

R+L Carriers Shipping — Shopify App Documentation

What the app does (high level)

- Connects a merchant's MyRLC account via API key to enable live LTL rate quoting from R+L Carriers.
- Builds a shipment from cart items using configured freight piece attributes (class, weight, dimensions) and pallet definitions.
- Uses configured origin locations (warehouses / drop-ship) and accessorials (e.g., liftgate, residential) to request accurate quotes.
- Surfaces the returned service options as Shopify checkout shipping rates.
- Stores and displays quote/shipment details in Shopify Admin for troubleshooting and order review.

Prerequisites / Requirements

- An active MyRLC account and an R+L Carriers API key (from MyRLC → API Tools).
- At least one Shopify shipping zone where you will enable rates provided by the app.
- Products that require freight quoting should be configured with freight piece attributes in the app.

Setup workflow (recommended order)

Step 1: Connect MyRLC account (API key).

Step 2: Configure quote behavior (service levels, accessorials, delivery estimates, thresholds, fees).

Step 3: Configure shipment origins (locations).

Step 4: Configure pallets (if using dimensional rating / pallet build).

Step 5: Configure products/variants freight piece attributes.

Step 6: (Optional) Configure rules for surcharges/discounts/overrides.

Step 7: Enable "R+L Carriers (Rates provided by app)" in Shopify Shipping and Delivery settings.

Step 8: Test rates at checkout and verify order freight details/logs.

Step 1 — Connection (MyRLC account)

- Enter the MyRLC API Key to enable live freight quotes.
- When saved, the app registers/updates a Shopify Carrier Service to provide rates at checkout.
- If the API key is invalid, or permissions are missing, rate requests will fail.

Connection settings (API Key)

Connection

Connect your MyRLC account using your API Key to enable live freight quotes. Complete — MyRLC Account Connected

MyRLC Account

Connect your R+L Carriers account using your MyRLC API Key to enable live shipping rate quotes.

When saved, the app will register a custom Carrier Service in your Shopify store for live R+L Carriers rate quotes.

If you encounter errors while connecting, verify your MyRLC credentials or contact [R+L Carriers Technical Support](#).

Don't have a MyRLC account? [Sign up here](#).

API Key

Enter the API key found in your MyRLC account under [API Tools](#).

Save Settings

Figure — Connection settings (API Key)

Step 2 — Quotes configuration

Controls how the app requests and presents rates.

Service levels

- Enable the R+L services you want to show at checkout (e.g., Standard, Guaranteed by 5:00 PM, Guaranteed by Noon, Expedited).
- Only enabled services are eligible to appear, and final availability may depend on shipment constraints and carrier response.

Accessorials (origin / destination)

- Origin accessorials: options that apply to pickup (e.g., origin liftgate, residential pickup, limited access pickup, inside pickup).
- Destination accessorials: options that apply to delivery (e.g., liftgate delivery, residential delivery, limited access delivery).
- Some options can be configured to filter options based on the address detected.

Delivery estimates

- Enable delivery estimates to display at checkout.
- Choose estimate presentation (e.g., estimated delivery date).
- Configure order cut-off time, fulfillment offset days, and shipping days of week.

Fees and thresholds

- Optional free LTL shipping threshold (minimum cart subtotal).
- Optional global handling fee (percentage and/or flat amount).
- Optional minimum shipment weight threshold for LTL quoting; lighter shipments can fall back to other methods if configured.

Quotes configuration (services, accessories)

Quotes

Configure global shipping options including enabled services and delivery estimate settings.

Complete — Services Selected (4/4)

Service Levels

Select the R+L Carriers services you'd like to make available at checkout.

Selecting a service does not guarantee it will appear on every order. Services appear only when available for the shipment's origin, destination, and configuration during a live rate quote.

☒ Standard Service ⓘ

Select to offer customers R+L Carriers Standard service option.

☒ Guaranteed By 5:00 PM ⓘ

Select to offer customers R+L Carriers Guaranteed By 5:00 PM service option.

☒ Guaranteed By Noon ⓘ

Select to offer customers R+L Carriers Guaranteed By Noon service option.

☒ Expedited Service ⓘ

Select to offer customers R+L Carriers Expedited service option.

Origin Accessories

Extra pickup services that may be required at the ship-from location.

Use these when freight must be collected from inside a building, when a liftgate is needed to load, when the site is limited access, or when special handling applies (e.g., hazmat or freeze protection).

☒ Origin Liftgate ⓘ

Select to include Origin Liftgate service for shipment origins.

☐ Residential Pickup ⓘ

Select to include Residential Pickup service for shipment origins.

☒ Limited Access Pickup ⓘ

Select to include Limited Access Pickup service for shipment origins.

☒ Inside Pickup ⓘ

Select to include Inside Pickup service for shipment origins.

Destination Accessories

Extra delivery services that may be required at the ship-to location.

Use these when freight must be delivered inside a building, when a liftgate is needed to unload, when the destination is limited access, or when special handling applies (e.g., residential delivery).

