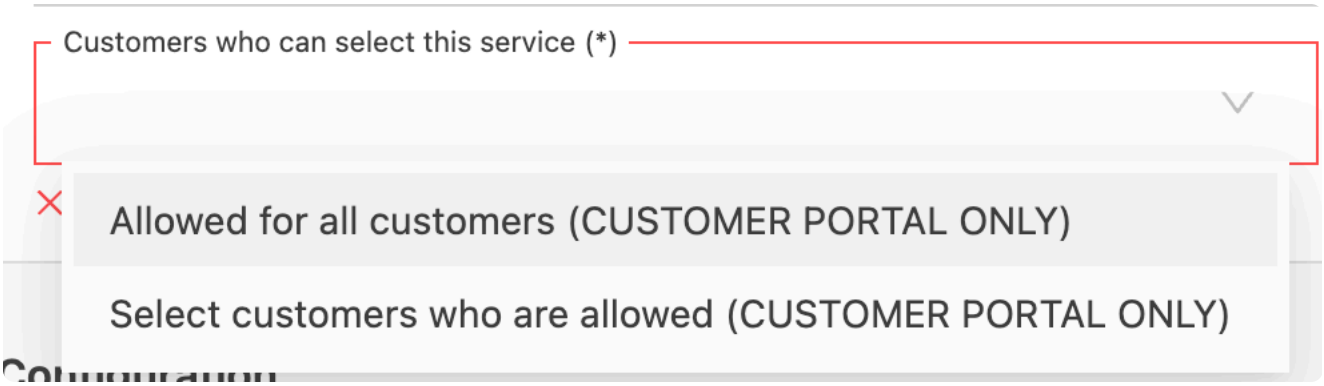
Rates – stop extras

Updated September 16, 2025

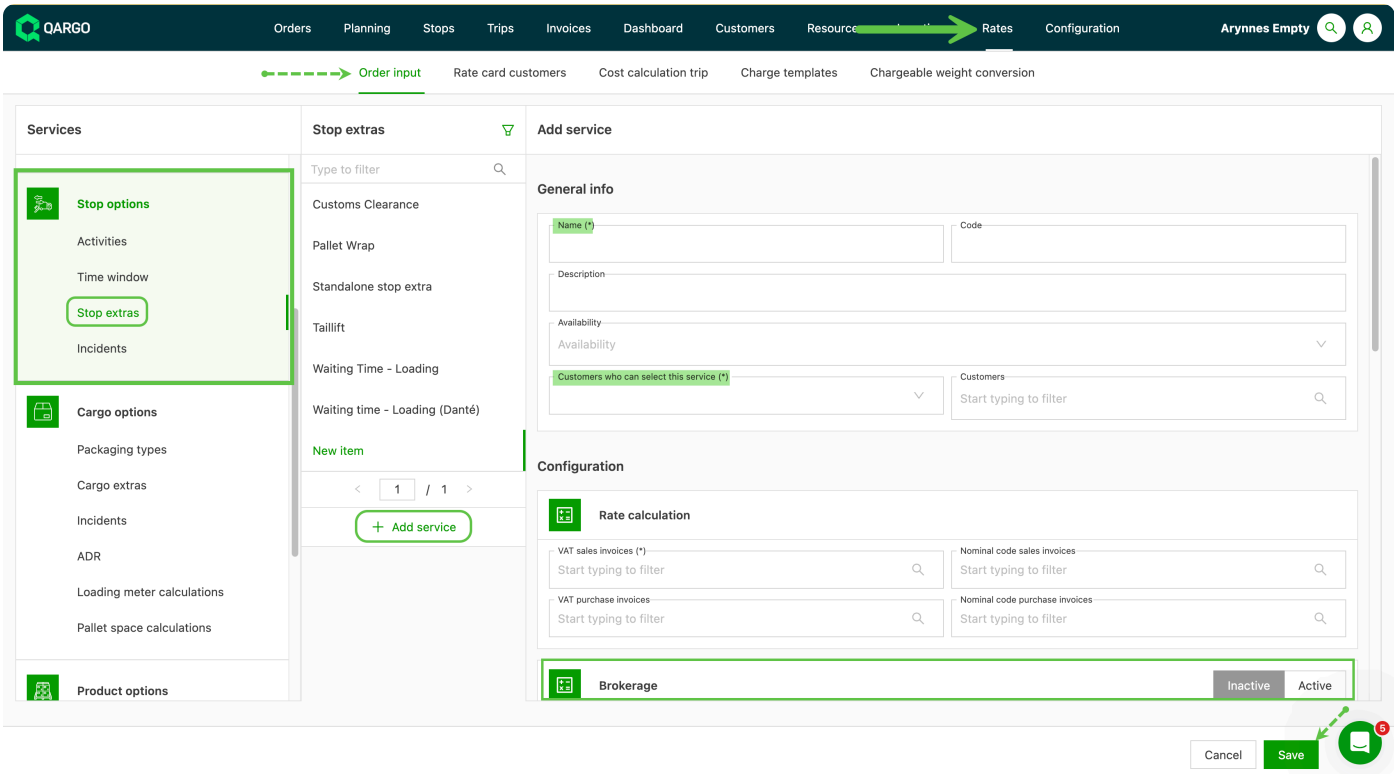
Stop extras can be added so users can include specific items or service extras at particular stops. Once the extra is saved, it can be set as compatible with specific resources.
For example, if certain resources have a liftgate, these resources can be marked as compatible with this extra.

