

Fees and Surcharges



The following standard fees and surcharges will apply as described unless otherwise stated in your contract.
The listed schedule of fees and surcharges is accurate at the time of publication and may change without notice.

Where the charge is applied to 'per account' this refers to your trading account.
Team Global Express will be referred to as 'we', 'our' or 'us' within this document.

Name of Charge	Description	Service	Amount	Applied	
Account Service Fee	This fee covers the cost of maintaining and managing your account. It is applied to all invoices/statements or each account, depending on the business unit servicing your account.	Standard Pallet	\$32.05	per invoice	
		Intermodal - Standard			
Account Transfer Fee	Your consignment instructions tell us to charge a specific account. If we need to move that charge to a different account, we charge you the cost of administration.	Courier	\$5.00	per account	
		Standard Pallet	\$32.05	per consignment	
Advance of Funds Fee	To expedite freight through customs, we cover the upfront government charges and duties, along with the quarantine and inspection fees and taxes. This fee covers those charges, duties, fees and taxes. Charged as a minimum value or 5%, whichever is greater.	International	\$12.05 min. or 5%	per consignment	
After Hours Surcharges (outside 7am-6pm) / Public Holiday	If we are required to collect or deliver freight outside the hours of 7am to 6pm Monday to Friday, an After Hours Surcharge will apply. See further details for time breaks and applicable charges to the right.	Weekdays between 6pm to 10pm	\$74.50	+ Priority 1 Rate	
		Weekdays Late between 10pm to 7am	\$106.50		
		Saturdays between 7am to 6pm	\$74.50		
		Weekend between 6pm Saturday to 7am	\$106.50		
		Monday	\$106.50		
		Public Holiday Surcharge	\$212.50		
		Same-day before or afterhours (6pm to 7am)	Priority	\$267.50	per consignment
			Christmas day or Good Friday	\$884.05	
			Saturday Surcharge	\$370.20	
			Sunday Surcharge	\$432.00	
			Public Holiday Surcharge	\$468.65	
			Christmas day or Good Friday	\$884.05	
Weekdays between 6pm to 8am	International	\$884.05	per consignment		
	Standard Pallet	POA			
	Standard Road	\$308.45			
	Weekdays between 5pm to 9am	Standard Road		\$308.45	
Assist	If your freight is over 40kg, bulky/difficult freight that can't be loaded or unloaded by a single person, an Assist charge will apply to safely manage.	Courier	\$42.50	per hr - (Min 30 mins)	
Attachment Fee	You can download a consignment note or proof of delivery from MyTeamGE for free. If you ask us to attach them to your invoice manually, we charge this fee to cover our cost of administration.	Priority			
		Standard Road	\$44.10	per invoice	
Australian Quarantine & Inspection Service (AQIS)	If you're sending freight to Tasmania, an Australian Quarantine & Inspection Service (AQIS) is completed. This fee covers the cost of the check, subject to change. Note, Full Container Load (FCL) or Less than Container Load (LCL).	International	\$40.90	per unit	
		Tasmania	\$1.35	per cubic metre	
			\$0.90	per consignment	
Book In Fee	Applies if we need to arrange a non-standard delivery with a specific day and/or time, or the receiver has limited open hours.	Priority			
Business to Consumer (B2C) Carding Fee	Where a B2C Signature Required (SR) delivery is unable to be delivered, e.g., if no-one is home, we'll take the parcel to a Team Global Express Service Hub for collection. The receiver will be left a 'Sorry We Missed You' card with instructions how to collect their parcel and notified via SMS and/or Email and a carding fee will be applied.	Standard Road	\$41.80	per consignment	
		International			
Futile Pickup or Delivery Fee	If your freight isn't ready for collection and our driver has already arrived at the pickup location or where the receiver is unable to accept delivery, we will apply this fee.	Priority		per pickup/delivery	
		Standard Road	\$4.00		
		Standard Pallet	\$17.80		
		Standard Pallet	\$16.60		
