



ESSENTIAL

PACKAGING GUIDE

Standardized Recommendations

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[EnviaShipping.com](https://www.envia.com) is an online software platform that provides logistics solutions for the e-commerce field.

When creating your shipping labels, it's necessary to fulfill the packaging requirements in order to transport your packages without problem with the carriers available in our platform.

It's necessary that your products are correctly packaged.

We suggest you consult with the carriers selected, however, we provide for you this guide where you'll find suggestions and recommendations based on the established standards.

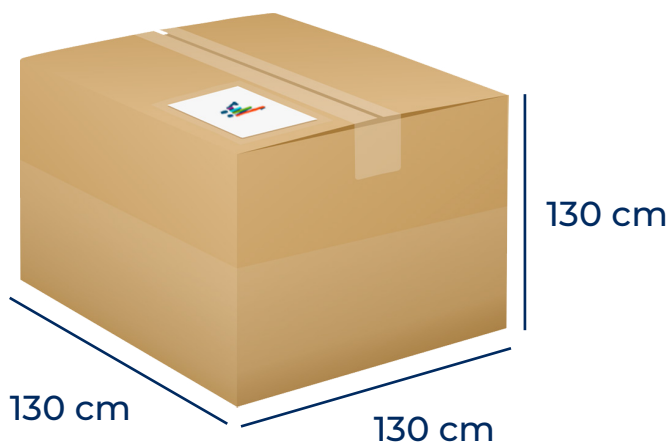


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PACKAGING'S MEASURES & MAXIMUM WEIGHT

Measurements and maximum weight vary depending on the carrier. Next, we provide for you an example:



Measurements:
130 cm x 130 cm x 130 cm

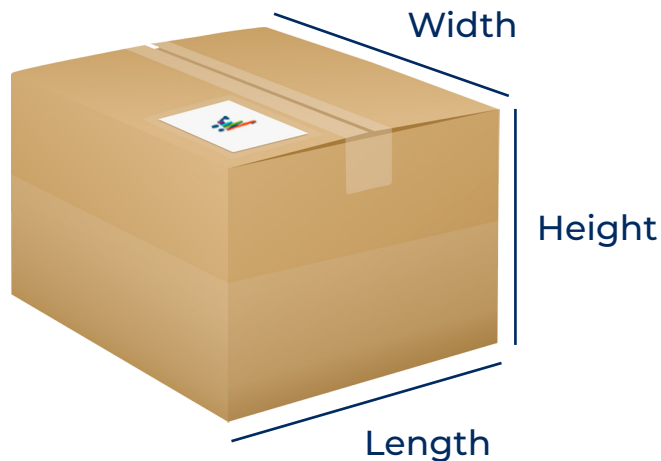


130 Kilograms

Weight:
130 Kilograms

VOLUMETRIC WEIGHT

The volumetric weight applies when the package has a lower weight compared with the volume it has. When the dimensional weight exceeds the real weight, an extra charge will be emitted based on the dimensional weight. It's calculated the next way:



Always measure your packages correctly. In this case, the measurement is the next:


Height: 16 cm
Width: 40 cm
Length: 40 cm

With these measurements, you should be able to calculate the volumetric weight. The formula is the next:

$\text{Length} \times \text{Width} \times \text{Height (cm)} / 5000$
 $40 \times 40 \times 16 / 5000 = 5.12$

On average, the volumetric weight is 6 KG

At [EnviaShipping.com](https://www.enviashipping.com) automatically calculated, it's important to capture the data indicated:



Dimensions

Shipping type ⓘ Package ▾

Quantity ⓘ 1

* Weight 6 g

* Length 40 cm

* Width 40 cm

* Height 16 cm

Volumetric Weight: **5.12 kg** ⓘ

Quote

KG / CM LB / IN

Real weight on KG

Something that happens is the weight of your package being higher than the volumetric weight, it means that if your package weights 10 KG then you should write 10KG.

