# Service levels

Updated April 25, 2025

## Concept

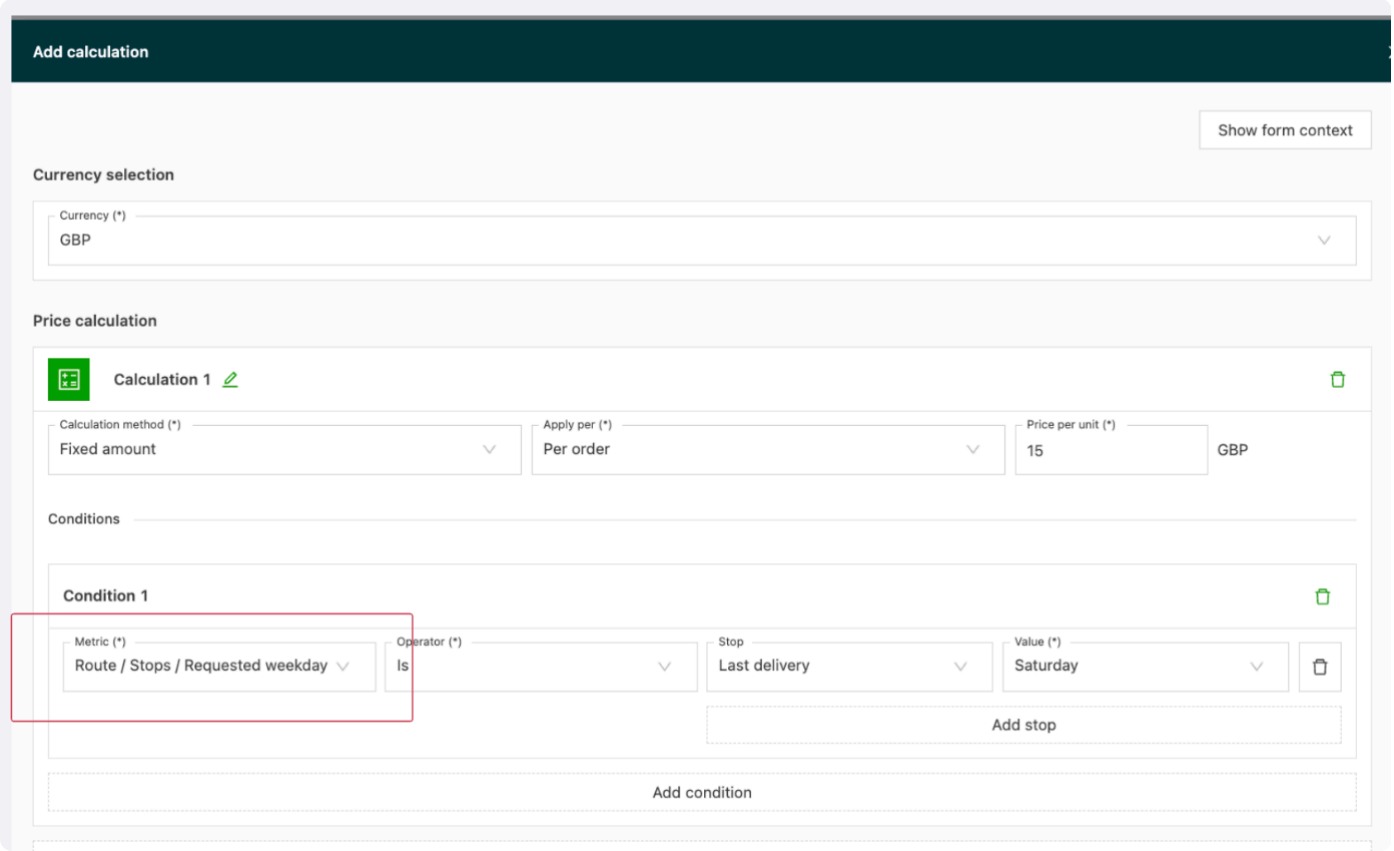
Palletline supports multiple service levels:

**Please do not change the service codes, as these sync with Palletline!**

| Service Code | Service Description |
|---|---|
| A | Premium |
| B | Economy |
| C | 72 Hours |
| D | Saturday |
| E | Export to Europe |
| F | Freight Exchange |
| G | Sunday |
| H | Bank Holiday |
| I | Import from Europe |
| R | Return 24 Hour |

The service level influences the rating.
This is handled in the rate card configuration.
More information: **Rate card customers in Configuration**

A surcharge is typically applied for Saturday and Sunday deliveries. This is not based on the service level add-on itself, but on the “Requested weekday” metric.



