



# Additional Handling Surcharges (AHS)

for non-standard TNT shipments

**Version upload date:**

14 November 2025

(Updates are in **orange**)

# Additional Handling Surcharges (AHS) for non-standard TNT shipments

Larger and heavier shipments require additional resources to move effectively through our network. To account for these, an Additional Handling Surcharge applies.

Surcharge**	Amount	Applies to items**:
Additional Handling Surcharge – Weight	€40/shipment	<b>UPDATED, effective 5 January 2026</b> <ul style="list-style-type: none"> <li>• Heavier than <b>25 kg</b> but lighter than 68 kg</li> <li>• Does not apply to an item, package, or box on a standard pallet</li> </ul>
Additional Handling Surcharge – Packaging	€40/shipment	<ul style="list-style-type: none"> <li>• Not fully encased in an outer container or packaging;</li> <li>• Encased in an outer container or packaging not made of corrugated cardboard (including metal, wood, canvas, leather, hard plastic, soft plastic, Styrofoam);</li> <li>• Encased in an outer container or packaging covered in shrink wrap or stretch wrap<sup>1</sup>;</li> <li>• Round or cylindrical (including mailing tubes, cans, buckets, barrels, tires, drums, pails)</li> <li>• Bound with metal, plastic, or cloth banding, or having wheels, casters, handles, or straps, including packages where the outer surface area is loosely wrapped, or contents protrude;</li> <li>• Prone to become entangled in or cause damage to other packages or to our sortation system</li> </ul>
Additional Handling – Exceeds Dimensions	€55/shipment	<ul style="list-style-type: none"> <li>• Weighing 30kg or more <b>and</b></li> <li>• One or more dimensions exceed: Express services: 1.2m (L) x 1.2m (W) x 1.5m (H) Economy services: 2.4m (L) x 1.2m (W) x 1.8m (H)</li> </ul>
Additional Handling – Non-conveyable	€45/shipment	<ul style="list-style-type: none"> <li>• Weighing less than 30kg <b>and</b></li> <li>• One or more dimensions exceed 1.21 m (L) x 0.76 m (W) x 0.76 m (H)</li> </ul>
Non-stackable	€200/shipment	<ul style="list-style-type: none"> <li>• Containing at least one piece, skid, or pallet that cannot be stacked vertically in a safe and secure manner. The surcharge applies once per shipment, even if multiple pieces are identified as non-stackable are bundled in a shipment.</li> </ul>
Unauthorized Charge (Dimensions)***	€400/shipment	<ul style="list-style-type: none"> <li>• Parcels (packages): Length is greater than <b>274cm</b>, or length plus girth is greater than <b>420cm</b> (girth = 2x width + 2x height)</li> <li>• Freight (palletised items): Length is greater than <b>302cm</b></li> </ul>

\* Surcharge applicability depends on the surcharge definition and shipment eligibility.

\*\* 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 charges at any time. We reserve the right to assess additional handling surcharges for shipments that require special handling or that require us to apply additional packaging during transit.

\*\*\* If a shipment exceeds our maximum allowable dimensions, it will not be accepted. However, should it be found in our system, the Unauthorized Charge will apply automatically.

<sup>1</sup> Please be informed that shipments 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.

IMPORTANT: To avoid these surcharges, you can read more about our [packaging guidelines](#) at [tnt.com](#). NOTE: Some definitions and dimensions of existing TNT Additional Handling Surcharges were modified to align to FedEx definitions and dimensions worldwide.

# Additional Handling Surcharges (AHS) for non-standard TNT parcels

## AHS – Packaging

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

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

## AHS – Weight

Heavy parcels over 25 kg place extra strain on our network. They require manual handling, which slows operations, increases the risk of damaging other shipments, and may put our team members at risk of injury. To manage this safely, and in line with EU handling regulations, a surcharge applies.

You can avoid this surcharge by shipping heavy items as stackable pallets.

