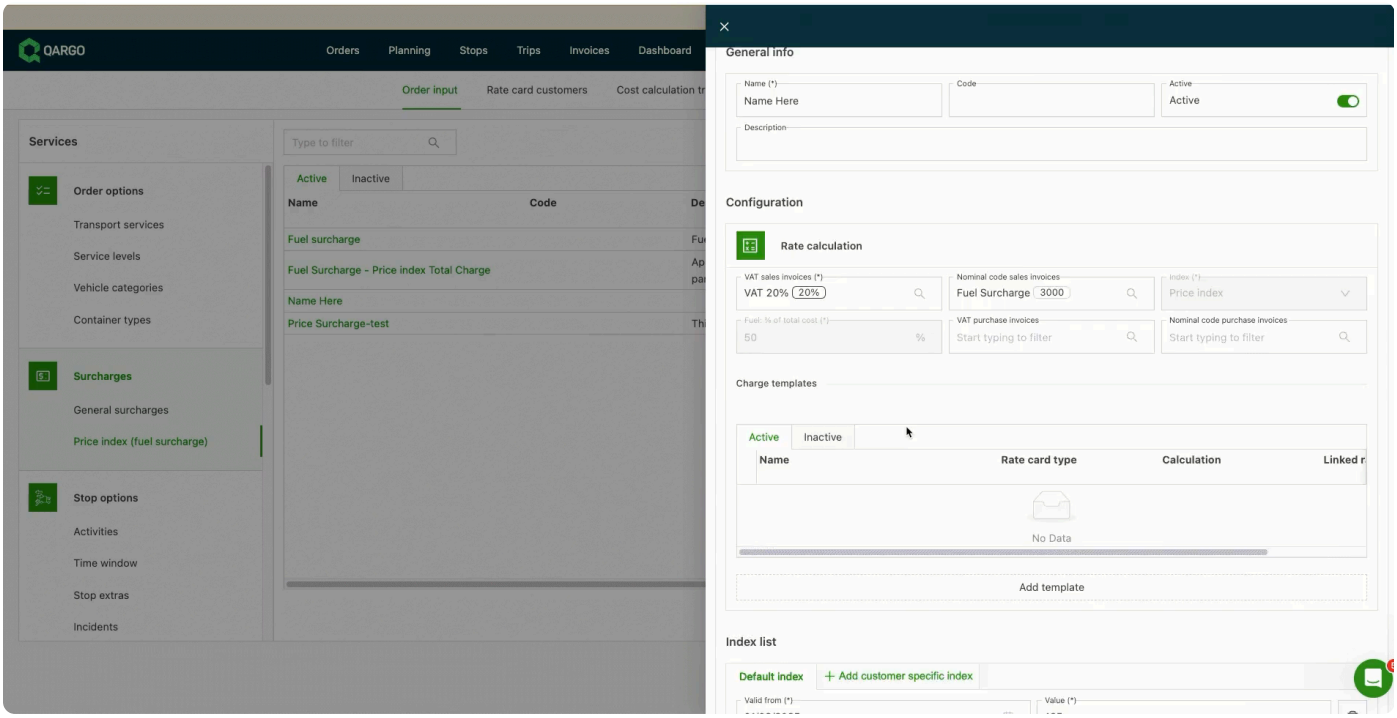
Calculated in the order:



Customer-specific rates

- Create customer-specific fuel surcharge rates in the same surcharge table
    - Navigate to the fuel surcharge