* Address classification is automated and not guaranteed. Merchants are responsible for verifying destination details prior to scheduling pickup.

☒ Liftgate Delivery ⓘ

Select to offer Liftgate Delivery as an option at checkout.

☒ Residential Delivery ⓘ

Select to offer Residential Delivery service as an option at checkout.

☒ Limit options to Residential Delivery when detected*

Select to limit checkout options to services that include Residential Delivery when a residential address is detected.

☒ Limited Access Delivery ⓘ

Select to offer Limited Access Delivery service as an option at checkout.

☒ Limit options to Limited Access Delivery when detected*

Select to limit checkout options to services that include Limited Access Delivery when a limited-access address is detected.

Figure — Quotes configuration (services, accessories)

Quotes configuration (delivery estimates, fees)

Delivery Estimates

Display estimated delivery details during checkout based on carrier-provided transit data.

When enabled, you can choose to show either the number of transit days or an estimated delivery date.

☒ Show Delivery Estimates At Checkout

Select to display delivery estimates for customers during checkout.

When Presenting Delivery Estimates

Show Estimated Delivery Date

Select how delivery estimates are shown to customers during checkout.

Order Cut-Off Time

15:00

Enter the daily order cut-off time in 24-hour HH:MM format (e.g., 15:00).

Fulfillment Offset Days

1

Enter the number of additional business days before shipping (e.g., for production or handling time).

Shipping Days

☒ Monday

☒ Tuesday

☒ Wednesday

☒ Thursday

☒ Friday

Workdays are Monday through Friday, excluding carrier holidays when pickup service is unavailable.

Free Shipping

Offer free LTL shipping when the cart subtotal meets a minimum amount.

☒ Enable Free LTL Shipping

Select to offer free LTL shipping when the cart subtotal meets or exceeds the threshold.

Minimum Cart Subtotal (Dollar Amount)

\$ 0

Enter the cart subtotal dollar amount required for free LTL shipping.

Handling Fee

Add a global handling fee to all LTL quotes shown to customers. You may enter a percentage, a flat amount, or both.

Percentage

% 0

Enter the markup percentage applied to rates.

Flat Amount

\$ 0

Enter the dollar amount added to rates.

Calculation: (Total Freight Cost) + (Percentage of Total Freight Cost) + (Flat Amount)

LTL Weight Threshold

Require the cart's total weight to meet a minimum for LTL quoting. If threshold is set to 0, then all weights are eligible for LTL unless suppressed elsewhere.

Minimum Shipment Weight (lbs)

150

Enter the minimum total shipment weight (lbs) required for LTL quoting.

Save Settings

Figure — Quotes configuration (delivery estimates, fees)

Step 3 — Locations (shipment origins)

- Locations represent ship-from origins used when building shipments and requesting rates.
- Locations can represent Warehouses, Distribution Centers, or Drop-Ship vendors.
- Origin selection can be based on Shopify locations or app-managed locations, depending on the chosen Origin Identification setting.
- Origin routing can use nearest-, highest-priority-, or evenly-distributed- location logic when multiple origins can fulfill an order.

Location fields (Add Location)

- Type: Warehouse or Drop-Ship.
- Status: Active/Inactive.
- Default: Optional default origin.
- Priority: Higher wins when priority-based selection is used.
- Address fields: country/region, address lines, city, state, ZIP/postal code, phone, email.
- Apply Handling Fee: Optional rate markup specific to this origin (percentage and/or flat amount).
- Enable Local Delivery / Store Pickup: Optional eligibility rules, fees, and behavior (including suppressing other carrier rates when eligible).

Locations list (manage origins)

Locations

Add your warehouse and drop-ship origins so freight quotes calculate from correct pickup points.

Shipment Origins

Choose how your shipment origins are identified. You can use your Shopify locations or manage your own warehouses and drop ship origins within the app.

Shopify locations sync automatically from your store and follow Shopify's own fulfillment order.

App locations let you define your own warehouses and drop-ship origins that the app can route by distance, priority, or evenly across all active locations.

Origin Identification

Use App Locations (Warehouses & Vendors)

Select where shipments originate when calculating freight quotes.

Origin Routing Method

Use Nearest Location

When multiple warehouses can fulfill the order, the location determined as closest to the destination is selected.

Manage Locations

Manage your ship-from locations directly in the app. These may represent warehouses, distribution centers, or drop-ship origins used for rating and routing freight quotes.

Add, edit, or deactivate locations as needed to reflect your fulfillment network. Each location can include contact details, pickup and delivery options, and handling fees.

