



FedEx Variable Handling Rate

Megan De Freitas - 2024-11-22 - Miscellaneous

If you are using FedEx Ship Manager version 2469 or later with ShipTo, you may notice that variable handling charges are miscalculated (example: instead of being 20%, the handling charge will be 200%) due to how FedEx Ship Manager is storing the handling rate.

The issue may be resolved in a future release, but at this time, SalesPad has created a workaround version of ShipTo that includes a new field in Writeback Options (Options Manager > ShipTo Writeback Options) called Rate Adjustment.

Enter 100 in the Rate Adjustment field to allow ShipTo to fix the percentage difference, putting the 200% back down to 20%. The variable handling issue should be resolved.

The screenshot shows the 'Options Manager' dialog box with the 'ShipTo Writeback Options' section selected. The 'Rate Adjustment' field is set to 100. Other visible fields include 'Writeback is Enabled' (checked), 'Freight Field' (Freight Field), 'Handling Charge' (Misc. Charge Field), 'Writeback Sales Document Note' (checked), 'Named Note' (empty), 'Writeback Tracking Number' (checked), 'Move to Batch' (SHIPPED), 'COD Amount Dest.' (FEDEXORD), and 'FedEx Handling Type' (Variable). The 'Rate Field' is set to 'variableHandlingCharge'.

To obtain a copy of the workaround version of ShipTo, please contact support@cavallo.com.