The final price from the carrier should come from the higher volume between the real weight and volumetric weight.

FREQUENTLY ASKED QUESTIONS: **Overweight**

What happens if I make a mistake by writing the weight and/or measurements of my package incorrectly?

When this happens, we should incur an overweight charge.

Is the overweight expensive?

Yes. Weight and volume should always be exact. This is necessary to avoid overweights, if the overweight is detected the carrier penalizes each extra kilogram and this can have a higher price at the end in some instances doubling or tripling the price.



How much and when does the overweight charge apply?

The charge for overweight is automatically generated through our system. At the moment a shipment with extra dimensions is declared, an automatic charge will be discounted from your balance, it also can end up with a negative balance but in other cases, the payment will be charged up a month later.

Prices vary depending on the carriers selected, and these will be reflected on the account status section.

How can I prevent an overweight charge?

The best way to prevent, an overweight charge is to make sure you insert the correct information:

- Apply the volumetric weight ($L \times L \times L / 5000$). It's important to calculate it because at the end, the final weight the carrier is going to use is the higher between the volumetric weight and real weight (KG).
- Use standard boxes.
- If there are more people in charge of making the shipments, it's important that all the responsible are trained about the practices mentioned before to avoid extra charges. This point is very important because in this step is when more extra overweights emerge, by not having a control and inputting incorrect information.

How can I make a clarification / claim about an overweight charge in my account?

It's necessary to go to the Status Account section that you find on the dashboard; if you don't recognize an overweight charge in your account, it's necessary to notify our Support Team via chat or call to provide a solution for you.

NOTE: THE OVERWEIGHT SECTION SHOULD BE CHECKED WEEKLY, NOT COVERING THE 100% OF THE OVERWEIGHT, THE QUANTITY REMAINED WILL BE PENDING. AFTER A MONTH, THE OVERWEIGHT IS CHARGE IN THE "ACCOUNT STATUS" REQUESTS WON'T BE ACCEPTED BECAUSE CARRIERS WON'T ACCEPT CLARIFICATIONS OR CLAIMS.

Is there a penalty if I do not liquidate my debt for overweight?

Yes, not covering the 100% of the debt you have directly with [EnviaShipping](#), can generate the suspension of your account and the exigence of the payment through judicial and extrajudicial means.



GENERAL PACKAGING GUIDELINES

You can use your own packaging if the boxes are resistant and are in good condition with all the flaps intact.

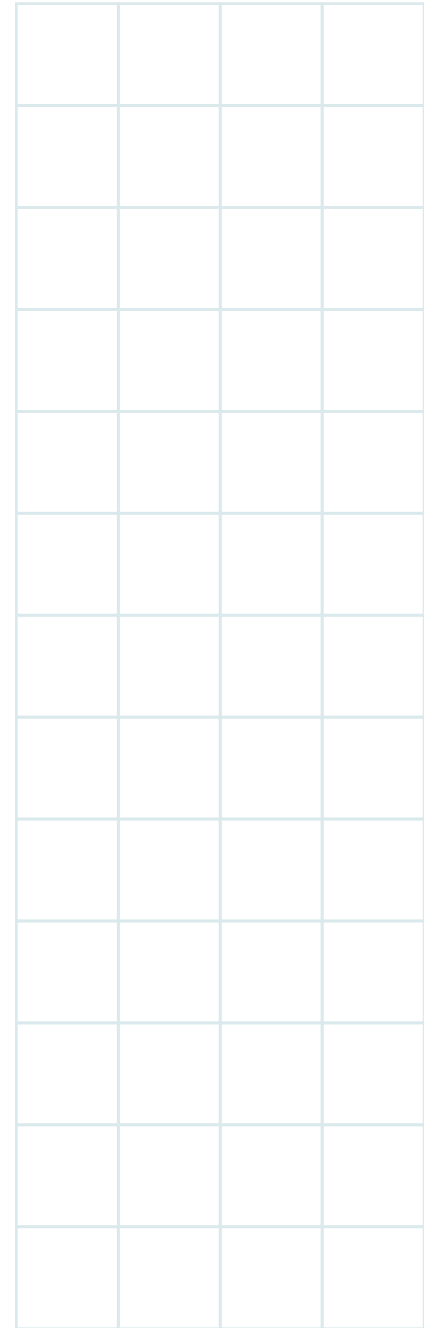


Boarded boxes as those used for presents or shoes, should be packed in one more corrugated box.

