



Additional Handling Surcharge (AHS)

For non-standard FedEx shipments

Version date

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Additional Handling Surcharges (AHS)

for non-standard FedEx packages

Larger and heavier shipments require additional resources to move effectively through our network. To account for these, additional handling surcharges apply.

	Surcharge	Applies to:
PARCEL (≤ 68 kg)	Additional Handling Surcharge – Weight**	Packages heavier than 25 kg
	Additional Handling Surcharge – Dimension**	Packages exceeding one of the following: • 121 cm longest side • 76 cm second-longest side • 266 cm length + girth, where girth = 2 x width + 2 x height • 169,901 cm³ in volume (length x width x height) Subject to 18 kg minimum billable weight
	Additional Handling Surcharge – Packaging*	Packages that are: • Not fully encased in an outer container or packaging • Encased in an outer container or packaging not made of corrugated cardboard (including metal, wood, canvas, leather, hard plastic, soft plastic¹, Styrofoam™) • Encased in an outer container or packaging covered in shrink wrap or stretch wrap¹ • Round or cylindrical (including mailing tubes, cans, buckets, barrels, tires, drums, pails) • Bound with metal, plastic, or cloth banding¹, or having wheels (e.g., a bicycle), casters, handles, or straps, including packages where the outer surface area is loosely wrapped, or contents protrude outside the surface area • Prone to become entangled in or cause damage to other packages or to our sortation system Subject to 18 kg minimum billable weight, when the package also meets the AHS-Dimension criteria
	Oversize Charge	Packages exceeding one of the following: • 243 cm in length • 330 cm in length + girth, where girth = 2 x width + 2 x height • 283,168 cm³ in volume (length x width x height) • 50 kg actual weight Subject to 18 kg minimum billable weight, when the package also meets the AHS-Dimension criteria
	Unauthorized Package Charge**	Packages exceeding one of the following: • 274 cm longest side • 419 cm length + girth, where girth = 2 x width + 2 x height • 68 kg actual weight Subject to 18 kg minimum billable weight, when the package also meets the AHS-Dimension criteria

* 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. 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.

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

¹ Please be informed that packages that are (a) shrink-wrapped and stretch-wrapped, and/or (b) encased in soft plastic (excluding bubble wrap), and/or (c) have metal, plastic, or cloth banding will not be scanned for AHS-Packaging on APAC outbound shipments 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 fedex.com. For example, Unauthorized Package Charge is applied when a package exceeds the maximum dimensions and weight of a parcel allowed in our network and this charge can be avoided if the package is shipped as freight.

Additional Handling Surcharges (AHS)

for non-standard FedEx freight

Larger and heavier shipments require additional resources to move effectively through our network. To account for these, additional handling charges apply.

	Surcharge*	Applies to:
FREIGHT (≥ 68 kg)	Additional Handling Surcharge – Freight	Freight handling unit greater than 157 cm on its longest side
	Additional Handling Surcharge – Non-Stackable	Freight handling units that cannot be stacked safely and securely Examples include, but are not limited to, non-stackable freight handling units that: • do not have a flat and stable top or base; or • may be damaged if another piece is loaded on them; or • 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 on a per-freight-handling-unit basis, even if multiple units are bundled in a shipment
	Unauthorized Freight Charge**	Freight handling units exceeding one of the following: • 302 cm longest side • 762 cm length + girth, where girth = 2 x width + 2 x height • 1,995 kg¹ actual weight

* If a freight handling unit attracts AHS – Freight, AHS – Non-Stackable, and Unauthorized Freight Charge, the highest surcharge (after discount) in hierarchy will apply.

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

¹ The global weight limit is 1,995 kg and other regions may be able to handle freight up to this weight. However, in APAC, the operational weight limit for freight, which represents the maximum allowed for shipping and processing, including automation, vary among different markets. Please contact FedEx Customer Service team for market-specific details.

IMPORTANT: To avoid these surcharges, you can read more about our [packaging guidelines](#) at [fedex.com](#).

Additional Handling Surcharges (AHS)

for non-standard FedEx packages

AHS – Dimension*

Packages that exceed standard dimensions may require manual handling, as they are not compatible with automated processes. Manual intervention may apply if a package exceeds any of the following:

- Longest side: 121 cm
- Second longest side: 76 cm
- Combined length and girth: 266 cm
- Volume: 169,901 cm³

TIP:

Use right-sized packaging to ensure each shipment stays within dimension thresholds. If needed, split items into multiple smaller boxes instead of shipping a single oversized parcel.



