



# Additional Handling Surcharges (AHS)

UK Domestic



# FedEx Additional Handling Surcharges

## for non-standard packages

Larger and heavier shipments require additional resources. To account for this, additional handling charges apply. A handling surcharge is applied to shipments requiring extra care to minimise the risk of damage and ensure safe delivery.

	Category	Applies to*:
PARCEL (< 68 kg)	Additional Handling Surcharge – Dimension**	Packages exceeding one of the following: <ul style="list-style-type: none"> <li>• <b>121 cm</b> longest side</li> <li>• <b>76 cm</b> second-longest side</li> </ul>
	Additional Handling Surcharge – Packaging**	Packages that are: <ul style="list-style-type: none"> <li>• Not fully encased in an outer container or packaging</li> <li>• Not fully encased in an outer container or packaging made of corrugated cardboard (including metal, wood, canvas, leather, hard 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, tyres, drums, pails)</li> <li>• Bound with metal, loose plastic, or cloth banding<sup>1</sup></li> <li>• Have 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</li> <li>• Prone to become entangled in or cause damage to other packages or to our sortation system</li> </ul>
	Additional Handling Surcharge – Weight	Packages heavier than <b>31 kg</b>



\* There are no updates to the triggers when applying the surcharge. Surcharge applicability depends on the surcharge definition and shipment eligibility.

\*\* There will be no change to the rating hierarchy – only the highest surcharge in terms of value after discount will be applied. 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 one 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.fedex.com/learn/package-guidelines) at [fedex.com](https://www.fedex.com).

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## Dimensions

Packages must not exceed **121cm x 76 cm**.  
Any packages exceeding these dimensions  
will be subject to an AHS charge.  
A plastic bag with any dimension exceeding  
76 cm will be subject to an AHS charge.



## Weight

Packages must not exceed **31 kg**.  
Packages over this weight will be  
subject to an AHS charge.



## 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

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# Non-Standard Package Examples

Below are examples of types of packages that will incur Additional Handling Surcharges (AHS).

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

## Materials

**Canvas**



**Drums**



**Hard plastic**



**Hessian**



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## Materials

**Leather**



**Metal box**



**Paper**



**Polystyrene**



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## Materials

**Polybag (over 76 cm)**



**Polythene sacks (over 76 cm)**



**Wooden box**



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## Irregular Shapes

**Buckets**



**Reels**



**Rolls / tubes**



**Tyres**



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## Protruding Shapes

**Bicycles**



**Satchels**



**Suitcases**



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## Packaging

**Excessive tape / plastic film**



**Not fully encased in an outer packaging**



**Wrapped in shrink or plastic wrap**



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## Banded Packages



**Singular-banded packages (as shown below) will not attract an AHS charge.**



**Multiple-banded packages (as shown below), and packages with metal clasps, will attract an AHS charge.**



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# Frequently Asked Questions

## PACKAGING

### Why is my packaging material attracting an AHS scan?

Shipments wrapped with **polystyrene** and **paper** are not robust enough for outer packaging. They can be fragile and easily break.

Materials such as **polystyrene**, **leather** and **soft plastics** can 'stick' to the sortation machines in hubs and potentially cause blockages or damages to your shipment, hence requiring manual sorting.

Materials such as **hessian** and **canvas** will slide on the sortation machine in hubs and potentially cause blockages or damages to your shipment.

A large sized polythene sack can often mean loose wrapping, which can cause issues with the contents shifting in the package, leading to the potential of tearing and causing blockages on sortation machines or damages to your shipment.

### What materials do not attract an AHS scan?

Corrugated **cardboard** is the preferred packaging for shipments due to its strength and durability. **Plastic Paks** are also, in some cases, a suitable choice.

## PACKAGING – IRREGULAR SHAPES

### Why would round or cylindrical shipments attract an AHS scan?

**Tubes** are generally unstable and can roll, hence cannot go over sortation machines where they will potentially cause blockages or damages to your shipment, hence requires additional manual sorting.

## PROTRUDING SHAPES

### Why is my protruding shape attracting an AHS charge?

Items which can catch on staff, machinery and cause harm or damage, for example handles, tags, straps, wheels, casters and handle bars. Any irregular shape that become entangled in or cause damage to our sortation systems or to other packages.

### What shapes do not attract an AHS scan?

Generally, parcels with regular, symmetrical shapes and smooth surfaces are less likely to attract an AHS.

## PACKAGING – WRAPPING

### Why is my packaging wrapping attracting an AHS charge?

**Excessive tape / plastic film** or **shrink wrap** can interfere with automated sorting systems, requiring manual handling and potentially causing delays.

### How can I wrap my shipment without attracting an AHS scan?

Using boxes to package your items and ensuring that parcels are securely closed without excessive packaging, can help to avoid AHS charges. Please see the [Packaging Guidelines](#) on **fedex.com** for more information.