Use double wall cardboard boxes for heavier articles.

Pack the smallest packages inside a bigger box. For express shipments, from **18 cm x 10 cm x 5 cm (7" x 4" x 2")**.

Double box for fragile items, with **8 cm (3")** of damping inside and around the smallest box.



Wrap the articles individually with filling material and put them in the center of the box with distance from the corners, top and bottom of the box.

Pack the articles that might get damaged by a normal manipulation like dirty or label placement in another box for protection.



For not common articles, at a minimum, you should wrap all sharp or protruding edges.

Add another label, business card or letterhead with the address and telephone number from the recipient and the destination's address and telephone number inside the package before sealing it.

Delete all the previous labels from the reused boxes and make sure it's not damaged with holes or dents in the top corners of the outer box.

GENERAL PACKING METHODS

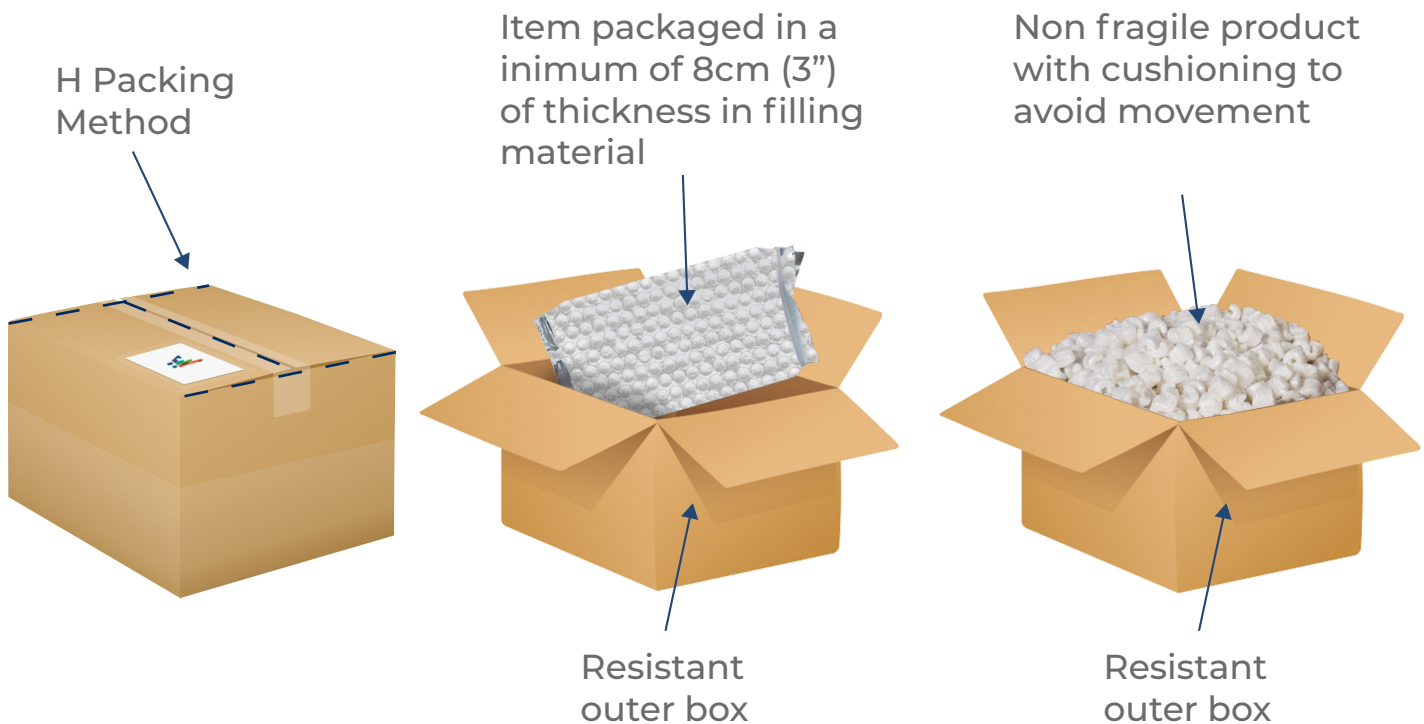
Follow these general guidelines for the two most popular packaging ways and the recommendations for articles with unusual shapes. For all your shipments, we recommend you to use new boxes and in good conditions.

