

2025 Surcharge Definitions

Additional Handling

\$32.00

An Additional Handling Charge will be assessed for any package that requires special handling or meets any of the following criteria, as determined by OnTrac in its sole discretion, including, but not limited to:

- **Packaging:**
 - Any article that is not fully encased in corrugated cardboard, including but not limited to metal, wood, hard plastic, soft plastic (e.g., plastic bag), or expanded polystyrene foam (e.g., Styrofoam).
 - Any cylindrical-like item, such as a barrel, drum, pail, or tire, that is not fully encased in a corrugated cardboard shipping container that prevents it from rolling.*
 - Any package routed through the OnTrac irregular package sortation process.
 - Any other package that requires special handling, as determined by OnTrac in its sole discretion.
- **Length:** Any package with the longest side exceeding 48 inches; or
- **Width:** its second-longest side exceeding 30 inches; or
- **Weight:** Any package with an actual weight of greater than 50 pounds; or
- **Length + Girth:** Any package with the sum of its length (longest side of the package) plus girth $[2 \times \text{width}] + [2 \times \text{height}]$ exceeding 105 inches.

An Additional Handling Charge will not be assessed when an Over Maximum Limits Surcharge, Unauthorized Surcharge, or Large Package Surcharge is applied. A minimum billable weight of 40 pounds will apply to any package eligible for an Additional Handling Charge due to Length, Width, or Length + Girth.

**If this applies to your shipment, you may see "Irregular Shape/Package" on your invoice instead of "Additional Handling."*

LPS - Large Package

\$260.00

A Large Package Surcharge will be applied to any package when a package meets any of the following criteria:

- **Length:** Any package with the longest side exceeding 72 inches.
- **Length + Girth:** Any package with the sum of its length (longest side of the package) plus girth $[(2 \times \text{width}) + (2 \times \text{height})]$ exceeding 130 inches.

Large packages are subject to a minimum billable weight of 90 pounds in addition to the Large Package Surcharge. An Additional Handling Charge will not be assessed when a Large Package Surcharge is applied.

Over Max Limits

\$1,300.00

Packages with a billable weight of more than 150 pounds, or that exceed 108 inches in length, or exceed a total of 165 inches in length (longest side of the package) plus girth [(2 x width) + (2 x height)] combined are not accepted for carriage. These packages are Over Max Limits; however, if found in our system during transit, we will assess an Over Max Limits package surcharge. We reserve the right to refuse Over Max Limits packages, or upon discovery during transit to make appropriate adjustments to shipping charges. Neither an Additional Handling Charge nor a Large Package Surcharge will be assessed when an Over Max Limits Surcharge is applied.

Unauthorized

\$1,300.00

Packages with a billable weight of more than 150 pounds, or that exceed 108 inches in length, or exceed a total of 165 inches in length (longest side of the package) plus girth [(2 x width) + (2 x height)] combined are not accepted for carriage. These packages are unauthorized; however, if found in our system during transit, we will assess an Unauthorized Package Surcharge. We reserve the right to refuse Unauthorized Packages or upon discovery during transit to make appropriate adjustments to shipping charges. Neither an Additional Handling Charge nor a Large Package Surcharge will be assessed when an Unauthorized Package Surcharge is applied.

Residential Delivery

\$6.10

A Residential Delivery Surcharge will be applied to any delivery to a location that is a residential home, including a business operating out of a residential home.

Residential Signature

\$7.20

A Residential Signature Surcharge will be applied when the Shipper requests OnTrac to obtain a delivery signature from an individual at, or near the delivery address, including, but not limited to, a neighbor, leasing office, or mail room. OnTrac will not accept liability for service or claims when the Shipper has authorized the delivery driver to leave a package without obtaining a delivery signature.

Delivery Area Surcharge / Extended Delivery Area Surcharge

\$6.15/\$8.30

Delivery Area Surcharges or Extended Delivery Area Surcharges will apply to each package delivered to certain ZIP codes within our coverage area. The current list of eligible ZIP codes can be found here: <https://ontrac.sirv.com/pdf/ontrac-area-surcharge-zip-codes.pdf>

Address Correction

\$24.00

When an address provided to OnTrac is incorrect or incomplete for purposes of completing delivery, OnTrac may correct or complete an address based on information obtained from the Shipper, the consignee, or other means. In such instances, an Address Correction Surcharge will be applied.

Pickup Services

OnTrac offers on-call and daily scheduled pickups.

Weekly invoices ranging from \$0.00 to \$74.99 will incur a weekly charge of **\$46.00**.

Weekly invoices ranging from \$75.00 to \$99.99 will incur a weekly charge of **\$25.00**.

Weekly invoices over **\$100.00** will not incur a weekly charge.

On-call pickups are subject to a pickup fee and are not available for same-day delivery services. OnTrac Ground Service requires a daily scheduled pickup.
