



Additional Handling Surcharge Guide



Additional Handling Surcharge Guide

Strict weight and dimensional restrictions apply to pieces carried through the DHL Express network to ensure that all goods are handled safely and securely through our facilities, and by our standardised fleets of vehicles and planes.

Large, heavy, bulky, irregular-shaped or palletised goods need to be packed in a manner suitable for Express transportation. For further information on packing requirements, please refer to the **DHL Express Large and Palletized Packing Guide.**

Important to Note: Assessment and scanning occur while the shipment is moving through the network. If DHL deems that a shipment requires an additional handling surcharge, the shipment will be scanned with the applicable surcharge without consultation. The DHL network is a continuous operation and cannot be paused or held for approval to move. Where applicable, the charge may be applied after booking.



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Overweight Piece:

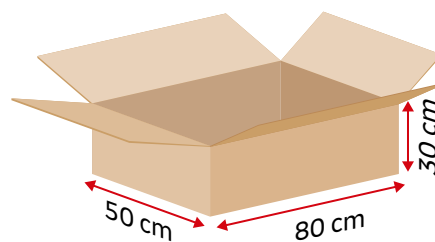
- A fixed **Overweight Piece Surcharge** is applied to each piece exceeding 70 kg.
- This includes a pallet that exceeds a scale or volumetric weight of 70 kg.
- DHL does not accept shipments exceeding a total weight of over 3000 kg.



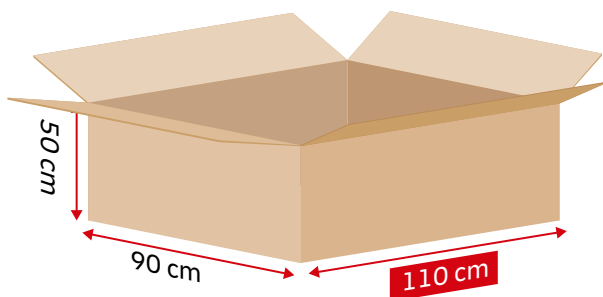
Oversize Piece:

- A fixed **Oversize Piece Surcharge** applies to large pieces, including a pallet, if the longest side exceeds 100 cm or if the 2nd longest side exceeds 80 cm.
- Does not apply to pieces already subject to Overweight Piece surcharge.
- DHL does not accept shipments with any single side over 300 cm.

Will NOT attract
Oversize Piece



Will attract
Oversize Piece



Will attract
Oversize Piece



Non-Stackable Pallet:

A Non-Stackable Pallet (NSP) is a pallet that cannot have other items placed on top of it during handling, transport, or storage.

The **NSP fixed surcharge** is applied to every pallet above 25 kg that cannot be stacked, either on request by the shipper, or because of its shape, content, or packaging material.

The surcharge is applied as NSPs take up more space in aircraft and vehicles, which may result in extra handling, reduced efficiency. This guide will show examples of Non-Stackable Pallets and how to avoid the charges by following the standard packing instructions.



By ensuring your pallets are stackable wherever possible, you help:



Reduce shipping costs



Improve efficiency in the network

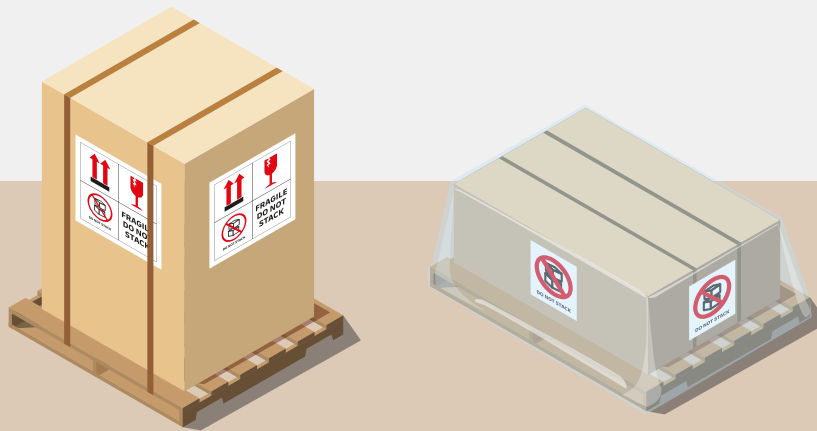
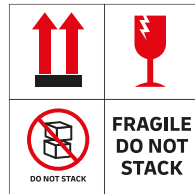