Cancelled - Connote Fee	If you cancel your booking or electronically submit and manifest your consignment details, but do not present freight for collection and the driver has already arrived at the pick-up location, and we must manually cancel the consignments. This fee will be applied.	Courier		minimum rate per original	
		Priority			
		Standard Road	\$2.90	per consignment	
Citylink Surcharge	Where a consignment travels from and/or into Melbourne, we incur Transurban fees for road widening projects. We pass these fees onto you.	Standard Pallet	0.43% of freight cost	per consignment	
		Intermodal - Standard	0.43% of freight cost	per consignment	
Coastal Container Maintenance Charge	Our partner, ANL, introduced a container maintenance charge to all coastal imports, for damage claims up to \$250, effective from 01/03/2022. We pass this charge on to you.	Intermodal - Standard	\$21.00	per TEU (Twenty-foot Equivalent Unit)	
Container / Pallet / Other Storage Fee	If container or pallet storage is requested or where we are unable to deliver and must be stored, a daily storage charge will apply, including weekends, to cover the cost of storage. See additional details for further clarification.	Up to 2 days (excluding day of arrival)	\$20.00	Per container ;	
		More than 2 days	daily storage rate	Per day	
		Priority	\$22.90	per pallet, p/day	
		Standard Road			
Customs Clearance Admin	If your freight is imported and requires a custom quarantine inspection, this fee covers the cost of the inspection.	International	\$0.30	per kg per day, min \$30.00	
Dangerous Goods (DG)	If we are required to move goods classed as 'dangerous' under the Australian Dangerous Goods code, we incur additional labour, facility, and legislative compliance costs. This fee covers those costs.	Standard Road	\$57.25	per consignment	
		Standard Pallet	\$152.20	per consignment	
		Intermodal - Standard	\$365.00	per container	
Demurrage	If we're unable to collect or deliver freight within allowable waiting periods, this charge will apply. See additional details for further clarification.	Non bulk items			
		Up to 100kg (30 mins waiting period)	\$6.40	per 15min, per con	
		Up to 1000kg (30 mins waiting period)	\$9.10		
		Up to 5 tonne (30 mins waiting period)	\$15.50		
		Up to 10 tonne (45 mins waiting period)	\$18.20		
		10 tonne to 20 tonne (60 mins waiting period)	\$24.60		
Greater than 20 tonne (120 mins waiting period)	\$31.05				
Wharf/Customer	Charged per hour after included time (60 mins)	Intermodal - Standard	\$125.00	per hour	
Ex WA Pickup Charge	Where freight is collected in Western Australia and delivered in WA or to NT, we apply this charge. This does not apply for deliveries outside WA and NT. The charge is calculated as a flat rate plus a kg rate.		\$51.50	consignment fee	
			\$0.09	1kg to 1000kg	
			\$0.09	1001 kg to 3000kg	
			\$0.07	3001 kg to 8000kg	
Export Customs Entry (EDN or ECN)	If your consignment is valued at AUD \$2,000 or over and customs clearance occurs, or where commercial exports to New Zealand is valued at NZD \$400 or over, including transport costs, this charge applies and is passed on to you.	Exports (excluding NZ)	\$17.75AUD	per consignment	
		Exports to New Zealand	\$25.20NZD		
Export Security Surcharge	For customers paying for export services, the export security screening surcharge is a fee associated with the screening process that goods undergo before being exported.	International		1.5% per consignment	

Name of Charge	Description	Business Unit	Amount	Applicable
Failed Security Screening Fee	If an item fails aviation screening security requirements due to detection of non-compliant contents, we'll return the item to the sender and apply a Failed Security Screening Fee. This fee covers the cost of the return.	Priority	\$27.50	per item
		Standard Road International	\$27.45	
Fuel Surcharge (FSC)	A Fuel Surcharge will be applied in line with fluctuating fuel-gate prices and is subject to change.	Courier	Reviewed monthly	
		Priority		
		Standard Road		
		Standard Pallet		
		International		
		Intermodal - Standard	Per consignment; Reviewed Monthly	
		Tasmania	Reviewed monthly	
