



# New Additional Handling Surcharges (AHS)

for parcels, items, boxes, or packages

Version upload date: 28 February 2023

In addition to existing Additional Handling Surcharges (AHS), we are introducing **2 new Additional Handling Surcharges** to account for resources required to move non-standard shipments\* effectively through our network.

## Additional Handling Surcharge – Packaging

(€40/shipment, see Appendix for conversion amounts)

Non-standard shipments are not compatible with our standard processes and can place our equipment, personnel, and other packages at risk. These require manual intervention to avoid:

- Getting entangled in conveyors
- Jamming chutes or slides
- Breaking sort equipment
- Damaging other packages

**AHS-Packaging** applies to a shipment containing any item, box, or package that:

- is not fully encased in an outer shipping container or packaging;
- is encased in an outer shipping container or packaging not made of corrugated fibreboard (cardboard) materials, including but not limited to metal, wood, canvas,

leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g., Styrofoam);

- is encased in an outer shipping container or packaging covered in shrink wrap or stretch wrap<sup>1</sup>;
- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;
- is bound with metal, plastic, or cloth banding<sup>1</sup>, or has wheels (e.g., a bicycle), casters, handles, or straps, including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area;
- could become entangled in, or cause damage to other packages or our sortation system.

## Additional Handling Surcharge – Weight

(€20/shipment, see Appendix for conversion amounts)

Our sort systems are designed for packages up to 31kg. Packages over this weight require manual intervention to avoid crushing other packages or injuring employees.

**AHS-Weight** applies to a shipment containing any parcel, item, box, or package that has an actual weight greater than 31kg (but less than 68kg). This does not apply to an item, box, or package on a standard pallet.



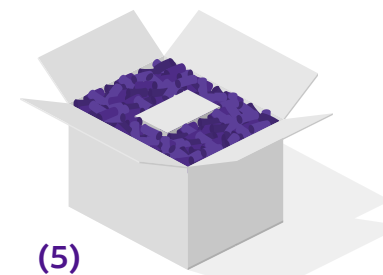
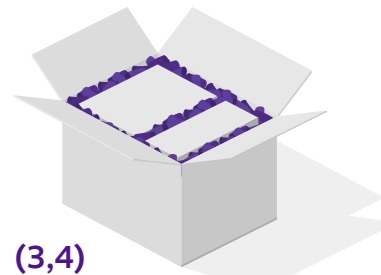
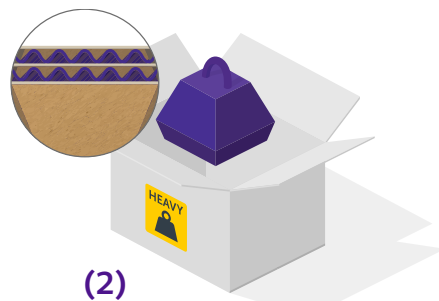
\*Any shipment meeting any of the criteria or conditions for the Additional Handling Surcharge (AHS) will be considered and referred to as a non-standard shipment.

We reserve the right to assess AHS for shipments that require special handling or that require us to apply additional packaging during transit. If a shipment is eligible for two or all three AHS, only the higher surcharge will apply. Package shape and dimensions may change during transit, which can affect the package's surcharge eligibility. If the package shape and dimensions change during transit, we may make appropriate adjustments to the shipment surcharges at any time.

<sup>1</sup> Please be informed that packages that are (a) shrink-wrapped and stretch-wrapped, and/or (b) have metal, plastic, or cloth banding will not be scanned for AHS-Packaging until further notice. This is to provide you ample time to explore and implement alternative packaging solutions. Nevertheless, please note that AHS-Packaging may still be charged if the package fits another criteria of a non-standard shipment. For example, a shrink-wrapped cylinder (non-cuboidal shape) or a strapped wooden crate (non-cardboard container) will still be charged for AHS-Packaging.

# General packaging guidelines

- Use approved FedEx Express or TNT packaging for FedEx Express or TNT package shipments only; any other use is prohibited. **(1)**
- You may use your own packaging if boxes are sturdy and undamaged with all flaps intact.
- Chipboard boxes, such as gift or shoe boxes, must be packed into a corrugated outer box.
- Use double-wall boxes for heavier items. **(2)**
- Place small packages inside a larger outer box. For Express shipments smaller than 18 cm x 10 cm x 5 cm (7" x 4" x 2"), use a FedEx Express or TNT packaging option. **(3)**
- Double-box fragile items with 8 cm (3") of cushioning in and around the smaller box. **(4)**
- Wrap items individually with cushioning material and center them in boxes away from the sides, corners, top, and bottom of the box. **(5)**
- Position bottles that contain liquids upright. Use an inner seal and perforated breakaway cap. The inner packaging must be able to contain leaks. **(6)**
- Place items that might be damaged by normal handling, such as soiling, marking, or application of adhesive labels, in a protective outer box.