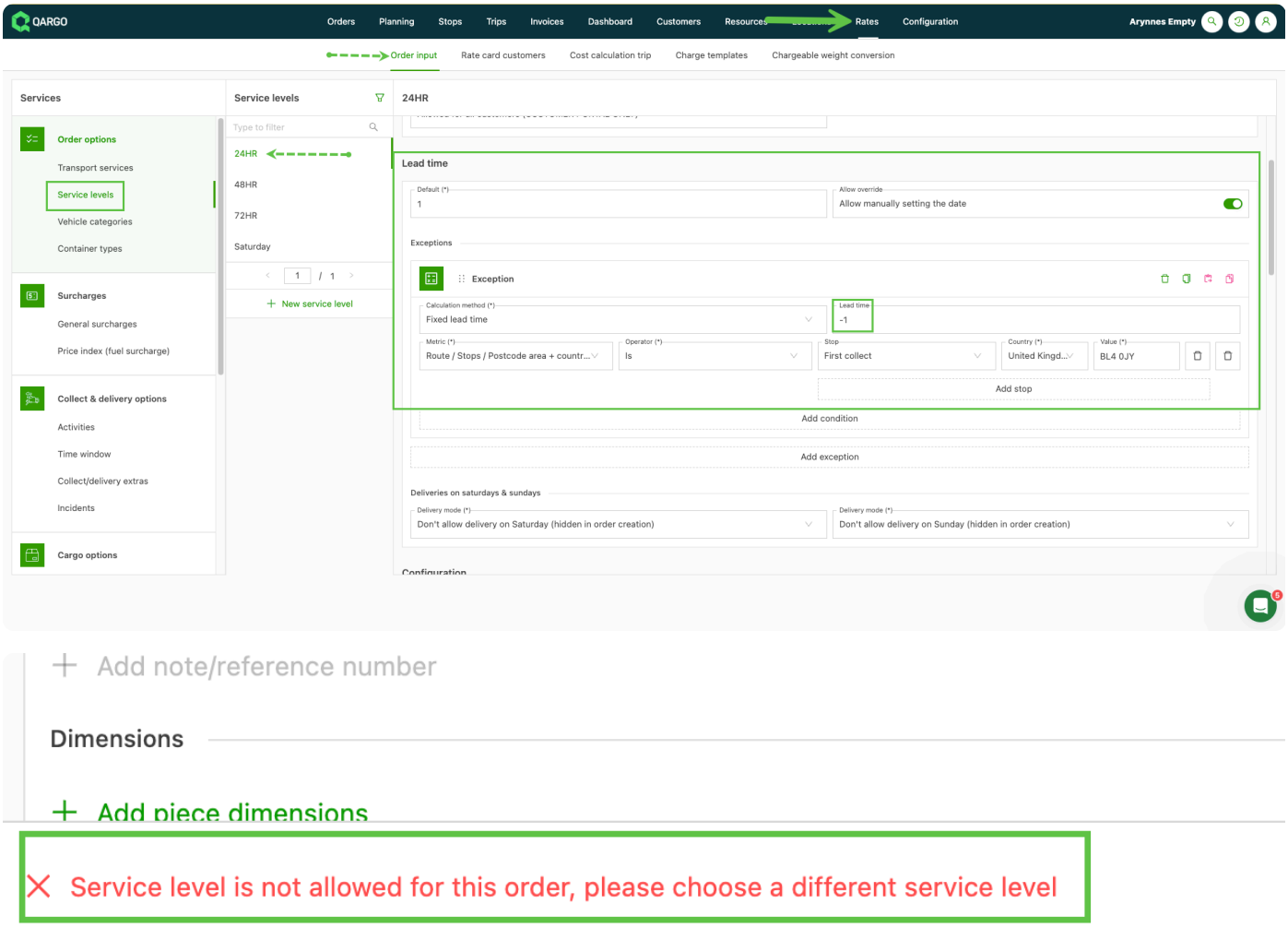

The Qargo team imports rate cards based on the metrics provided in the rate documents for the specific service levels.