To avoid AHS-Packaging, do not ship these package shapes:



✗ Not fully encased in an outer packaging



✗ Round  
✗ Cylindrical



✗ Not made of cardboard  
✗ Encased in an outer shipping container covered in shrink wrap or stretch wrap



✗ Bound with metal, plastic, or cloth banding

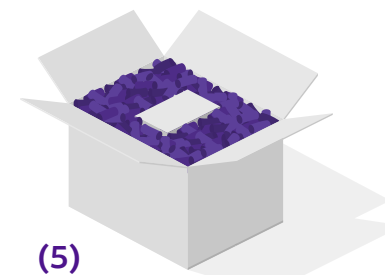
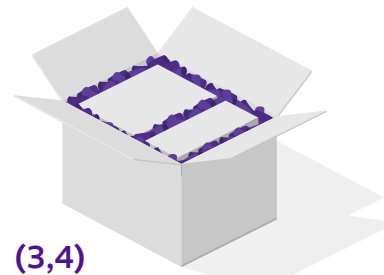
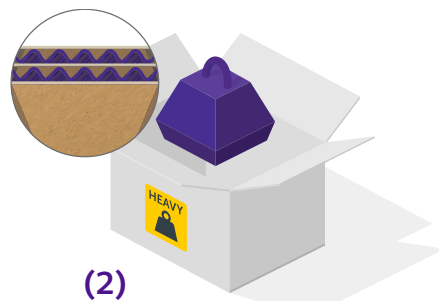


Package shape and dimensions may change during transit, which can affect the package's surcharge eligibility. If the package shape and dimensions change during transit, we may make appropriate adjustments to the charges at any time. This surcharge applies per package even if multiple packages are bundled in a shipment. If a non-standard package is eligible for two or all three AHS, only the one with highest charge will apply. We reserve the right to assess additional handling charges for packages that require special handling or that require us to apply additional packaging during transit.

IMPORTANT: To avoid these surcharges, you can read more about our [packaging guidelines](https://www.tnt.com/uk/en/pressroom/press-releases/2018/01/2018-01-11-avoiding-additional-handling-surcharges) at [tnt.com](https://www.tnt.com).

# General packaging guidelines

- Use approved FedEx or TNT packaging for FedEx 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 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 other items and 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 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 or TNT packaging for FedEx 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.



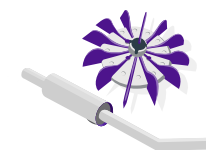
Irregular shapes



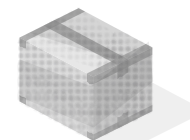
Wooden exterior



Tires



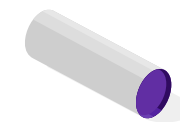
Exposed metal



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.

# Additional Handling Surcharges (AHS) for non-standard TNT palletised items

## Non-Stackable

- Applies to any shipment containing at least one piece, skid, or pallet that can't be stacked safely and securely
- Examples include freight handling units that:
  - 1) Do not have a flat and stable top or base
  - 2) May be damaged if another piece is loaded on them,
  - 3) Have flat and stable loading surfaces but are too narrow to safely and securely support other freight handling units (e.g. 1-2 barrels or drums)
- Applies to any palletised item identified by the shipper as non-stackable.

## Stackable pallets

Stackable pallets allow us to fully utilise our linehaul trucks.

Non-stackable pallets are not compatible with our standard processes and can place our equipment, personnel, and other shipments at risk.

## Securely stacked shipments avoid:

- Overhang that can damage your or others' goods
- Excessive movement during transit
- Unsafe working environment in our hubs and stations
- Drivers refusing pick-up due to improper stacking and packaging
- Inability to fully load our trucks