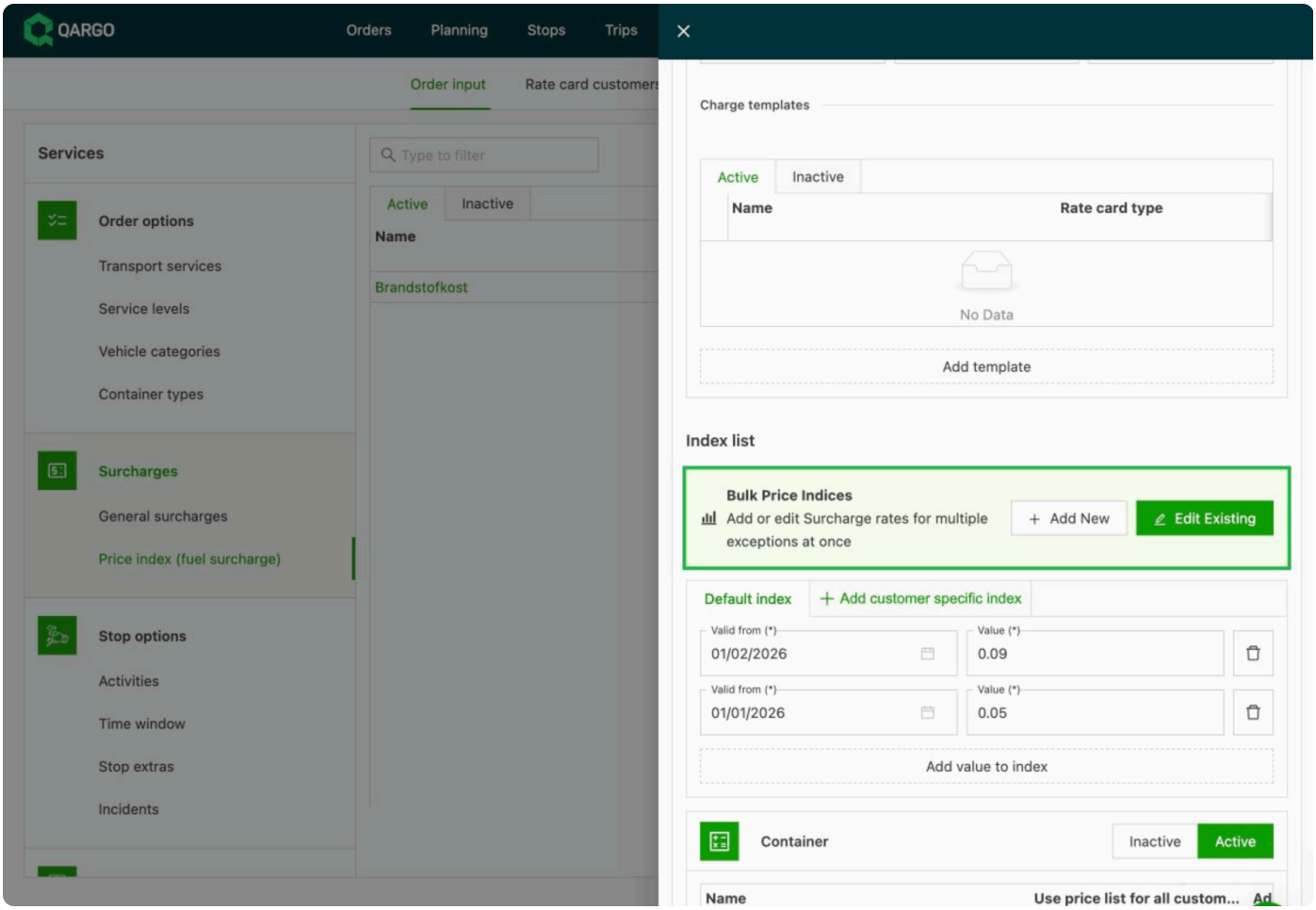
- Click ***'Add customer specific index'***
- Complete the Valid from date and Value / %, depending on the index type selected
- Click **Save**.