Location	Status	Type	Handling Fee	Fulfillment	Priority	Actions
Midwest Fulfillment Center Default Mason, OH 45040, USA	Active	Warehouse	—	All	0	Edit ▾
Northeast Fulfillment Center Boston, MA 02110, USA	Active	Warehouse	—	Ship	0	Edit ▾
Southeast Fulfillment Center Atlanta, GA 30313, USA	Active	Warehouse	—	Ship	1	Edit ▾
Toronto Drop Ship Toronto, ON M6M 4L8, CAN	Active	Drop-Ship	—	Ship	—	Edit ▾
Western Fulfillment Center San Francisco, CA 94105, USA	Active	Warehouse	—	Ship	0	Edit ▾

+ Add

Save Settings

Figure — Locations list (manage origins)

Add Location (warehouse/drop-ship)

Add Location

×

Type	Warehouse	Status	Active
Default	No	Priority (Highest Wins)	0

Name

Country / Region

United States

Address Line 1

Address Line 2

Optional

City	State
	Select...

ZIP Code

Phone	Email
+1	

Figure — Add Location (warehouse/drop-ship)

Add Location (options)

☒ Apply Handling Fee

Select to apply a percentage or flat amount to cover handling costs for quotes from this origin.

Percentage

% 0

Enter the markup percentage applied to rates.

Flat Amount

\$ 0

Enter the dollar amount added to rates.

Calculation: (Total Freight Cost) + (Percentage of Total Freight Cost) + (Flat Amount)

☒ Enable Local Delivery

Select to offer a local delivery option for nearby customers.

Offer If Address Is Within (Miles)

0

Driving distance radius. Set to 0 to ignore distance.

Offer If Postal Code Matches

Comma-separated list (e.g., 30301, 30302)

Enter 5-digit ZIPs. Leave blank to ignore postal codes.

Local Delivery Fee

0

Optional fee for local delivery.

☒ Suppress Other Carrier Rates When Eligible

Only display the local delivery option if criteria are met.

☒ Enable Store Pickup

Select to offer a store pickup option for nearby customers.

Offer If Address Is Within (Miles)

0

Driving distance radius. Set to 0 to ignore distance.

Offer If Postal Code Matches

Comma-separated list (e.g., 30301, 30302)

Enter 5-digit ZIPs. Leave blank to ignore postal codes.

Store Pickup Fee

0

Optional fee for store pickup.

Orders Are Typically Ready Within

1 Hour



Select how long it typically takes to prepare an order for pickup.

☒ Suppress Other Carrier Rates When Eligible

Only display the store pickup option if criteria are met.

Cancel

Save

Figure — Add Location (options)

- Pallet definitions determine how palletized shipments are built and rated.
- If using class & weight rating, ensure max weight per pallet reflects real handling constraints.
- If using dimensional rating, ensure pallet size, tare weight, and max limits reflect real handling constraints.
- If your tariff includes pallet rating for specific handling units, ensure the handling unit and constraints match what's in the tariff.
- A default pallet can be set and applied automatically during shipment build.

- Status: Active/Inactive.
- Default: Whether this pallet is used by default.
- Name: Friendly label (e.g., Standard 48×40).
- Weight (lbs): Pallet tare weight.
- Length/Width/Height (in): Pallet footprint and base height.
- Max Weight (lbs): Maximum supported pallet weight.
- Max Height (in): Maximum stacked height used for rating/build rules.

Pallets

Select how your shipments are rated so freight quotes accurately reflect your shipping and handling.

Complete — Pallets Enabled (2/2)

^

Rating Method

Configure how freight rates are calculated — by class and weight, or dimensionally using pallet definitions.

Define pallet sizes, weight limits, and handling preferences so quotes accurately reflect shipments and packaging.

When Quoting Freight Shipments

Use Class & Weight + Dimensions

Manage Pallets

Define pallet dimensions and weight limits for dimensional quoting. Custom pallets specify the footprint and maximum weight used to calculate shipment density and freight class.

Add, edit, or disable pallets as needed. The default pallet is applied automatically when creating new quotes.

+ Add

Pallet	Status	Weight	Dimensions (LxWxH)	Max Weight	Max Height	Actions
Standard Default	Active	40 lbs	48x40x6 in	2750 lbs	96 in	Edit ▼
Tote/Pallet	Active	40 lbs	48x40x6 in	2500 lbs	48 in	Edit ▼

Save Settings

Figure — Pallets configuration and list

Add Pallet (definition)

Add Pallet

Status

Active

Default

No

Name

Weight (lbs)

40

Length (in)

Width (in)

Height (in)

8

Max Weight (lbs)

2750

Max Height (in)

96

Cancel

Save

Figure — Add Pallet (definition)

Step 5 — Products (freight piece attributes)

- Freight products must be configured so the app can build accurate shipments from the cart.
- Configuration can be per-product or per-variant; variants can inherit defaults and then be overridden where needed.
- Freight Mode supports Single Piece or Multiple Pieces per item.

Products list / management

- The Products page lists configured products/variants with summary fields: pieces (single/varies), class range, weight range, dimensions, drop-ship location, handling fee, and fulfillment scope.
- Use Edit / Set Up to configure a product or specific variants.

Products list (summary)

Products

Set up freight attributes and fulfillment options to your products so quotes reflect accurate rates.

