FAQ – Export errors: surcharge validation by terminal or ZIP code

This article covers export errors related to surcharge validation.

Updated December 12, 2025

Some surcharges cannot be applied for certain terminals or destination ZIP codes. The network rejects submissions with disallowed surcharges, and these must be corrected before export.

Q: What does this error mean?
A: The network the job is exported to enforces surcharge eligibility rules based on terminal coverage, destination geography, or service constraints. If a surcharge is not permitted for the receiving terminal or ZIP code, the job fails validation during export.

Typical symptoms

- Export fails with a surcharge validation or eligibility error
- Error mentions a specific surcharge code or name
- Error may reference the destination terminal, area, or ZIP code sector

Common causes

- Surcharge not accepted by the receiving terminal or area
- Surcharge conflicts with service type or piece profile
- Surcharge only valid for defined ZIP code ranges or zones
- Legacy or custom surcharge code not mapped in the network schema

How to resolve

1. Identify the surcharge in the error message
2. Check whether the destination terminal or ZIP code allows that surcharge
3. If disallowed, remove or replace the surcharge
4. Re-export the job

Recommended checks in Qargo

- Confirm that the destination ZIP code and assigned terminal are correct
- Review the job's surcharges and remove any flagged as out of scope
- If needed, use a different valid surcharge that matches the service and geography

Examples

- Remote area surcharge rejected for an urban ZIP code
- Liftgate surcharge disallowed at a terminal that does not provide that capability
- Saturday delivery surcharge blocked for a ZIP code sector not covered on Saturdays

Best practices

- Avoid adding surcharges until the correct terminal is allocated
- Use saved rate rules that reflect network eligibility
- Keep surcharge mappings aligned with network documentation