IMPORTANT:

Packages meeting the criteria for AHS – Dimension are subject to 18 kg minimum billable weight. If a package is subject to an Oversize Charge or AHS – Packaging, and also meets the criteria for AHS – Dimension, the minimum billable weight of 18 kg will still apply, even if AHS – Dimension itself is not charged.

*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. 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.

Additional Handling Surcharges (AHS)

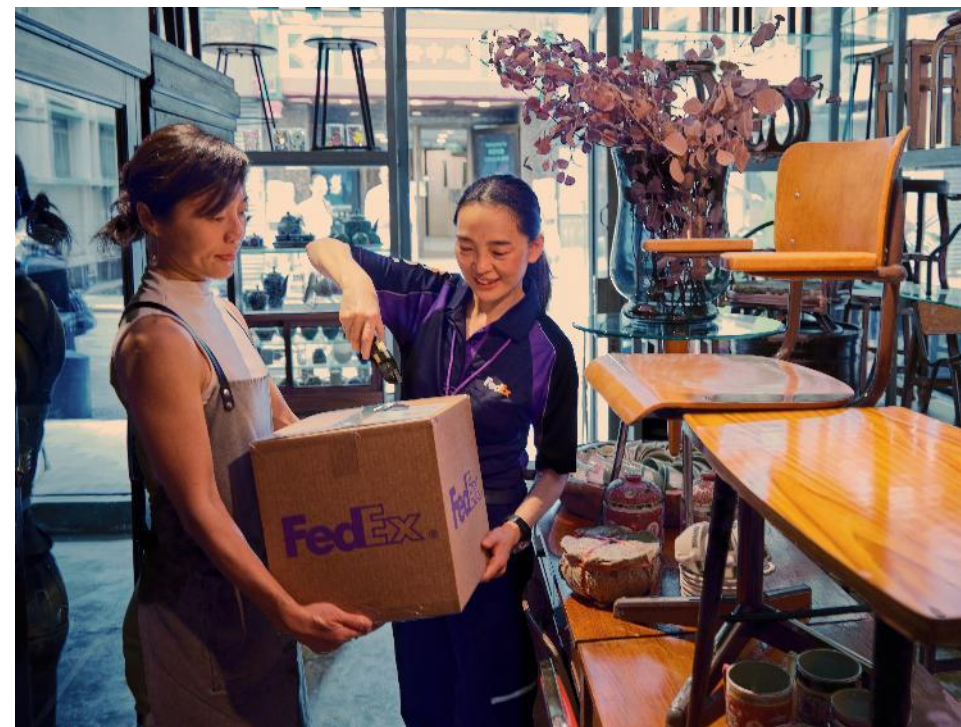
for non-standard FedEx packages

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, a surcharge applies.

TIPS:

You can avoid this surcharge by splitting your parcels so each weighs below 25 kg, or by sending anything over 68 kg via our freight services.



Additional Handling Surcharges (AHS)

for non-standard FedEx packages

Additional Handling Surcharge – **Packaging***

What shipments will be assessed for AHS-Packaging surcharge?

AHS-Packaging surcharge applies to any package that meets any of the following criteria:

- 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 plastic¹, or expanded polystyrene foam (e.g., Styrofoam);
- is encased in an outer shipping container or packaging covered in shrink wrap or stretch wrap¹;
- is round or cylindrical, including (without limitation) mailing tubes, cans, buckets, barrels, tires, drums, or pails;
- is bound with metal, plastic, or cloth banding¹, 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.

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



*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. 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.

¹Please be informed that packages that are (a) shrink-wrapped and stretch-wrapped, and/or (b) encased in soft plastic (excluding bubble wrap), and/or (c) have metal, plastic, or cloth banding will not be scanned for AHS-Packaging on APAC outbound shipments 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](https://www.fedex.com/ship/packaging-guidelines) at [fedex.com](https://www.fedex.com).

How to avoid AHS - Packaging?

