FAQ - Why is an order not receiving a price in Qargo, and how can this be resolved?

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Orders in Qargo may not receive a price for various reasons, often related to configuration issues in rate cards or price lists. Below are common causes and step-by-step solutions for troubleshooting these rating issues. Issues such as misconfigured rate card conditions can also contribute to rating discrepancies.
Rate card application issues can also arise, especially when certain conditions or filters are misconfigured, preventing accurate cost allocation.

Common causes of rating errors

1. Validity dates on price lists

- Each price list in Qargo has validity dates. If the order's date falls outside the validity period of the assigned price list, rating will not be applied.

2. Mismatched stop configurations

- Rate cards define conditions for the number of stops (e.g., pickups and deliveries). Orders that deviate from these conditions (e.g., containing more stops than allowed) will not receive a price.

Additionally, exceptions defined in rate cards, such as specific ZIP codes, may prevent accurate rating if the order data conflicts with these conditions.

3. Missing or incorrect locations in price lists

- If the stops in an order use ZIP codes or locations not configured in the price list, rating will fail. This also applies if the zones associated with the rate cards don't include the required areas.- In some cases, orders may refer to locations that appear similar but are stored as separate records in the system. To address this, merge any duplicate location records to ensure alignment, then reassign or recalculate costs as needed.

4. Empty or invalid conditions in a price list charge

- Orders don't price to a particular ZIP code or zone when a charge in the price list has an empty or invalid condition.

Steps to resolve rating errors

1. Verify and update validity dates

- Check the validity period of the assigned price list.
- If the price list has expired, either update its validity range or assign a new price list with current dates to the order.
- After adjustments, recalculate the price from the order using the **Recalculate price** option.

2. Adjust stop configuration

- Compare the order's stop configuration (**number and type of stops**) with the conditions in the rate card.
- If mismatches are found, either: - Modify the rate card to accommodate the stops, or - Adjust the stop details in the order to align with the rate card.
- Recalculate the price to apply the updated conditions (the system only calculates orders created within a 1-month range that are not yet invoiced).

3. Update locations and zones in the price list

- Edit the price list to include the required ZIP codes, areas, or zones.

- Ensure the rate card's zone setup maps correctly to the zones in the order (e.g., add missing zones).
- Save the changes and recalculate the affected orders.

4. Correct the conditions in the price list charge

1. Open the price list linked to the affected order.
2. Find the empty or invalid conditions on the charge. See "View rate calculation conditions" below.
3. Remove the empty conditions or correct the invalid ones, then save the price list.
4. Click **Recalculate** on the affected order.

View rate calculation conditions

To better understand why certain costs are or are not being applied, review the specific conditions configured for rate calculations in Qargo.

1. Open the relevant cost item.
2. Navigate to its calculation setup by clicking the cost item.
3. Review the listed conditions to determine whether they apply to the order.

Additional steps for troubleshooting rate cards

1. **Review rate card conditions:** Verify the specific rules and exceptions configured in the rate card.
2. **Update order details:** Adjust the order's data to ensure compliance with the rate card's requirements, including ZIP codes or excluded zones.
3. **Refine filter configurations:** For filters, adjust settings like 'between (end exclusive)' to the more inclusive configurations that match the requirements.
4. **Recalculate rating:** After making all changes, recalculate the price to apply the updated conditions and filters correctly.

Notes

To ensure consistent rating:

- Regularly review and update price lists and rate cards to match typical order configurations.
- Verify order details (locations, stops, dates) before assigning price lists for enhanced accuracy.- Ensure that all conditions specified in rate cards are met to avoid rating errors.
- Regularly audit and clean up location records to prevent mismatched data that could impact rate application.
- Regularly verify the configurations of rate card conditions and filters to ensure compatibility with current operational settings.

Related topics

- **Configuring rate cards and price lists** in Qargo
- **Recalculate prices for orders** in Qargo

Systematically verifying configurations and recalculating prices resolves most rating errors in Qargo.