Protect your shipments

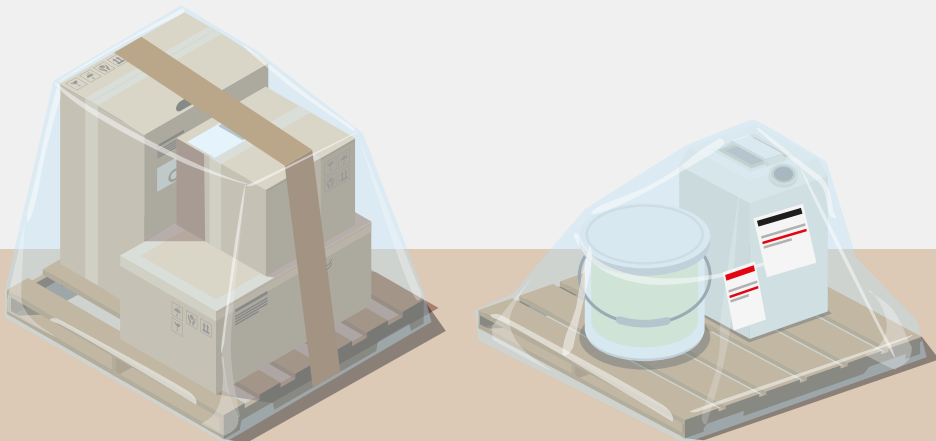
What Shipments Will Be Scanned as an NSP?

Type #1: Non-Stackable sign on pallets

Any pallet with a "Do not stack" sign on it is considered a non-stackable pallet.