Manage fuel surcharges

Bulk update price index rates

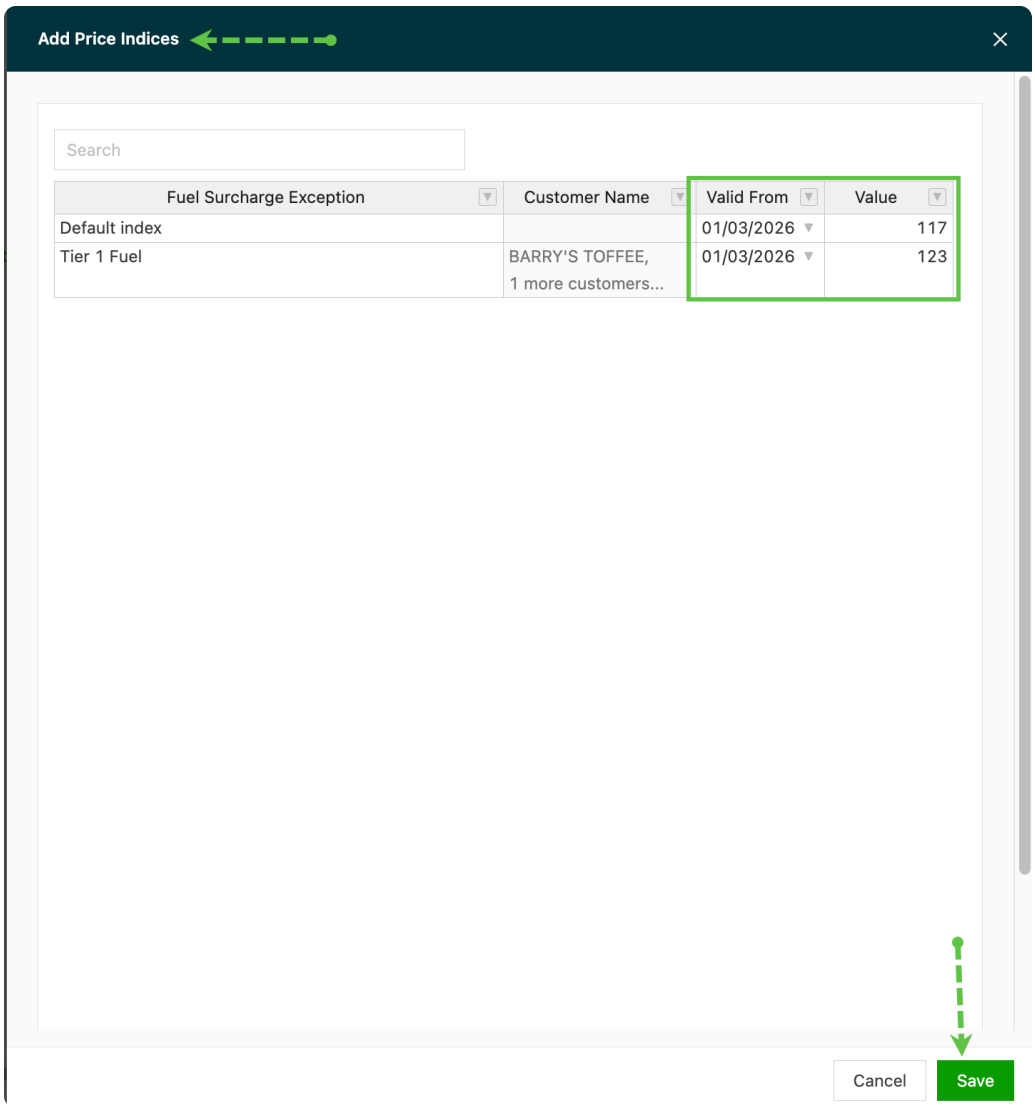
- Manage fuel surcharges for many customers by updating price index values for all of them at once, without editing each customer individually.
- Inside a price index configuration: **+ Add new** and **Edit existing**.
  - Opens a spreadsheet-style grid that **supports direct paste from Excel**. This makes it fast to apply new diesel price values across an entire customer base in a single operation.



Add new price index values in bulk

Use the **Add new** flow to insert a new price index entry (e.g., a new date row with updated values) across all customer-specific indexes at once.

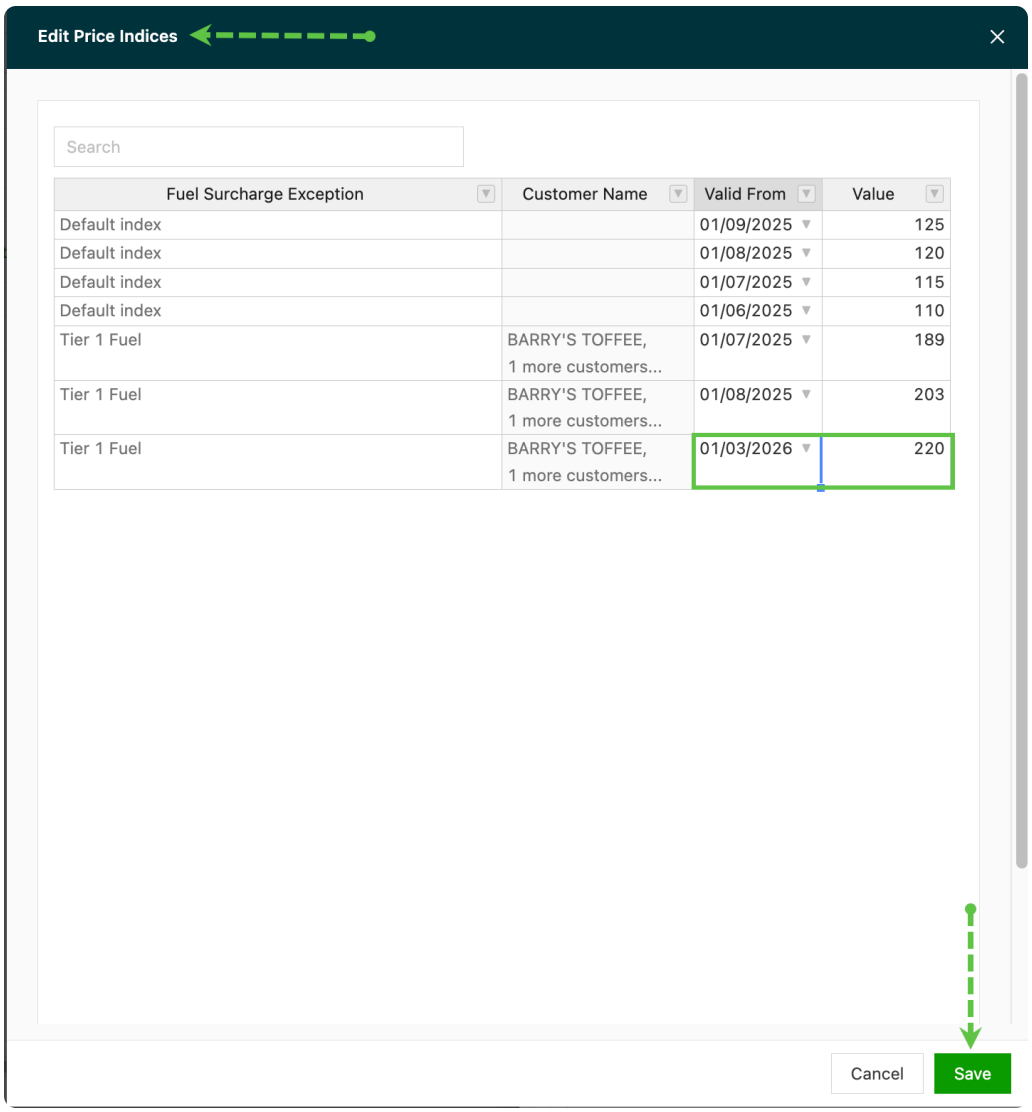
1. Navigate to **Rates > Order input > Price index (fuel surcharge)**.
2. Open the relevant price index.
3. On the ***Add price indices*** screen, click **+ Add new** to open the bulk entry grid.
4. The grid shows one row per exception (e.g., the default index, plus any customer-specific indexes).
    1. Fill in **Valid from date** and **Value (%)** for each row, or paste the data directly from Excel.
5. Use the **Search** bar at the top or the column filter icons to narrow down specific exceptions by name, date, or value.
6. Review the entries and click **Save** to apply them.