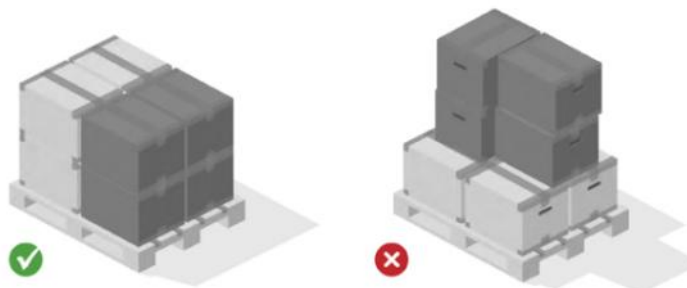


## How to avoid Non-Stackable?

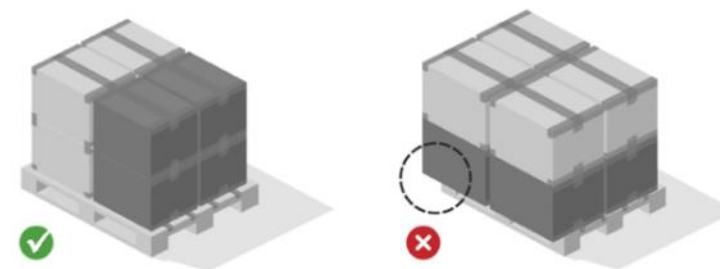
### 1. Choose the right pallet



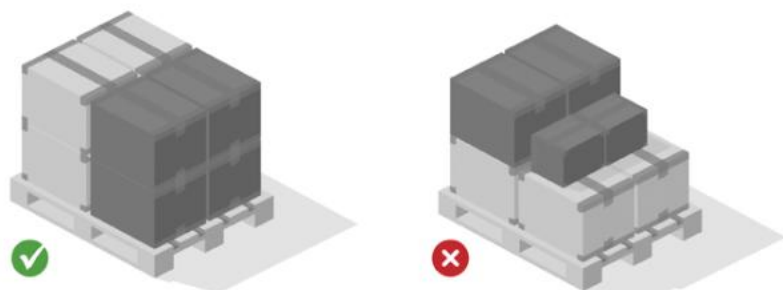
### 2. Stack in columns



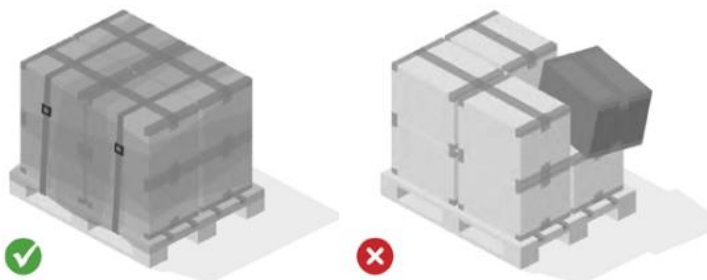
### 3. Do not overhang



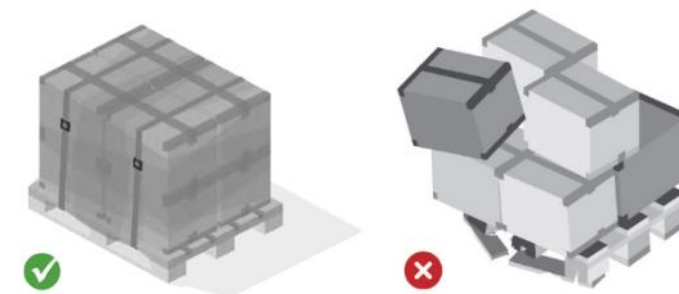
### 4. Keep it flat



### 5. Secure the shipment on the pallet



### 6. Avoid imperfect packaging



**IMPORTANT: Remove old labels.** For pouches, peel off the strip and seal the flap. To make sure it sticks perfectly on your shipment, we recommend you to put the label on the boxes, not on the plastic. Indicate with a label if your pallet is non-stackable in which case your shipment will incur a surcharge. The surcharge applies on a per-freight-handling-unit basis even if multiple pieces of freight are bundled in a shipment. We reserve the right to assess additional handling charges for freight handling units that require special handling or that require us to apply additional packaging during transit.

# Our network's maximum allowable dimensions

- Package or parcels: **274cm** on the longest side, or **420cm** in length and girth, where girth is 2x length plus 2x width
- Palletised shipment: **302cm** on the longest side

Shipments that exceed these limits may be refused at pickup, returned to the sender, or not accepted into our network. If such shipment enters our network, an **Unauthorized Charge** will apply.

For shipments within these limits, other dimension-based surcharges such as Non-Conveyable (SNC) or Exceeds Dimensions (SED) may still apply.

## TIP:

For Unauthorized shipments: Contact [Special Services](#) to discuss available options.



# TNT Unauthorized Charge

For extremely long and bulky items that require special handling to move through our network

€400/shipment will be applied to packages and palletised items that exceed:

**For parcels (packages):**

- Length is greater than **274cm**, OR
- Length plus girth is greater than **420cm** (girth = 2x width + 2x height)

**For freight (palletised items):**

- Length is greater than **302cm**



**IMPORTANT:** We will **not accept** items that meet this criteria, and we **may refuse** or return eligible items to the shipper. If found in our system, these items will be subject to the Unauthorized Charge. In exceptional cases and at our sole discretion, items may be accepted and delivered, in which case the Unauthorized Charge (Dimensions) will apply.

# Why Unauthorized Charge?

## Safety

Extremely long and bulky items can cause damage and potentially unsafe environments in our operational locations, requiring multiple agents to handle such shipments.

## Operational efficiencies

Extremely long and bulky items require additional tools, technology and specialised equipment, such as long forks for forklifts and larger dedicated vehicles.