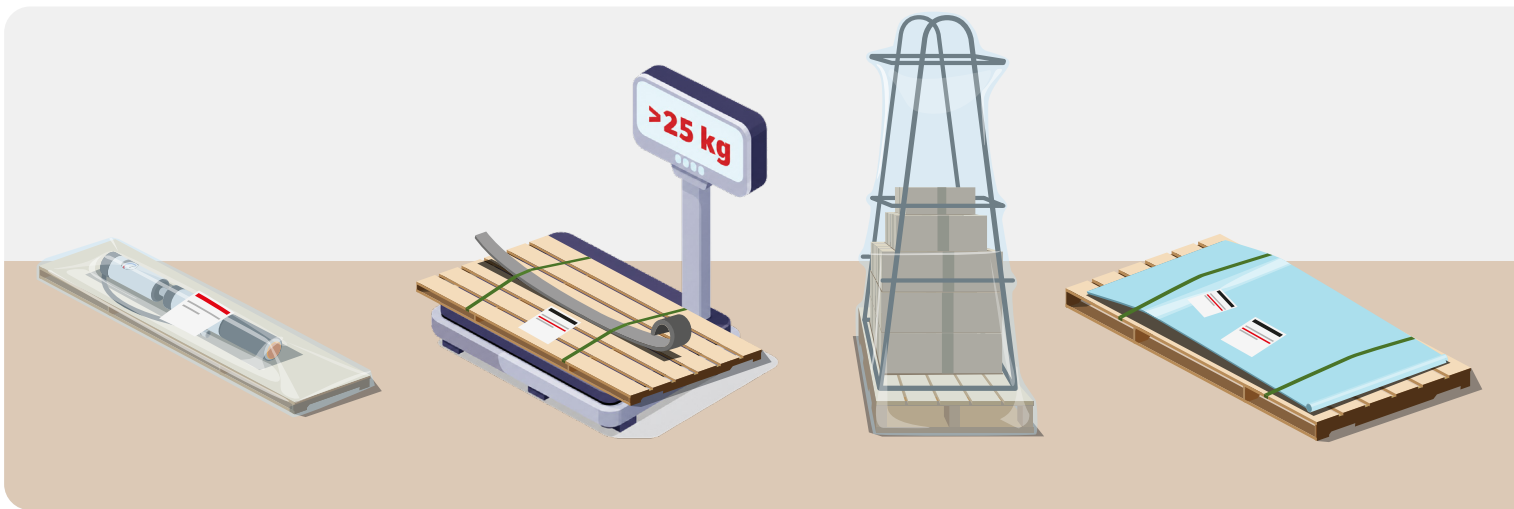


Type #2: Unstable top on multi piece pallets

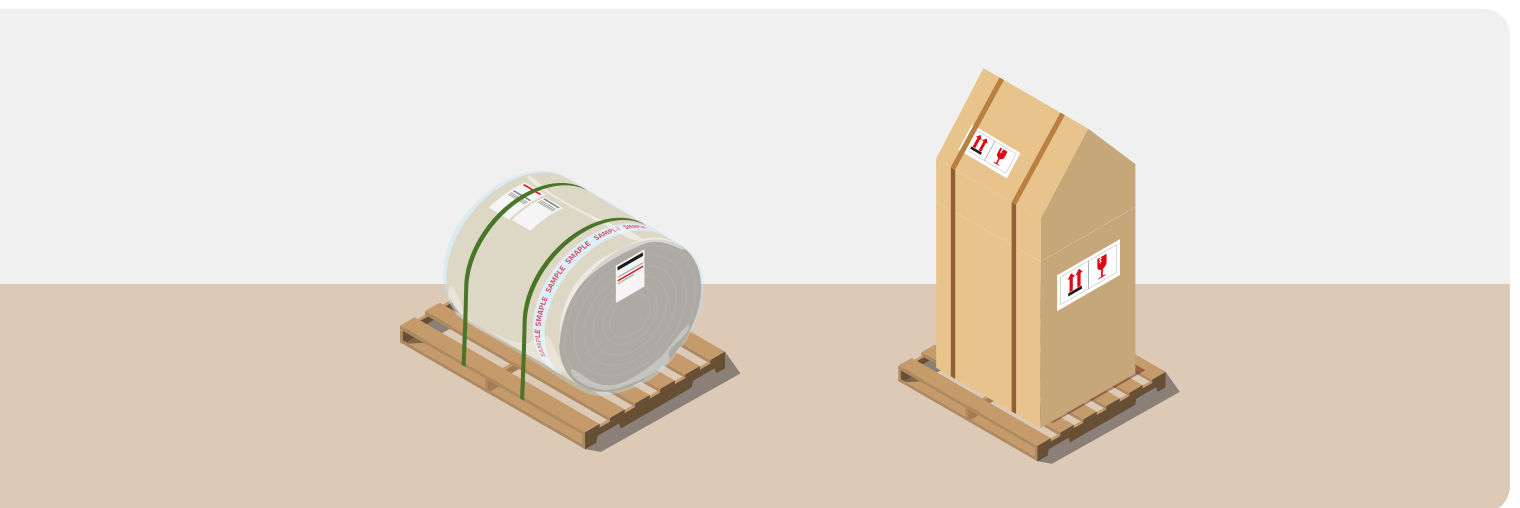


Packaging Shape: Needs to have a flat, hard top. Please note that rounded, uneven, soft, or irregular tops may trigger NSP. You can use crates or boxes for soft or irregular goods. Uneven or fragile tops, irregular shapes, or protruding goods make stacking unsafe.

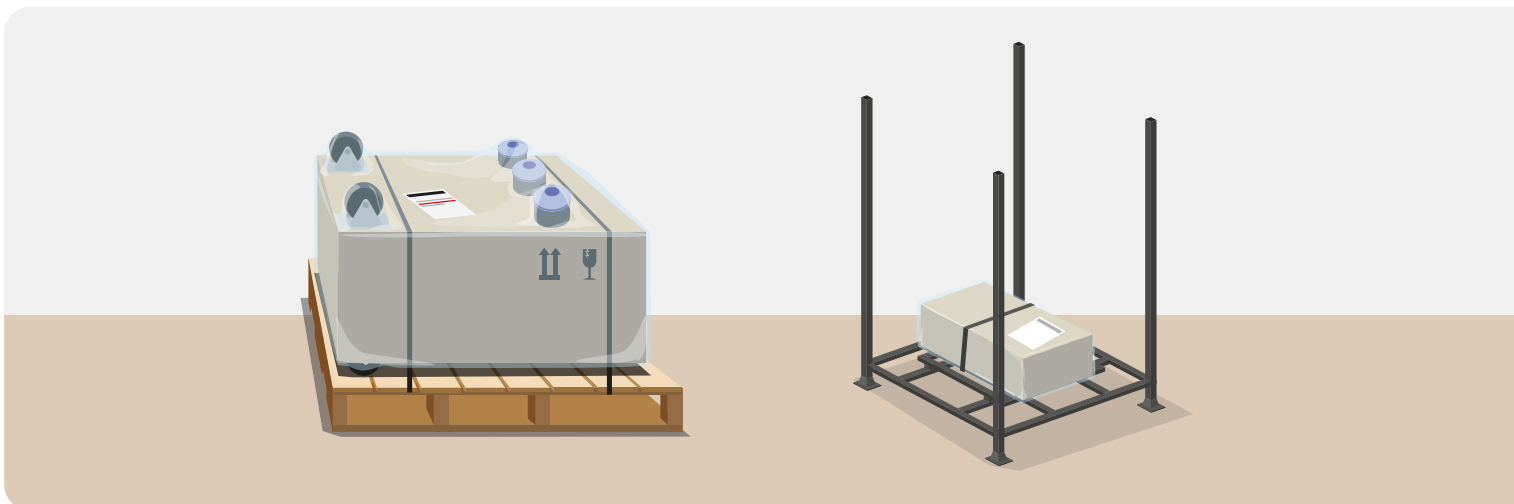
Type #3: Odd shaped commodity on pallets