# How to avoid Additional Handling Surcharge (AHS)-Packaging?

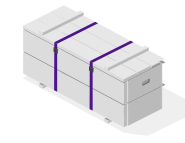
Surcharge criteria	Tips to avoid AHS-Packaging
<ul style="list-style-type: none"> <li>- is not fully encased in an outer shipping container or packaging;</li> <li>- is encased in an outer shipping container or packaging not made of corrugated fibreboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic, or expanded polystyrene foam (e.g. Styrofoam);</li> </ul>	<p><b>Place your parcel, item, or package in an outer shipping container or packaging made of corrugated fibreboard (cardboard) materials.</b> If you are using your own packaging, ensure that boxes are sturdy and undamaged with all flaps intact. You can use FedEx Express or TNT packaging for FedEx Express or TNT package shipments.</p>
<ul style="list-style-type: none"> <li>- is encased in an outer shipping container or packaging covered in shrink wrap or stretch wrap;<sup>1</sup></li> </ul>	<p><b>Properly shrink-wrap a parcel, item, or a package.</b> Shipment must be properly sealed using the H-taping method.</p> <p><b>Reminder:</b> Also, do not forget to remove old labels, and make sure the Air Waybill (AWB) label is visible, not partially or fully covered, and is on the largest surface of the package. Please note that shrink-wrapping a package can cover the label, which makes it unreadable by our scanning machines. This can also trigger a surcharge.</p>
<ul style="list-style-type: none"> <li>- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;</li> </ul>	<p><b>Rolled goods and cylindrical items such as carpets and pipes, as well as other irregular shaped items like drums and spools shall be packed into a suitable fibreboard (cardboard) outer shipping container or packaging.</b></p>
<ul style="list-style-type: none"> <li>- is bound with metal, plastic, or cloth banding<sup>1</sup>, or has wheels (e.g. a bicycle), casters, handles, or straps, including packages where the outer surface area is loosely wrapped, or where the contents protrude outside the surface area;</li> <li>- could become entangled in, or cause damage to other packages or our sortation system.</li> </ul>	<p><b>As much as possible, avoid wrapping your package in plastic.</b> Plastic wrap and straps may also entangle with our automated systems and can also cause unreadable labels.</p>

Please avoid shipping in package shapes as shown below.

**Important note:** Images are for reference only and is not a comprehensive list. Other packages fully or partially meeting the abovementioned criteria will be charged with AHS-Packaging, as evaluated by our Operations Team.



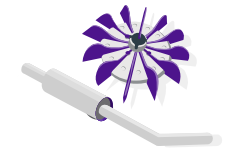
Irregular shapes



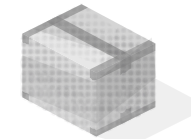
Wooden exterior



Tires



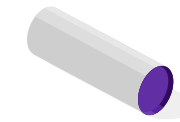
Exposed metal



Bubble wrap



Suitcases and transit cases



Rolled goods (i.e., carpets, pipes)

These package shapes will not trigger AHS-Packaging:

- ✓ Cardboard box
- ✓ Polybags



<sup>1</sup> Please be informed that packages that are (a) shrink-wrapped and stretch-wrapped, and/or (b) have metal, plastic, or cloth banding will not be scanned for AHS-Packaging until further notice. This is to provide you ample time to explore and implement alternative packaging solutions. Nevertheless, please note that AHS-Packaging may still be charged if the package fits another criteria of a non-standard shipment. For example, a shrink-wrapped cylinder (non-cuboidal shape) or a strapped wooden crate (non-cardboard container) will still be charged for AHS-Packaging.

# Shipping with TNT services?

## 1. What if multiple Additional Handling Surcharges apply to my TNT shipment?

Only one surcharge will be applied based on this hierarchy: (1) Exceeding Dimensions; (2) Non-conveyable; (3) AHS-Packaging, and (4) AHS-Weight. Please note that AHS-Non-stackable always applies in addition to aforementioned surcharges, if shipment is in scope of the non-stackable definition.

