Service levels

Updated April 27, 2026

For general information about service levels, see General service levels

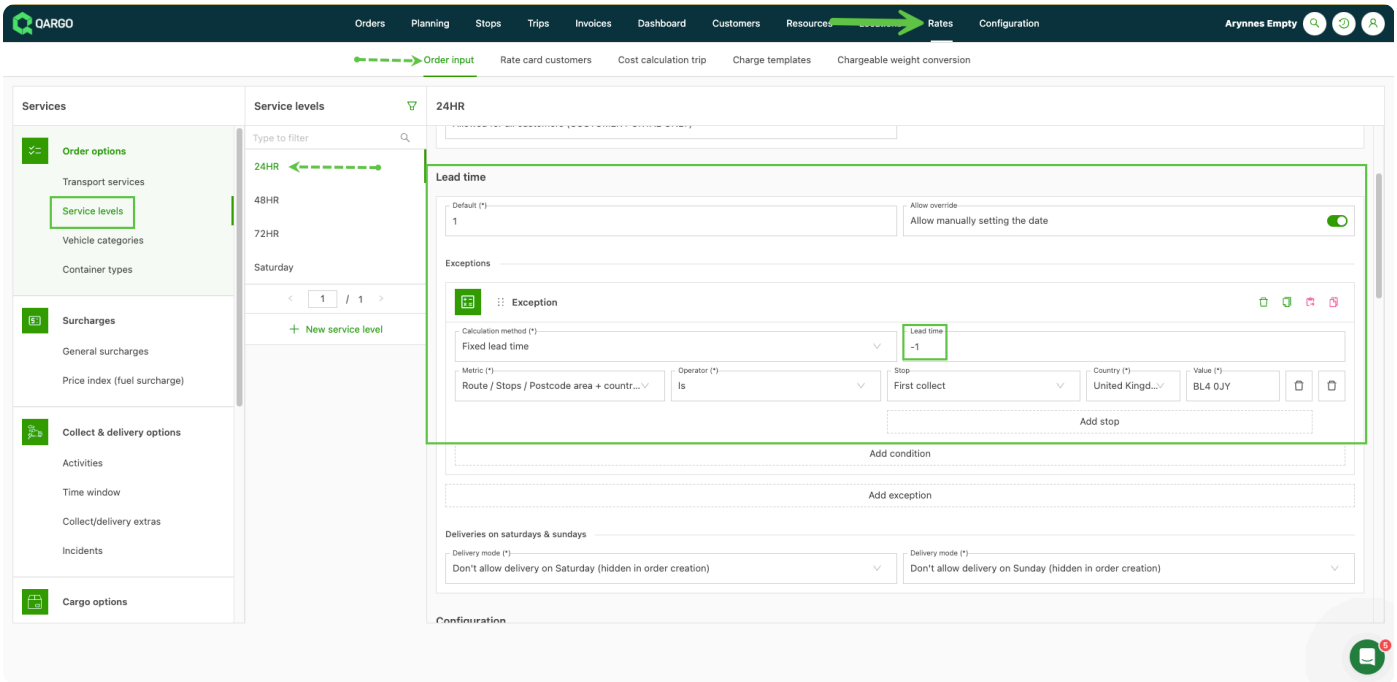
Palletforce has multiple service levels:

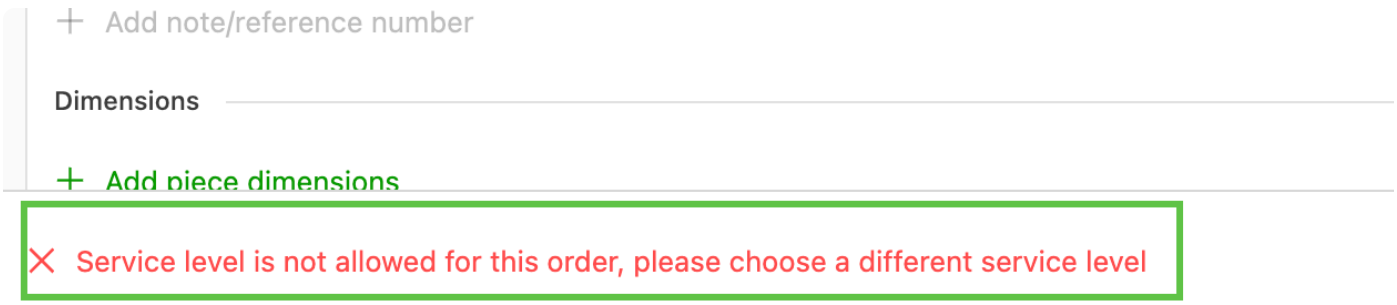
Service code	Service description
A	24 hours
B	48 hours
C	72 hours
D	3–5 days
R	Return

The service level has a big influence on rating (for example, next day is more expensive than economy delivery). This is handled in the rate charts configuration. A surcharge is typically applied for Saturday and Sunday deliveries. This surcharge is not based on the service level add-on itself, but on the “Requested weekday” metric.

Configuration of service level:

Pro tip: Using -1 in the Alerts lead time generates a warning to the user, including portal users, that the selected service level is not available.




Add note/reference number
Dimensions
Add piece dimensions
Service level is not allowed for this order, please choose a different service level