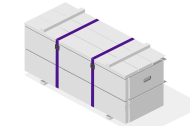
Surcharge criteria	Tips to avoid AHS-Packaging
- is not fully encased in an outer shipping container or packaging; - is encased in an outer shipping container or packaging not made of corrugated fibreboard (cardboard) materials, including but not limited to metal, wood, canvas, leather, hard plastic, soft plastic¹, 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 or TNT packaging for FedEx or TNT package shipments.
- is encased in an outer shipping container or packaging covered in shrink wrap or stretch wrap;¹	Properly shrink-wrap a parcel, item, or a package. Shipment must be properly sealed using the H-taping method. Reminder: 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.
- 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.
- is bound with metal, plastic, or cloth banding¹, 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.	As much as possible, avoid wrapping your package in plastic. Plastic wrap and straps may also entangle with our automated systems and can also cause unreadable labels.

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.



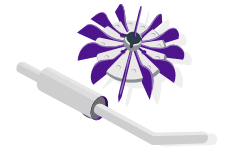
Irregular shapes



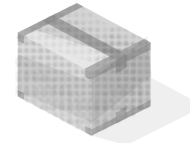
Wooden exterior



Tires



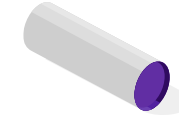
Exposed metal



Bubble wrap



Suitcases and transit cases



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



Not fully encased in an outer shipping packaging

These package shapes will not trigger AHS-Packaging:

- ✓ Cardboard box
- ✓ Polybags



¹ Please be informed that packages that are (a) shrink-wrapped and stretch-wrapped, and/or (b) encased in soft plastic (excluding bubble wrap), and/or (c) have metal, plastic, or cloth banding will not be scanned for AHS-Packaging on APAC outbound shipments 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.

FedEx Additional Handling Surcharges (AHS)

for non-standard freight

Non-Stackable Surcharge

- Applies to any freight handling unit in a shipment 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 freight handling unit identified by the shipper as non-stackable.
- Applies on a per-freight-handling-unit basis, even if multiple pieces are bundled in a shipment.

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



We reserve the right to stack freight handling units where operationally appropriate and safe.

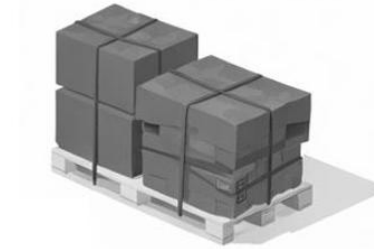
Common Non-Stackable Shipments Despite Appearance