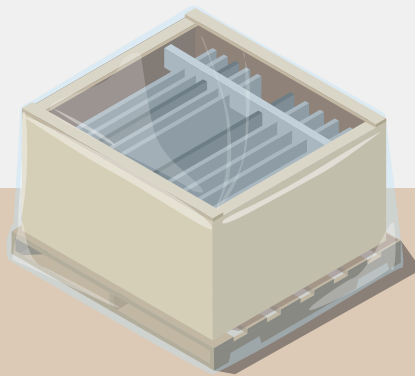
Type #4: Round or pyramid shape on pallets



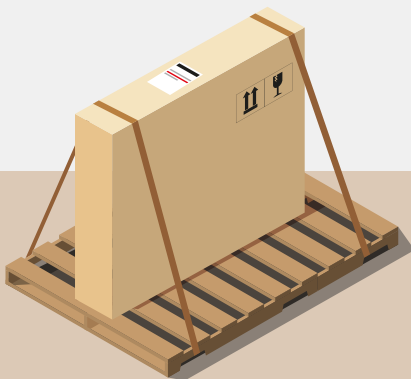
Type #5: Protruding parts on pallets



Type #6: Open top crates if handled as a pallet



Type #7: Tall and narrow pallets with small top surface



Type #8: Shipment with flat top significantly smaller than pallet

If the shipment's top surface covers half or less of the pallet, it will be treated as non-stackable for safety and handling reasons.



What Shipments Will Not Be Scanned as an NSP?

Pallets with just "fragile" marking on them are not considered NSP

Popular examples of those stickers are shown below:



Non-Conveyable Piece:

A Non-Conveyable Piece (NCP) is a shipment that requires additional handling and cannot be processed on our standard automated sort system due to its weight, shape, content or packaging material. This surcharge does not apply to pieces already subject to an Overweight or Oversize Piece surcharge.

The **fixed surcharge** is applied to every piece within a shipment that meets one or more of the following criteria. Please note a piece can only attract one Non-Conveyable Piece or Non-Conveyable Piece - Irregular surcharge.

a. Non-Conveyable Piece

- › Has an actual weight between 25 kg and 70 kg

b. Non-Conveyable Piece – Irregular

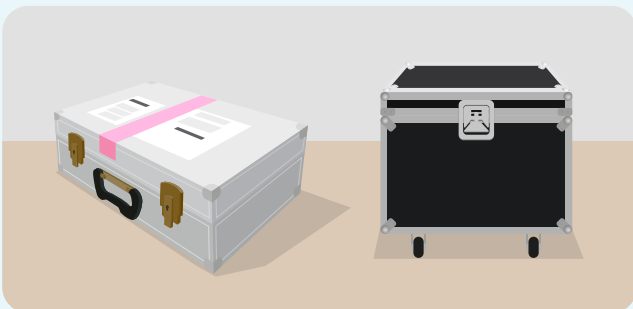
- › This charge is not weight-based
- › Has the potential to become entangled with or cause damage to other packages or the handling systems
- › Is not fully enclosed in an outer shipping container
- › Is packaged in materials other than corrugated cardboard, such as metal, wood, leather, hard or soft plastic, or expanded polystyrene foam
- › Is wrapped in shrink wrap or stretch wrap
- › Has a round or cylindrical shape, such as buckets, cans, drums, tires, or barrels
- › Includes wheels, handles, or straps