See sample computation below:

Surcharge hierarchy	Charge per shipment	25 kg		35 kg		25 kg		35 kg		40 kg		Roll / Tube 20kg	Roll / Tube 40kg	
		90cm x 50cm x 40cm	125cm x 50cm x 40cm	125cm x 60cm x 50cm	245cm x 40cm x 20cm	100cm x 70cm x 70cm	100cm	130cm						
1. Exceeding Dimensions	€55		Express ● ●	Economy			Express ● ●	Economy ● ●				Express ● ●	Economy	
2. Non-Conveyable	€45				● ●									
▶ 3. AHS - Packaging	€40									● ●		● ●	Express ● ●	Economy ● ●
▶ 4. AHS - Weight	€20		Express ●	Economy ● ●			Express ●	Economy ●		● ●			Express ●	Economy ●
<b>Customer pays per shipment:</b>	<b>Full price</b>	<b>€0</b>	<b>€55</b>	<b>€20</b>	<b>€45</b>	<b>€55</b>	<b>€55</b>	<b>€20</b>	<b>€40</b>	<b>€55</b>	<b>€40</b>	<b>€55</b>	<b>€40</b>	

NOTE: Non-stackable surcharge always applies in addition to the surcharges mentioned above, if shipment is in scope of the Non-stackable definition.

- ▶ NEW
- In scope of definition
- Surcharge(s) or cost applicable

## 2. How do I know if the new surcharges apply?

You'll see the surcharge on your invoice.

## 3. What services do the new surcharges apply to?

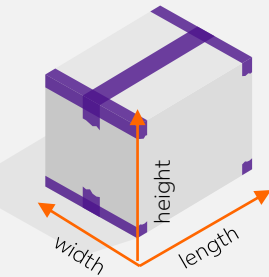
- TNT 9:00 Express
- TNT 10:00 Express
- TNT 12:00 Express
- TNT Express
- TNT 12:00 Economy Express
- TNT Economy Express
- Domestic services (if available)
- TNT Special Services (primarily Special Express)

# Appendix

# How to pack a shipment

## 1. Choose your box

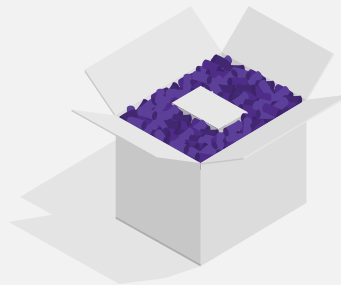
- Measure your item's length, width and height. Choose a box that will fit your item with cushioning surrounding it on all six sides.
- If you're reusing a shipping box, remove all old labels and make sure it's high quality with no holes, tears, or dents.



- For heavier items, use double-walled boxes.
- For fragile items, add at least 5-8 cm of cushioning, such as air cushioning, padded paper, or foam. Make sure the cushioning surrounds the item on all six sides.
- You can also use the box-in-box method for fragile items. Pack the item with 5-8 cm of cushioning in a box. Then add another 8 cm of cushioning before you pack it in a second larger box.
- Remember: When boxes are sold, the dimensions shown are usually the dimensions **inside** the box. When you ship, you'll have to measure the outside of the box to get rates.

## 2. Pack your box

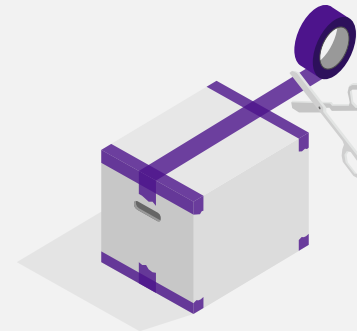
- Choose cushioning that prevents your item from shifting in the box and protects it from damage.
- Put a copy of the label inside and write shipper and recipient details on the inner package flap. That way, if the label is lost, the package can still be delivered.
- Wrap and tape any sharp or protruding edges.



Bind printed material together.  
And consider bundling multiple items  
so they don't move around.

## 3. Use tape to seal it

- Put at least six strips of shipping tape that is at least 5 cm wide evenly across all flaps and seams, top and bottom.



Your tape should look like an H  
when you're done.

Don't use duct or masking tape.

## 4. Add the label

- Add the label or address pouch to the package's **largest surface**.



If you're using a pouch,  
be sure to reseal it after  
inserting the shipping label.

The label and/or pouch should  
never be placed over the middle  
seam or edges of a box. It's a  
common mistake that can put a  
shipment at risk for damage.

# Conversion amounts of new surcharges

Market	Currency	AHS Weight	AHS Packaging
Euro markets*	EUR	20	40
Bulgaria	BGN	39	78
Czech Republic	CZK	510	1020
Denmark	DKK	150	300
Hungary	HUF	6500	13000
Israel	ILS	75	148
Norway	NOK	200	400
Poland	PLN	100	180
Romania	RON	97	194
Sweden	SEK	200	400
Switzerland	CHF	20	40
Turkey	EUR	20	40
United Kingdom	GBP	17	34



\*Euro markets include Austria, Belgium, Cyprus, Germany, Estonia, Spain, Finland, France, Greece, Ireland, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Portugal, Slovenia, and Slovakia.