Rate card – FAQ – Configure and troubleshoot rate cards.

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How to configure and troubleshoot rate cards in Qargo for accurate rate calculations

Accurate rate calculations in Qargo require careful configuration, proactive setup and troubleshooting. These guidelines help resolve common issues, optimize rate card setup and configure specific scenarios such as indexing or maximum charge applications.

Common rate configuration challenges

1. **Overlapping rating conditions**: When the same conditions apply to both hourly and fixed rates within a vehicle category, this can cause unintended calculations. - Use conditional configurations to prevent conflicts. - Create distinct vehicle categories for specific use cases to avoid overlap.
2. **Missing rate applications**: Factors such as unsaved configurations or incompatible vehicle assignments can result in rates from the rate card not being applied as expected.3. **Misinterpretation of shipments**: The system may interpret a single shipment as multiple shipments, which leads to incorrect rating. For example, if a shipment is split into two shipments and no rate exists for the second shipment, the system might pull a rate from an unrelated table. This results in an unexpected price.
3. **Overlapping rules in the price list**: When multiple rows in the rate table match the same order criteria, the system applies the first matching row it encounters. If a more generic rule appears before a specific one, the system may apply an unintended rate, including a rate of 0 EUR.
4. **Incorrect service level conditions**: Rate card entries with conditions like “IS NOT” for specific service levels can cause miscalculations. For instance, if 48h and 72h service levels are configured with “IS NOT” conditions, their rates may also apply to 24h shipments, which leads to overcharges.

Preventing overlapping rate calculations

To make sure that only the intended rate (hourly or fixed) is applied within a vehicle category, consider the following:

1. **Use mutually exclusive conditions** - Add clear and distinct conditions to the rate calculations so that only one set of criteria is met per order. - This strategy avoids errors caused by multiple conditions applying to the same vehicle category.
2. **Create separate vehicle categories** if needed - If no consistent conditions exist to differentiate rating models, create a new vehicle category for specific cases. - Assign orders to the newly created category and make sure each rate type (hourly or fixed) applies only to its corresponding category.3. **Examples of correct and incorrect configurations**: For instance, an incorrect configuration might use “IS NOT [48h/72h]” for 48h and 72h service levels, which causes rates to apply to 24h shipments. A correct configuration would use “IS [48h/72h]” so that rates are applied only to the specified service levels, which prevents overcharges.

Troubleshooting missing rate applications

When rates are not being applied correctly, check the following configuration points:

1. **Save the rate card** - After adding or editing rates, save the rate card to activate the new settings.
2. **Verify vehicle compatibility** - Verify that the vehicle assigned to the load matches an appropriate vehicle category defined in the rate card.
3. **Confirm rate coverage** - Make sure the rate card includes rates for the specific route, ZIP code sequence or other criteria relevant to the order.
4. **Check customer linkage** - If customer linkage is relevant in the setup, confirm that the rate card is correctly linked to the customer account.5. **Review shipment interpretation** - Check whether the system has split a shipment into multiple

shipments and verify the rates applied to each.
5. **Analyze rate table rules** - Identify overlapping or conflicting rules in the rate table and adjust their order or conditions.
6. **Update service level conditions** - Modify incorrect conditions in the rate card so that they apply only to the intended service levels. For example, change “IS NOT [48h/72h]” to “IS [48h/72h]” for 48h and 72h service levels while keeping the correct rate for 24h shipments.

Summary

These configuration and troubleshooting steps help optimize the rate card setup and avoid common errors in Qargo. Prevent overlapping rate calculations by carefully defining conditions, creating separate categories and making sure specific rules come before generic ones in the rate table. When rates are missing or incorrect, review key setup elements such as shipment interpretation, vehicle compatibility and rate card linkage to resolve the issue effectively. Advanced features such as setting up maximum charges for multiple stops and indexing price lists also help manage complex rating scenarios.

Setting up rate cards to apply the highest charge for multiple stops

To have Qargo apply the maximum charge when there are multiple stops along a route, follow these steps:

1. **Access the rate card**:
   - Navigate to the customer’s rate card in Qargo (e.g., under the **Rate cards** section).
2. **Adjust the calculation basis**:
   - Change the calculation basis for rates from **Route** to **Stop**.
3. **Select maximum stop charge**:
   - Configure the setup so that the system selects the maximum stop charge when multiple stops are involved, rather than adding up charges or using fixed rates per route.
4. **Save changes and re-rate orders**:
   - Save the adjusted rate card. If specific orders were rated incorrectly before this configuration, make sure they are eligible for re-rating (e.g., not invoiced yet), and re-rate them to apply the new settings.

Indexing and configuring price lists in Qargo

To configure indexing for rate cards:

1. **Navigate to configuration**:
   - Go to the **Rates > Configuration** section in Qargo.
2. **Access order input settings**:
   - Open the **Order input** configuration menu.
3. **Set price index parameters**:
   - Adjust the relevant fields to define the indexing rules for the rate cards. This makes sure the rates apply correctly during order processing.