How to troubleshoot and resolve fuel surcharge calculation issues in Qargo?

Updated April 2, 2026

How to troubleshoot and resolve fuel surcharge calculation issues in Qargo

Fuel surcharge calculations in Qargo can sometimes produce unexpected outcomes, such as a surcharge of €0, incorrect surcharge amounts, or calculation errors. This article gives an overview of common issues, their causes, and actionable steps to resolve them.

Overview of fuel surcharge calculations in Qargo

Qargo calculates fuel surcharges based on rate card configurations, indexation settings, and applicable dates. Misconfigurations or mismatches in these settings can lead to calculation errors or unexpected results. Understanding the underlying principles of surcharge calculation helps to identify and resolve issues effectively.

Common issues and their causes

1. Fuel surcharge calculates as €0

- **Cause:** If the surcharge is configured as an indexation applied to the transport charge, it calculates as €0 when the transport charge is €0. This can happen if the route's stops are not configured in the relevant rate table for the selected service/route (e.g., a specific stop not set up under Pickup, 1st stop & Deliver).

2. Surcharge added despite "valid from" date being later than pickup date

- **Cause:** If the surcharge setting "Always add to order" is enabled, Qargo creates the surcharge line whether or not the index has a rate for that date. In addition, fallback logic may use the most recent earlier index value if no index value exists for the relevant date.

3. Surcharge shown but not calculated

- **Cause:** This occurs when the rate card condition is too restrictive. For example, if the condition requires the resource to be both Resource A AND Resource B, it is never met when a load has only one resource.

4. Calculation error for orders dated before surcharge start date

- **Cause:** Qargo attempts to calculate the surcharge for every order. If there is no valid surcharge index entry for the order's date, the system cannot find a valid calculation and shows an error.

Troubleshooting steps

1. Resolving €0 surcharge calculations

- Verify that the transport charge is calculated by making sure the route is covered in the rate table.

2. Fixing surcharge added despite "valid from" date

- Check whether "Always add to order" is enabled for the surcharge, and disable it if necessary.
- Verify the date the indexation uses (e.g., requested first pickup date) and confirm the order's date.
- Make sure the index has a defined rate for the relevant date if a non-zero amount is expected.

3. Correcting surcharge shown but not calculated

- Edit the rate card condition for the fuel surcharge.
- Change the logical condition from AND to OR between the applicable resources (e.g., "Resource A OR Resource B").
- Save the rate card and refresh the load/resource data (e.g., reassign the resource if needed).

4. Addressing calculation errors for orders before surcharge start date

- Add a 0% entry to the diesel (fuel) surcharge index with a “valid from” date earlier than the affected orders.
- Steps: - Open the diesel/fuel surcharge index (rate card component). - Add a new row with percentage = 0%. - Set “valid from” to a date before the earliest affected orders. - Save and recalculate prices on the impacted orders.

Best practices for configuring fuel surcharges

- Regularly review and update rate card configurations to make sure they align with operational needs.
- Use logical conditions (e.g., OR instead of AND) to avoid overly restrictive configurations.
- Maintain a comprehensive surcharge index with valid entries for all relevant dates to prevent calculation errors.
- Test changes in a controlled environment before applying them to live orders.

FAQs and additional resources

- For detailed instructions on navigating Qargo’s interface, refer to the system documentation or contact support.
- If issues persist, contact Qargo’s technical support team for further assistance.