Configure stop extras

- Navigate to **Rates > Order input**
- Click **Stop extras** in the left sidebar
- Click **Add service**
- Give the new extra a name, and select the stops where it will be available
  - Options include:
    - **Pickup** – available at the pickup stop location
    - **Delivery** – available at the delivery stop location
    - **Other stops** – available at standalone stops
- Select the customers who can select this service; this applies to the **customer portal only**
  - Options include giving visibility to all customers or to selected customers

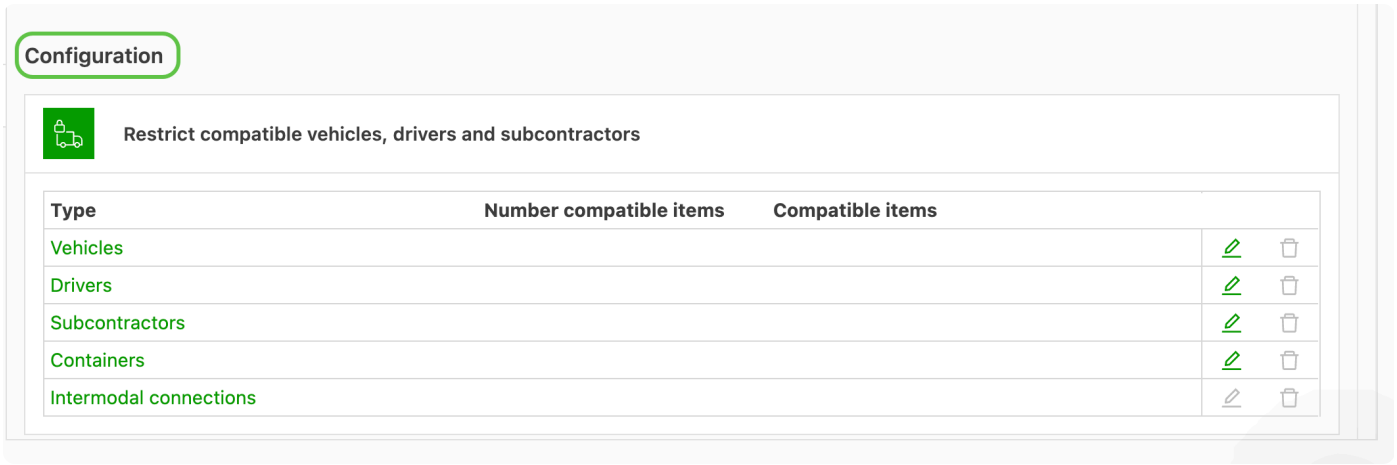


- Select the transportation services on which the extra will be **active**
- Click **Save**