1. Shrink- or Stretch-Wrapped Irregular Loads



Assorted small boxes stacked randomly and wrapped

2. Overweight Cartons with weak packaging



Carton may crush under additional load

3. Items with Soft Outer Material



Lacks rigid structural support and cannot sustain vertical load

4. Tall and Narrow Shipments



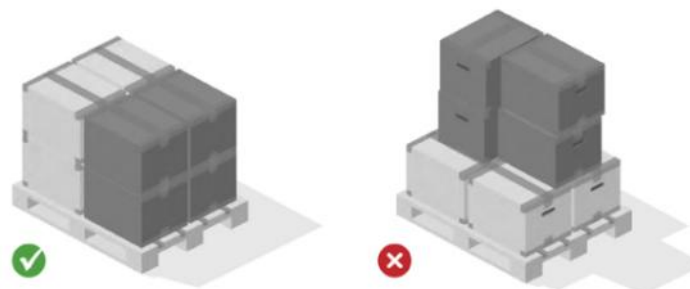
High center of gravity

How to avoid Non-Stackable Surcharge

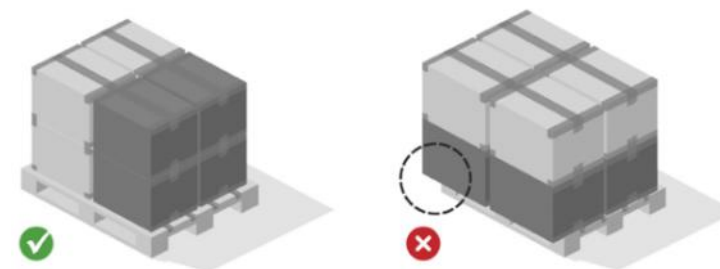
1. Choose the right pallet



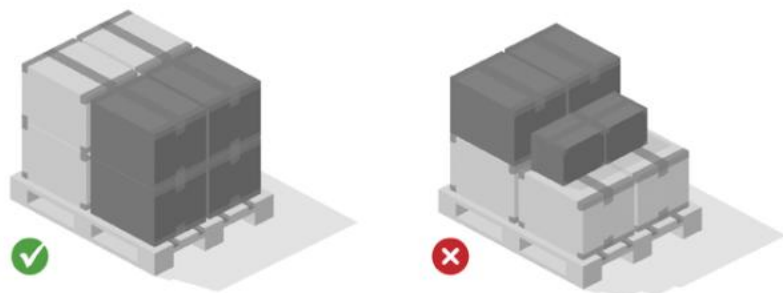
2. Stack in columns



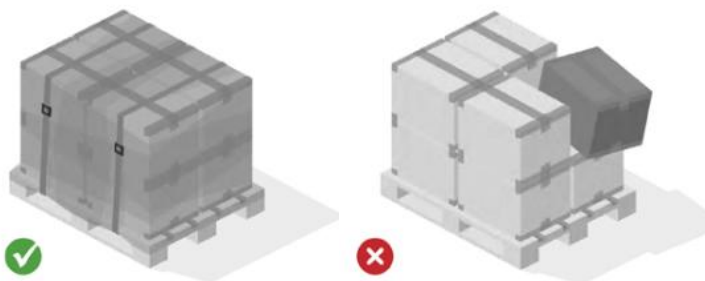
3. Do not overhang



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.

Why Unauthorized Charge?

Safety

Extremely long, bulky, and heavy 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 specialized 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 maximized when loading long and bulky palletized shipments.
- Unauthorized items require specialized equipment for loading.



FedEx Unauthorized Charges

For extremely long, bulky and heavy shipments that require special handling to move through our network

Unauthorized Package Charge will be applied to packages that exceed one of the following:

- Length is greater than **274cm**, OR
- Length plus girth is greater than **419cm** (girth = 2x width + 2x height), OR
- Actual weight is greater than **68kg**

Unauthorized Freight Charge will be applied to freight handling units that exceed one of the following:

- Length is greater than **302cm**, OR
- Length plus girth is greater than **762cm** (girth = 2x width + 2x height), OR
- Actual weight is greater than **1,995kg***



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 an Unauthorized Charge. In exceptional cases and at our sole discretion, items may be accepted and delivered, in which case the applicable Unauthorized Charge will apply.

* The global weight limit is 1,995 kg and other regions may be able to handle freight up to this weight. However, in APAC, the operational weight limit for freight, which represents the maximum allowed for shipping and processing, including automation, vary among different markets. Please contact FedEx Customer Service team for market-specific details.

Know our network's limits to avoid charges

Our maximum allowable dimension and weight:

- Parcels: **274cm** on the longest side, or **419cm** in length and girth, or **68 kg** in weight
- Freight: **302cm** on the longest side, or **1,995 kg*** in weight

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.

Always check the dimension and weight if your shipments are extremely long, bulky and heavy.

TIP:

For Unauthorized packages: Choose our freight services for higher size and weight limits.

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



* The global weight limit is 1,995 kg and other regions may be able to handle freight up to this weight. However, in APAC, the operational weight limit for freight, which represents the maximum allowed for shipping and processing, including automation, vary among different markets. Please contact FedEx Customer Service team for market-specific details.

How to avoid Unauthorized Charge?

If your parcel is eligible for Unauthorized Package Charge, please choose our freight services, and ship it on a pallet or in:

- 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 handling units eligible for Unauthorized Freight Charge have more limited options to avoid the charge.

TIP:

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



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 (AHS) apply to my FedEx shipment?

For Parcel (IPE/IF/IP/IE/FICP):

If a package qualifies for more than one non-standard surcharge (Additional Handling Surcharge – Dimension/ Additional Handling Surcharge – Weight/ Additional Handling Surcharge – Packaging/ Oversize Charge/ Unauthorized Package Charge), the highest charge after the discount will be assessed.

For Freight (IPF/IEF/FDF):

AHS-Freight and AHS-Non-Stackable can be charged on the same freight handling unit, in case it does not qualify for Unauthorized Freight Charge.

If a FedEx freight handling unit is subject to Unauthorized Freight Charge and also meets the criteria for either Additional Handling Surcharge - Freight or Non-Stackable Surcharge, then only the highest charge will apply.

See example computations on next page.