Complete — Products Configured (3/3)

Manage Products

Review your Shopify products and configure freight attributes used to calculate LTL shipping rates during checkout.

Each product requires setup. Variants can optionally override inherited values using the "Edit Variants" action under More options.

Search...

Product	Pieces	Class	Weight	Dimensions (LxWxH)	Drop-Ship	Handling Fee	Fulfillment	Actions
Atlas V6 Engine — Disassembled Kit PT-1-06-175	Single	100	230 lbs	32x24x20 in	—	—	All	Edit
Partially Assembled (Long Block) PT-2-04-175	Single	100	360 lbs	40x32x30 in	—	—	All	Edit Variants Delete
Crate-Ready Engine Assembly 2 Variants Overridden	3 Variants Varies	85-125	320-485 lbs	36-45x30-36x28-34 in	Varies	—	All	Edit

Figure — Products list (summary)

Edit product variants (override specific variants)

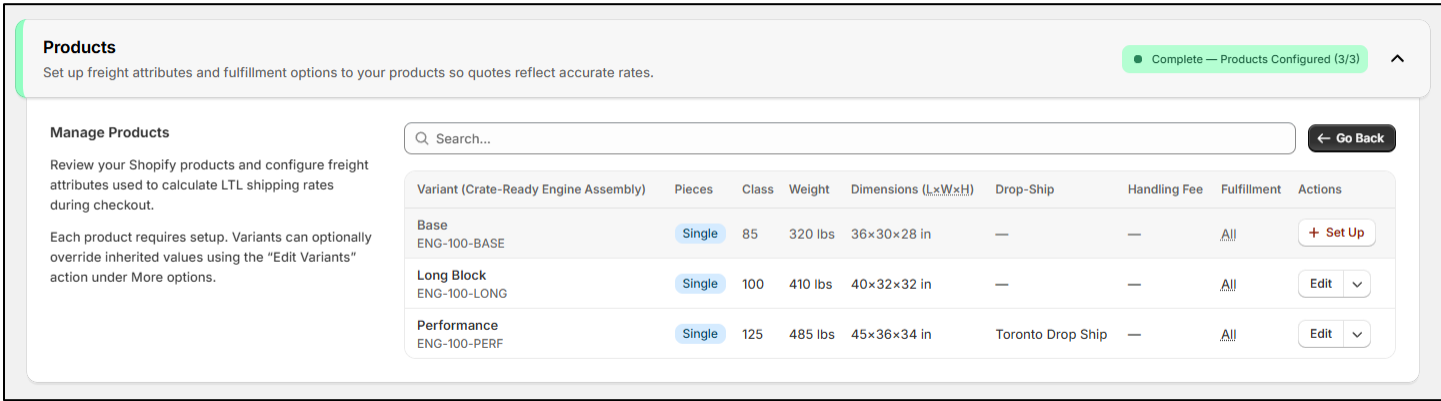


Figure — Edit product variants (override specific variants)

Freight attributes — Single piece

- Name: Piece name (e.g., Engine Crate).
- Quantity: Number of identical pieces per item.
- Class: Freight class.
- Weight (lbs) and Dimensions (L×W×H).
- Optional flags: Freezable, hazmat, nested item, stack method, vertical rotation, not combined with other items.
- Drop Shipping: Optionally fulfill from a configured drop-ship location.
- Apply Handling Fee: Optional per-product markup (percentage and/or flat amount).
- Fulfillment Availability: Control whether local delivery / store pickup are offered alongside shipping.

Edit Freight Attributes (single piece)

Edit Freight Attributes — Crate-Ready Engine Assembly (Base)

Freight Mode

Single Piece

Select whether this product ships as a single piece or multiple freight pieces.

Name

Engine Crate (Base)

Quantity

1

Class

85

Weight (lbs)

320

Length (in)

36

Width (in)

30

Height (in)

28

☒ Freezable

Select if this piece requires protection from freezing during transit.

☒ Hazmat

Select if this piece contains hazardous materials.

☒ Nested Item

Enable if this piece can be nested with identical items.

Nested Dimension

Length

Nested Percentage (%)

0

Stack Method

Evenly

Items Per Stack

0

☒ Allow Vertical Rotation

Select if this piece can be rotated vertically for packing.

☒ Not Combined With Other Items

Select if this piece must ship on its own handling unit and not be combined with other items.

Figure — Edit Freight Attributes (single piece)

Edit Freight Attributes (options)

☒ **Enable Drop Shipping**
Select if this product is fulfilled from a drop-ship origin.

Drop-Ship Location

Toronto Drop Ship

Select a drop-ship origin.

☒ **Apply Handling Fee**
Apply a markup percentage and/or dollar amount to rates at checkout.

Percentage

% 0

Enter the markup percentage of product added to rates.

Flat Amount

\$ 0

Enter the dollar amount added to rates.