\

Implementation in Qargo {#h_f59d04add4}

The “Premium” and “Economy” service levels are available as service level add-ons in Qargo, with lead times of 1 and 2 days, respectively.

***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.





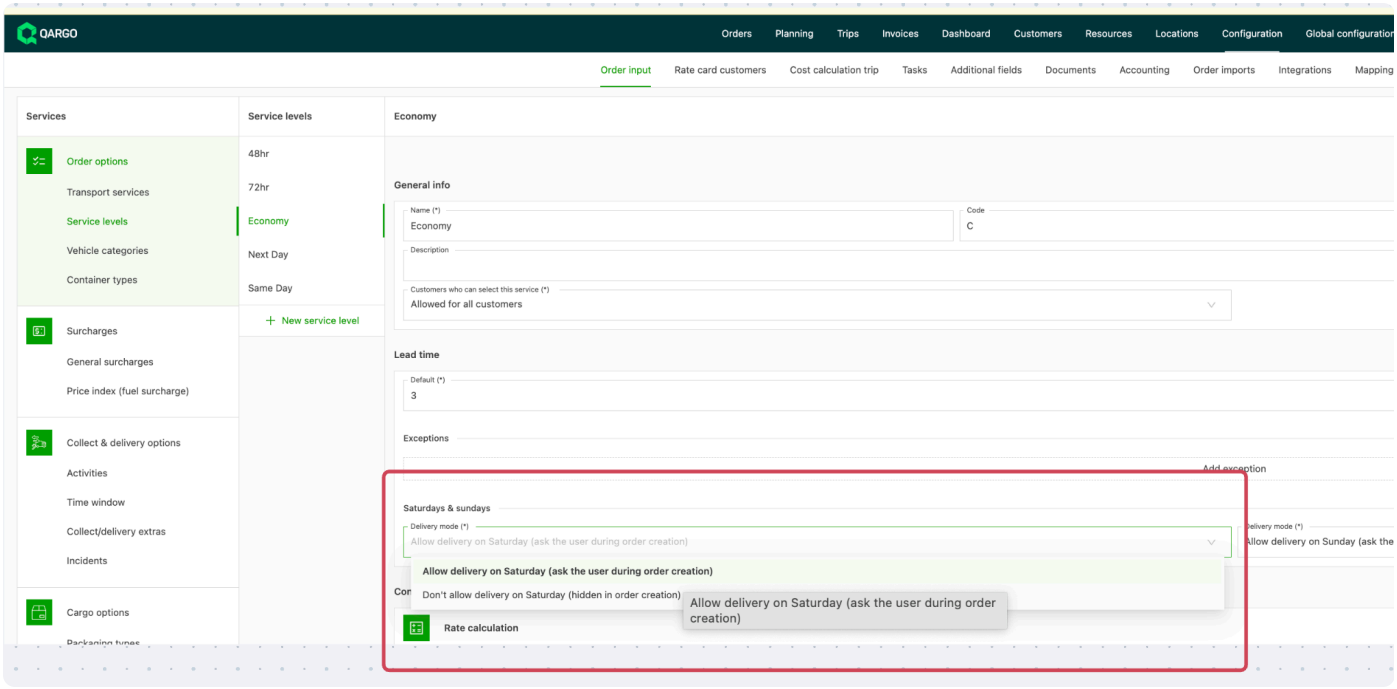




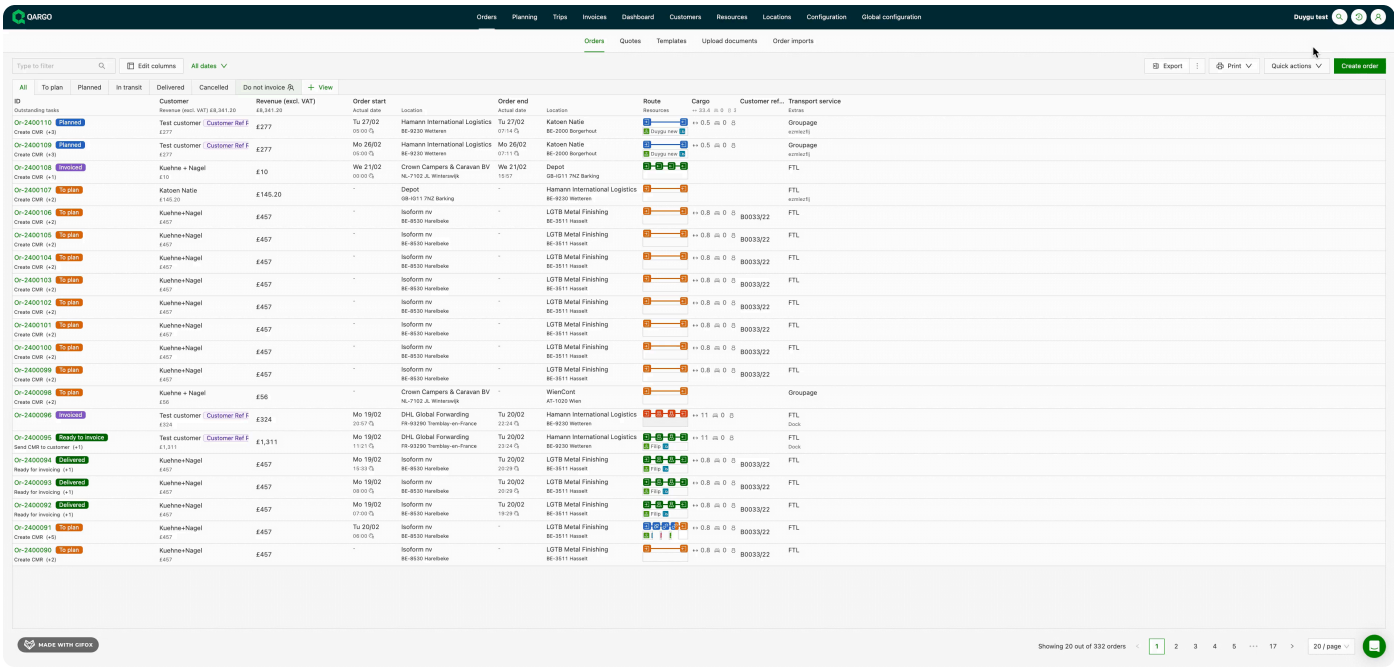

The “Saturday” and “Sunday” service levels are passed to the Palletline API if the requested delivery date falls on a Saturday/Sunday.