In case of reused boxes, please verify if it's in good condition and that it does not have holes or has damages in the corners. You should also remove the previous labels to avoid mistakes. Make sure that the item has space between the walls of the box in order to protect it of possible damage or vibrations.



Individual-Box Packaging Method

- Send non-fragile items such as soft items inside an outer resistant box.
- Use materials like newsprint filling, polystyrene or bubble wrap to prevent empty spaces and the movement of the items during the transportation.
- Pack the items that may be damaged by water, dust or humidity inside a plastic bag.
- Put together the small items or granular products in a sealed container like a plastic bag and then pack them in an outer resistant box.
- Use the H method to seal your package.



PACKAGING METHOD

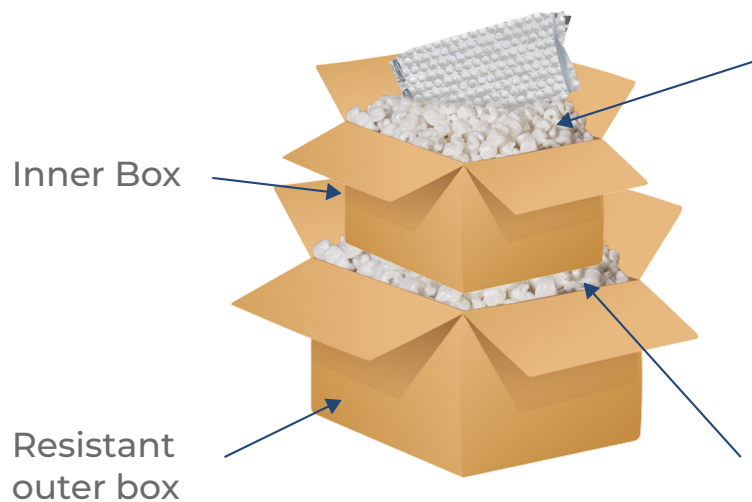
BOX-IN-BOX

- Packaging items individually with at least 5-cm (2") of thickness with bubble wrap or foam material that fit easily inside a corrugated box.

- Avoid the movement of the items filling the box with newsprint filling, polystyrene or another filling material.

- Close and seal the inner box by using the sealing H method. This will help you to prevent the box from opening accidentally.

Image about Box with Polyexpan



Packing material (example: Polyexpan) with minimum 5 cm (2") of thickness on each side.

Packing material (example: Polyexpan) with minimum 8 cm (3") of thickness on each side.

