



New Additional Handling Surcharges

for parcels, items, boxes, or packages

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In addition to existing Additional Handling Surcharges, we are introducing **Additional Handling Surcharges –packaging** to account for resources required to move non-standard shipments* effectively through our network.

Additional Handling Surcharge - Packaging

(INR 2235/shipment)

Why do we need to impose AHS-Packaging surcharge ?

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

What shipments will be assessed for AHS-Packaging surcharge?

AHS-Packaging surcharge 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 fiberboard (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;
- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;
- is bound with metal, plastic, or cloth banding, 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.

*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.

How to avoid AHS-Packaging surcharge?

Surcharge criteria	Tips to avoid AHS-Packaging
<ul style="list-style-type: none"> - 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); 	Place your parcel, item, or package in an outer shipping container or packaging made of corrugated fibreboard (cardboard) materials. If you are using your own packaging, ensure that boxes are sturdy and undamaged with all flaps intact. You can use FedEx Express packaging for FedEx Express package shipments.
<ul style="list-style-type: none"> - is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails; 	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.

Please avoid shipping parcels, items and/or packages in the form and/or shapes shown below. Images are for reference only and do not represent an exhaustive or comprehensive list of packaging forms that may attract AHS-packaging surcharge. Other packages fully or partially meeting the abovementioned criteria will be charged with AHS-Packaging surcharge, as evaluated by our Operations Team.



Irregular shapes



Wooden exterior



Tires



Bubble wrap



Suitcases and transit cases



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



Exposed metal

These package shapes will not trigger AHS-Packaging:

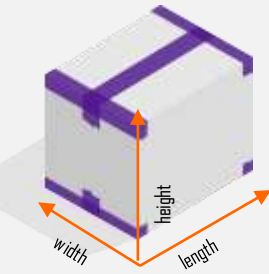
- ✓ Cardboard box
- ✓ Polybags



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 2-3" 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 2-3" of cushioning in a box. Then add another 3" 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

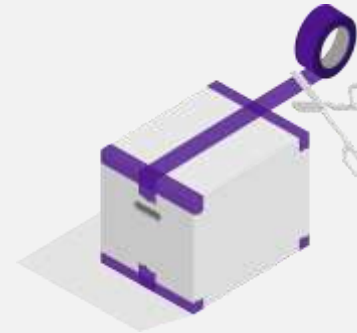
- Choose cushioning that prevents your item from shifting in the box and protects it from damage.
- Put a copy of the label inside and write shipper and recipient details on the inner package flap. That way, if the label is lost, the package can still be delivered.
- Wrap and tape any sharp or protruding 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 2" 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.