Sample calculation of AHS Charging

SAMPLE 1

Surcharge	Net charge per package	Package 1 (Master)	Package 2
1. Oversize Charge	\$80		
2. AHS - Weight	\$30	● ●	
3. AHS - Dimension	\$25		●
4. AHS - Packaging	\$20	●	
5. Unauthorized Package Charge	\$280		● ●
Customer pays per package:	Total cost	\$30	\$280
		Total \$310	

SAMPLE 2

Surcharge	Net charge per package	Package 1 (Master)	Package 2
1. Oversize Charge	\$80	● ●	●
2. AHS - Weight	\$30	●	
3. AHS - Dimension	\$25		
4. AHS - Packaging	\$20		
5. Unauthorized Package Charge	\$280		● ●
Customer pays per package:	Total cost	\$80	\$280
		Total \$360	

SAMPLE 3

Surcharge	Net charge per package	Package 1 (Master)	Package 2
1. Oversize Charge	\$80	● ●	●
2. AHS - Weight	\$30		●
3. AHS - Dimension	\$25	●	●
4. AHS - Packaging	\$20	●	●
5. Unauthorized Package Charge	\$280		● ●
Customer pays per package:	Total cost	\$80	\$280
		Total \$360	

Parcels (<68kg)

Freight (≥68kg)

Surcharges	Net charge per freight handling unit	Freight handling unit 1 (Master)	Freight handling unit 2
AHS - Freight	\$200	●	
AHS - Non-Stackable	\$250		● ●
Unauthorized Freight Charge	\$460	● ●	
Customer pays per freight handling unit:	Total cost	\$460	\$250
		Total \$710	

Surcharges	Net charge per freight handling unit	Freight handling unit 1 (Master)	Freight handling unit 2
AHS - Freight	\$200	● ●	
AHS - Non-Stackable	\$250	● ●	●
Unauthorized Freight Charge	\$460		● ●
Customer pays per freight handling unit:	Total cost	\$450	\$460
		Total \$910	

Surcharges	Net charge per freight handling unit	Freight handling unit 1 (Master)	Freight handling unit 2
AHS - Freight	\$200	● ●	●
AHS - Non-Stackable	\$250		●
Unauthorized Freight Charge	\$460		● ●
Customer pays per freight handling unit:	Total cost	\$200	\$460
		Total \$660	

NOTES: (1) If a package qualifies for more than one of the following surcharges (AHS-Dimension, AHS-Packaging, AHS-Weight, Oversize Charge, or Unauthorized Package Charge), only the highest surcharge will apply, after discounts.
 (2) If a freight handling unit attracts Unauthorized Freight Charge, AHS - Freight and AHS - Non-Stackable, the highest surcharge (after discount) in hierarchy will apply.
 (3) AHS - Freight and AHS - Non-Stackable can be charged on the same freight handling unit.
 (4) Freight handling unit refer to pallets, crates, freight boxes, bagged products, or transit cases within a freight shipment.

Examples

- Package/ Freight handling unit meets surcharge criteria
- ● Package/ Freight handling unit meets surcharge criteria and surcharge(s) apply

Frequently Asked Questions

2. How do I know if the surcharges apply?

You'll see the estimated surcharge in your rate quote* (where feasible) and on your invoice. Visibility of applicable surcharges may vary depending on the automation tools you are using. Package-level AHS details will be indicated on the customer invoice if one multi-piece shipment is less than or equal to 50 packages. For multi-piece shipment has more than 50 packages, AHS charge will be consolidated on shipment level.

For a more reliable AHS-Weight estimate during booking, you should provide the correct weight of the parcel, item, box, or package. For a more reliable AHS-Packaging estimate, when using the latest version of FedEx Ship Manager at [fedex.com](https://www.fedex.com), you need to select 'Non-standard packaging.'



*Visibility of applicable surcharges may vary depending on the automation tools you are using. For more reliable AHS-Weight estimate during booking, customer should provide correct weight. For more reliable AHS-Packaging estimate, when using the latest version of FedEx Ship Manager at [fedex.com](https://www.fedex.com), customer needs to select 'Non-standard packaging.' We reserve the right to assess additional handling surcharges for packages or freight handling units that require special handling or that require us to apply additional packaging during transit. 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 surcharges at any time.

