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Non-conveyable  
shipments guide



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# Introduction

FedEx and TNT have the unique capability within the market place to handle mixed freight, including non-conveyable items, at industry leading levels of service.

Our teams are constantly improving our network efficiencies, ensuring that we deliver your shipments safely, securely and on time, providing the best possible service to our customers.

There are certain shipments that are not suitable for our automated machinery and need to be handled manually, this guide explains clearly how to identify these non-conveyable items.

## Non-conveyable shipment

A shipment is classed as **non-conveyable** if it cannot be sorted on our automated machinery. Items can be deemed as non-conveyable due to their weight, size, packaging, contents or the potential to cause damage. We attempt to optimize the way we handle packages within our network, however non-conveyable packages require additional manual handling processes and are subject to an additional charge.



We transport shipments in a safe and efficient manner



We handle and transport a variety of goods to meet your needs



Our experienced customer services team, strive to make your experience outstanding

# Classifications of non-conveyable shipments

A shipment is **non-conveyable** when at least one of the following conditions occur:

Non-conveyable shipment	Limits/examples	
<b>Dimensions</b>	<ul style="list-style-type: none"> <li>Length greater than <b>121cm</b></li> <li>Width greater than <b>76cm</b></li> </ul>	<ul style="list-style-type: none"> <li>Height greater than <b>76cm</b></li> <li>Weight exceeding <b>31kgs</b></li> </ul>
<b>Minimum dimensions</b>	<ul style="list-style-type: none"> <li>Thickness less than <b>2cm</b></li> </ul>	
<b>Packaging</b>	<ul style="list-style-type: none"> <li>Polystyrene</li> <li>Metal boxes</li> <li>Plastic boxes/containers</li> <li>Rolls/tubes</li> <li>Parcels banded together</li> </ul>	<ul style="list-style-type: none"> <li>Plastic buckets/canister including tote boxes</li> <li>Wooden boxes</li> <li>Sacks and bags</li> <li>Spools and reels</li> <li>Irregular shaped packages</li> </ul>
<b>Content</b>	<ul style="list-style-type: none"> <li>Liquids</li> <li>Protruding shapes</li> <li>Glass and mirrors</li> <li>Powders and fine grains</li> </ul>	<ul style="list-style-type: none"> <li>Batteries (wet)</li> <li>Biological samples</li> <li>Bikes</li> <li>Fire extinguishers</li> </ul>

# Examples of non-conveyable shipments

## 1 Excessive length and weight

Length: the dimension of the longest side exceeds **121cm**  
Width/height exceeding **76cm**  
Weight exceeding **31kgs**



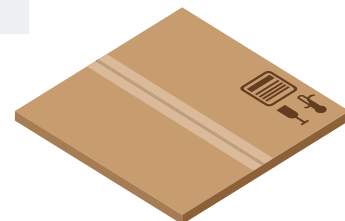
## 2 Rolls and tubes

Due to their shape, cylindrical items are non-conveyable. Customers are advised to consider triangle, or rectangular packaging as they are more stable when in motion.



## 3 Thin and light items (i.e. point of sale)

Shipments with a thickness less than 2cm (i.e. promotional signs and displays) can not be read by our automated scanners and tend to displace when in motion.



# Examples of non-conveyable shipments

(continued)

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## Wooden, metal, plastic and tote boxes

Wooden, metal, plastic and tote boxes are handled manually to prevent the risk of damage, due to their rigidity.



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## Sacks and bags

The irregular shape and material of sacks and bags means that the load may become unstable when in motion. Customers are advised to consider putting sacks and bags in double walled corrugated boxes.



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## Glass and mirrors

Glass parts and mirrors are handled with additional care because of their fragility and to ensure we mitigate health and safety risks.



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## Powders, fine grain or compost

Due to the nature of these products, the potential of split packaging and spills can cause damage.

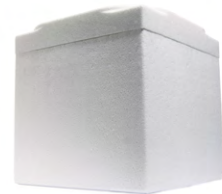




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### Polystyrene packaging

Polystyrene packaging is widely used to protect consumer products. However, it's advised that customers send these type of items in an outer cardboard sleeve/box.



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### Spools and reels

The irregular shape and material of spools and reels, means that the load may become unstable when in motion. These items should travel in either a corrugated box or secured to a pallet.

**Note:** pallets are not subject to the non-conveyable charge. For more information please visit: [tnt.co.uk](http://tnt.co.uk)



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### Liquids

Poorly packaged liquid products can cause damage and contamination if they leak during transit. Appropriate special handling labels should be affixed to the outside of the package for all liquid items, so they can be handled appropriately.



# Special handling labels



Handling labels help our teams to identify the best way to sort customer shipments. We will always endeavour to sort customer shipments in the most efficient way, however we may deem it necessary to process these types of shipments manually (please note the non-conveyable surcharge may apply).

**If your items require special handling, you are advised to add the appropriate shipping labels. Please ensure that all labels are clearly visible.**



## This way up

The upward arrows helps us to identify your shipping requests. While we can not ensure compliance, properly placing the shipping label increases your chance for the preferred orientation.



## Do not machine

Shipments that have a **'do not machine'** label affixed to it, will be sorted manually. The labels will need to be clearly visible so our teams can identify the parcel and process it appropriately. The non-conveyable surcharge will apply.



# Notes

Horizontal dotted lines for writing notes.