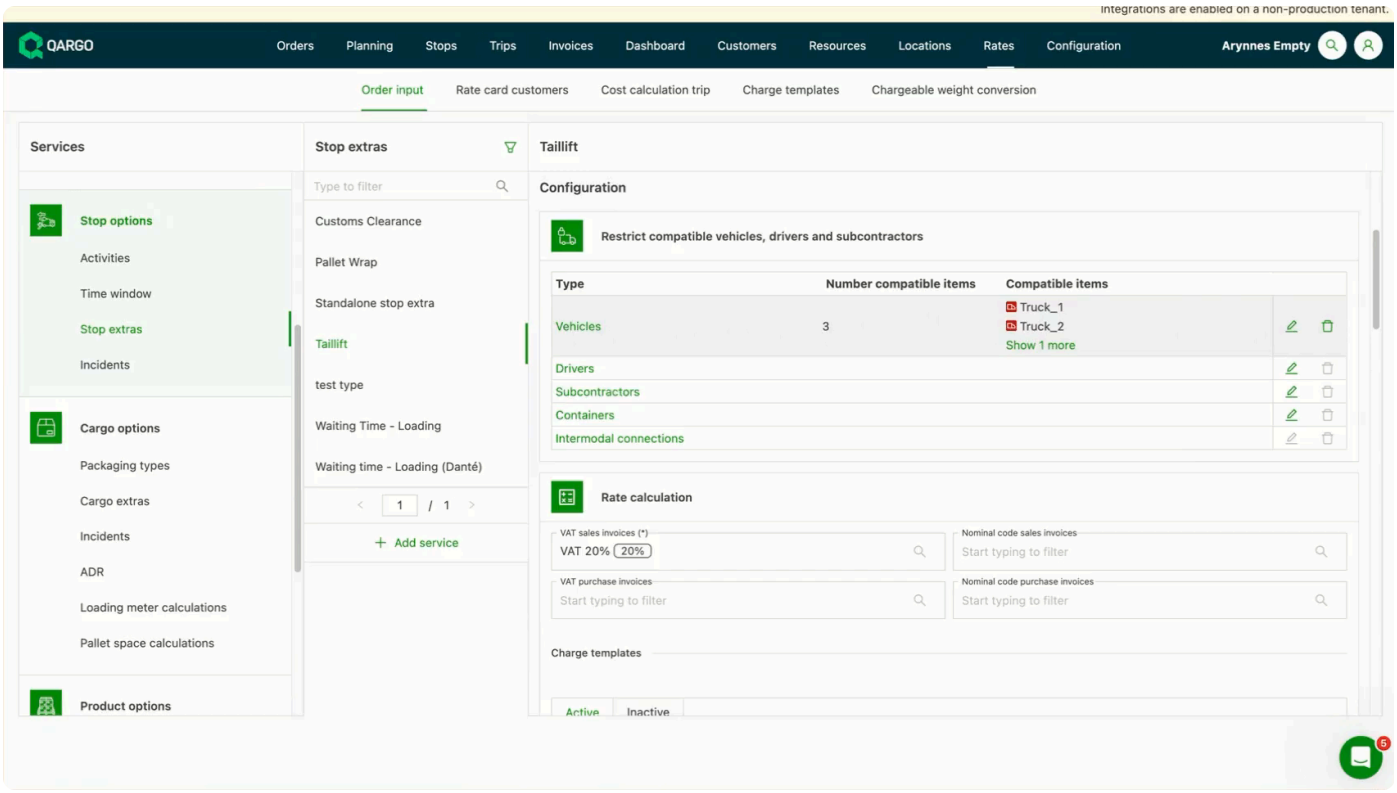


Set compatibility

Once the stop extra has been saved, a new **Configuration** panel is displayed, where users can set resource compatibility for the extra.



- Click the resource line to update, or select the pencil icon
- In the new window that opens, select the checkbox next to the resource to update
- Click **Save**



📚 Once configured, a warning is shown in the planning board when a load is dragged to a resource that is not compliant.