Calculation: (Shipment Freight Cost) + (Percentage of Extended Product Price) + (Flat Amount × Quantity)

☒ **Adjust Fulfillment Availability**
Control Delivery and Pickup presentation alongside Shipping.

When Eligible For Local Delivery

Offer Alongside Shipping (Both Available)

Select how local delivery is shown when eligible.

When Eligible For Store Pickup

Offer Alongside Shipping (Both Available)

Select how store pickup is shown when eligible.

Cancel

Save

Figure — Edit Freight Attributes (options)

Freight attributes — Multiple pieces

- Define multiple line items (“pieces”) for a single product/variant (e.g., crate + boxed components).
- Each piece has its own class, weight, and dimensions and contributes to pallet/shipment build and rating.

Edit Freight Attributes (multiple pieces)

Edit Freight Attributes — Crate-Ready Engine Assembly (Base)

Freight Mode

Multiple Pieces

Select whether this product ships as a single piece or multiple freight pieces.

Name / Class	Quantity	Weight	Dimensions (LxWxH)	Actions
Engine Crate (Base) Class 85	1	320 lbs	36x30x28 in	EditDelete
Accessories (Boxed) Class 65	1	220 lbs	24x24x24 in	EditDelete

Add

☒ Enable Drop Shipping

Select if this product is fulfilled from a drop-ship origin.

Drop-Ship Location

Toronto Drop Ship

Select a drop-ship origin.

☒ Apply Handling Fee

Apply a markup percentage and/or dollar amount to rates at checkout.

Percentage

% 0

Enter the markup percentage of product added to rates.

Flat Amount

\$ 0

Enter the dollar amount added to rates.

Calculation: (Shipment Freight Cost) + (Percentage of Extended Product Price) + (Flat Amount x Quantity)

☒ Adjust Fulfillment Availability

Control Delivery and Pickup presentation alongside Shipping.

When Eligible For Local Delivery

Offer Alongside Shipping (Both Available)

Select how local delivery is shown when eligible.

When Eligible For Store Pickup

Offer Alongside Shipping (Both Available)

Select how store pickup is shown when eligible.

Cancel

Save

Figure — Edit Freight Attributes (multiple pieces)

Step 6 — Rules (optional)

- Rules fine-tune pricing by adding surcharges, discounts, hides, or overrides.
- Rules can apply to the entire Cart or per Shipment (scope).
- Rules apply in order of priority.

Rule types (as shown)

- Surcharge: Adds a percentage and/or flat amount to eligible rates.
- Discount: Reduces eligible rates by percentage and/or flat amount.
- Hide: Removes eligible rates from checkout.
- Override: Replaces eligible rates with a custom value.

Rule filters (optional)

- Filter by Weight (lbs): min/max.
- Filter by Price (cart subtotal): min/max.
- Filter by Quantity: min/max.
- Filter by Vendor: comma-separated vendor list.
- Filter by Product Tag: comma-separated tags.

Rules list (examples)

Rules

Create custom rules to add surcharges, discounts, or overrides that fine-tune freight quotes.

● Complete — Rules Enabled (2/4) ^

Shipping Rules

Create rules that change how freight quotes are shown during checkout. Hide certain methods, apply a surcharge or discount, or present a flat override rate. If you do not add any filters, the rule will apply to every checkout.

Rules can apply at two levels: per-shipment or across the entire cart. Shipment-level rules are evaluated first for each origin, followed by cart-level rules applied to the combined rate set. Both levels run in highest-to-lowest priority order.

Rule / Type	Status	Scope	Priority	Actions
Low Quantity 10% Surcharge	Inactive	Shipment	0	Edit ▼
Over Weight Limit (20,000 lbs) Hide	Active	Shipment	0	Edit ▼
Total Price 15% Discount	Active	Cart	0	Edit ▼
Custom Rate Override	Inactive	Cart	0	Edit ▼

+ Add

Figure — Rules list (examples)

Add Rule (fields)

Add Rule

Type

Surcharge

Select how this rule affects freight rates at checkout.

Apply To

Cart

Select whether rule applies to cart or individual shipments.

Status

Active

Select whether this rule is active or disabled.

Priority

0

Enter this rule's evaluation order (highest to lowest).

Name

Enter a name to identify this rule within the app.

Surcharge Percentage

% 0

Enter the markup percentage applied to rates.

Surcharge Flat Amount

\$ 0

Enter the dollar amount added to rates.

Calculation: (Total Freight Cost) + (Percentage of Total Freight Cost) + (Flat Amount)

Figure — Add Rule (type, application, name, etc.)

Add Rule (filters)

☒ **Filter By Weight**
Select to apply this rule only when the cart or shipment weight falls within the specified range.

From (lbs)
0
Enter the minimum weight (lbs) required for rule to apply.

To (lbs)
0
Enter the maximum weight (lbs) allowed for rule to apply.

☒ **Filter By Price**
Select to apply this rule only when the cart subtotal is within the specified range.

From (Dollar Amount)
\$ 0
Enter the minimum subtotal amount required for rule to apply.