Frequently Asked Questions

3. What are the conversion amounts for each Additional Handling Surcharge?

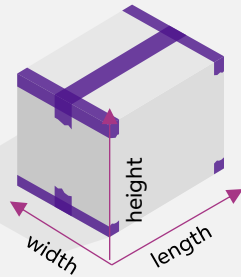
Market	Currency	AHS Dimension	AHS Packaging	AHS Weight	Oversize Charge	Unauthorized Package Charge	AHS-Freight	AHS-Non-Stackable	Unauthorized Freight Charge
		<i>Per package</i>					<i>Per freight handling unit</i>		
Australia	AUD	41.1	41.1	41.1	101.6	426	270.8	375	700
China	CNY	195	195	195	516	2,025	1,384	1,750	3,326
Guam	USD	30	30	30	80	280	80	300	460
Hong Kong, SAR	HKD	233.7	233.7	233.7	625.2	2,193	1,556	2,000	3,602
Indonesia	IDR	431,000	431,000	431,000	1,072,000	4,447,000	2,944,000	3,700,000	7,306,000
Japan	JPY	3,390	3,390	3,390	8,800	42,460	22,300	35,000	69,750
Cambodia	KHR	120,690	120,690	120,690	301,725	1,121,806	804,600	1,050,000	1,842,967
South Korea	KRW	35,600	35,600	35,600	86,000	378,200	219,900	330,000	621,300
Macau, SAR	MOP	240.6	240.6	240.6	644	2,257	1,602	2,074	3,708
Malaysia	MYR	124.5	124.5	124.5	320	1,330	830.5	1,150	2,185
New Zealand	NZD	42.9	42.9	42.9	112	465	288	415	764
Philippine	PHP	1,518	1,518	1,518	4,080	15,820	10,650	14,200	25,990
Singapore	SGD	40.2	40.2	40.2	106	378	272	375	621
Thailand	THB	966	966	966	2,560	10,240	6,509	8,750	16,823
Taiwan, China ¹	TWD	879	879	879	2,474	9,441	6,325	8,400	15,510
Vietnam	VND	679,700	679,700	679,700	1,820,000	6,988,000	4,700,000	6,000,000	11,480,200

¹ Rates include value-added taxes (VAT). However, the amount that is payable as indicated in your invoice may differ from these rates after rounding up and adding the transportation charge.

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.

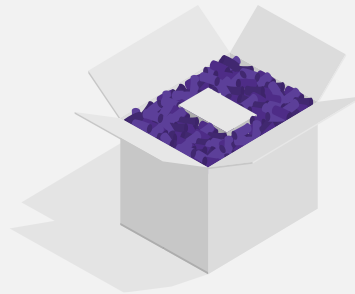


- For heavier items, use double-walled boxes.
- For fragile items, add at least 5 cm of cushioning, such as air cushioning, padded paper, or foam. Make sure the cushioning surrounds the item on all six sides.
- You can also use the box-in-box method for fragile items. Pack the item with 5 cm of cushioning 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

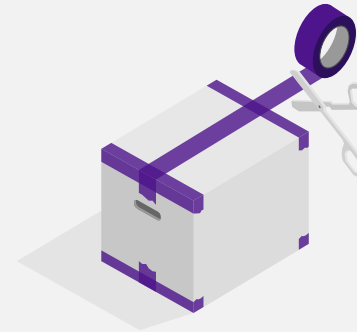
- Choose cushioning that prevents your item from shifting in the box and protects it from damage.
- Put a copy of the label inside and write shipper and recipient details on the inner package flap. That way, if the label is lost, the package can still be delivered.
- Wrap and tape any sharp or protruding 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 5cm 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**.

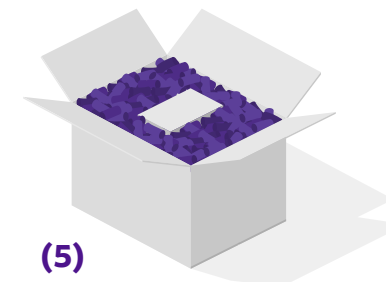
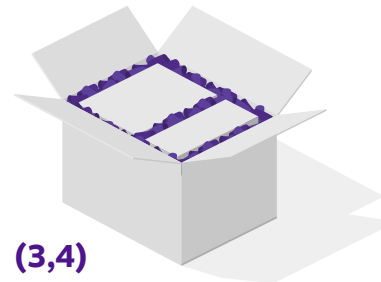
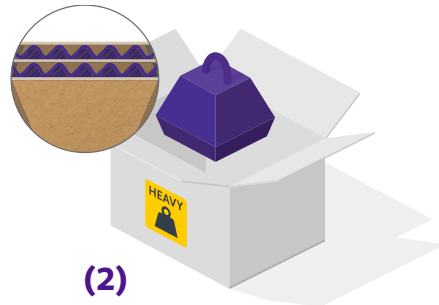


If you're using a pouch, be sure to reseal it after inserting the shipping label.

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.

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)**



Thank you.