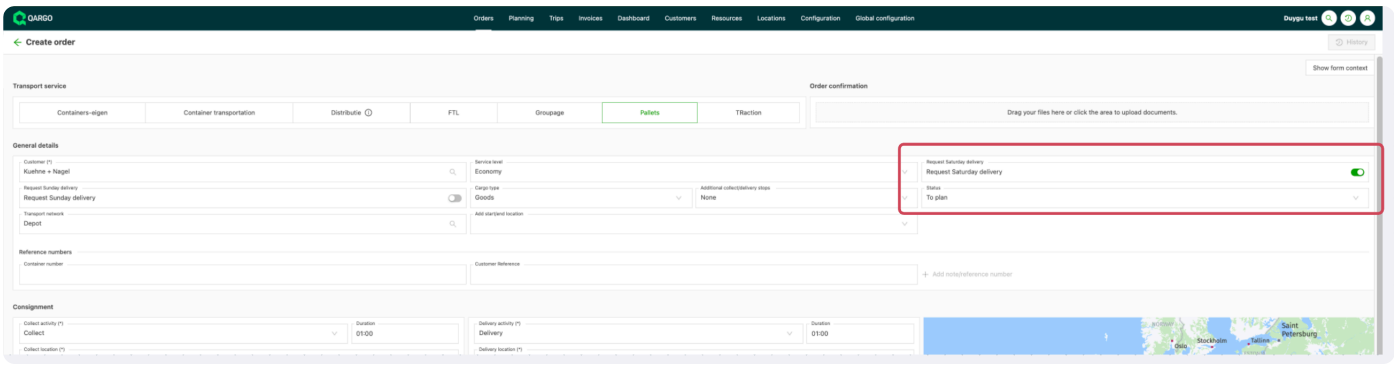
This can happen due to the automatic delivery calculation, when the user turned on the “Request Saturday/Sunday delivery” toggles during order creation (only possible if allowed in the service level configuration, or when the user set the date on a Saturday/Sunday themselves.

To allow Saturday or Sunday delivery, go to **Configuration > Order input > Service levels**.