### Critical issues we encounter with Unauthorized Items:

- Our vans and trailers for pickup and delivery have maximum width of 240cm.
- Space in our trailers cannot be maximised when loading long and bulky palletised shipments.
- Unauthorized items require specialised equipment for loading.



# Our dimension-based handling surcharges

## Package

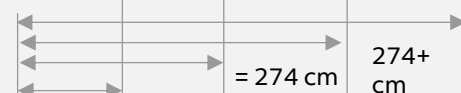
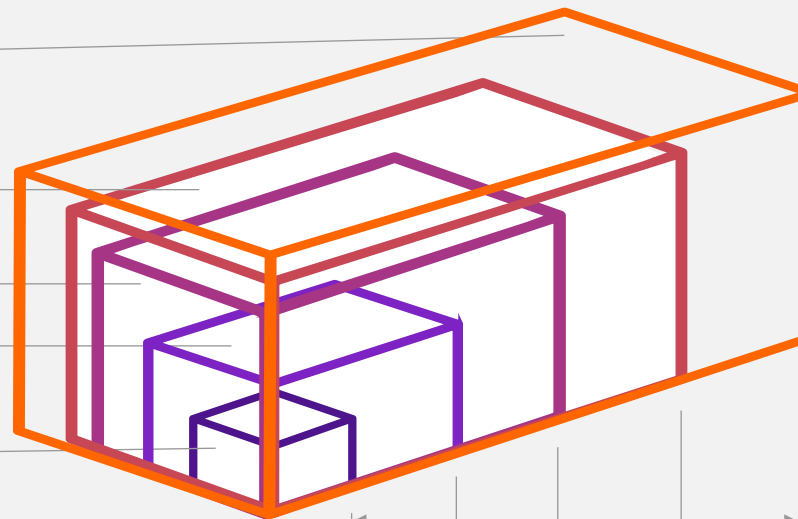
**Unauthorized Charge**  
or length plus girth is greater than **420cm** (girth = 2x width + 2x height)

