

# RATES BROCHURE

2018/2019





# 2018 / 2019

1 APR. 18 - 31 MAR. 19

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# ORDINARY MAIL / FASTMAIL: DOMESTIC

## POSTED IN SOUTH AFRICA FOR DELIVERY IN SOUTH AFRICA

### DOMESTIC

#### ORDINARY LETTER MAIL

Letter mail refers to any form of written communication or other document, article or object that is addressed to a specific person, persons or a specific address and is conveyed by other than electronic means. It includes parcels, packages, wrappers, cylinders or articles conforming to the mass and size limitations detailed below.

The Ordinary Letter Mail service is the standard postal service with set delivery standards from the time of despatch to arrival at the point of delivery. These are one day longer than Fastmail.

#### FASTMAIL SERVICE

Fastmail is a letter service in South Africa with a one-day delivery standard in the same city or town, a two-day delivery standard for all other destinations.

These standards do not include the day of posting.

| Envelope Size                  | Thickness<br>Max (mm) | Mass<br>Max (mm) | Size<br>Max (mm) | Size<br>Min (mm) |
|--------------------------------|-----------------------|------------------|------------------|------------------|
| Small DL Maxi                  | 5                     | 50g              | 235 x 120        | 140 x 90         |
| Medium B5                      | 10                    | 1kg              | 250 x 176        |                  |
| Large B4                       | 30                    | 1kg              | 353 x 250        |                  |
| Postcards                      | 0,295                 | 10g              | 353 x 250        |                  |
| Cylinders / Rolled items       | 70                    | 1kg              | L 520 / 620      | 140 x 90         |
| Rolled Addressed<br>Newspapers | 70                    | 1kg              | L 353            |                  |

#### Rates for Domestic Letter Mail

(Standard stamps for DL, B5 and B4 envelopes are now available at Post Offices)

| Type of mail                           | Ordinary mail | Fastmail |
|--|---------------|----------|
| <b>Customers' own envelope</b>         |               |          |
| Small (DL) maxi                        | R4,20         | R6,85    |
| Medium (B5)                            | R8,40         | R16,15   |
| Large (B4)                             | R10,30        | R19,55   |
| <b>Customers' own postcard</b>         |               |          |
| Small (DL) maxi                        | R4,45         | R6,85    |
| Medium (B5)                            | R8,40         | R16,15   |
| Large (B4)                             | R10,30        | R19,55   |
| <b>Cylinders / Rolled items</b>        |               |          |
| Cylinder / Rolled items (520mm x 70mm) | R10,30        | R16,70   |
| Cylinder / Rolled items (620mm x 70mm) | R18,30        | R19,85   |
| <b>Newspapers</b>                      |               |          |
| Rolled addressed newspapers            | R5,55         | R16,15   |

## PAYMENT METHODS

Mail will only be accepted if the official payment methods are used, e.g. postage stamps, postage-included envelopes and franking machine impressions approved by the Post Office.

## HANDING IN

Franked mail may not be posted in street posting boxes, but must be handed in at designated Post Office counters or mail centres.

## INFORMATION

Please contact your local Sales Division of the Post Office for information about posting methods and requirements.

## SEE BACK PAGE FOR CONTACT DETAILS.

## LATE FEE

A late fee of R22.45, is charged for all mail accepted after closing time.

## RETURN POSTAL CHARGES

Return Postal charges will be levied on all undelivered or returned postal articles.

## LETTER MEASURING INSTRUMENT

Special measuring cards used to measure domestic letters in order to determine the postage payable are available at Post Office branches.

## POSITION OF ADDRESS ON ENVELOPE

The address on an envelope must always be positioned parallel to the length (longer side) of the envelope.

# POSTAGE INCLUDED ENVELOPES

POSTAGE-INCLUDED ENVELOPES ARE AVAILABLE AT ALL POST OFFICE OUTLETS. THE RETAIL PRICE INCLUDES THE POSTAGE.

| Type of envelope                                  | Size          | Price  |
|---|---------------|--------|
| <b>Ordinary Mail postage - included envelopes</b> |               |        |
| C6 with and without window & self seal            | 162mm x 114mm | R4,45  |
| DL maxi with and without window and self seal     | 235mm x 120mm | R4,45  |
| B5 without window                                 | 250mm x 176mm | R9,65  |
| C4 without window                                 | 324mm x 229mm | R12,90 |
| Lettergram (Prefabricated)                        |               | R4,35  |
| <b>Fastmail postage-included envelopes</b>        |               |        |
| DL maxi with and without window                   | 235mm x 120mm | R7,15  |
| B5 without window                                 | 250mm x 176mm | R17,35 |
| B4 without window                                 | 353mm x 250mm | R21,60 |
| C4 without window                                 | 324mm x 229mm | R20,35 |

## DISCOUNT ON POSTAGE-INCLUDED ENVELOPES

| Volume          | Discount                       |
|-----------------|--------------------------------|
| 1 - 249         | 0%                             |
| 250 - 499       | 1%                             |
| 500 - 9 999     | 2%                             |
| 10 000 - 19 999 | 3%                             |
| 20 000 - 49 999 | 4%                             |
| 50 000 and more | Consult Regional Sales Manager |

## POSTCARDS

Postcards are used to convey unenclosed messages and greetings. There are two types of postcard, i.e. postage-included postcards and ordinary postcards on which postage must be paid. The maximum size is 353mm x 250mm and the maximum mass is 10g. Items exceeding these dimensions must be posted at the applicable letter post postage rate.

### POSTCARDS MUST:

- Be rectangular
- Be made of cardboard or paper stiff enough not to make mail handling difficult
- Bear the indication Postcard on the front (not compulsory for picture postcards)
- Have the right-hand half of the back reserved for the address, prepayment and service instructions/labels

### POSTCARD POSTAGE AND POSTAGE-INCLUDED RATES

| Type of postcard  | Maximum size | Price / Postage |
|---|--------------|-----------------|
| Postage-included postcard                                     | 235 x 120mm  | R4,45           |
| Other postcard<br>(Postcard not included in the price)        | DL           | R4,20           |
|   | B5           | R8,40           |
|   | B4           | R10,30          |
| Change-of-address postcard<br>(postage included in the price) |              | R4,45           |

### DISCOUNT ON POSTCARDS

(Discount is granted on large volumes of purchases of postcards.)

| Volume          | Discount |
|-----------------|----------|
| 5 000 - 9 999   | 1%       |
| 10 000 - 14 999 | 1.5%     |
| 15 000 - 19 999 | 2%       |
| 20 000 and more | 2.5%     |

## DOMESTIC STAMP BOOKLETS AND ROLLS (FOR STANDARD DOMESTIC LETTER POSTAGE)

### POSTED IN SOUTH AFRICA FOR DELIVERY IN SOUTH AFRICA

Stamp booklets and stamp rolls are available at Post Offices. They can also be ordered at the Post Office Customer Contact Centre (Telemarketing) on (012) 401 7800 or 0860 080 080.

### PRICES OF STAMP BOOKLETS AND STAMP ROLLS

| Item                            | Price    |
|---------------------------------|----------|
| Booklet of 10 stamps            | R42,00   |
| Boxes of 50 (500 stamps)        | R2100,15 |
| Boxes of 100 (1 000 stamps)     | R4200,30 |
| Roll of 100 (100 stamps)        | R420,00  |
| Rolls of 100(5) (500 stamps)    | R2100,15 |
| Rolls of 100(10) (1 000 stamps) | R4200,30 |

**DISCOUNT IS GRANTED WHEN THE BELOW MENTIONED VOLUMES OF STAMP BOOKLETS OR ROLLS ARE BOUGHT.**

| Volume                          | Discount | Rate     |
|---------------------------------|----------|----------|
| Boxes of 50 (500 stamps)        | 2%       | R2058,15 |
| Boxes of 100 (1 000 stamps)     | 5%       | R3990,30 |
| Rolls of 100(5) (500 stamps)    | 2%       | R2058,15 |
| Rolls of 100(10) (1 000 stamps) | 5%       | R3990,30 |

## PACKAGING PRODUCTS

| Product                | Dimensions / Size     | Rate  |
|------------------------|-----------------------|---|
| Box No 1               | 200mm x 180mm x 80mm  | Contact your local Post Office branch for the latest prices |
| Box No 2               | 300mm x 230mm x 120mm |   |
| Box No 3               | 400mm x 230mm x 135mm |   |
| Jiffy bags Bubble wrap | Eight different sizes |   |
| Bubble wrap roll       | 310mm x 5m            |   |
| Mailing tube           | 70mm x 620mm x 1,5m   |   |

## FRANKING MACHINES

**REMOTE METER-SETTING FRANKING MACHINES ARE POSTAGE METERS WHICH, AS THE NAME SUGGESTS, ARE RESET BY TELEPHONE, FAX OR MODEM.**

- To operate a franking system, customers must purchase a licence from the Post Office.
- The franking system also dates, seals and prints a return address and counts the envelopes
- Postage is purchased electronically without customers having to leave their premises
- Machine inspections are conveniently done on the customer's premises
- All mail franked by a franking machine must be franked at the specified published rate(s)

## APPROVED SUPPLIERS

Customers may only use franking machines supplied by the following suppliers:

| Supplier  | Telephone number  |
|---|-------------------|
| Frama (Pty) Ltd                                 | (011) 463 9042    |
| Hasler Business Systems (Pty) Ltd               | (011) 787 5959    |
| PBSA (Pure Brilliance) formerly Pitney Bowes SA | (011) 516 9400/10 |
| Earlyworx 282 (Pty) Ltd                         | (011) 886 0271    |

## FRANKING MACHINE LICENCE FEES

| Service  | Fee     |
|--|---------|
| New licence  | R326,50 |
| Transfer of licence  | R326,50 |
| Annual renewal   | R235,90 |
| <b>Spoiled impression fee (per 100 or portion thereof)</b> |         |
| Small DL maxi  |         |
| Medium B5  | R37,20  |
| Large B4   | R47,05  |
|  | R58,15  |

## DOMESTIC REGISTERED LETTER WITH INSURANCE OPTION

- The Registered Letter with compensation option can be used for letters that require a signature on delivery, contain something of value, or important documents such as share certificates, passports or airline tickets which require tracking and tracing from acceptance to delivery
- A registered letter is electronically scanned, enabling it to be tracked and traced on its journey throughout the postal system.
- Compensation is payable according to the cover that was used
- The compensation cover and Track and Trace facility are available only in the Republic of South Africa
- This service cannot be used with Speed Services Couriers or Parcels.

### THIS SERVICE IS AVAILABLE IN THREE ENVELOPE SIZES:

| Envelope    | Size                |
|-------------|---------------------|
| Small (DL)  | 235mm x 120mm x 50g |
| Medium (B5) | 250mm x 176mm x 1kg |
| Large (B4)  | 353mm x 250mm x 1kg |

### BASIC SERVICE

- Full domestic Track and Trace
- Free compensation for up to R100
- Identification and signature on delivery
- Detailed proof of acceptance

### OPTIONS AVAILABLE IN THE SERVICE

- Optional extra insurance for up to R2 000
- Proof of delivery
- Advice of delivery



## INFORMATION

For further information, customers may contact their Regional Sales Manager.

### RATES FOR DOMESTIC REGISTERED LETTERS WITH INSURANCE OPTION.

| Size        | Postage and Service Fee Included |
|-------------|----------------------------------|
| Small (DL)  | R29,40                           |
| Medium (B5) | R33,60                           |
| Large (B4)  | R35,40                           |

| Item Value                 | Fee     |
|----------------------------|---------|
| Compensation up to R100.00 | Free    |
| Insurance up to R250.00    | R20,55  |
| Up to R500.00              | R42,10  |
| Up to R1 000.00            | R84,65  |
| Up to R1500.00             | R125,95 |
| Up to R2 000.00            | R168,05 |

| Other Registered Letter Products                                    | Rate   |
|---|--------|
| Postage included registered envelope (235 x120mm), tamper resistant | R32,55 |
| Postage included registered envelope: Documents only                |        |
| DL 230 x 115mm, window  | R30,00 |
| DL 230 x 115mm, non-window  | R30,00 |
| Posted out of course fee  | R53,00 |
| Detailed proof of acceptance (acceptance slip)                      | Free   |
| Interception of registered letter                                   | R19,55 |
| Proof of delivery of a recorded article                             | R44,85 |
| Advice of delivery (AR card)  | R9,10  |
| SMS tracking on recorded items – Premium no 32932                   | R1,00  |

## SURCHARGES

- All underpaid and unpaid postal items (including franked items) received via E-BDN, Web Riposte and Postlink, will be surcharged double the postage shortage
- Permit and franking machine mail posted in street posting boxes will be surcharged double the published postage rate

## MAILROOM MANAGEMENT

This solution removes the administrative burden associated to facilitating your messages and merchandise (goods). It provides a tailor-made physical or digital on-site presence to facility optimal decision support for communication and logistics needs. Services of the onsite or virtual mailroom:

- Data cleaning
- Processing internal mail.
- Converting digital file to physical mail or physical mail to digital files.
- Processing of incoming or outgoing mail.
- Providing messenger service.
- Providing tailor-made notifications, data analytics reports and business intelligence.
- Training and consulting service on mail.
- Customs clearance for mail.

## DIRECT MAIL

### BUSINESS REPLY SERVICES (BRS)

With the BRS, businesses can offer their customer or prospective customers the incentive to reply without having to pay postage.

#### TWO OPTIONS ARE AVAILABLE: BUSINESSES MAY -

- Enclose a pre-printed business reply postcard or envelope in their mailing (for samples of designs, they may contact the Regional Sales Office)
- Or advertise a specified Freepost address and BRS number to which customers may write (no postage stamp is required).

Businesses who use this service for the first time have to apply for the service on an application form. They also have to sign a BRS/ Freepost address licence agreement available from their Regional Sales Office. A BRS licence/ Freepost address licence expires annually on 31 March. Existing customers also have to renew their licences annually.