Edit existing price index values in bulk

Use the **Edit** flow to update or correct existing price index entries across customers, including updating valid from dates.

1. Navigate to **Rates > Order input > Price index (fuel surcharge)**.
2. Open the relevant price index.
3. Click **Edit existing** to open the bulk edit grid.
4. All existing customer-specific index values are displayed in a spreadsheet layout. Edit values directly in the cells, or paste updated data from Excel.
5. Use the **Search** bar or the column filter icons to narrow down to specific exceptions, date ranges, or value ranges.
6. Click **Save** to apply the changes.



- Data is entered by **pasting** into the grid interface, not by uploading an Excel file directly.
  - Prepare the data in Excel first, then paste it into the grid.
- Customer-specific indexes **must already exist** in Qargo before values can be added via the **+ Add new** flow.
  - If a customer does not have a customer-specific index configured yet, create it individually first.
- The **+ Add new** and **Edit existing** flows are blocked if the price index contains duplicate or unnamed customer-specific indexes.
  - Clean up any such entries before using bulk operations.

Troubleshooting

Issue	Resolution
The fuel surcharge does not appear on invoices	Check that the surcharge has been linked to the correct rate card via 'Link rate card', and that the applicable transportation service has been activated on the price index.
The fuel surcharge calculation returns an unexpected value	Verify that the base value assigned to the rate card is correct. For price index calculations, confirm the formula: (Surcharge value - Base value) ÷ Base value × Fuel % = surcharge rate. Also check that the Fuel % of total cost field is set as intended.
The wrong surcharge rate is applied to an order	Qargo uses the order's pickup date to determine which 'Valid from' date applies. Check that the correct date range is configured in the default index list and that there are no gaps in the date coverage.
A customer is not receiving their specific rate	Make sure a customer-specific index has been created under the fuel surcharge using 'Add customer specific index', with the correct Valid from date and value saved.
The percentage index applies automatically when it shouldn't	Under the 'Add to order' configuration, set the fuel surcharge charge to "Manual" to prevent automatic application.
The + Add new or Edit existing bulk update flow is blocked	Check for any duplicate or unnamed customer-specific indexes within the price index and clean them up before attempting bulk operations.
A customer is missing from the bulk Add new grid	Customer-specific indexes must be created individually in Qargo before they appear in the bulk entry flow. Add the customer-specific index manually first, then use the bulk flow.
The fuel surcharge posts to the wrong account in the accounting system	Check that the correct GL codes have been assigned for both sales and carrier invoices in the fuel surcharge template configuration.
Changes to the fuel surcharge configuration are not retained	Make sure to click **Save** before leaving the configuration page. Unsaved changes will be lost.
How is the surcharge for ferry fuel added?	The ferry fuel surcharge can be set up as a general surcharge, and does not fall under the price index rate.