Hand Unload Fee	Manual load/unload charges will apply for consignments if the driver is required to: <ul style="list-style-type: none"> deliver freight (pallets or loose cartons) beyond 3m from truck (using pallet jack, trolley or by hand) break down pallets and/or removal of pallet with rubbish from customer's site physically remove items from pallet (or vehicle) deliver to residential, office buildings or retail store addresses deliver to site where the customer has no forklift and requires freight to be unloaded leave freight at site, where Customer is not available to receive handle long lengths or oversized items. We will apply this fee to cover the cost of the additional manual labor.	Standard Pallet	\$63.50	per pallet or large/oversized loose item
Import Security Surcharge	For customers paying for import services, the import security screening surcharge is a fee associated with the screening process that goods undergo before being exported.	International	1.50%	per consignment
Incompatible Label / Manual Freight Label Fee	If you're not using our common label or barcode and it isn't suitable for our automated sortation system, we'll notify you. If the label isn't corrected within 48 hours, we'll manually process the freight. This fee covers the cost of our manual processing.	Priority	\$5.70	per item
		Standard Road	\$5.70	per item
		Standard Pallet	\$12.05	per label
		International	\$5.70	per item
International Screening Security Surcharge	If an 'already screened at origin' declaration has not been received, this charge applies and is passed on to you.	International	3.09%	per consignment
Late File Fee	If using electronic data files, they must be transmitted to us before, or at time of, freight collection, otherwise this late fee applies.	Priority	\$17.80	per file
		Standard Road		
		International		
Loading/Unloading/Waiting Time	If Collection or delivery waiting time is longer than 5 minutes, we charge this fee for any load/wait time over 5 minutes.	Courier	\$5.00	per additional 5 minute increments
Manual Consignment / Freight Label Fee	If a manual paper consignment is used instead of creating a shipment electronically, such as via MyTeamGE, we apply this fee.	Standard Pallet	\$24.60	per consignment
		Priority	\$22.90	
		Standard Road Intermodal - Standard	\$24.60	
Manual Handling Fee	If your freight can't be sorted using our automated sortation equipment, we incur additional labour costs to manually process and handle it. This fee will be charged to cover these costs, which are primarily based one of the following: <ul style="list-style-type: none"> weight or dimensions exceeding 30kg up to 34.9kg, 1.2m length up to 1.79m, 0.8m width up to 1.79m, 0.6m height up to 1.79m (Please note that the longest dimension should be entered as the length of the item). inappropriate packaging (e.g. loose strapping or tape which can be caught in equipment) unstable freight (e.g. cylinders). The list above is not exhaustive, and when determining how freight should be handled, we consider a range of issues, with safety being paramount. This fee will be applied to all products & services.	Priority	\$13.75	per item
		Standard Road		
Manual Handling Fee - Oversize	If your freight can't be sorted using our automated sortation equipment, or requires two or more people to manually handle the item, we incur additional labour costs to manually process and handle the freight. This fee will be charged to cover these costs, which are primarily based on one of the following: <ul style="list-style-type: none"> weight or dimensions exceeding 34.9kg, over 1.79m in length, width or height OR exceeding 0.7m3 in cubic volume (please note that the longest dimension should be entered as the length of the item) inappropriate packaging (e.g. loose strapping or tape which can be caught in equipment) unstable freight where two or more people are needed to safely handle the item. The list above is not exhaustive, and when determining how freight should be handled, we consider a range of issues, with safety being paramount. This fee will be applied to all products & services.	Priority	\$57.25	per item
		Standard Road		
Manual Invoice Fee	If you need us to manually update your invoice before it is sent, we charge this fee to cover our cost of administration.	International	\$44.10	per invoice