- Customers can apply for a BRS licence at their Regional Sales Office
- The Client Services Officer can provide the specifications for this service
- Before a licence can be issued, printer's proofs of the postcard or envelope should be submitted to the Regional Sales Office for approval
- An annual licence fee is payable in advance
- A licensee must deposit an amount that will cover the postage and service fee likely to accrue over six weeks
- BRS may be used with Fastmail
- All BRS users must have a private bag or a post office box to use this service

### RATES FOR BUSINESS REPLY SERVICES

| Service                       | Rate  |  |
|-------------------------------|---|--|
| New licence                   | R298.75                                     |  |
| Annual renewal of licence     | R298.75                                     |  |
| Envelope Size                 | Ordinary mail:<br>postage +<br>handling fee | Fastmail:<br>postage +<br>handling fee |
| Small (DL)                    | R 4,45                                      | R 7,15                                 |
| Maxi Medium (B5)              | R 8,60                                      | R16,70                                 |
| Large (B4)                    | R11,00                                      | R19,85                                 |
| Cylinder                      |   |  |
| • 520mm length 70mm thickness | R11,00                                      | R16,95                                 |
| • 620mm length 70mm thickness | R19,05                                      | R20,35                                 |
| Parcels (excluding postage)   | R 8,60                                      | No Fastmail parcels                    |

#### PRO RATA LICENCE FEE FOR BUSINESS REPLY SERVICE

April/May/June: R298,75 /  
July/Aug/Sep: R224,10

Oct/Nov/Dec : R149,40 /  
Jan/Feb/March : R74,70

#### DISCOUNT ON ITEM DELIVERED

A discount based on the annual use (number of postal items handled each year by the Post Office and delivered to one licence number of one BRS customer) applies and is calculated as follows:

| Discount per item | Number of BRS items delivered |
|-------------------|-------------------------------|
| 4c                | 5 000 to 10 000               |
| 5c                | 10 001 to 20 000              |
| 7c                | 20 001 to 30 000              |
| 8c                | 30 001 to 40 000              |
| 12c               | 40 001 to 200 000             |
| 14c               | 200 001 to 400 000            |
| 18c               | 400 001 to 600 000            |
| 20c               | 600 001 to 800 000            |
| 25c               | 800 001 to 1 000 000          |
| 27c               | 1 000 001 and above           |

#### NOTE

- No discount is given on fewer than 5 000 postal articles
- BRS rebates must be claimed within six months of the financial year end, i.e. 31st March
- Failing to do so will result in the customer forfeiting the rebate for the relevant year
- Contact your Regional Sales Office to arrange for a refund

## INFOMAIL

The following options are available for local and national delivery:

- Private bags
- Postboxes
- Street delivery in selected areas

**NB:** Please enquire at your regional Regional Sales Office.

## TYPES OF INFOMAIL

| Type                        | Description  | Dimensions  | Other conditions   | Delivery  |
|-----------------------------|--|---|--|---|
| <b>Pamphlet</b>             | Unaddressed information/ advertising item comprising one sheet of paper. Items can be enveloped or unenveloped.                              | Unenveloped B4 items should be folded to A5 size (210mm x 148mm)<br>Enveloped items should be limited to a DL size (235mm x 120mm). | If the information in the pamphlet is of a sensitive nature, the pamphlet must be placed in an envelope. The articles may be in partially or fully sealed envelopes or wrappers. | Local box delivery<br>Local street delivery<br>National box delivery<br>National street delivery. |
| <b>Brochure</b>             | Unenveloped, unaddressed, rolled or folded information/ advertising item comprising of more than 1 page. Also unaddressed promotional DVD's. | May not be bigger than 353mm x 250mm, may not weigh more than 200g and may not be thicker than 5mm.                                 | Rolled brochures should be tied to facilitate handling (rolled not more than 30mm thick).  | Local box delivery<br>Local street delivery<br>National box delivery<br>National street delivery. |
| <b>Community Newspapers</b> | Unaddressed newspaper. Rolled or folded item   | May not be longer than 353mm, not weigh more than 200g and may not be thicker than 70mm when rolled or folded.                      | Newspapers that are rolled should be tied to facilitate handling.  | Local box delivery<br>Local street delivery<br>National box delivery<br>National street delivery. |
| <b>Trade sample</b>         | Unaddressed sample of a product.   | May not be bigger than 353mm x 250mm x 30mm and may not be heavier than 200g.   | The trade sample should be packaged in such a way that it will not damage any other postal articles or injure any Post Office employee.  | Local box delivery<br>Local street delivery<br>National box delivery<br>National street delivery. |

## INFOMAIL RATES

| Type of mail                                     | Rates |
|--|-------|
| <b>Pamphlets</b>                                 |       |
| <b>Unenveloped</b>                               |       |
| Local (in the same province)                     |       |
| Post Box or Private Bag                          | R0,20 |
| Street Delivery                                  | R0,20 |
| <b>National (between provinces)</b>              |       |
| Post Box or Private Bag                          | R0,30 |
| Street Delivery                                  | R0,35 |
| <b>Enveloped (previously household circular)</b> |       |
| Local (in the same province)                     |       |
| Post Box or Private Bag                          | R0,40 |
| Street Delivery                                  | R0,45 |
| <b>National (between provinces)</b>              |       |
| Post Box or Private Bag                          | R0,50 |
| Street Delivery                                  | R0,50 |
| <b>Brochures</b>                                 |       |
| Local (in the same province)                     |       |
| Post Box or Private Bag                          | R0,30 |
| Street Delivery                                  | R0,30 |
| <b>National (between provinces)</b>              |       |
| Post Box or Private Bag                          | R0,40 |
| Street Delivery                                  | R0,45 |
| <b>Trade samples</b>                             |       |
| Local (in the same province)                     |       |
| Post Box or Private Bag                          | R0,35 |
| Street Delivery                                  | R0,40 |
| <b>National (between provinces)</b>              |       |
| Post Box or Private Bag                          | R0,50 |
| Street Delivery                                  | R0,50 |
| <b>Community newspapers (unaddressed)</b>        |       |
| Local (in the same province)                     |       |
| Post Box or Private Bag                          | R0,35 |
| Street Delivery                                  | R0,40 |
| <b>National (between provinces)</b>              |       |
| Post Box or Private Bag                          | R0,40 |
| Street Delivery                                  | R0,50 |

## RESPONSE MAIL

**Response Mail** is addressed mail of which the content is exclusively of an advertising nature.

- There is no limit to the number of items per size category.
- Response Mail may not contain any additional items related to previous business with the addressee, such as invoices, monthly statements, etc.
- The mail can contain a response device approved by Regional Sales Office, eg. a Business Reply Service item, a Freepost address, or an addressed response coupon to reply to the offer by mail but is not a pre-requisite.
- Regional Sales Office must approve a sample of the Response Mail item before posting.
- A complete sample of the Response Mail item together with the official approval must be presented when a consignment is handed in for posting.
- To qualify for the Response Mail rate all the envelopes must bear a Permit Mail impression.

**NB:** For further information and clarification contact your Regional Sales Office.

## MAGMAIL

**Magmail** is a service within the Direct Mail element and is, specifically intended for the publications industry.

- There is no limit to the number of items per size category
- The contents of Magmail are addressed publications, magazines and newsletters consisting of news, opinions, illustrations, articles, editorials and advertising
- Magmail has a unique logo that distinguishes it from other mail services
- To qualify for the Magmail rate, all envelopes/wrappers of items must bear the unique Magmail logo and Permit Mail impression. (refer to your Regional Sales Office for further details/information)
- The Regional Sales Office must approve a sample of the Magmail item before posting
- A complete sample of the Magmail item together with the official approval must be presented when a consignment is handed in for posting

**NB:** For further information and clarification contact your Regional Sales Office.

## RATES FOR MAGMAIL AND RESPONSE MAIL

| Type of mail: Addressed Direct Mail   | Ordinary mail |
|---|---------------|
| <b>MAGMAIL (BULK MAIL ONLY)</b>   |               |
| Small (DL) maxi   | R3,45         |
| Medium (B5)   | R6,15         |
| Large (B4)  | R8,90         |
| <b>Note</b><br>Approval from the Regional Client Services Officer is required for Magmail.<br>Please address enquiries about this product to the Regional Direct Mail Centre. |               |
| <b>RESPONSE MAIL (Bulk mail only)</b>   |               |
| Small (DL) maxi   | R3,55         |
| Medium (B5)   | R6,20         |
| Large (B4)  | R9,00         |
| <b>Note</b><br>Approval from the Regional Client Services Officer is required for response mail.<br>Please address enquiries about this product to the Regional Sales Office. |               |

## DOMESTIC PARCEL SERVICE

### ORDINARY PARCEL

An Ordinary parcel is any postal item that is bigger than 353 x 250 x 30mm and/or weighs more than 1kg. The maximum length is 1m and the length plus width may not be more than 2m. The domestic counter-to-counter parcel service (ordinary parcel) is the most economical way to send a parcel. Customers can send parcels from any Post Office counter to any other Post Office counter in the country.

### VOLUMETRIC MASS

Fees are based on the greater of the actual mass or the volumetric mass (i.e. Length by width by height (cm) divided by 5000) are charged for non-documents (parcels)

## VALUE-ADDED PARCEL SERVICE INSURANCE

Insurance is available at a rate of 3% of the declared value to a maximum of R5 000 with a minimum of R4.20 per parcel.

## CASH ON DELIVERY (COD)

The COD option provides for money to be collected for the parcel on the customer's behalf. \*Cash on delivery (COD) charges on each item will be deducted from the Trade Charge amount before payment is made to the sender.

## DOMESTIC PARCEL RATES (non regulated tariffs subject to change)

| Product  | Rate  |
|--|---|
| Ordinary parcel (counter to counter)                             | R52,50 for the first kg<br>R7,05 for each additional kg or part of a kg |
| *Cash-on-delivery (COD) charges (in addition to the parcel rate) | R28,20 per parcel   |
| Intercepting a parcel  | R32,60 per parcel   |
| Reducing or increasing the trade charge on a parcel              | R26,60 per parcel   |

## INTERNATIONAL MAIL

International letter and parcel services are available worldwide, either by airmail or by surface mail.

### TYPES OF INTERNATIONAL MAIL

| Type                             | Description   |
|----------------------------------|---|
| Aerograms                        | Special prepaid airmail letters consisting of one lightweight folded sheet of paper that can be sealed. No enclosures are permitted.  |
| Postcards                        | Cards used to post unenclosed messages and greetings.   |
| Small letters                    | Private and business letters up to 50g and no bigger than 120 x 235 x 5mm.  |
| Medium letters                   | Private and business letters up to 250g and no bigger than 250 x 176 x 10mm.  |
| Large letters                    | Private and business letters up to 300g and no bigger than 353 x 250 x 30mm.  |
| Small packets                    | For small quantities of low-mass goods under 2kg at a lower rate and with simpler customs declarations than for parcels.  |
| Parcels                          | Used to post goods and material up to 30kg. The maximum mass differs from country to country.   |
| Registered mail                  | A separately streamed service with added security for letter post items.  |
| Direct publisher's bags (M Bags) | Bags used for airmail or surface mail transport of printed matter to the same addressee at the same address.<br>A minimum rate for 5kg applies to each bag. The mass of each item in the bag must not be more than 2kg. |



## VALUE-ADDED INTERNATIONAL MAIL SERVICES

Value-added options include express delivery, registration, insurance and advice-of-delivery (AR). As these add-on services are not available to all countries or for some categories of mail, enquiries should be made at Post Office branches to find out if they are available in each case. Insured and registered items must be posted at Post Office counters and not in street post boxes. For insured items, the tellers must check the maximum insured amount allowed to the country of destination on the point of sale system as this differs from country to country.

## INTERNATIONAL REPLY COUPONS

The international reply coupon service enables customers to pre-pay the postage on a reply from a correspondent abroad. Coupons sent abroad may be exchanged for one or more postage stamps representing the minimum postage to be pre-paid on an airmail letter. The coupons cost R33,05 and are available at Post Office branches.

## REGISTRATION

Letters and small packets may be registered but not insured in the international mail service.

## CUSTOMS AND EXCHANGE CONTROL

### EXCHANGE CONTROL REGULATIONS

Exchange control regulations apply equally to postal items as they do to other exports. Generally, items worth more than R1 000,00 require specific export documents to be completed. Details are available at post office branches.

### CUSTOMS DECLARATIONS

The type and extent of customs declarations are regulated by the statutes of the Universal Postal Union and the requirements of destination countries. The following are basic requirements for the various categories of mail.

| Article/contents category   | Customs documentation  |
|---|--|
| <b>Letters and small packets:</b> Letters not containing merchandise, aerograms, greeting cards and postcards | No customs documentation is required.  |
| Small packets weighing up to 2kg with contents <b>worth less</b> than R2 000                                  | Attach a fully completed CN22 green customs sticker.                                       |
| Small packets up to 2 kg with contents worth more than R2 000   | Attach customs forms appropriate to the country of destination. Consult the list overleaf. |
| <b>Parcels</b><br>All parcels   | CN23, CP71 or PP4 as required for individual destinations. Consult the list overleaf.      |
| <b>Direct publisher's bags (M bags)</b><br>Up to R2 000   | Attach a fully completed CN22 sticker.   |
| More than R2 000  | Attach CN22 and CN23 or PP4 as required by individual destinations.                        |

## INSURANCE

Letter post products – aerograms, postcards, letters, small packets, and M-Bags cannot be insured. These products can be registered, in which case a maximum amount of 30 SDR (Special Drawing Rights) is payable in the event of loss or damage.

The indemnity is payable to the sender, who may waive his rights in favour of the addressee. Claims for consequential losses or loss of profits will not be considered.

Claims in respect of ordinary letters will not be entertained.