**Max allowable package**

**Exceeds Dimensions**  
(>30kg)

**Non-Conveyable**  
(<30kg)

**Standard package**  
up to 121 cm in length  
and up to 76 cm in width/height  
and up to 266 cm in combined

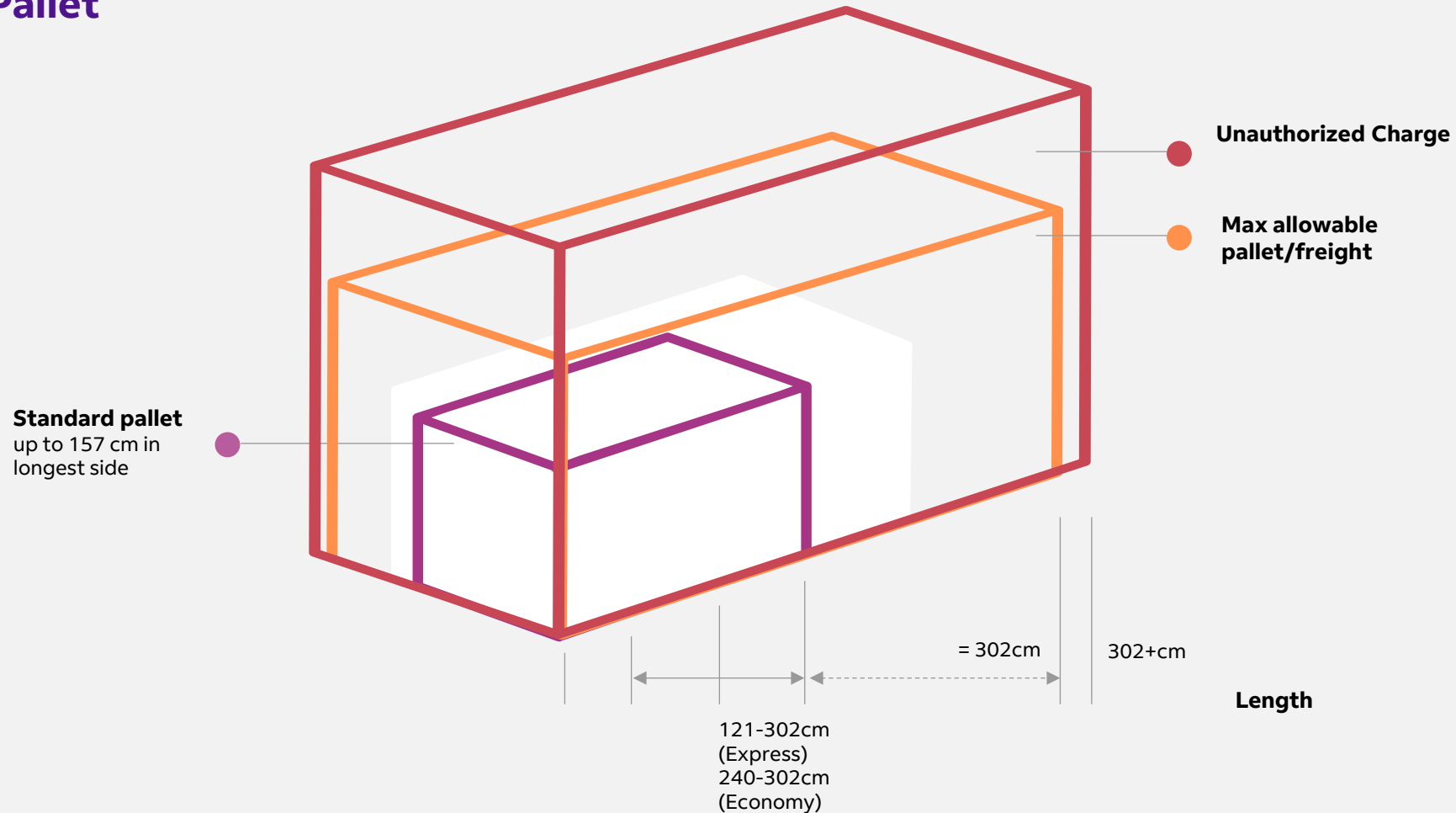


121-274 cm	121-302cm (Express)
	240-302cm (Economy)

**Length**

# Our dimension-based handling surcharges

## Pallet



# How to avoid Unauthorized Charge?

**Parcels or packages eligible for Unauthorized Charge** should be shipped on a pallet or a forkliftable container (suitable for freight) to protect the contents and allow stacking.

- Pallet box (corrugated container) providing that the cardboard can support the weight of our heaviest pallet. Otherwise, AHS Non-Stackable may apply.
- Wooden pallet box

**Freight or palletised items longer than 302cm** have more limited options to avoid the charge.

**TIP:**

Contact [Special Services](#) to discuss possibilities for shipments that exceed these limits.



Operators will assess the ability of the fiberboard top to support another pallet on top.

# Frequently Asked Questions

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

Only one surcharge will be applied based on this hierarchy: (1) Unauthorized, (2) Exceeding Dimensions; (3) Non-conveyable; (4) AHS-Packaging, and (5) AHS-Weight.

See sample computation below:

Surcharge hierarchy	Charge per shipment											
1. Unauthorized	€400					● ●	● ●					
2. Exceeding Dimensions	€55		Express ● ● Economy		Express ● ● Economy				Express ● ● Economy			
3. Non-Conveyable	€45			● ●		●						
4. AHS-Packaging	€40							● ●	Express ● Economy ● ●			
5. AHS-Weight	€40		Express ● Economy ● ●		Express ● Economy ● ●				Express ● Economy ● ●			
<b>Customer pays per shipment:</b>	<b>Full price</b>	€0	€55	€40	€45	€55	€55	€400	€400	€40	€55	€40

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

- In scope of definition
- In scope of definition and surcharge applies

## 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)

\*We reserve the right to assess additional handling surcharges 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.

Questions? Please reach out to your sales representative.

#### 4. What are the conversion amounts of AHS for TNT shipments\*?

Market	Currency	AHS Packaging	AHS Weight	Non-conveyable	Exceeds Dimensions	Non-stackable	Unauthorized Charge
	<i>per shipment</i>						
Euro markets**	EUR	40	40	45	55	200	400
Czech Republic	CZK	1020	1020	1125	1375	4850	10150
Denmark	DKK	300	300	340	410	1520	2990
Hungary	HUF	13000	13000	13995	17105	69950	155900
Israel	USD	45	46	52	65	220	435
Norway	NOK	400	400	430	520	2240	4660
Poland	PLN	200	200	180	220	600	1600
Romania	RON	194	194	212	259	1000	1990
Sweden	SEK	400	400	440	530	2300	4630
Switzerland	CHF	40	40	50	60	200	400
United Kingdom	GBP	34	34	40	49.25	168	340



\*Table shows the International conversion amounts of AHS for TNT shipments

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

Thank you.