To (Dollar Amount)
\$ 0
Enter the maximum subtotal amount allowed for rule to apply.

☒ **Filter By Quantity**
Select to apply this rule only when the total quantity of items in the cart is within the specified range.

From (Quantity)
0
Enter the minimum total quantity required for rule to apply.

To (Quantity)
0
Enter the maximum total quantity allowed for rule to apply.

☒ **Filter By Vendor**
Select to apply this rule only when product vendors match the listed names.

Vendors (Comma-Separated)
Vendor 1, Vendor 2
Enter vendor names exactly as they appear in Shopify Product Organization. Separate multiple entries with commas.

☒ **Filter By Product Tag**
Select to apply this rule only when product tags match the listed values.

Tags (Comma-Separated)
Oversized, Fragile
Enter product tags exactly as they appear in Shopify Product Organization. Separate multiple entries with commas.

Cancel

Save

Figure — Add Rule (filters)

Step 7 — Enable R+L rates in Shopify Shipping and Delivery

- In Shopify Admin → Settings → Shipping and delivery, open the relevant Shipping zone and choose Add rate.
- Select “Use carrier or app to calculate rates”, then choose “R+L Carriers (Rates provided by app)”.
- Optional: configure a handling fee in Shopify’s shipping zone settings (separate from app handling fees).
- Save the rate; then test checkout to confirm R+L methods appear for eligible carts/destinations.