## LETTER POST RATES

| Category                              | Airmail          |                   | Surface Mail     |                   | Maximum Size  | Maximum Thickness       | Minimum Mass | Maximum Mass |
|---------------------------------------|------------------|-------------------|------------------|-------------------|---|-------------------------|--------------|--------------|
|                                       | #Southern Africa | Rest of the World | #Southern Africa | Rest of the World |   |                         |              |              |
| Aerograms (per item)                  | R6,30            | R6,30             | N/A              | N/A               | 120 x 235mm   | No enclosures permitted | 10g          |              |
| Postcards (per item)                  | R8,50            | R8,50             | R5,15            | R5,15             | 120 x 235mm   | Must not be enveloped   | 10g          |              |
| Small letters (per item)              | R7,65            | R9,85             | R6,40            | R8,35             | 120 x 235mm   | 5mm                     | 50g          |              |
| Medium letters (per item)             | R27,80           | R33,60            | R22,45           | R25,30            | 250 x 176mm   | 10mm                    | 250g         |              |
| Large letters (per item)              | R43,20           | R56,95            | R35,30           | R38,00            | 353 x 250mm   | 30mm                    | 300g         |              |
| Small packets (per 100 g)             | R24,45           | R43,05            | R18,90           | R21,60            | Length, width and depth combined may not exceed 900mm, and the greatest dimension may not exceed 600mm.** |                         | 2kg          |              |
| Direct publishers bags (per kg)       | R93,00           | R266,15           | R46,40           | N/A               | Length + width may not exceed 2m, maximum length may not exceed 1,05m.                                    |                         | 20kg         |              |
| Registration fee (per item)           | R39,80           | R39,80            | R39,80           | N/A               |   |                         |              |              |
| Express delivery fee (per item)/M-Bag | R45,05           | R45,05            | R45,05           | R45,05            |   |                         |              |              |
| International reply coupon            | R33,05           | R33,05            | R33,05           | R33,05            |   |                         |              |              |

## NOTE

International letter post products have no insurance option and may only be registered.

\* Enquire at your Local Post Office for details of any service suspensions.

# Angola, Botswana, Burundi, Comoros, Congo (DRC), Congo (Peoples Rep), Gabon, Kenya, Lesotho, Madagascar, Malawi, Mauritius, Mozambique, Namibia, Reunion, Rwanda, Seychelles, Swaziland, Tanzania, Uganda, Zambia and Zimbabwe.

\*\* If in roll form, length plus twice the diameter may not exceed 1 040mm, and the greatest dimension may not exceed 900mm.

\*\*\* A minimum price for 5kg applies.

\* Registered surface mail service from RSA to Rest of the world has been terminated.

**PARCEL RATES (ALL PRICES SHOWN IN RANDS)**

| PARCEL CHARGING ZONE |   | AIR MAIL        |                                    | SURFACE MAIL    |                                    |
|----------------------|---|-----------------|------------------------------------|-----------------|------------------------------------|
|                      | Zone coverage #   | Rate per parcel | Plus rate per 100g or part thereof | Rate per parcel | Plus rate per 100g or part thereof |
| Zone A               | Botswana, Comoros, Kenya, Namibia, Seychelles, Swaziland, Ascension and St Helena.  | R156,90         | R4,80                              | R149,00         | R1,95                              |
| Zone B               | Angola, Lesotho, Madagascar, Mozambique, Réunion, Rwanda, Uganda, Zambia and Zimbabwe.  | R231,40         | R6,00                              | R231,40         | R3,70                              |
| Zone C               | Northern Africa and the Middle East. Major destinations in this zone include Israel, Nigeria and Ghana.   | R231,40         | R21,65                             | R215,40         | R6,00                              |
| Zone D               | Europe, Russian Federation and former USSR states. Major destinations in this zone include Austria, Germany, Great Britain, France, Italy, Netherlands and Switzerland. | R239,40         | R19,75                             | R226,00         | R4,20                              |
| Zone E               | Americas and the Caribbean (except Canada). Major destinations in this zone include the United States of America.   | R178,10         | R30,85                             | R178,10         | R6,70                              |
| Zone F               | Asia Pacific and Canada. Major destinations in this zone include Australia, Canada, China, Japan and New Zealand.   | R170,10         | R27,50                             | R166,40         | R4,20                              |

# An expanded list of the countries and their charging zones as per the overleaf together with information about customs documentation required for those countries. Information about countries not listed can be obtained from your local Post Office.

## MAXIMUM DIMENSIONS

The length and width may not be more than 2 metres and the maximum length not more than 1 metre.

## INSURANCE

Parcels can be insured to certain countries. The maximum insured value differs from country to country and details can be obtained from your local post office. Indemnity is paid on ordinary parcels that are lost or damaged.

The amount payable is 40 SDR per parcel plus 4,50 SDR per kg. The postage is also refundable. The indemnity amount may not exceed the actual value of the parcel. The indemnity is payable to the sender, who may waive his rights in favour of the addressee. Claims for consequential losses or loss of profits will not be considered.

## CUSTOMS CLEARANCE (HANDLING FEE)

A customs clearance fee of R50,10 is charged on all incoming parcels and R25,85 on all other postal items. This fee is charged by the Post Office to cover costs incurred in clearing the parcel/postal item on behalf of the addressee.

This fee is levied over and above any customs duties, VAT, etc charged by SARS or any other entities and is levied even if no other charges are due.

## MORE DETAILS

Please enquire at your local Post Office for more details about any service suspensions.

**Charging zones for letters, parcels and customs documentation requirements for parcels – CN23, Letter-CN22**

| Country        | Zones  |        | Custom Docs<br>for parcels | Country           | Zones  |        | Custom Docs<br>for parcels |
|----------------|--------|--------|----------------------------|-------------------|--------|--------|----------------------------|
|                | Letter | Parcel |                            |                   | Letter | Parcel |                            |
| Afghanistan    | ROW    | F      | CN23 CP71                  | China Peo. Rep.   | ROW    | F      | PP4                        |
| Algeria        | ROW    | C      | CN23 CP71                  | Colombia          | ROW    | E      | CN23 CP71                  |
| Albania        | ROW    | D      | CN23 CP71                  | Comoros           | SA     | A      | CN23 CP71                  |
| Angola         | SA     | B      | CN23 CP71                  | Congo (DRC)       | SA     | C      | CN23 CP71                  |
| Andorra        | ROW    | D      | CN23 CP71                  | Congo (PR)        | SA     | C      | CN23 CP71                  |
| Antigua/Bar    | ROW    | E      | PP4                        | Costa Rica        | ROW    | E      | CN23 CP71                  |
| Armenia        | ROW    | D      | CN23 CP71                  | Croatia           | ROW    | D      | CN23 CP71                  |
| Argentina      | ROW    | E      | CN23 CP71                  | Cuba              | ROW    | E      | CN23 CP71                  |
| Ascension      | ROW    | A      | PP4                        | Cyprus            | ROW    | D      | PP4                        |
| Austria        | ROW    | D      | CN23 CP71                  | Czech Rep         | ROW    | D      | CN23 CP71                  |
| Australia      | ROW    | F      | PP4                        | Denmark           | ROW    | D      | CN23 CP71                  |
| Azerbaijan     | ROW    | D      | CN23 CP71                  | Djibouti          | ROW    | C      | CN23 CP71                  |
| Azores         | ROW    | D      | CN23 CP71                  | Dodecanese Is.    | ROW    | D      | CN23 CP71                  |
| Bahamas        | ROW    | E      | PP4                        | Dominica          | ROW    | E      | PP4                        |
| Bahrain        | ROW    | C      | PP4                        | Dominican Rep.    | ROW    | E      | CN23 CP71                  |
| Bangladesh     | ROW    | F      | CN23 CP71                  | Dubai             | ROW    | C      | PP4                        |
| Barbados       | ROW    | E      | CN23 CP71                  | Ecuador           | ROW    | E      | CN23 CP71                  |
| Belize         | ROW    | E      | PP4                        | Egypt             | ROW    | C      | CN23 CP71                  |
| Belgium        | ROW    | D      | CN23 CP71                  | El Salvador       | ROW    | E      | CN23 CP71                  |
| Byelorussia    | ROW    | D      | CN23 CP71                  | Equatorial Guinea | ROW    | C      | CN23 CP71                  |
| Benin          | ROW    | C      | CN23 CP71                  | Estonia           | ROW    | D      | CN23 CP71                  |
| Bermuda        | ROW    | E      | PP4                        | Ethiopia          | ROW    | C      | CN23 CP71                  |
| Bhutan         | ROW    | F      | CN23 CP71                  | Fiji              | ROW    | F      | PP4                        |
| Bolivia        | ROW    | E      | CN23 CP71                  | Finland           | ROW    | D      | CN23 CP71                  |
| Bosnia         | ROW    | D      | CN23 CP71                  | France            | ROW    | D      | CN23 CP71                  |
| Botswana       | SA     | A      | PP4                        | French Guyana     | ROW    | E      | CN23 CP71                  |
| Brazil         | ROW    | E      | CN23 CP71                  | Gabon             | SA     | C      | CN23 CP71                  |
| Bulgaria       | ROW    | D      | CN23 CP71                  | Gambia            | ROW    | C      | PP4                        |
| Burundi        | SA     | C      | CN23 CP71                  | Germany           | ROW    | D      | CN23 CP71                  |
| Burkina Faso   | ROW    | C      | CN23 CP71                  | Georgia           | ROW    | D      | CN23 CP71                  |
| Brunei/Dar     | ROW    | F      | PP4                        | Ghana             | ROW    | E      | PP4                        |
| Cameroon       | ROW    | C      | CN23 CP71                  | Great Britain     | ROW    | D      | PP4                        |
| Cambodia       | ROW    | F      | CN23 CP71                  | Greece            | ROW    | D      | CN23 CP71                  |
| Canada         | ROW    | F      | PP4                        | Grenada           | ROW    | E      | PP4                        |
| Cape Verde     | ROW    | C      | CN23 CP71                  | Guatemala         | ROW    | E      | CN23 CP71                  |
| Central Africa | ROW    | C      | CN23 CP71                  |                   |        |        |                            |
| Chad           | ROW    | C      | CN23 CP71                  |                   |        |        |                            |
| Chile          | ROW    | E      | CN23 CP71                  |                   |        |        |                            |

| Country       | Zones  |        | Custom Docs<br>for parcels |
|---------------|--------|--------|----------------------------|
|               | Letter | Parcel |                            |
| Guinea Bissau | ROW    | C      | CN23 CP71                  |
| Guinea Rep    | ROW    | C      | CN23 CP71                  |
| Guyana        | ROW    | E      | PP4                        |
| Haiti         | ROW    | E      | CN23 CP71                  |
| Hawaii        | ROW    | E      | PP4                        |
| Honduras      | ROW    | E      | CN23 CP71                  |
| Hong Kong     | ROW    | F      | PP4                        |
| Hungary       | ROW    | D      | CN23 CP71                  |
| Iceland       | ROW    | D      | CN23 CP71                  |
| Indonesia     | ROW    | F      | CN23 CP71                  |
| India         | ROW    | F      | CN23 CP71                  |
| Iran          | ROW    | F      | CN23 CP71                  |
| Iraq          | ROW    | F      | CN23 CP71                  |
| Ireland       | ROW    | D      | PP4                        |
| Israel        | ROW    | C      | CN23 CP71                  |
| Italy         | ROW    | D      | CN23 CP71                  |
| Ivory Coast   | ROW    | C      | CN23 CP71                  |
| Jamaica       | ROW    | E      | PP4                        |
| Japan         | ROW    | F      | CN23 CP71                  |
| Jordan        | ROW    | C      | CN23 CP71                  |
| Kazakhstan    | ROW    | D      | CN23 CP71                  |
| Kenya         | SA     | A      | PP4                        |
| Kiribati      | ROW    | F      | PP4                        |
| Korea North   | ROW    | F      | CN23 CP71                  |
| Korea South   | ROW    | F      | CN23 CP71                  |
| Kuwait        | ROW    | C      | CN23 CP71                  |
| Kyrgyzstan    | ROW    | D      | CN23 CP71                  |
| Laos          | ROW    | F      | CN23 CP71                  |
| Latvia        | ROW    | D      | CN23 CP71                  |
| Lesotho       | SA     | B      | PP4                        |
| Lebanon       | ROW    | C      | CN23 CP71                  |
| Liberia       | ROW    | C      | CN23 CP71                  |
| Libya         | ROW    | C      | CN23 CP71                  |
| Liechtenstein | ROW    | D      | CN23 CP71                  |
| Lithuania     | ROW    | D      | CN23 CP71                  |
| Luxembourg    | ROW    | D      | CN23 CP71                  |
| Macao         | ROW    | F      | PP4                        |
| Macedonia     | ROW    | D      | CN23 CP71                  |
| Madagascar    | SA     | B      | CN23 CP71                  |
| Malawi        | SA     | A      | PP4                        |
| Mali          | ROW    | C      | CN23 CP71                  |
| Malta         | ROW    | D      | PP4                        |
| Malaysia      | ROW    | F      | CN23 CP71                  |
| Maldives      | ROW    | F      | CN23 CP71                  |
| Mauritius     | SA     | A      | PP4                        |
| Mauritania    | ROW    | C      | CN23 CP71                  |
| Mexico        | ROW    | E      | PP4                        |
| Moldova       | ROW    | D      | CN23 CP71                  |
| Monaco        | ROW    | D      | CN23 CP71                  |
| Mongolia      | ROW    | F      | CN23 CP71                  |
| Montenegro    | ROW    | D      | CN23 CP71                  |
| Morocco       | ROW    | C      | CN23 CP71                  |
| Mozambique    | SA     | B      | PP4 + CP71                 |
| Myanmar       | ROW    | F      | PP4                        |
| Namibia       | SA     | A      | PP4                        |
| Nauru         | ROW    | F      | PP4                        |
| Nepal         | ROW    | F      | CN23 CP71                  |
| Netherlands   | ROW    | D      | CN23 CP71                  |
| New Zealand   | ROW    | F      | PP4                        |
| Nicaragua     | ROW    | E      | CN23 CP71                  |
| Niger         | ROW    | C      | CN23 CP71                  |
| Nigeria       | ROW    | C      | PP4                        |
| Norway        | ROW    | D      | CN23 CP71                  |
| Oman          | ROW    | C      | PP4                        |
| Pakistan      | ROW    | F      | CN23 CP71                  |
| Panama        | ROW    | E      | CN23 CP71                  |
| Papua N G     | ROW    | F      | PP4                        |
| Paraguay      | ROW    | E      | CN23 CP71                  |
| Peru          | ROW    | E      | CN23 CP71                  |
| Philippines   | ROW    | F      | PP4                        |