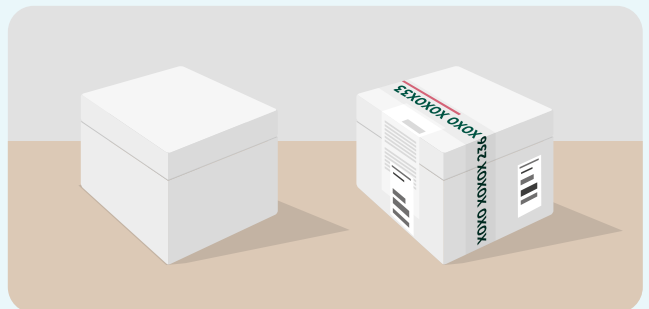
Wooden Crate



Hard Plastic



Metal



Polystyrene



Case / Bag Handles



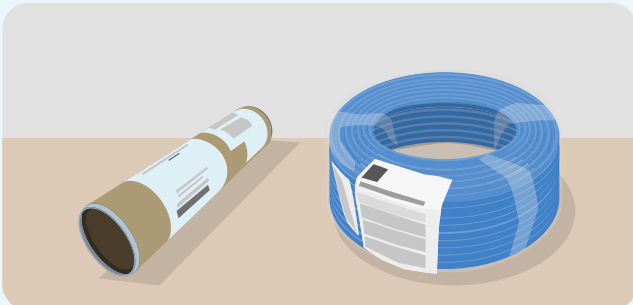
Loosely Strapped



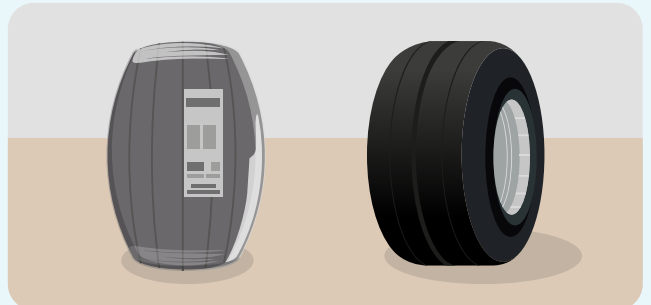
Item with Wheels



Drum / Canister



Cylinder / Round



Tires

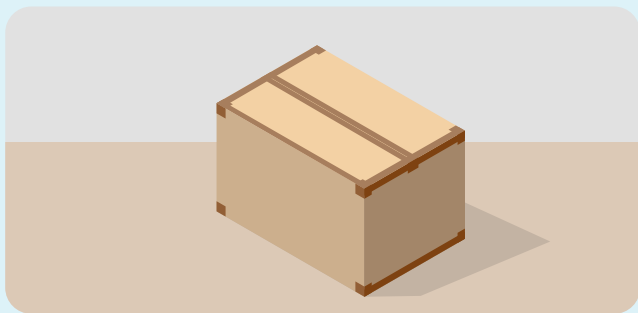


Loosely Wrapped

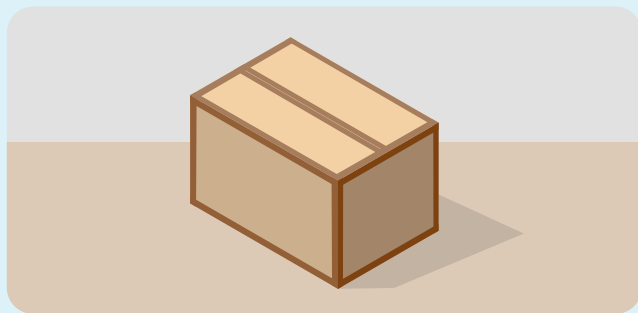
Loosely Wrapped

An item that has been covered with packaging material (film, bubble wrap, etc.) without sufficient tension, allowing the material to move, shift, or sag.

H-Taping Method



Not irregular



Not irregular

Characteristics of Excessively Taped Packaging

Sticky / Loosely Wrapped / Reflective / Low Grip Control (Slippery)



Excessive tape



Excessive tape



Stretch wrap / Reflecting

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