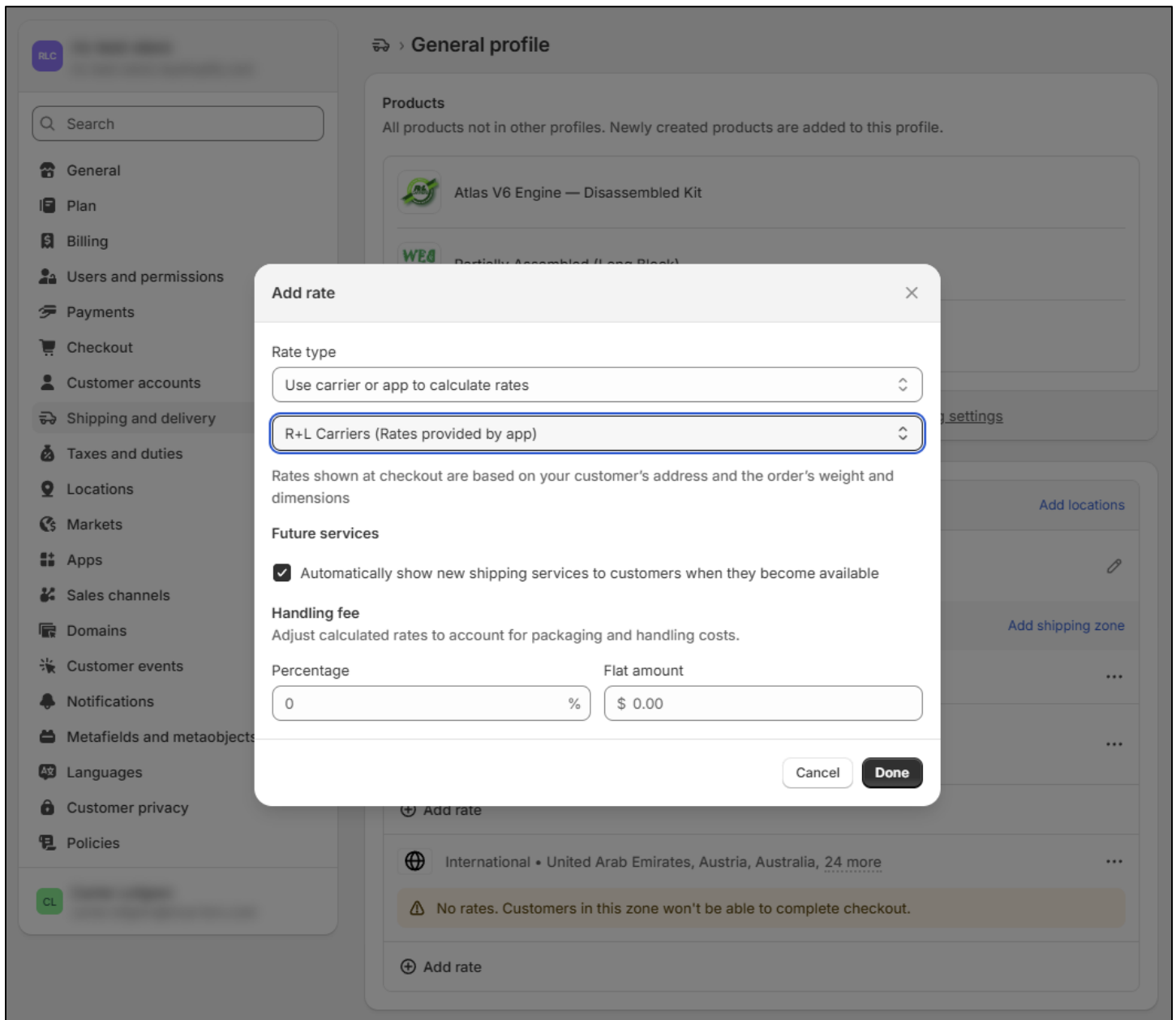


Figure — Shopify Admin — Add app-provided rate

Step 8 — Test R+L rates in checkout and verify order freight details

- Test checkout to confirm R+L methods appear for eligible carts/destinations; submit test order.
- Verify orders include a freight summary note showing selected service, price, and quote IDs.
- The “R+L Freight Details” modal shows quote-by-quote breakdown including origin → destination, pallets, weights, classes, itemized pieces, and quote breakdown.
- Use this view to validate pallet build behavior and troubleshoot unexpected rates.

Orders — Freight Details breakdown

 R+L Freight Details

R+L Standard Service — Liftgate + Residential Delivery

2 Quotes • Net \$458.39 • Markup \$0.00 • Total \$458.39

Quote #13984842

Atlanta, GA → Atlanta, GA

1 Pallet • 360 lbs • Class 85

Tote/Pallet — 48×40×36 in • 360 lbs • Class 85

Crate-Ready Engine Assembly - Base

Engine Crate (Base) — 36×28×30 in • 320 lbs (rotatable)

Service Details

Pickup 2/11/2026 • Delivery 2/12/2026

Additional Services

Residential Delivery • Destination Liftgate

Origin Service Center

Ellenwood • 1-800-669-9032

Destination Service Center

Ellenwood • 1-800-669-9032

Charges Summary

Description	Rate	Weight	Charge
Class: 85 / Rated 50	\$21.64	360 lbs	\$77.90
Minimum Charge	—	—	\$92.30
R+L Discount Saves This Much	Floor	—	\$10.22
Discounted Freight Charge	—	—	\$82.08
Fuel Surcharge	19.2%	—	\$15.76
Residential Delivery Fee	\$60.00	—	\$60.00
Lift Gate Fee	\$40.00	—	\$40.00
Net Charge	—	—	\$197.84

Quote #13984843

Boston, MA → Atlanta, GA

1 Pallet • 270 lbs • Class 100

Cancel

Figure — Orders — Freight Details breakdown

Orders — Freight summary note

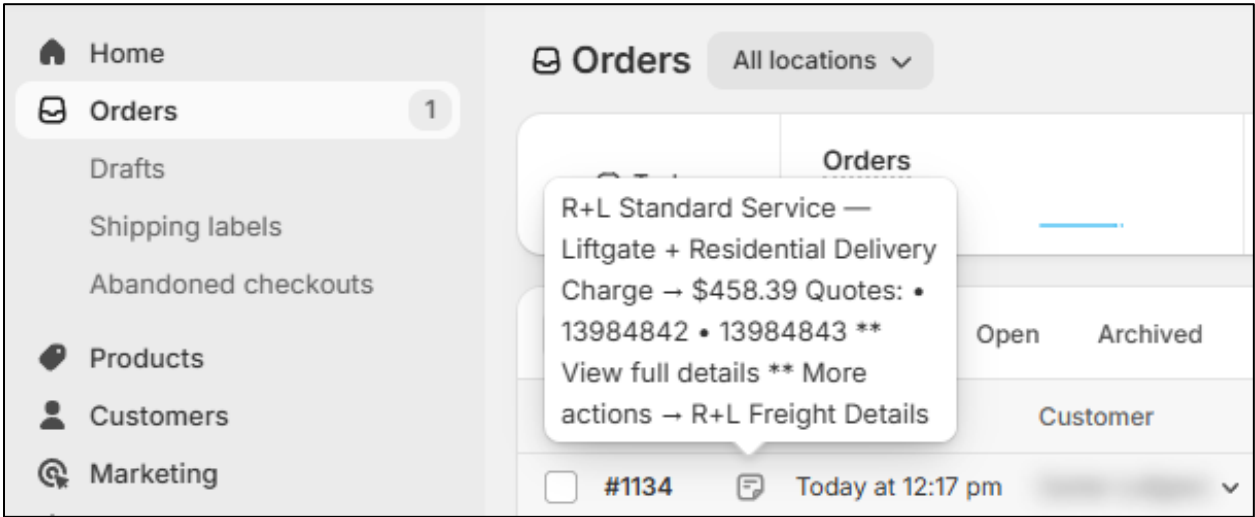


Figure — Orders — Freight summary note

Logs

- Logs capture rate quote requests and carrier responses for troubleshooting and verification.
- Use Logs when: rates don't appear at checkout, rates look incorrect, or a carrier error is suspected.
- Logs should not be used as a source of customer PII; use Shopify Admin for customer-facing details.