| Country         | Zones             |        | Custom Docs<br>for parcels |
|-----------------|-------------------|--------|----------------------------|
|                 | Letter            | Parcel |                            |
| Poland          | ROW               | D      | CN23 CP71                  |
| Portugal        | ROW               | D      | CN23 CP71                  |
| Qatar           | ROW               | C      | PP4                        |
| Reunion         | SA                | B      | CN23 CP71                  |
| Romania         | ROW               | D      | CN23 CP71                  |
| Russia          | ROW               | D      | CN23 CP71                  |
| Rwanda          | SA                | B      | CN23 CP71                  |
| Samoa West      | ROW               | F      | PP4                        |
| Sao Tome        | ROW               | C      | CN23 CP71                  |
| Saudi Arabia    | ROW               | C      | CN23 CP71                  |
| Senegal         | ROW               | C      | CN23 CP71                  |
| Serbia          | ROW               | D      | CN23 CP71                  |
| Seychelles      | SA                | A      | PP4                        |
| Sierra Leone    | ROW               | C      | PP4                        |
| Singapore       | ROW               | F      | PP4                        |
| Slovakia        | ROW               | D      | CN23 CP71                  |
| Slovenia        | ROW               | D      | CN23 CP71                  |
| Solomon Is      | ROW               | F      | PP4                        |
| Somalia         | Service Suspended |        |                            |
| Spain           | ROW               | D      | CN23 CP71                  |
| Sri Lanka       | ROW               | F      | PP4                        |
| St. Christopher | ROW               | E      | PP4                        |
| StHelena        | ROW               | A      | PP4                        |
| St. Vincent     | ROW               | E      | PP4                        |
| Sudan           | ROW               | C      | CN23 CP71                  |
| Suriname        | ROW               | E      | CN23 CP71                  |
| Swaziland       | SA                | A      | PP4                        |
| Sweden          | ROW               | D      | CN23 CP71                  |
| Switzerland     | ROW               | D      | CN23 CP71                  |
| Syria           | ROW               | C      | CN23 CP71                  |
| Taiwan          | ROW               | F      | CN23 CP71                  |
| Tajikistan      | ROW               | D      | CN23 CP71                  |
| Tanzania        | SA                | A      | CN23 CP71                  |
| Thailand        | ROW               | F      | PP4                        |
| Togo            | ROW               | C      | CN23 CP71                  |
| Tongo           | ROW               | F      | PP4                        |
| Trinidad        | ROW               | E      | PP4                        |
| Tunisia         | ROW               | C      | CN23 CP71                  |
| Turkey          | ROW               | C      | CN23 CP71                  |
| Turkmenistan    | ROW               | D      | CN23 CP71                  |
| Tuvalu          | ROW               | F      | PP4                        |
| Uganda          | ROW               | B      | CN23 CP71                  |
| UAE             | SA                | C      | PP4                        |
| Ukraine         | ROW               | D      | CN23 CP71                  |
| UK              | ROW               | D      | PP4                        |
| USA             | ROW               | E      | PP4                        |
| Uruguay         | ROW               | E      | CN23 CP71                  |
| Uzbekistan      | ROW               | D      | CN23 CP71                  |
| Vanuatu         | ROW               | F      | PP4                        |
| Vatican City    | ROW               | D      | CN23 CP71                  |
| Venezuela       | ROW               | E      | CN23 CP71                  |
| Vietnam         | ROW               | F      | CN23 CP71                  |
| Virgin Is USA   | ROW               | E      | PP4                        |
| Yemen           | ROW               | C      | CN23 CP71                  |
| Yugoslavia      | ROW               | D      | CN23 CP71                  |
| Zambia          | SA                | B      | PP4                        |
| Zimbabwe        | SA                | B      | PP4                        |

**These documentation requirements apply to ordinary air and surface parcels.**

**Check at your local Post Office for documentation required for insured and COD parcels and for any country not shown.**

## EXPEDITED MAIL SERVICE (EMS)

EMS is an international priority mail service that provides a fast and reliable door-to-door service to most countries for the dispatch of urgent goods such as computer material, magnetic tapes, tender documents, business papers, merchandise and samples.

Transit times (Monday to Friday):

- Southern Africa: 3 – 4 working days from Office of Exchange (Johannesburg International Mail Centre)
- Rest of world: 4 – 5 working days from Office of Exchange (Johannesburg International Mail Centre)
- The maximum weight to most countries is 30kg per item
- The items are trackable
- Commercial documents must be clearly marked and be provided with an EMS waybill
- The items must be correctly addressed to a street address and include a phone number, preferably mobile number
- In the case of dutiable items, the recipient will be contacted to collect the items from the Post Office against positive identification. The items will be subject to customs inspections
- Enquiries must be made within 90 days of posting as they will not be entertained after this period
- Senders will be held personally liable for any prohibited items which may be confiscated by law
- Prohibited items include:
  - Bank notes and coins
  - Arms and ammunition
  - Live animals and plants
  - Liquids
  - Narcotics
  - Jewellery and precious metals
  - Explosives
  - Perishables
  - Dangerous chemicals

Sharp instruments and utensils must be well wrapped so as not to injure Post Office employees. Fragile items like ornaments must also be well wrapped to prevent breakage.

EMS items shall not exceed 1.5m for any dimension or 3m for the sum of length and greatest circumference measured in a direction other than length.

### **DISCLAIMER:**

Transit times are only guidelines and are not guaranteed. Saturday, Sunday and public holidays are not transit days.

### **OPTIONAL INSURANCE AT 3% OF VALUE, MAXIMUM INSURED VALUE, R5 000**

Service available at selected outlets. For enquiries contact our call centre.

## **CONTACT INTERNATIONAL MAIL CENTRE**

011 961 60 06/07/08/09/10 or 011 961 6053

031 336 3713/3993/3984

021 590 571 5/5716/5718

| Country of destination   | Rate (500g)<br>(or part thereof) | Per additional 500g<br>(or part thereof) | Max weight |
|--------------------------|----------------------------------|--|------------|
| Afghanistan              | R 409                            | R 128                                    | 30kg       |
| Albania                  | R 409                            | R 84                                     | 30kg       |
| Algeria                  | R 409                            | R 84                                     | 30kg       |
| Angola                   | R 241                            | R 38                                     | 20kg       |
| Anguilla                 | R 440                            | R 128                                    | 20kg       |
| Antigua and Barbuda      | R 440                            | R 128                                    | 30kg       |
| Argentina                | R 440                            | R 128                                    | 20kg       |
| Armenia                  | R 409                            | R 112                                    | 30kg       |
| Aruba                    | R 441                            | R 128                                    | 20kg       |
| Australia                | R 386                            | R 112                                    | 20kg       |
| Austria                  | R 441                            | R 84                                     | 30kg       |
| Azerbaijan               | R 409                            | R 112                                    | 50kg       |
| Bahamas                  | R 441                            | R 128                                    | 30kg       |
| Bahrain                  | R 401                            | R 84                                     | 20kg       |
| Bangladesh               | R 409                            | R 84                                     | 30kg       |
| Barbados                 | R 409                            | R 112                                    | 30kg       |
| Belarus                  | R 409                            | R 84                                     | 30kg       |
| Belgium                  | R 409                            | R 84                                     | 30kg       |
| Belize                   | R 441                            | R 128                                    | 30kg       |
| Benin                    | R 441                            | R 112                                    | 30kg       |
| Bermuda                  | R 441                            | R 112                                    | 20kg       |
| Bhutan                   | R 409                            | R 84                                     | 30kg       |
| Bosnia and Herzegovina   | R 409                            | R 84                                     | 30kg       |
| Botswana                 | R 241                            | R 38                                     | 30kg       |
| Brazil                   | R 441                            | R 112                                    | 30kg       |
| Brunei Darussalam        | R 409                            | R 84                                     | 30kg       |
| Bulgaria                 | R 441                            | R 110                                    | 30kg       |
| Burkina Faso             | R 441                            | R 112                                    | 30kg       |
| Cambodia                 | R 409                            | R 84                                     | 30kg       |
| Cameroon                 | R 360                            | R 56                                     | 30kg       |
| Canada                   | R 441                            | R 128                                    | 30kg       |
| Cape Verde               | R 409                            | R 112                                    | 30kg       |
| Cayman Islands           | R 441                            | R 128                                    | 10kg       |
| Central African Republic | R 441                            | R 128                                    | 30kg       |
| Chad                     | R 441                            | R 112                                    | 30kg       |
| Chile                    | R 441                            | R 128                                    | 30kg       |
| China (Taiwan)           | R 441                            | R 112                                    | 30kg       |
| China, People's Rep      | R 441                            | R 128                                    | 30kg       |
| Colombia                 | R 441                            | R 128                                    | 50kg       |
| Comores                  | R 409                            | R 128                                    | 30kg       |
| Congo, DR                | R 241                            | R 38                                     | 30kg       |
| Congo, Rep of            | R 441                            | R 128                                    | 30kg       |
| Costa Rica               | R 441                            | R 128                                    | 30kg       |
| Croatia                  | R 409                            | R 84                                     | 30kg       |
| Cuba                     | R 441                            | R 112                                    | 10kg       |
| Cyprus                   | R 409                            | R 84                                     | 30kg       |
| Czech Rep                | R 409                            | R 84                                     | 30kg       |
| Denmark                  | R 441                            | R 84                                     | 30kg       |
| Djibouti                 | R 441                            | R 128                                    | 30kg       |
| Dominica                 | R 441                            | R 128                                    | 20kg       |
| Dominican Rep            | R 441                            | R 128                                    | 30kg       |
| Ecuador                  | R 441                            | R 128                                    | 30kg       |
| Egypt                    | R 409                            | R 84                                     | 30kg       |
| El Salvador              | R 441                            | R 128                                    | 30kg       |
| Equatorial Guinea        | R 441                            | R 112                                    | 20kg       |
| Eritrea                  | R 441                            | R 112                                    | 30kg       |
| Estonia                  | R 441                            | R 84                                     | 30kg       |
| Ethiopia                 | R 441                            | R 84                                     | 30kg       |
| Fiji                     | R 441                            | R 128                                    | 30kg       |
| Finland                  | R 409                            | R 84                                     | 30kg       |
| France                   | R 409                            | R 84                                     | 30kg       |
| Gabon                    | R 360                            | R 38                                     | 30kg       |
| Gambia                   | R 441                            | R 128                                    | 10kg       |
| Georgia                  | R 409                            | R 112                                    | 30kg       |
| Germany                  | R 441                            | R 84                                     | 30kg       |
| Ghana                    | R 393                            | R 84                                     | 30kg       |
| Gibraltar                | R 409                            | R 84                                     | 30kg       |
| Great Britain            | R 409                            | R 84                                     | 30kg       |
| Greece                   | R 409                            | R 84                                     | 30kg       |

| <b>Country of destination</b> | <b>Rate (500g)<br/>(or part thereof)</b> | <b>Per additional 500g<br/>(or part thereof)</b> | <b>Max weight</b> |
|-------------------------------|--|--|-------------------|
| Grenada                       | R 441                                    | R 128  | 30kg              |
| Guinea                        | R 441                                    | R 112  | 30kg              |
| Guyana                        | R 409                                    | R 112  | 30kg              |
| Hong Kong                     | R 360                                    | R 112  | 30kg              |
| Hungary                       | R 409                                    | R 84   | 30kg              |
| Iceland                       | R 409                                    | R 84   | 30kg              |
| India                         | R 360                                    | R 84   | 20kg              |
| Indonesia                     | R 409                                    | R 84   | 30kg              |
| Iran                          | R 401                                    | R 112  | 30kg              |
| Ireland                       | R 441                                    | R 84   | 30kg              |
| Israel                        | R 441                                    | R 112  | 35kg              |
| Italy                         | R 409                                    | R 84   | 30kg              |
| Ivory Coast                   | R 393                                    | R 84   | 30kg              |
| Jamaica                       | R 441                                    | R 128  | 30kg              |
| Japan                         | R 360                                    | R 112  | 20kg              |
| Jordan                        | R 401                                    | R 84   | 30kg              |
| Kazakhstan                    | R 441                                    | R 112  | 30kg              |
| Kenya                         | R 401                                    | R 38   | 30kg              |
| Kiribati                      | R 441                                    | R 128  | 30kg              |
| Korea , Rep Of (South)        | R 441                                    | R 112  | 30kg              |
| Kuwait                        | R 409                                    | R 84   | 20kg              |
| Kyrgyzstan                    | R 441                                    | R 128  | 30kg              |
| Lao, People's Dem Rep         | R 441                                    | R 128  | 30kg              |
| Latvia                        | R 441                                    | R 84   | 30kg              |
| Lesotho                       | R 241                                    | R 38   | 30kg              |
| Liberia                       | R 441                                    | R 128  | 30kg              |
| Libya                         | R 401                                    | R 112  | 30kg              |
| Lithuania                     | R 409                                    | R 84   | 30kg              |
| Luxembourg                    | R 409                                    | R 84   | 30kg              |
| Macao                         | R 360                                    | R 112  | 30kg              |
| Macedonia                     | R 409                                    | R 112  | 30kg              |
| Madagascar                    | R 360                                    | R 38   | 30kg              |
| Malawi                        | R 241                                    | R 38   | 20kg              |
| Malaysia                      | R 409                                    | R 84   | 30kg              |
| Maldives                      | R 409                                    | R 95   | 30kg              |
| Mali                          | R 401                                    | R 112  | 30kg              |
| Malta                         | R 409                                    | R 112  | 20kg              |
| Mauritania                    | R 401                                    | R 112  | 30kg              |
| Mauritius                     | R 241                                    | R 38   | 30kg              |
| Mexico                        | R 441                                    | R 128  | 30kg              |
| Moldova                       | R 409                                    | R 112  | 30kg              |
| Mongolia                      | R 441                                    | R 128  | 20kg              |
| Montenegro                    | R 409                                    | R 112  | 30kg              |
| Morocco                       | R 401                                    | R 84   | 30kg              |
| Mozambique                    | R 241                                    | R 38   | 30kg              |
| Myanmar                       | R 441                                    | R 128  | 20kg              |
| Namibia                       | R 241                                    | R 38   | 30kg              |
| Netherlands                   | R 409                                    | R 84   | 30kg              |
| New Caledonia                 | R 441                                    | R 128  | 20kg              |
| New Zealand                   | R 386                                    | R 128  | 30kg              |
| Nicaragua                     | R 441                                    | R 128  | 30kg              |
| Niger                         | R 401                                    | R 112  | 30kg              |
| Nigeria                       | R 360                                    | R 38   | 30kg              |
| Norway                        | R 441                                    | R 84   | 30kg              |
| Pakistan                      | R 360                                    | R 128  | 30kg              |
| Panama                        | R 441                                    | R 128  | 30kg              |
| Papua New Guinea              | R 441                                    | R 128  | 30kg              |
| Paraguay                      | R 441                                    | R 128  | 30kg              |
| Peru                          | R 441                                    | R 128  | 30kg              |
| Philippines                   | R 409                                    | R 112  | 30kg              |