Misuse of Products	If the information you have declared on your consignment note is incorrect and needs to be corrected by us (such as incorrectly declared weight, dimensions, destination and/or origin address), this fee will apply.	Priority	Cost for additional kilos	
		Standard Road		
Non-Standard Items / Un-crated Machinery	If sending irregular or large, bulky freight i.e., cardboard shippers, workbenches, furniture, un-crated machinery or similar nature etc, it will be measured as a minimum height of 2.88 metres x length x width.	Standard Pallet	POA	
Outer Metro/Country Rates	Rate per Km from Origin to Destination. Charge includes return to Metropolitan area. Applicable to loads <1 tonne	Courier	\$3.00	per km
Over Length Surcharge	If your freight is longer than 3.69m, these surcharges contribute to the cost of carrying the longer item and will be applied.	up to 3.69m	Nil	
		Between 3.70m to 5.99m	\$139.65	per consignment
		Between 6.0m to 7.29m	\$203.15	
		7.3m and over	\$759.85	
Overnight Hold	Flat fee + Priority 1 rate (+ after hours if required on a weekend)	Courier	\$42.50	up to 2 pallets
Paper Invoice	If you require us to provide a paper invoice, we will charge this fee.	Courier	\$3.50	per invoice
		International	\$4.60	
Quarantine - Entry	A Quarantine - Entry fee is charged when importing goods to select countries, including Australia, where customs quarantine entry is required. We pass this fee on to you.	International	\$85.30	per consignment
Quarantine - Inspection	A Quarantine - Inspection fee is charged when importing goods to select countries, including Australia, where customs quarantine inspection is required. We pass this fee on to you.	International	\$115.55	per consignment
Rail Cancellation Fee	If a consignment is cancelled less than 24 hours from rail departure cut-off time, we will charge this fee.	Intermodal - Standard	\$350.00	per event
Receiver or Third Party Fee	Where a consignment is charged to the receiver or a third party, this fee will apply.	Standard Road	\$16.05	per consignment
Re-consignment Fee	If you ask us to on-forward freight via another transport company, we'll apply this fee to the sender.	Standard Pallet	\$49.20	per consignment
Re-Delivery	If we attempt a delivery and it can't be completed because the receiver is unavailable, the consignment details are incomplete or incorrect, or the receiver refuses, a fee for each re-delivery attempt will apply. Re-delivery will only be completed to the same address. If delivery to a new address is required, a new consignment note is needed. This fee does not apply to customers who collect from Team Global Express Collection Points.	Priority	\$27.50	per consignment
		Standard Road	\$27.50	
			\$88.70	up to 2 pallets included
			\$44.35	per additional pallet thereafter
		Standard Pallet	\$44.35	Bulk Load per vehicle
			POA	

Name of Charge	Description	Business Unit	Amount	Applicable	
Regional Area Surcharge	If the collection or delivery of freight is to/from a regional, remote or off-shore location and we incur additional costs to service, this surcharge will apply to all applicable products and services.	Priority	Tier 1	\$29.75	per consignment
			Tier 2	\$58.95	
			Tier 3	\$88.70	
		International	Tier 1	\$29.75	
			Tier 2	\$58.95	
			Tier 3	\$88.70	
		Standard Road	Remote Locations:	\$71.60	
			Nullarbor Plains Surcharge:	\$140.15	
			Onforwarding Zone 1:	\$10.90	
			Onforwarding Zone 2:	\$28.05	
			Offshore Surcharge (in addition to Regional Area Surcharge)	\$4.40	per kilo
			Postcodes Classed as International	POA	
Postcodes Classed as Mining Zones	POA				
Repacking or Repalletise Fee	If your freight has unsafe or inappropriate packaging and cannot travel within our network, we may need to repack the freight to keep it moving. This fee covers the cost of repacking.	Standard Pallet	\$46.35	per item	
		Priority			
		Standard Road	\$17.15		
Security Surcharge	All items travelling intra and interstate on Priority services will incur this surcharge.	Priority	5.70% of freight cost	per consignment	
		Standard Road			
Tail Lift Requirement	If a consignment involving the collection or delivery of pallets or other heavy consignments requires the use of a tail lift or tilt tray truck, this fee will be applied.	Priority	\$83.00	per delivery to the same address	