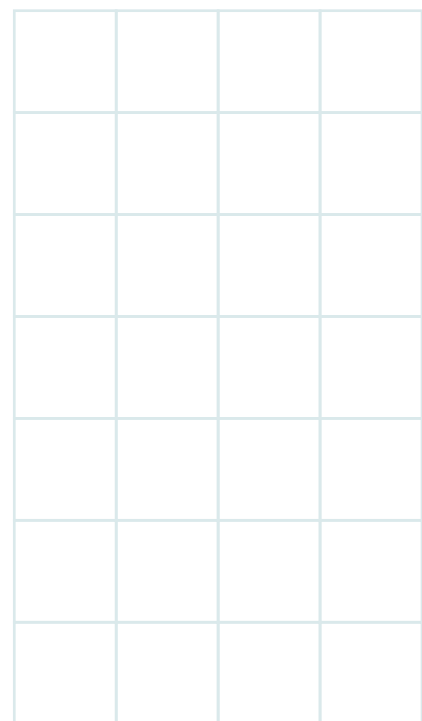
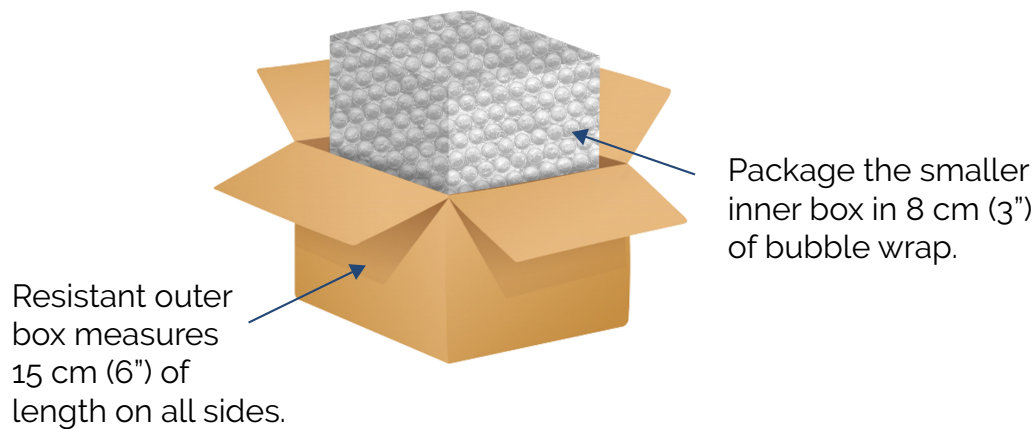


Image Box-in-box with bubble wrap



- Use a box at least 15 cm (6") larger, wider and deeper than the inner box.

• Select a packaging or filling method to cushion the inner box inside the outer box.

- Send fragile products individually, wrapping them in a minimum of 8-cm (3") of thickness.

• Package the inner box with 8-cm (3") thickness of bubble wrap or use another cushioning material to fill in the empty spaces in the top, bottom and sides of the inner and outer box.

- Fill any other space with cushioning material.

• Use the packaging H method to seal your package.



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GENERAL GUIDELINES FOR UNIQUE ARTICLES

- **Artworks:** Apply masking tape in a crisscross pattern on the glass surface to prevent glass from splintering.

- **Photos and Posters:** Tape flat items onto a rigid material like plywood, plastic, or layers of fiberboard padding; as an alternative, place printed material between pieces of corrugated pad and tape both pads together at all seams.

- **Undeveloped film:** Prominently mark packages containing undeveloped film. Special labels are available.

- **Stringed musical instruments:** Loosen the tension on the strings to remove the stress on the neck of the instrument.

- **Printed Matter:** Bundle printed material together to prevent shifting. Cushion sufficiently before packaging into a double-walled corrugated outer box.

- **Rolled Goods:** Tightly wrap rolled goods using several layers of heavy-duty plastic film and wrap with plastic packaging tape. Then wrap the address label completely around the object or use a pouch.

[EnviaShipping.com](https://www.envia.com), and couriers do not assume the responsibility for damage due to inadequate protection.

SEND WITH THE ORIGINAL PACKAGING FROM THE MANUFACTURER

The original package is normally designed to be used one time, not several. Using it again may damage the package and the items placed inside.

A box over the package provides an extra cushion to the packaging from the manufacturer.



