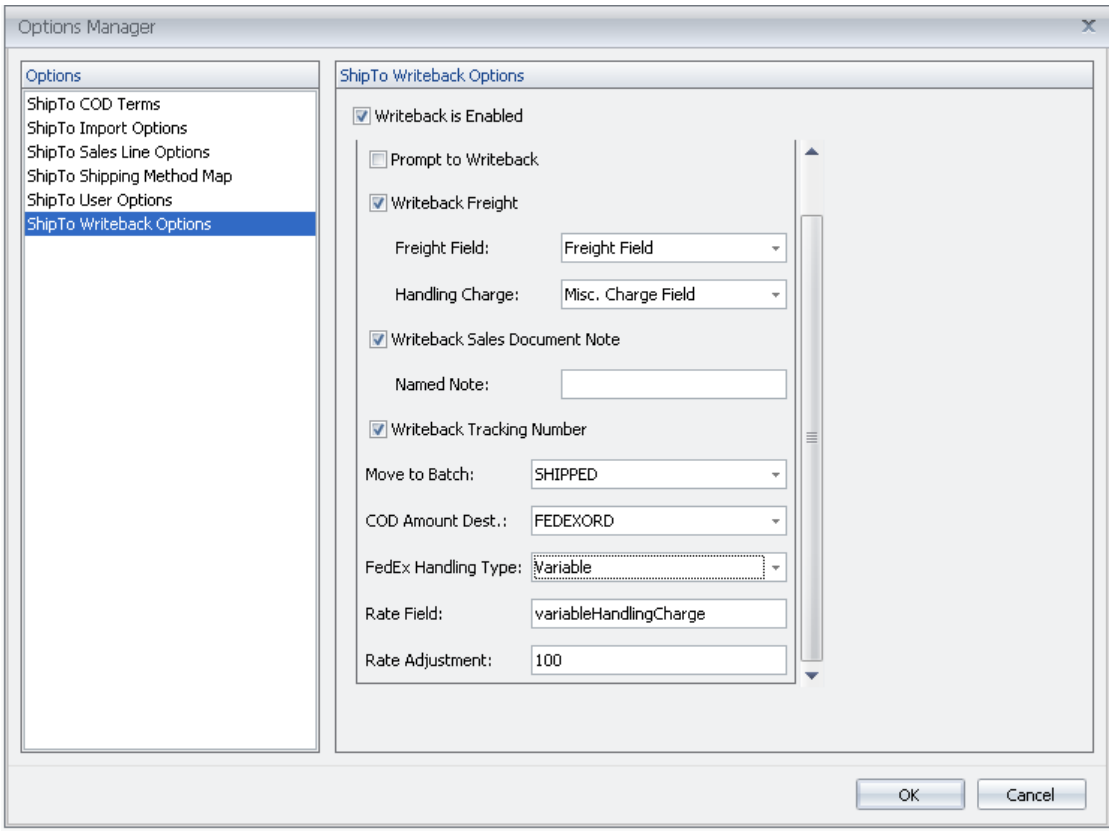
FedEx Variable Handling Rate

Cavallo Support - 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.



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