| Country of destination        | Rate (500g)<br>(or part thereof) | Per additional 500g<br>(or part thereof) | Max weight |
|-------------------------------|----------------------------------|--|------------|
| Poland                        | R 441                            | R 84                                     | 20kg       |
| Portugal                      | R 409                            | R 84                                     | 30kg       |
| Qatar                         | R 401                            | R 84                                     | 30kg       |
| Romania                       | R 409                            | R 112                                    | 30kg       |
| Russia                        | R 409                            | R 112                                    | 30kg       |
| Rwanda                        | R 360                            | R 38                                     | 30kg       |
| Samoa (USA)                   | R 441                            | R 112                                    | 30kg       |
| Saudi Arabia                  | R 401                            | R 84                                     | 30kg       |
| Senegal                       | R 401                            | R 112                                    | 30kg       |
| Serbia                        | R 409                            | R 112                                    | 30kg       |
| Seychelles                    | R 360                            | R 38                                     | 30kg       |
| Sierra Leone                  | R 401                            | R 128                                    | 30kg       |
| Singapore                     | R 409                            | R 112                                    | 30kg       |
| Slovenia                      | R 409                            | R 112                                    | 30kg       |
| Solomon Islands               | R 441                            | R 128                                    | 30kg       |
| South Sudan                   | R 393                            | R 38                                     | 20kg       |
| Spain                         | R 409                            | R 84                                     | 20kg       |
| Sri Lanka                     | R 409                            | R 84                                     | 30kg       |
| St Christopher and Nevis      | R 441                            | R 128                                    | 30kg       |
| St Lucia                      | R 441                            | R 128                                    | 30kg       |
| St Vincent and the Grenadines | R 441                            | R 128                                    | 30kg       |
| Sudan                         | R 401                            | R 112                                    | 30kg       |
| Swaziland                     | R 241                            | R 38                                     | 30kg       |
| Sweden                        | R 441                            | R 84                                     | 30kg       |
| Switzerland                   | R 409                            | R 84                                     | 30kg       |
| Syria                         | R 441                            | R 112                                    | 30kg       |
| Tanzania                      | R 241                            | R 38                                     | 30kg       |
| Thailand                      | R 409                            | R 84                                     | 30kg       |
| Togo                          | R 401                            | R 128                                    | 30kg       |
| Trinidad and Tobago           | R 441                            | R 112                                    | 20kg       |
| Tunisia                       | R 401                            | R 112                                    | 30kg       |
| Turkey                        | R 409                            | R 112                                    | 30kg       |
| Uganda                        | R 393                            | R 38                                     | 30kg       |
| Ukraine                       | R 441                            | R 112                                    | 20kg       |
| United Arab Emirates          | R 409                            | R 95                                     | 30kg       |
| Uruguay                       | R 441                            | R 112                                    | 30kg       |
| USA                           | R 466                            | R 112                                    | 30kg       |
| Uzbekistan                    | R 441                            | R 128                                    | 30kg       |
| Vanuatu                       | R 441                            | R 128                                    | 20kg       |
| Venezuela                     | R 441                            | R 128                                    | 30kg       |
| Vietnam                       | R 441                            | R 128                                    | 30kg       |
| Yemen                         | R 441                            | R 128                                    | 30kg       |
| Zambia                        | R 241                            | R 38                                     | 30kg       |
| Zimbabwe                      | R 241                            | R 38                                     | 30kg       |

**SERVICE NOT AVAILABLE AT THE FOLLOWING COUNTRIES:**

- |    |                  |    |                                 |
|----|------------------|----|---------------------------------|
| 1  | Bolivia          | 16 | Oman                            |
| 2  | Cook Islands     | 17 | Palestine                       |
| 3  | East Timor       | 18 | Puerto Rico                     |
| 4  | French Polynesia | 19 | Reunion                         |
| 5  | Guadalope        | 20 | Suriname                        |
| 6  | Guatemala        | 21 | Turkmenistan                    |
| 7  | Guinea Bissau    | 22 | Turks and Caicos Islands        |
| 8  | Haiti            | 23 | Bonaire Saba and Sint Eustatius |
| 9  | Honduras         | 24 | French Guiana                   |
| 10 | Iraq             | 25 | Korea, PDR (North)              |
| 11 | Kosovo           | 26 | Liechtenstein                   |
| 12 | Martinique       | 27 | Samoa (Western)                 |
| 13 | Monaco           | 28 | San Marino                      |
| 14 | Nauru            | 29 | Sao Tome and Principe           |
| 15 | Nepal            | 30 | Tajikistan                      |

## PHILATELIC PRODUCTS

### COMMEMORATIVE STAMPS

Stamps are issued during the course of the year to commemorate special events in the country. More information about these small ambassadors (First Day Covers and other philatelic products) can be obtained by contacting Philatelic Services at:

Postal address: Private Bag X505, Pretoria, 0001  
E-mail: sa.stamps@postoffice.co.za  
Telephone number: (012) 845-2801/13/15/2400  
Fax number: 086 539 0232 or 086 539 7457  
Website: www.postoffice.co.za

Buy postage stamps and philatelic products online at [www.virtualpostoffice.co.za](http://www.virtualpostoffice.co.za)  
Bulk orders are accepted and can also be paid via EFT.

## RATES FOR POSTBOXES, PRIVATE BAGS AND ACCESSORIES

### POSTBOXES

The rate for postboxes is as follows:

| Type                              | New rate   |
|-----------------------------------|------------|
| Postboxes (second postal address) | R455,00 pa |
| Key deposit (refundable)          | R30,00     |

### PRIVATE BAGS

The rate for private bags is as follows:

| Type   | New rate    |
|--------|-------------|
| Rental | R1815,00 pa |

### CONCESSION FOR PENSIONERS

| Type  | Then the rental fee per annum is... |
|---|-------------------------------------|
| Turns 60 years and/or is older than 60 years at the time of renewing the post box | R275,00 pa                          |

### CLEARANCE OF PRIVATE LETTER BOXES

The rates for the daily clearance (excluding Sundays and public holidays) of private letter boxes are:

| Type      | New rate    |
|-----------|-------------|
| Clearance | R1805,00 pa |

**NB: This is only for clearance – the letter box must be erected at own cost in accordance with Post Office standards**

## ACCESSORIES

The rates for accessories are as follows:

| Item                | New rate     |
|---------------------|--------------|
| New locks           | R150,00 each |
| Locks with two keys | R150,00 each |

## PRIVATE BAGS

| Item                    | New rate |
|-------------------------|----------|
| Bag only (70cm x 40cm)  | R520,00  |
| Bag only (122cm x 66cm) | R605,00  |
| Lock with two keys      | R270,00  |
| Nameplates (set of two) | R245,00  |
| Chain (optional)        | R125,00  |

## POSTE RESTANTE

Poste restante (temporary – two months at most) remains free of charge, and a poste restante number can still be obtained free of charge.

## REDIRECTION

The redirection rates are as follows:

| Period             | New rate |
|--------------------|----------|
| Up to one month    | R65,00   |
| Up to three months | R195,00  |
| Up to six months   | R390,00  |
| Up to 12 months    | R780,00  |

## NB

**NEW RATES EFFECTIVE 01 APRIL 2018 – 31 DECEMBER 2018.**



Millions of people all over South Africa have always relied on Postbank for secure, reliable savings accounts, which offer good interest rates and flexible terms. But did you know that Postbank has more products and more benefits than ever before? Whether you want to Save, Transact or Invest, Postbank offers some great products, all with your financial comfort and security in mind.

## FOR MORE INFORMATION, YOU CAN CONTACT

- Your Branch Manager at your local Post Office
- 0800 53 54 55 (Postbank)
- [www.postbank.co.za](http://www.postbank.co.za)

## SPEED SERVICES COURIERS

Speed Services Couriers provides the most extensive express courier network in Southern Africa. Please enquire at Post Office counters for prices.

### DOCUMENTS

A document is any form of written communication or article that is addressed to a specific person, or persons or a specific address; and must be conveyed by other than electronic means.

### SPEED SERVICES DOMESTIC TARIFFS

| Mass | Counter to Counter | Counter to Door |
|------|--------------------|-----------------|
| 500g | R 71,40            | R 79,35         |
| 1kg  | R 78,20            | R 87,30         |

#### Non-documents/parcels

|  |           |           |
|--|-----------|-----------|
| 1kg                                    | R 78,20   | R 87,30   |
| 2kg                                    | R 117,90  | R 126,95  |
| 3kg                                    | R 157,55  | R 166,60  |
| 4kg                                    | R 197,20  | R 206,25  |
| 5kg                                    | R 235,75  | R 244,80  |
| 6kg                                    | R 275,40  | R 284,50  |
| 7kg                                    | R 315,10  | R 324,15  |
| 8kg                                    | R 353,65  | R 362,70  |
| 9kg                                    | R 393,30  | R 402,35  |
| 10kg                                   | R 432,95  | R 442,00  |
| 11kg                                   | R 471,50  | R 480,55  |
| 12kg                                   | R 511,15  | R 520,25  |
| 13kg                                   | R 550,85  | R 559,90  |
| 14kg                                   | R 589,40  | R 598,45  |
| 15kg                                   | R 629,05  | R 638,10  |
| 16kg                                   | R 668,70  | R 677,80  |
| 17kg                                   | R 707,25  | R 716,30  |
| 18kg                                   | R 746,90  | R 756,00  |
| 19kg                                   | R 786,60  | R 795,65  |
| 20kg                                   | R 825,15  | R 834,20  |
| 21kg                                   | R 864,80  | R 873,85  |
| 22kg                                   | R 904,45  | R 913,50  |
| 23kg                                   | R 943,00  | R 952,10  |
| 24kg                                   | R 982,70  | R 991,75  |
| 25kg                                   | R 1022,35 | R 1031,40 |
| 26kg                                   | R 1060,90 | R 1069,95 |
| 27kg                                   | R 1100,55 | R 1109,60 |
| 28kg                                   | R 1140,20 | R 1149,30 |
| 29kg                                   | R 1178,75 | R 1187,85 |
| 30kg                                   | R 1218,45 | R 1227,50 |
| Thereafter per kg<br>(or part thereof) | R 39,65   | R 39,65   |

**ALL RATES EXCLUDE FUEL SURCHARGE, INSURANCE AND ARE VAT INCLUSIVE.**

**FUEL LEVY 25.6% FROM 1 APRIL 2018, REVIEWED QUARTERLY.**

| Value Added Services |          | Pre-Paid Packs/Stamps (Counter to Counter only) |          |
|----------------------|----------|---|----------|
| Same day Service     | R 283,35 | 1kg Pre-paid pack & stamps                      | R 82,75  |
| Saturday Service     | R 170,00 | 2kg Pre-paid stamps                             | R 142,80 |
| After Hours Service  | R 226,70 | 5kg Pre-paid stamps                             | R 273,15 |
| Early Bird           | R 138,60 |   |          |

**SSC document pack counter R7.95**

**SSC document pack door R7.95**

#### SPEED SERVICES COURIERS RATES:

##### NOTE:

- All rates exclude fuel surcharge, insurance and are VAT inclusive
- Maximum dimensions allowed for documents are 353mm x 250mm x 30mm
- Maximum mass allowed for documents is 1kg
- Fees are based on the greater of the actual mass or the volumetric mass (i.e. length by width by height, (cm) divided by 5000) are charged for non-documents (parcels)
- **NB:** Optional liability cover, up to a maximum of R10 000 per parcel, is available at a premium of 3% of declared/insured value. This option does not apply to parcels containing documents. Please contact 0860 023 133 should you be in need of more coverage
- Fuel levy is subject to change depending on the movement of the market

##### DOMESTIC OVERNIGHT SERVICE:

Overnight courier is available from and to Post Office stores nationwide and all major centres. Overnight delivery is affected by 10:30 the following morning and Early Bird by 09:00 the following morning. Early Bird door delivery is available in major centres only.

|                                  |   |
|----------------------------------|---|
| Counter to Counter               | From Post office for overnight delivery to the receiver's nominated Post Office Counter. POD is available   |
| Counter to Door                  | From post office counter to door delivery by 10:30 the next morning. <b>Only applies to major centres.</b>  |
| Counter to P.O.Box, Private Bag. | From the Post Office counter to a nominated P.O.Box or Private Bag.   |
| Door-to-door                     | Collect from the sender's door for overnight delivery to the receiver's door by 10:30 the next morning. <b>Only applies to major centres.</b>   |
| Same day courier                 | Door delivery on the same day as the collection. Collection from a Post Office or door. <b>This service is only available between major centres and is subject to flight availability.</b><br>Call 0860 023 133 |

|                       |   |
|-----------------------|---|
| Early bird            | From The Post office or door and delivered to the door by 09:00 the following morning. <b>This service is only available between major centres.</b>   |
| Saturday service      | Door collection or delivery between 09:00 - 12:00 on a Saturday. Items collected or handed in on Fridays will be delivered on Monday, unless this service is selected. <b>Please note Saturday service is available at certain major centres only.</b> Please enquire from our Call Centre 0860 023 133 |
| After hours           | Door collection or delivery after 18:00 weekdays and 12:00 Saturdays to 08:00 Mondays and public holidays. <b>This service is only available between major centres.</b>   |
| International Courier | Door delivery only to over 200 international destinations. Documents and parcels (non-documents) up to 20kg per item may be sent.   |

#### THE FOLLOWING ARE ACCEPTED:

C4 (324mm X 229mm) and B4 (358mm x 250mm) envelopes or Speed Services Couriers Document Packs for packaging, which are now available at the Post Office counters for only R7,95 each.

