Video - Dedicated wait hours surcharges on emails and documents

Wait hours now have their own home and their own automation. The new surcharge category offers two template variables, so dedicated wait hour variables can be added automatically to the text of an email or a document template.

Updated July 15, 2026

Previously, wait hour charges could not be distinguished from toll, fuel, and other general surcharges. Now, wait hours have their **own dedicated category**:

▶ https://watchclueso.com/embed/ew62ledz03aczr3e

🧰 Existing general surcharges with “Waiting hours” in the name are moved to the new category automatically where possible. If a surcharge is not migrated automatically, its category can be switched manually. Calculations on existing orders are not affected, and historical orders are not recalculated.

🧰 The surcharge must be linked to the same rate card used for rating the relevant transports, and the transportation service must be Active. Otherwise, the charge will not appear on orders.

The dedicated wait hours category makes the charge identifiable. This means dedicated wait hour variables can be dropped into an **email body** or a **document template** instead of typing the calculation by hand:

▶ https://watchclueso.com/embed/v26w753iwtobit6f

‼️ Existing PDF templates are not updated automatically. The wait hour fields must be added to each relevant template manually.

For more information on the wait time setup, see this article: **Rate card - Wait time configuration.**