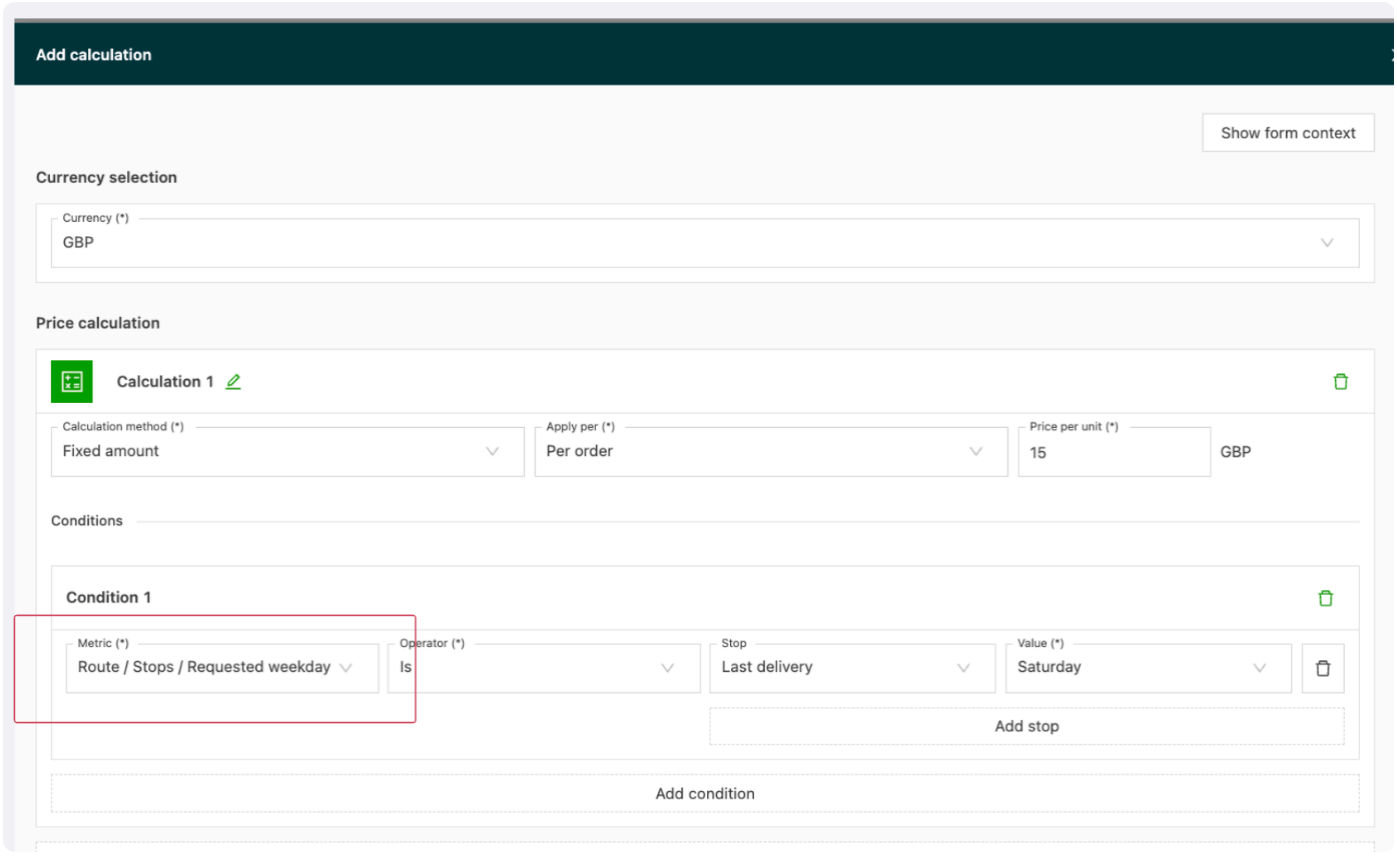



During order creation, the user can turn on the Saturday or Sunday delivery toggle:






If an extra charge for Saturday/Sunday deliveries is needed, a metric is available for use in the price lists.




Orders coming in with the “Saturday” and “Sunday” service levels (“D”/“G”) don’t get a service level in Qargo, because no add-on masters with these codes have been set up.

This is not an issue, because the dates are correct and the extra rating for Saturday and Sunday does not depend on the add-on being present.