Logs view

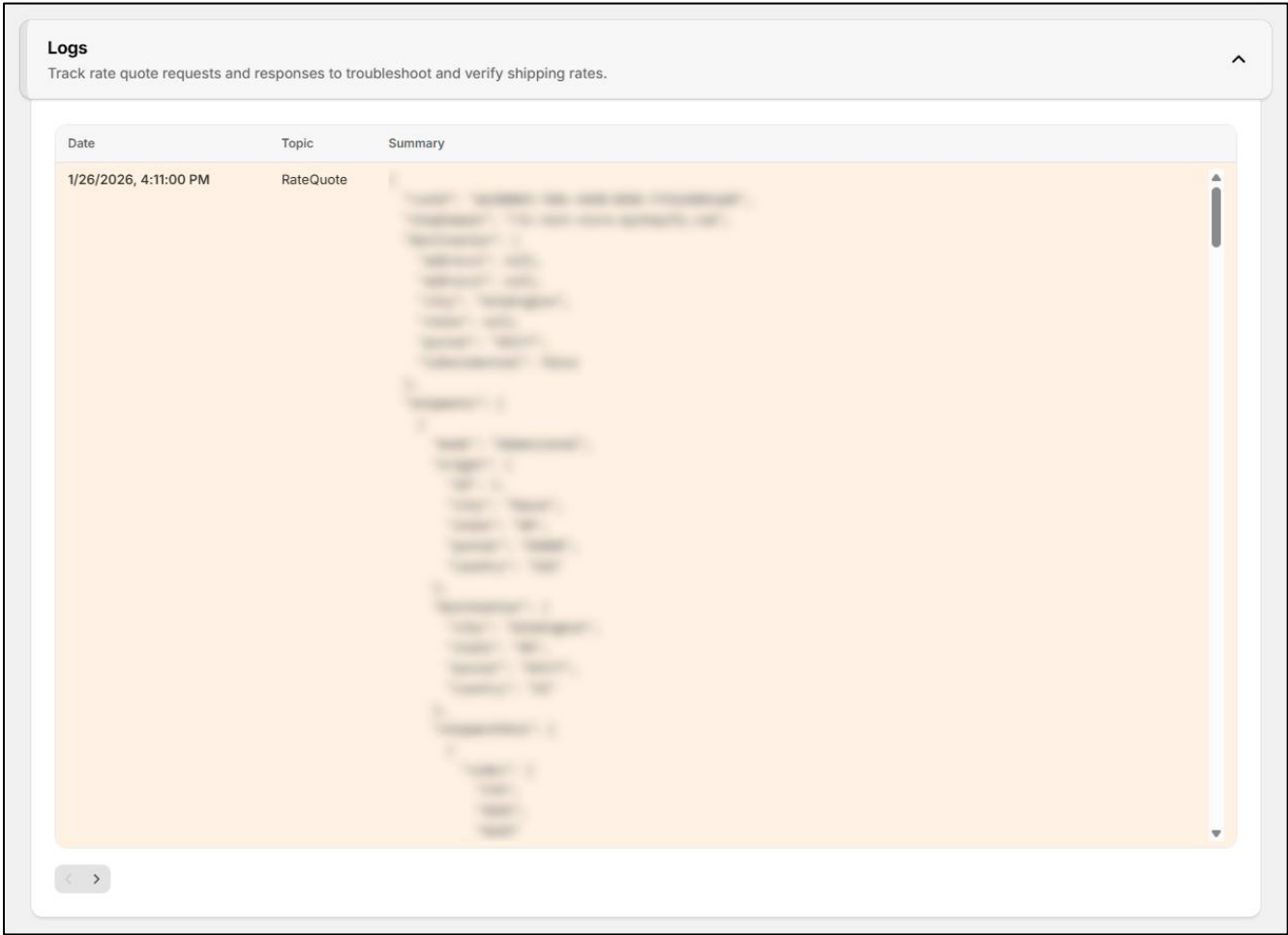


Figure — Logs view

Troubleshooting (common issues)

No rates at checkout

- Confirm the app rate is enabled in Shopify Shipping zone for the destination.
- Confirm the API key is saved and valid (Connection step).
- Confirm products in cart are configured with freight attributes (Products step).
- Confirm origins and pallets are active (Locations / Pallets steps).
- Check Logs for RateQuote errors and response messages.

Rates differ from expectations

- Verify freight class, weights, and dimensions on product pieces.
- Verify origin selection and routing method (nearest vs priority).
- Verify accessorial selections and any markups/handling fees (global, per-origin, per-product, or Shopify zone handling).
- Verify rules are not applying a surcharge/discount/hide/override.

Glossary

LTL: Less-than-truckload freight shipping.

Accessorial: An additional service at pickup or delivery (e.g., liftgate, residential delivery).

Pallet (tare weight): The weight of the empty pallet included in shipment calculations.

Carrier Service: Shopify mechanism used by apps/carriers to provide live checkout rates.

Drop-ship: Fulfillment origin that is not a merchant warehouse, typically a vendor location.