PACKAGING & PALLETIZED MATERIALS

Corrugated Paper



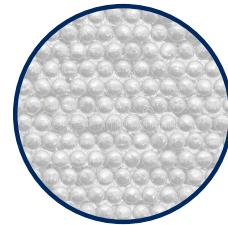
It's used to wrap the lighter items. (No Fragile Items)

Paperboard partitions



These can be made of corrugated paper or plastic and are used to protect and stabilize the pallet.

Bubble wrap



It's used mainly to package fragile items, which provides a cushion for fragile merchandise.

Foam



It's used to fill space in the package with non-fragile and light items.

Airbags



It's used to maintain the item stable to avoid damages.

Cardboard corners



They're used to covering the corners of the pallet, increasing the resistance of the compression and inclination of the product on the pallet

Plastic Material for Packaging



It's used to avoid movements and protect from dust and humidity.

Pallets



They're mainly used to palletize materials or products on boxes, buckets or drums.



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FRAGILE MERCHANDISE

Remember that the more fragile the item is, the better it should be packaged.

To improve the preservation of your products, it's necessary that the package indicates the treatment required with the use of pictograms.



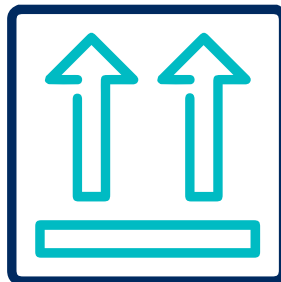
Fragile



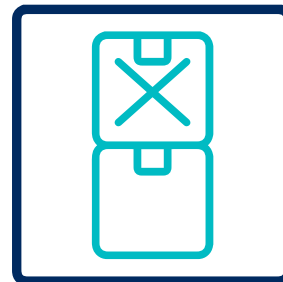
Fragile



Do not wet



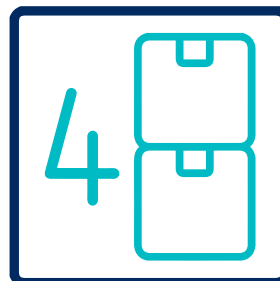
This side up



Do not stack



Weight permitted



Level of stacks

PLACEMENT OF PRINTED SHIPPING LABEL

When you print your shipping label it's important to place it in a correct way that can be visible and the carrier can make the correct follow-up.

Verify it contains the next information:

- **Remittent client:** Name and full address including street and postal code.
- **Weight and measures.**
- **Destination client:** Name or Company, city, full street address including references.
- **Telephone number.**



Correct way



Do not cover with tape or plastic



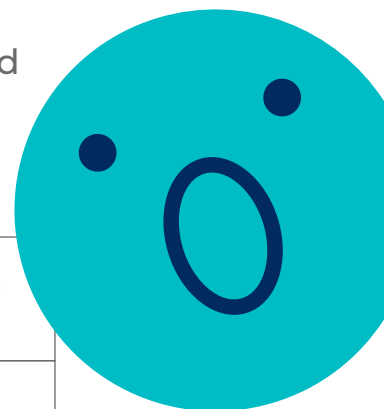
Do not put in two faces of the box





















Do not wrinkle it when you place it

PROHIBITED ITEMS

We share with you some prohibited items for legal disposition and that you will not be able to send with our logistics suppliers.



	Alcohol and liquor		Narcotics and Psychotropic substances
	Leather and skin's animals		Compressed explosives and gas
	Any kind of weapons		Flammable liquids or solids
	Plants and Animals (live or dead)		Magnetic or radioactive objects
	Liquids, solvents or corrosives		Oxidizing materials
	Controlled and restricted circulation drugs		Toxic items, irritant materials and infectious substances
	Pornographic material		Glass
	Perishable items		Falsified merchandise
	Laboratory samples		Jewelry, money and securities

In case any of these materials are transported, it's the client's responsibility of any situation related with the transportation and management of the merchandise.



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