#### ADDITIONAL DOMESTIC SERVICES

|                         |  |
|-------------------------|--|
| Track and Trace         | All items, international and local, are computer coded and tracked throughout their destination. A unique barcode number is all that is required to trace an item through our system. Track and trace on <a href="http://www.speedservices.co.za">www.speedservices.co.za</a> or call our customer helpline 0860 023 133.  |
| Insurance and liability | Are you sending valuable items? If it is a valuable item, please ensure that you insure your item. Optional liability cover, up to a maximum of R10 000 (ten thousand rand) per parcel, is available at a premium of 3% of the declared/insured value. Please consult with our tellers/sales department should you require a quote on insurance cover or contact our call centre on 0860 023 133 for more information. |
| Proof of delivery       | A proof of delivery (POD) is available on our website and customer care helpline consultants, who will provide telephonic or hardcopy confirmation of time, date and receiver's details. No POD's are available for P.O.Box or Private Bag deliveries.   |

#### Speed Services Couriers

- Maximum dimensions allowed for documents are 353mm x 250mm x 30mm
- Maximum mass allowed for documents is 1kg.

| OPERATING HOURS (Call Centre) | HOURS         |
|-------------------------------|---------------|
| Mondays - Friday              | 07:00 – 18:00 |

**NB: Call centre not operational on weekends and public holidays.**

**INTERNATIONAL COURIER DOCUMENT EXPRESS**

| <b>Mass (kg)</b> | <b>Zone A</b> | <b>Zone B</b> | <b>Zone C</b> | <b>Zone D</b> | <b>Zone E</b> | <b>Zone F</b> | <b>Zone G</b> | <b>Zone H</b> |
|------------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|---------------|
| 0,5              | R239          | R286          | R325          | R362          | R414          | R505          | R616          | R836          |
| 1,0              | R333          | R404          | R572          | R725          | R836          | R1 001        | R1 223        | R1 672        |
| 1,5              | R427          | R525          | R861          | R1 085        | R1 253        | R1 507        | R1 839        | R2 182        |
| 2,0              | R520          | R646          | R1 147        | R1 450        | R1 672        | R2 005        | R2 451        | R2 902        |
| 2,5              | R567          | R737          | R1 433        | R1 812        | R2 088        | R2 485        | R3 006        | R3 343        |
| 3,0              | R614          | R789          | R1 719        | R2 172        | R2 510        | R2 877        | R3 356        | R3 775        |
| 3,5              | R658          | R861          | R1 911        | R2 409        | R2 786        | R3 171        | R3 738        | R4 137        |
| 4,0              | R713          | R932          | R2 024        | R2 641        | R3 065        | R3 462        | R4 125        | R4 507        |
| 4,5              | R759          | R1 001        | R2 133        | R2 872        | R3 343        | R3 620        | R4 344        | R4 865        |
| 5,0              | R804          | R1 075        | R2 239        | R3 107        | R3 624        | R3 772        | R4 566        | R5 232        |
| 5,5              | R853          | R1 132        | R2 288        | R3 220        | R3 767        | R3 928        | R4 791        | R5 427        |
| 6,0              | R902          | R1 191        | R2 334        | R3 331        | R3 913        | R4 083        | R5 015        | R5 629        |
| 6,5              | R947          | R1 248        | R2 382        | R3 444        | R4 058        | R4 234        | R5 235        | R5 824        |
| 7,0              | R996          | R1 304        | R2 429        | R3 555        | R4 204        | R4 394        | R5 459        | R6 026        |
| 7,5              | R1 043        | R1 363        | R2 478        | R3 669        | R4 347        | R4 549        | R5 629        | R6 226        |
| 8,0              | R1 085        | R1 423        | R2 525        | R3 775        | R4 497        | R4 707        | R5 802        | R6 425        |
| 8,5              | R1 134        | R1 477        | R2 569        | R3 886        | R4 640        | R4 855        | R5 969        | R6 618        |
| 9,0              | R1 188        | R1 539        | R2 616        | R4 004        | R4 783        | R5 010        | R6 135        | R6 817        |
| 9,5              | R1 230        | R1 590        | R2 663        | R4 110        | R4 931        | R5 168        | R6 305        | R7 015        |
| 10,0             | R1 280        | R1 647        | R2 710        | R4 224        | R5 072        | R5 321        | R6 477        | R7 219        |

Documents will be limited to a maximum of 10kg, thereafter parcel rates will apply.

## INTERNATIONAL COURIER PARCEL EXPRESS

| Mass (kg) | Zone A | Zone B | Zone C | Zone D | Zone E | Zone F | Zone G | Zone H |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|
| 0.5       | R427   | R476   | R587   | R836   | R893   | R949   | R1 114 | R1 354 |
| 1.0       | R520   | R597   | R883   | R1 198 | R1 309 | R1 450 | R1 731 | R2 167 |
| 1.5       | R614   | R713   | R1 172 | R1 558 | R1 731 | R1 950 | R2 337 | R2 978 |
| 2.0       | R713   | R828   | R1 472 | R1 923 | R2 143 | R2 451 | R2 959 | R3 800 |
| 2.5       | R759   | R902   | R1 756 | R2 288 | R2 557 | R2 959 | R3 560 | R4 611 |
| 3.0       | R804   | R971   | R1 933 | R2 643 | R2 961 | R3 454 | R4 179 | R5 424 |
| 3.5       | R853   | R1 043 | R2 113 | R2 882 | R3 257 | R3 758 | R4 593 | R5 910 |
| 4.0       | R902   | R1 114 | R2 296 | R3 109 | R3 538 | R4 066 | R5 010 | R6 349 |
| 4.5       | R947   | R1 188 | R2 392 | R3 338 | R3 814 | R4 372 | R5 427 | R6 783 |
| 5.0       | R996   | R1 255 | R2 478 | R3 459 | R4 093 | R4 680 | R5 848 | R7 222 |
| 5.5       | R1 043 | R1 307 | R2 540 | R3 620 | R4 293 | R4 899 | R6 130 | R7 427 |
| 6.0       | R1 085 | R1 368 | R2 606 | R3 781 | R4 483 | R5 129 | R6 403 | R7 629 |
| 6.5       | R1 134 | R1 425 | R2 658 | R3 940 | R4 680 | R5 348 | R6 684 | R7 833 |
| 7.0       | R1 188 | R1 479 | R2 707 | R4 100 | R4 872 | R5 570 | R6 968 | R8 033 |
| 7.5       | R1 230 | R1 541 | R2 762 | R4 263 | R5 069 | R5 794 | R7 239 | R8 235 |
| 8.0       | R1 280 | R1 595 | R2 811 | R4 428 | R5 267 | R6 014 | R7 523 | R8 440 |
| 8.5       | R1 317 | R1 650 | R2 865 | R4 586 | R5 459 | R6 236 | R7 695 | R8 647 |
| 9.0       | R1 349 | R1 714 | R2 912 | R4 749 | R5 651 | R6 462 | R7 870 | R8 849 |
| 9.5       | R1 383 | R1 765 | R2 966 | R4 904 | R5 848 | R6 684 | R8 045 | R9 051 |
| 10.0      | R1 420 | R1 822 | R3 015 | R5 069 | R6 046 | R6 904 | R8 223 | R9 254 |

**NOTE:**

- All rates exclude fuel surcharge, insurance and are vat inclusive.
- Street address only, no PO Box addresses.
- Surcharge of R119,20 per consignment for outlying areas.
- Part kg will be charged at the next half – kg.
- Volumetric charge greater of actual mass or L x H x W (cm)/5000.
- Add one working day from Post Office.
- Add one working day for outlying areas.



**INTERNATIONAL COURIER PARCEL EXPRESS**

| Mass (kg) | Zone A | Zone B | Zone C | Zone D | Zone E | Zone F | Zone G  | Zone H  |
|-----------|--------|--------|--------|--------|--------|--------|---------|---------|
| 10.5      | R1 450 | R1 881 | R3 060 | R5 175 | R6 169 | R7 039 | R8 396  | R9 436  |
| 11.0      | R1 484 | R1 938 | R3 104 | R5 284 | R6 297 | R7 177 | R8 568  | R9 623  |
| 11.5      | R1 516 | R1 995 | R3 149 | R5 390 | R6 425 | R7 316 | R8 743  | R9 808  |
| 12.0      | R1 553 | R2 051 | R3 188 | R5 493 | R6 549 | R7 449 | R8 916  | R9 988  |
| 12.5      | R1 588 | R2 111 | R3 232 | R5 604 | R6 677 | R7 587 | R9 096  | R10 171 |
| 13.0      | R1 620 | R2 162 | R3 274 | R5 710 | R6 800 | R7 720 | R9 268  | R10 361 |
| 13.5      | R1 654 | R2 222 | R3 321 | R5 814 | R6 928 | R7 853 | R9 436  | R10 543 |
| 14.0      | R1 689 | R2 281 | R3 358 | R5 922 | R7 049 | R7 991 | R9 614  | R10 728 |
| 14.5      | R1 726 | R2 335 | R3 403 | R6 028 | R7 177 | R8 127 | R9 786  | R10 910 |
| 15.0      | R1 760 | R2 394 | R3 444 | R6 135 | R7 306 | R8 265 | R9 961  | R11 100 |
| 15.5      | R1 793 | R2 451 | R3 489 | R6 238 | R7 429 | R8 398 | R10 136 | R11 280 |
| 16.0      | R1 825 | R2 508 | R3 528 | R6 349 | R7 557 | R8 534 | R10 309 | R11 463 |
| 16.5      | R1 862 | R2 562 | R3 575 | R6 453 | R7 680 | R8 674 | R10 486 | R11 648 |
| 17.0      | R1 896 | R2 619 | R3 617 | R6 559 | R7 809 | R8 805 | R10 659 | R11 830 |
| 17.5      | R1 933 | R2 678 | R3 659 | R6 670 | R7 937 | R8 940 | R10 817 | R12 018 |
| 18.0      | R1 965 | R2 732 | R3 701 | R6 776 | R8 060 | R9 074 | R10 972 | R12 200 |
| 18.5      | R1 997 | R2 791 | R3 745 | R6 884 | R8 188 | R9 209 | R11 127 | R12 382 |
| 19.0      | R2 032 | R2 848 | R3 790 | R6 988 | R8 309 | R9 350 | R11 280 | R12 570 |
| 19.5      | R2 069 | R2 902 | R3 829 | R7 099 | R8 437 | R9 485 | R11 433 | R12 752 |
| 20.0      | R2 101 | R2 961 | R3 871 | R7 202 | R8 561 | R9 621 | R11 589 | R12 937 |

**THEREAFTER PER 500G**

| Zone A | Zone B | Zone C | Zone D | Zone E | Zone F | Zone G | Zone H |
|--------|--------|--------|--------|--------|--------|--------|--------|
| R34    | R40    | R66    | R93    | R110   | R119   | R136   | R170   |

Fuel levy 25,6% from 1 April 2018 – 31 March 2019.

All rates exclude fuel surcharge, insurance and are VAT inclusive.

## INTERNATIONAL DESTINATION COUNTRIES AND ZONE CLASSIFICATION STREET ADDRESSES ONLY – NO PO BOX ADDRESSES

Please choose destination starting letter for appropriate table  
Please take note of the Documentation Requirements:

| Country                         | Zone | Transit time (Working Days) |          |
|---------------------------------|------|-----------------------------|----------|
|                                 |      | Docs                        | Non-docs |
| <b>Gateway City</b>             |      |                             |          |
| <b>A</b>                        |      |                             |          |
| <b>Afghanistan</b>              | H    | 3-4                         | 4-5      |
| <i>Kabul</i>                    |      |                             |          |
| <b>Åland</b>                    | G    | 3-4                         | 4-5      |
| <i>Mariehamn</i>                |      |                             |          |
| <b>Albania</b>                  | H    | 3-4                         | 4-5      |
| <i>Tirana</i>                   |      |                             |          |
| <b>Algeria</b>                  | G    | 3-4                         | 4-5      |
| <i>Algiers</i>                  |      |                             |          |
| <b>American Samoa</b>           | H    | 3-4                         | 4-5      |
| <i>Pago Pago</i>                |      |                             |          |
| <b>Andorra</b>                  | E    | 3-4                         | 4-5      |
| <i>Andorra la Vella</i>         |      |                             |          |
| <b>Angola</b>                   | G    | 3-4                         | 4-5      |
| <i>Luanda</i>                   |      |                             |          |
| <b>Anguilla</b>                 | H    | 3-4                         | 4-5      |
| <i>The Valley</i>               |      |                             |          |
| <b>Antigua &amp; Barbuda</b>    | H    | 3-4                         | 4-5      |
| <i>St Johns</i>                 |      |                             |          |
| <b>Argentina</b>                | H    | 3-4                         | 4-5      |
| <i>Buenos Aires</i>             |      |                             |          |
| <b>Armenia</b>                  | G    | 3-4                         | 4-5      |
| <i>Yerevan</i>                  |      |                             |          |
| <b>Aruba</b>                    | H    | 3-4                         | 4-5      |
| <i>Oranjestad</i>               |      |                             |          |
| <b>Ascension</b>                | H    | 3-4                         | 4-5      |
| <i>Georgetown</i>               |      |                             |          |
| <b>Australia</b>                | F    | 3-4                         | 4-5      |
| <i>Sydney</i>                   |      |                             |          |
| <b>Austria</b>                  | F    | 2-3                         | 3-4      |
| <i>Vienna</i>                   |      |                             |          |
| <b>Azerbaijan</b>               | G    | 4-5                         | 4-5      |
| <i>Baku</i>                     |      |                             |          |
| <b>Azores</b>                   | H    | 4-5                         | 5-6      |
| <i>Ponta Delgada</i>            |      |                             |          |
| <b>B</b>                        |      |                             |          |
| <b>Bahamas</b>                  | H    | 3-4                         | 4-5      |
| <i>Nassau</i>                   |      |                             |          |
| <b>Bahrain</b>                  | G    | 3-4                         | 4-5      |
| <i>Manama</i>                   |      |                             |          |
| <b>Bangladesh</b>               | H    | 3-4                         | 4-5      |
| <i>Dhaka</i>                    |      |                             |          |
| <b>Barbados</b>                 | H    | 3-4                         | 4-5      |
| <i>Bridgetown</i>               |      |                             |          |
| <b>Belarus</b>                  | H    | 3-4                         | 4-5      |
| <i>Minsk</i>                    |      |                             |          |
| <b>Belgium</b>                  | E    | 2-3                         | 3-4      |
| <i>Brussels</i>                 |      |                             |          |
| <b>Belize</b>                   | H    | 3-4                         | 4-5      |
| <i>Belmopan</i>                 |      |                             |          |
| <b>Benin</b>                    | H    | 3-4                         | 4-5      |
| <i>Porto Novo</i>               |      |                             |          |
| <b>Bermuda</b>                  | H    | 3-4                         | 4-5      |
| <i>Hamilton</i>                 |      |                             |          |
| <b>Bhutan</b>                   | H    | 4-5                         | 5-6      |
| <i>Thimphu</i>                  |      |                             |          |
| <b>Bolivia</b>                  | H    | 3-4                         | 4-5      |
| <i>La Paz</i>                   |      |                             |          |
| <b>Bonaire</b>                  | H    | 4-5                         | 5-6      |
| <i>Willemstad</i>               |      |                             |          |
| <b>Bosnia &amp; Herzegovina</b> | G    | 3-4                         | 4-5      |
| <i>Sarajevo</i>                 |      |                             |          |
| <b>Botswana</b>                 | A    | 1-2                         | 2-3      |
| <i>Gaborone</i>                 |      |                             |          |
| <b>Brazil</b>                   | G    | 3-4                         | 4-5      |
| <i>Brasilia</i>                 |      |                             |          |
| <b>British Virgin Islands</b>   | H    | 4-5                         | 5-6      |
| <i>Road Town</i>                |      |                             |          |
| <b>Brunei</b>                   | H    | 3-4                         | 4-5      |
| <i>Bandar Seri Begawan</i>      |      |                             |          |

| Country                       | Zone | Transit time (Working Days) |          |
|-------------------------------|------|-----------------------------|----------|
|                               |      | Docs                        | Non-docs |
| <b>Gateway City</b>           |      |                             |          |
| <b>Bulgaria</b>               | G    | 3-4                         | 4-5      |
| <i>Sofia</i>                  |      |                             |          |
| <b>Burkina Faso</b>           | H    | 4-5                         | 5-6      |
| <i>Ouagadougou</i>            |      |                             |          |
| <b>Burma (Myanmar)</b>        | H    | 4-5                         | 5-6      |
| <i>Rangoon</i>                |      |                             |          |
| <b>Burundi</b>                | D    | 3-4                         | 4-5      |
| <i>Bujumbura</i>              |      |                             |          |
| <b>C</b>                      |      |                             |          |
| <b>Cambodia</b>               | H    | 4-5                         | 5-6      |
| <i>Phnom Penh</i>             |      |                             |          |
| <b>Cameroon</b>               | G    | 4-5                         | 5-6      |
| <i>Yaounde</i>                |      |                             |          |
| <b>Canada</b>                 | G    | 2-3                         | 3-4      |
| <i>Ottawa</i>                 |      |                             |          |
| <b>Canary Islands</b>         | G    | 3-4                         | 4-5      |
| <i>Las Palmas</i>             |      |                             |          |
| <b>Cape Verde Islands</b>     | H    | 4-5                         | 5-6      |
| <i>Praja</i>                  |      |                             |          |
| <b>Caribbean Islands</b>      | H    | 4-5                         | 5-6      |
| -                             |      |                             |          |
| <b>Cayman Islands</b>         | H    | 3-4                         | 4-5      |
| <i>Georgetown</i>             |      |                             |          |
| <b>Central African Rep</b>    | H    | 3-4                         | 4-5      |
| <i>Bangui</i>                 |      |                             |          |
| <b>Chad</b>                   | H    | 3-4                         | 4-5      |
| <i>N'Djamena</i>              |      |                             |          |
| <b>Channel Islands</b>        | E    | 2-3                         | 3-4      |
| <i>Guernsey</i>               |      |                             |          |
| <b>Chile</b>                  | H    | 3-4                         | 4-5      |
| <i>Santiago</i>               |      |                             |          |
| <b>China</b>                  | G    | 3-4                         | 4-5      |
| <i>Beijing</i>                |      |                             |          |
| <b>Christmas Island</b>       | H    | 4-5                         | 5-6      |
| -                             |      |                             |          |
| <b>Cocos &amp; Keeling Is</b> | H    | 4-5                         | 5-6      |
| -                             |      |                             |          |
| <b>Colombia</b>               | H    | 3-4                         | 4-5      |
| <i>Bogotá</i>                 |      |                             |          |
| <b>Comores</b>                | H    | 3-4                         | 4-5      |
| <i>Moroni</i>                 |      |                             |          |
| <b>Congo</b>                  | H    | 3-4                         | 4-5      |
| <i>Brazzaville</i>            |      |                             |          |
| <b>Cook Islands</b>           | H    | 4-5                         | 5-6      |
| <i>Avarua on Rarotonga</i>    |      |                             |          |
| <b>Costa Rica</b>             | H    | 3-4                         | 4-5      |
| <i>San José</i>               |      |                             |          |
| <b>Croatia</b>                | G    | 3-4                         | 4-5      |
| <i>Zagreb</i>                 |      |                             |          |
| <b>Cuba</b>                   | H    | 4-5                         | 5-6      |
| <i>Havana</i>                 |      |                             |          |
| <b>Curaçao</b>                | H    | 4-5                         | 5-6      |
| <i>Willemstad</i>             |      |                             |          |
| <b>Cyprus</b>                 | E    | 3-4                         | 4-5      |
| <i>Nicosia</i>                |      |                             |          |
| <b>Czech Republic</b>         | G    | 3-4                         | 4-5      |
| <i>Prague</i>                 |      |                             |          |
| <b>D</b>                      |      |                             |          |
| <b>Democratic Rep of Co</b>   | H    | 3-4                         | 4-5      |
| <i>Kinshasa</i>               |      |                             |          |
| <b>Denmark</b>                | F    | 2-3                         | 3-4      |
| <i>Copenhagen</i>             |      |                             |          |
| <b>Djibouti</b>               | G    | 4-5                         | 5-6      |
| <i>Djibouti</i>               |      |                             |          |
| <b>Dominica</b>               | H    | 3-4                         | 4-5      |
| <i>Roseau</i>                 |      |                             |          |
| <b>Dominican Republic</b>     | H    | 3-4                         | 4-5      |
| <i>Santo Domingo</i>          |      |                             |          |

| Country   | Zone | Transit time (Working Days) |          |
|---|------|-----------------------------|----------|
|   |      | Docs                        | Non-docs |
| <b>Gateway City</b>                               |      |                             |          |
| <b>E</b>  |      |                             |          |
| <b>East Timor</b><br><i>(See Indonesia)</i>       |      |                             |          |
| <b>Ecuador</b><br><i>Quito</i>                    | H    | 3-4                         | 4-5      |
| <b>Egypt</b><br><i>Cairo</i>                      | G    | 3-4                         | 4-5      |
| <b>El Salvador</b><br><i>San Salvador</i>         | H    | 3-4                         | 4-5      |
| <b>Equatorial Guinea</b><br><i>Malabo</i>         | H    | 5-6                         | 6-7      |
| <b>Eritrea</b><br><i>Asmara</i>                   | H    | 5-6                         | 5-6      |
| <b>Estonia</b><br><i>Tallinn</i>                  | H    | 3-4                         | 4-5      |
| <b>Ethiopia</b><br><i>Addis Ababa</i>             | H    | 4-5                         | 5-6      |
| <b>F</b>  |      |                             |          |
| <b>Faeroes</b><br><i>Tórshavn</i>                 | H    | 4-5                         | 5-6      |
| <b>Falkland Islands</b><br><i>Stanley</i>         | H    | 5-6                         | 6-7      |
| <b>Fiji Islands</b><br><i>Suva</i>                | H    | 4-5                         | 5-6      |
| <b>Finland</b><br><i>Helsinki</i>                 | F    | 2-3                         | 3-4      |
| <b>France</b><br><i>Paris</i>                     | E    | 2-3                         | 3-4      |
| <b>French Guiana</b><br><i>Cayenne</i>            | H    | 3-4                         | 4-5      |
| <b>French Polynesia</b><br><i>Papeete</i>         | H    | 4-5                         | 5-6      |
| <b>G</b>  |      |                             |          |
| <b>Gabon</b><br><i>Libreville</i>                 | H    | 4-5                         | 5-6      |
| <b>Gambia</b><br><i>Banjul</i>                    | G    | 4-5                         | 5-6      |
| <b>Gaza &amp; Khanyunis</b><br><i>Gaza</i>        | H    | 5-6                         | 6-7      |
| <b>Georgia</b><br><i>Tbilisi</i>                  | G    | 3-4                         | 4-5      |
| <b>Germany</b><br><i>Berlin</i>                   | F    | 2-3                         | 3-4      |
| <b>Ghana</b><br><i>Accra</i>                      | G    | 3-4                         | 4-5      |
| <b>Gibraltar</b><br><i>Gibraltar</i>              | H    | 3-4                         | 4-5      |
| <b>Greece</b><br><i>Athens</i>                    | E    | 2-3                         | 3-4      |
| <b>Greenland</b><br><i>Nuuk (Godthåb)</i>         | H    | 4-5                         | 5-6      |
| <b>Grenada</b><br><i>St. George's</i>             | H    | 4-5                         | 5-6      |
| <b>Guadeloupe</b><br><i>Pointe-a-Pitre</i>        | H    | 4-5                         | 5-6      |
| <b>Guam</b><br><i>Agaña</i>                       | H    | 4-5                         | 5-6      |
| <b>Guatemala</b><br><i>Guatemala City</i>         | H    | 4-5                         | 5-6      |
| <b>Guernsey</b><br><i>(See Channel Islands)</i>   |      |                             |          |
| <b>Guinea</b><br><i>Conakry</i>                   | H    | 4-5                         | 5-6      |
| <b>Guinea-Bissau</b><br><i>Bissau</i>             | H    | 4-5                         | 5-6      |
| <b>Guyana</b><br><i>Georgetown</i>                | H    | 3-4                         | 4-5      |
| <b>H</b>  |      |                             |          |
| <b>Haiti</b><br><i>Port-au-Prince</i>             | H    | 4-5                         | 5-6      |
| <b>Heard &amp; McDonald Is</b><br><i>Edmonton</i> | H    | 4-5                         | 5-6      |
| <b>Honduras</b><br><i>Tegucigalpa</i>             | H    | 4-5                         | 5-6      |
| <b>Hong Kong</b><br><i>Kowloon</i>                | F    | 3-4                         | 4-5      |
| <b>Hungary</b><br><i>Budapest</i>                 | G    | 3-4                         | 4-5      |

| Country                                      | Zone | Transit time (Working Days) |          |
|--|------|-----------------------------|----------|
|  |      | Docs                        | Non-docs |
| <b>Gateway City</b>                          |      |                             |          |
| <b>I</b>                                     |      |                             |          |
| <b>Iceland</b><br><i>Reykjavik</i>           | H    | 3-4                         | 4-5      |
| <b>India</b><br><i>Delhi</i>                 | G    | 3-4                         | 4-5      |
| <b>Indonesia</b><br><i>Jakarta</i>           | G    | 3-4                         | 4-5      |
| <b>Iran</b><br><i>Teheran</i>                | H    | 4-5                         | 5-6      |
| <b>Iraq</b><br><i>Baghdad</i>                | H    | 4-5                         | 5-6      |
| <b>Ireland</b><br><i>Dublin</i>              | E    | 2-3                         | 3-4      |
| <b>Isle of Man</b><br><i>Douglas</i>         | E    | 2-3                         | 3-4      |
| <b>Israel</b><br><i>Jerusalem</i>            | F    | 2-3                         | 4-5      |
| <b>Italy</b><br><i>Rome</i>                  | E    | 2-3                         | 3-4      |
| <b>Ivory Coast</b><br><i>Abidjan</i>         | G    | 3-4                         | 4-5      |
| <b>J</b>                                     |      |                             |          |
| <b>Jamaica</b><br><i>Kingston</i>            | H    | 4-5                         | 5-6      |
| <b>Japan</b><br><i>Tokyo</i>                 | G    | 2-3                         | 3-4      |
| <b>Jersey</b><br><i>(See Channel Island)</i> |      |                             |          |
| <b>Jordan</b><br><i>Amman</i>                | H    | 2-3                         | 3-4      |
| <b>K</b>                                     |      |                             |          |
| <b>Kazakhstan</b><br><i>Astana</i>           | G    | 4-5                         | 5-6      |
| <b>Kenya</b><br><i>Nairobi</i>               | C    | 1-2                         | 2-3      |
| <b>Kiribati</b><br><i>Tarawa</i>             | H    | 4-5                         | 5-6      |
| <b>Kuwait</b><br><i>Kuwait City</i>          | G    | 3-4                         | 4-5      |
| <b>Kyrgyzstan</b><br><i>Bishkek</i>          | G    | 4-5                         | 5-6      |
| <b>L</b>                                     |      |                             |          |
| <b>Laos</b><br><i>Loa</i>                    | H    | 5-6                         | 6-7      |
| <b>Latvia</b><br><i>Riga</i>                 | H    | 3-4                         | 4-5      |
| <b>Lebanon</b><br><i>Beirut</i>              | F    | 3-4                         | 4-5      |
| <b>Lesotho</b><br><i>Maseru</i>              | A    | 1-2                         | 2-3      |
| <b>Liberia</b><br><i>Monrovia</i>            | H    | 4-5                         | 5-6      |
| <b>Libya</b><br><i>Tripoli</i>               | H    | 4-5                         | 5-6      |
| <b>Liechtenstein</b><br><i>Vaduz</i>         | E    | 3-4                         | 4-5      |
| <b>Lithuania</b><br><i>Vilnius</i>           | H    | 3-4                         | 4-5      |
| <b>Luxembourg</b><br><i>Luxembourg</i>       | E    | 2-3                         | 3-4      |
| <b>M</b>                                     |      |                             |          |
| <b>Macau</b><br><i>Macau</i>                 | F    | 3-4                         | 4-5      |
| <b>Macedonia</b><br><i>Skopje</i>            | H    | 4-5                         | 5-6      |
| <b>Madagascar</b><br><i>Antananarivo</i>     | G    | 3-4                         | 4-5      |
| <b>Madeira</b><br><i>Funchal</i>             | H    | 4-5                         | 5-6      |
| <b>Malawi</b><br><i>Lilongwe</i>             | C    | 2-3                         | 3-4      |
| <b>Malaysia</b><br><i>Kuala Lumpur</i>       | F    | 3-4                         | 4-5      |
| <b>Maldives</b><br><i>Male</i>               | H    | 3-4                         | 4-5      |
| <b>Mali</b><br><i>Bamako</i>                 | G    | 4-5                         | 5-6      |