		Standard Road			
		Includes up to 2 pallets	\$89.30		
		per additional pallet thereafter	\$44.60		
Taxi Truck Charges	If a Taxi Truck is required, these charges will apply. Taxi Trucks from 2 tonne & above are charged in 15 min increments of the hourly rate. Minimum hours are charged depending on vehicle type.	Courier		hourly rate or minimum rate	
		International	\$83.00		
Team Global Express's Extra Service (TGES)	We offer a minimum freight coverage of \$500, charged as a flat fee (see amount column). Any coverage over \$500, up to \$5000 or as otherwise negotiated, is calculated as the first \$500 flat fee (see amount column) + 2% of the additional coverage value over the initial \$500 coverage (Example: \$1,300 coverage total . Subject to the limitation and exclusion of liability per our Terms and Conditions. *Please refer to Courier specifics.	Priority	\$7.45	per consignment	
		Standard Road			
		International			
		Standard Pallet	\$8.05	per consignment for invoices below \$125.00, or 4% of invoice amount if over \$125.00	
Time Sensitive Freight (TSF)	Where freight is time sensitive and we are required to deliver within certain timeframes, this charge applies. Zone 1 deliveries within 25km of a Team Global Express Service Centre. Zone 2 between 25km & 50km of a Team Global Express Service Centre.	Priority	\$95.55	per consignment	
			\$192.80		
Time Slot/Delivery Restriction Fee	Where Team Global Express is required to deliver with specific requirements, such as: · book a date/timeslot for delivery · deliver at or before 2:30pm this fee will apply. It will also be charged if the receiver: · is closed on selected weekdays · provides a delivery window · requires arrangements for delivery time (a phone call prior to delivery is provided without charge).	Standard Pallet	\$40.05	per consignment	
Via Depot (Rail Drag)	If you're unable to accept a rail delivery within the free 2 day storage period (excluding day of arrival), this fee will be charged.	Intermodal - Standard	\$125.00	Per event	
WA - Onforwarding Surcharge	If sending freight to mine sites within Western Australia, this fee is applied when manual consignments are raised.	Priority	\$24.10	per consignment	
		Standard Road	\$24.10		
		International	\$24.00		
Wharf Cartage Fees	Coastal fees and surcharges are charged by wharf operators and coastal linehaul providers. We pass these fees and surcharges on to you.	Intermodal - Standard		Per TEU*/Per FEU* Refer to Coastal Fees & Surcharges table below	

*FEU refers to forty foot equivalent units and TEU refers to twenty foot equivalent units

COASTAL FEES & SURCHARGES (INCLUDED IN COASTAL RATES)										
EXPORT	MELBOURNE		SYDNEY		PERTH		BRISBANE		ADELAIDE	
	20'	40'	20'	40'	20'	40'	20'	40'	20'	40'
Vehicle Booking System (VBS) Fees	\$38.85	\$38.85	\$38.85	\$38.85	\$48.50	\$48.50	\$51.00	\$51.00	\$30.50	\$30.50
Container Chain Fees	\$68.00	\$68.00	\$68.00	\$68.00	\$62.60	\$62.60	\$108.00	\$108.00	\$60.00	\$60.00
Energy Charge	\$5.30	\$5.30	\$5.30	\$5.30	\$3.50	\$3.50	\$5.30	\$5.30	\$0.00	\$0.00
Chain of Responsibility	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$22.50	\$22.50	\$0.00	\$0.00
Terminal Access Charges / Infrastructure	\$136.40	\$136.40	\$124.20	\$124.20	\$50.00	\$50.00	\$121.79	\$121.79	\$112.50	\$112.50
Bunker Fuel	\$186.00	\$372.00	\$186.00	\$372.00	\$186.00	\$372.00	\$186.00	\$372.00	\$186.00	\$372.00
Environmental Levy										
IMPORT	MELBOURNE		SYDNEY		PERTH		BRISBANE		ADELAIDE	
	20'	40'	20'	40'	20'	40'	20'	40'	20'	40'
Vehicle Booking System (VBS) Fees	\$38.85	\$38.85	\$38.85	\$38.85	\$48.50	\$48.50	\$51.00	\$51.00	\$30.50	\$30.50
Container Chain Fees	\$68.00	\$68.00	\$68.00	\$68.00	\$62.60	\$62.60	\$108.00	\$108.00	\$60.00	\$60.00
Energy Charge	\$5.30	\$5.30	\$5.30	\$5.30	\$3.50	\$3.50	\$5.30	\$5.30	\$0.00	\$0.00
Chain of Responsibility	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$13.60	\$22.50	\$22.50	\$0.00	\$0.00
Terminal Access Charges / Infrastructure	\$170.50	\$170.50	\$155.20	\$155.20	\$64.00	\$64.00	\$149.05	\$149.05	\$112.50	\$112.50