

Fees and Surcharges

Effective Monday 3 July 2023

The following fees and surcharges will apply unless otherwise negotiated.
The schedule of fees and surcharges listing is accurate at the time of publication however may change without notice.

Priority Service

Fees and Surcharges	Description	Current Fee
Attachment Fee	To cover administration labour costs to attach finance or POD consignment notes to a posted invoice.	\$44.10 per invoice
Business to Consumer (B2C) Carding Fee	Charged for any consumer delivery that requires a signature and is unable to be delivered. The parcel will be redirected to a Team Global Express Collection Point and the customer will be notified how to collect their parcel via SMS.	\$8.55 per consignment
Book In Fee	To deliver goods to a location where we are required to book a date and timeslot for delivery or where the receiver has limited hours for delivery.	\$41.80 per consignment
Cancelled – Connote Fee	An administrative charge where a consignment is manifested and posted electronically to Team Global Express but where no freight is presented.	\$2.90 per consignment
Failed Security Screening Fee	When an item has been screened due to aviation security requirements and fails due to detection of non-compliant contents, the Failed Security Screening Fee will apply. This fee includes return of the item to the customer.	\$27.50 per item
Fuel Surcharge	Variable fuel surcharge subject to change.	**Subject to change**
Futile Pickup Fee	Charged when a pickup is not ready, or the sender is unavailable.	\$17.80 per pickup
Incompatible Label Fee	If your barcode/label is not suitable for Team Global Express's automated sortation system, you will be notified. If this situation is not rectified within 48 hours, freight will be manually processed.	\$5.70 per item
Late File Fee	Electronic data files must be transmitted to Team Global Express prior to, or at the time of, freight collection. Late file fee applies to files received after freight has been collected.	\$17.80 per file
Limited Trading Day	Surcharge is applied for pick-ups and deliveries on Christmas Day and Good Friday.	\$884.05 per consignment
Manual Consignment Fee	Charged when a customer chooses to use a paper consignment note rather than creating a shipment electronically.	\$22.90 per consignment
Manual Handling Fee	To cover additional labour costs in processing and handling items of freight that cannot be sorted using our automated sortation equipment, a manual handling fee will be charged, primarily based on: <ul style="list-style-type: none"> · weight or dimensions exceeding 30kg, 1.2m length, 0.8m width, 0.6m height; or · inappropriate packaging (e.g. loose strapping or tape which can be caught in equipment); or · unstable freight (e.g. cylinders). <p>The list above is not exhaustive, and when determining how freight should be handled Team Global Express considers a range of issues, with safety being paramount.</p> <p>Please note that the longest dimension should be entered as the length of the item. Manual Handling Fee surcharges apply to all consigned products & services.</p>	\$13.75 per item

Applicable to MPEX (Mailplus Express)

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Misuse of Products	If connote is attached to an incorrect size satchel, carton or other item, additional charges for prepaid products will apply.	Cost for additional kilos
Pallet Storage Fee	Where a customer has requested Team Global Express to store freight pre-delivery or freight has been rejected by the receiver and must be stored by Team Global Express, a daily storage fee (including weekends) will apply.	\$22.90 per pallet, per day
Re-Delivery	For re-delivery of consignments where a delivery has been attempted and could not be completed due to the receiver being unavailable, incorrect / insufficient consignment details or refusal by the receiver. This fee applies to every delivery attempt to the same address. If a new address is required, a new consignment note is required. This fee does not apply to customers who pick up from Team Global Express Collection Points.	\$27.50 per consignment
Regional Area Surcharge	A surcharge is applied to a consignment when the location of a collection or delivery is a regional, remote or off-shore location where Team Global Express incurs additional costs to service. Regional area surcharges apply to all consigned products & services. RAS Suburb Listing Priority Service	\$29.75 Tier 1 \$58.95 Tier 2 \$88.70 Tier 3
Repacking Fee	To cover the cost of labour required to repack freight if package is unsafe or is inappropriately packaged to travel within the Team Global Express network.	\$17.15 per item
Sameday - Afterhours	In the event that a delivery or pick up is required before or afterhours (6pm to 7am) a fee will be applied at the time of booking	\$267.50 per consignment
Security Surcharge	The Security Surcharge is applicable to all items travelling intra and interstate on Priority services and will be charged as a percentage (%) of freight cost per consignment.	5.70% of freight cost per consignment
Tail Lift Requirement	When a consignment involving the collection or delivery of pallets or other heavy consignments requires the use of a tail lift or tilt tray truck.	\$83.00 per delivery (regardless of number of consignments) to the same address
Time Sensitive Freight (TSF)	Zone 1 surcharge applies to deliveries within 25km of a Team Global Express Service Centre. Zone 2 surcharge applies between 25km & 50km of a Team Global Express Service Centre. Conditions apply.	\$95.55 Zone 1 per consignment \$192.80 Zone 2 per consignment
Team Global Express's Extra Service (TES)	For \$500 coverage. Thereafter the charge is 2% of the coverage up to a maximum coverage of \$5,000 per consignment.	\$7.45 per consignment
WA - Onforwarding Surcharge	A fee applies when a manual consignment is raised on behalf of customers sending freight shipments to mine sites within Western Australia.	\$24.10 per consignment

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