| Country  | Zone | Transit time (Working Days) |          |
|--|------|-----------------------------|----------|
|  |      | Docs                        | Non-docs |
| <b>Gateway City</b>                                |      |                             |          |
| <b>Malta</b><br><i>Valletta</i>                    | G    | 3-4                         | 4-5      |
| <b>Marshall Islands</b><br><i>Majuro</i>           | H    | 5-6                         | 6-7      |
| <b>Martinique</b><br><i>Fort-de-France</i>         | H    | 4-5                         | 5-6      |
| <b>Martinique</b><br><i>Fort-de-France</i>         | H    | 3                           | 4        |
| <b>Mauritania</b><br><i>Nouakchott</i>             | H    | 4-5                         | 5-6      |
| <b>Mauritius</b><br><i>Port Louis</i>              | C    | 2-3                         | 3-4      |
| <b>Mayotte</b><br><i>Dzaoudzi</i>                  | C    | 2-3                         | 3-4      |
| <b>Mexico</b><br><i>Mexico City</i>                | G    | 3-4                         | 4-5      |
| <b>Micronesia</b><br><i>Palikir</i>                | H    | 5-6                         | 6-7      |
| <b>Moldova</b><br><i>Chisinau</i>                  | H    | 3-4                         | 4-5      |
| <b>Monaco</b><br><i>Monte Carlo</i>                | E    | 2-3                         | 3-4      |
| <b>Mongolia</b><br><i>Ulan Bator</i>               | H    | 4-5                         | 5-6      |
| <b>Montserrat</b><br><i>Brades (Plymouth)</i>      | H    | 3-4                         | 4-5      |
| <b>Morocco</b><br><i>Rabat</i>                     | H    | 3-4                         | 4-5      |
| <b>Mozambique</b><br><i>Maputo</i>                 | C    | 1-2                         | 2-3      |
| <b>Myanmar (Burma)</b><br><i>(See Burma)</i>       |      |                             |          |
| <b>N</b>   |      |                             |          |
| <b>Namibia</b><br><i>Windhoek</i>                  | B    | 1-2                         | 2-3      |
| <b>Nauru</b><br><i>Yaren</i>                       | H    | 5-6                         | 6-7      |
| <b>Nepal</b><br><i>Kathmandu</i>                   | H    | 4-5                         | 5-6      |
| <b>Netherlands</b><br><i>Amsterdam</i>             | E    | 2-3                         | 3-4      |
| <b>Netherlands Antilles</b><br><i>Willemstad</i>   | H    | 3-4                         | 4-5      |
| <b>Nevis</b><br><i>(See St. Kitts &amp; Nevis)</i> |      |                             |          |
| <b>New Caledonia</b><br><i>Nouméa</i>              | G    | 4-5                         | 5-6      |
| <b>New Zealand</b><br><i>Wellington</i>            | G    | 3-4                         | 4-5      |
| <b>Nicaragua</b><br><i>Managua</i>                 | H    | 4-5                         | 5-6      |
| <b>Niger</b><br><i>Niamey</i>                      | H    | 4-5                         | 5-6      |
| <b>Nigeria</b><br><i>Lagos</i>                     | G    | 3-4                         | 4-5      |
| <b>Niue</b><br><i>Alofi</i>                        | H    | 4-5                         | 5-6      |
| <b>Norfolk Island</b><br><i>Kingston</i>           | H    | 4-5                         | 5-6      |
| <b>North Korea</b><br><i>Pyongyang</i>             | H    | 4-5                         | 5-6      |
| <b>Northern Ireland</b><br>-                       | D    | 2-3                         | 3-4      |
| <b>Northern Mariana Is</b><br><i>Saipan</i>        | H    | 4-5                         | 5-6      |
| <b>Norway</b><br><i>Oslo</i>                       | F    | 2-3                         | 3-4      |
| <b>O</b>   |      |                             |          |
| <b>Oman</b><br><i>Muscat</i>                       | G    | 3-4                         | 4-5      |
| <b>P</b>   |      |                             |          |
| <b>Pakistan</b><br><i>Islamabad</i>                | H    | 3-4                         | 4-5      |
| <b>Palau</b><br><i>Koror</i>                       | H    | 4-5                         | 5-6      |
| <b>Panama</b><br><i>Panama City</i>                | H    | 3-4                         | 4-5      |

| Country   | Zone | Transit time (Working Days) |          |
|---|------|-----------------------------|----------|
|   |      | Docs                        | Non-docs |
| <b>Gateway City</b>                                     |      |                             |          |
| <b>P</b>  |      |                             |          |
| <b>Papua New Guinea</b><br><i>Port Moresby</i>          | H    | 4-5                         | 5-6      |
| <b>Paraguay</b><br><i>Asunción</i>                      | H    | 3-4                         | 4-5      |
| <b>Peru</b><br><i>Lima</i>                              | H    | 3-4                         | 4-5      |
| <b>Philippines</b><br><i>Manila</i>                     | G    | 3-4                         | 4-5      |
| <b>Pitcairn Islands</b><br><i>Adamstown</i>             | H    | 5-6                         | 6-7      |
| <b>Poland</b><br><i>Warsaw</i>                          | G    | 3-4                         | 4-5      |
| <b>Portugal</b><br><i>Lisbon</i>                        | E    | 2-3                         | 3-4      |
| <b>Puerto Rico</b><br><i>San Juan</i>                   | H    | 3-4                         | 4-5      |
| <b>Q</b>  |      |                             |          |
| <b>Qatar</b><br><i>Doha</i>                             | G    | 3-4                         | 4-5      |
| <b>R</b>  |      |                             |          |
| <b>Reunion Islands</b><br><i>Saint - Denis</i>          | G    | 3-4                         | 4-5      |
| <b>Romania</b><br><i>Bucharest</i>                      | G    | 3-4                         | 4-5      |
| <b>Russian Federation</b><br><i>Moscow</i>              | G    | 5-6                         | 5-6      |
| <b>Rwanda</b><br><i>Kigali</i>                          | D    | 4-5                         | 5-6      |
| <b>S</b>  |      |                             |          |
| <b>Saipan</b><br>-                                      | H    | 5-6                         | 6-7      |
| <b>San Marino</b><br><i>San Marino</i>                  | E    | 3-4                         | 4-5      |
| <b>São Tomé &amp; Príncipe</b><br><i>São Tomé</i>       | H    | 5-6                         | 6-7      |
| <b>Saudi Arabia</b><br><i>Riyadh</i>                    | G    | 3-4                         | 4-5      |
| <b>Senegal</b><br><i>Dakar</i>                          | G    | 4-5                         | 5-6      |
| <b>Serbia &amp; Montenegro</b><br>-                     | G    | 3-4                         | 4-5      |
| <b>Seychelles</b><br><i>Victoria</i>                    | H    | 4-5                         | 5-6      |
| <b>Sierra Leone</b><br><i>Freetown</i>                  | H    | 4-5                         | 5-6      |
| <b>Singapore</b><br><i>Singapore</i>                    | F    | 2-3                         | 3-4      |
| <b>Slovakia</b><br><i>Bratislava</i>                    | G    | 4-5                         | 5-6      |
| <b>Slovenia</b><br><i>Ljubljana</i>                     | G    | 4-5                         | 5-6      |
| <b>Solomon Islands</b><br><i>Honiara</i>                | H    | 4-5                         | 5-6      |
| <b>Somalia</b><br><i>Mogadishu</i>                      | H    | 4-5                         | 5-6      |
| <b>South Korea</b><br><i>Seoul</i>                      | G    | 3-4                         | 4-5      |
| <b>Spain</b><br><i>Madrid</i>                           | E    | 2-3                         | 3-4      |
| <b>Sri Lanka</b><br><i>Colombo</i>                      | G    | 4-5                         | 5-6      |
| <b>St. Barthelemy</b><br>-                              | H    | 4-5                         | 5-6      |
| <b>St. Eustatius</b><br>-                               | H    | 4-5                         | 5-6      |
| <b>St. Helena</b><br><i>Jamestown</i>                   | H    | 4-5                         | 5-6      |
| <b>St. Kitts &amp; Nevis</b><br><i>Basseterre</i>       | H    | 4-5                         | 5-6      |
| <b>St. Lucia</b><br><i>Castries</i>                     | H    | 4-5                         | 5-6      |
| <b>St. Maarten</b><br><i>Phillipsburg</i>               | H    | 4-5                         | 5-6      |
| <b>St. Pierre &amp; Miquelon</b><br><i>St. Pierre</i>   | H    | 4-5                         | 5-6      |
| <b>St. Vincent &amp; The Grenadines</b><br><i>Sudan</i> | H    | 4-5                         | 5-6      |
| <b>Sudan</b><br><i>Khartoum</i>                         | H    | 4-5                         | 5-6      |

| Country  | Zone | Transit time (Working Days) |          |
|--|------|-----------------------------|----------|
|  |      | Docs                        | Non-docs |
| Gateway City   |      |                             |          |
| <b>S</b>   |      |                             |          |
| <b>Suriname</b><br><i>Paramaribo</i>                   | H    | 4-5                         | 5-6      |
| <b>Swaziland</b><br><i>Mbabane</i>                     | A    | 1-2                         | 2-3      |
| <b>Sweden</b><br><i>Stockholm</i>                      | E    | 2-3                         | 3-4      |
| <b>Switzerland</b><br><i>Berne</i>                     | F    | 2-3                         | 3-4      |
| <b>Syria</b><br><i>Damascus</i>                        | H    | 3-4                         | 4-5      |
| <b>T</b>   |      |                             |          |
| <b>Tahiti</b><br><i>Papeete</i>                        | H    | 4-5                         | 5-6      |
| <b>Taiwan</b><br><i>Taipei</i>                         | F    | 3-4                         | 4-5      |
| <b>Tajikistan</b><br><i>Dushanbe</i>                   | G    | 4-5                         | 5-6      |
| <b>Tanzania</b><br><i>Dar es Salaam</i>                | D    | 2-3                         | 3-4      |
| <b>Thailand</b><br><i>Bangkok</i>                      | F    | 3-4                         | 4-5      |
| <b>Togo</b><br><i>Lomé</i>                             | H    | 4-5                         | 5-6      |
| <b>Tonga</b><br><i>Tongatapu</i>                       | H    | 4-5                         | 5-6      |
| <b>Trinidad &amp; Tobago</b><br><i>Port of Spain</i>   | H    | 4-5                         | 5-6      |
| <b>Tunisia</b><br><i>Tunis</i>                         | H    | 3-4                         | 4-5      |
| <b>Turkey</b><br><i>Ankara</i>                         | E    | 3-4                         | 4-5      |
| <b>Turkmenistan</b><br><i>Ashkhabat</i>                | G    | 4-5                         | 5-6      |
| <b>Turks &amp; Caicos Islands</b><br><i>Grand Turk</i> | G    | 4-5                         | 5-6      |
| <b>Tuvalu</b><br><i>Funafuti</i>                       | H    | 5-6                         | 6-7      |
| <b>U</b>   |      |                             |          |
| <b>Uganda</b><br><i>Kampala</i>                        | D    | 2-3                         | 3-4      |
| <b>Ukraine</b><br><i>Kiev</i>                          | G    | 3-4                         | 4-5      |
| <b>United Arab Emirates</b><br><i>Dubai</i>            | G    | 3-4                         | 4-5      |
| <b>United Kingdom</b><br><i>London</i>                 | D    | 1-2                         | 2-3      |
| <b>United States</b><br><i>New York</i>                | G    | 2-3                         | 3-4      |
| <b>Uruguay</b><br><i>Montevideo</i>                    | H    | 3-4                         | 4-5      |

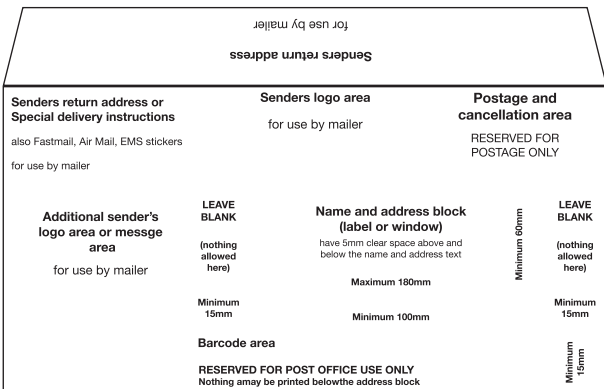
| Country   | Zone | Transit time (Working Days) |          |
|---|------|-----------------------------|----------|
|   |      | Docs                        | Non-docs |
| Gateway City  |      |                             |          |
| <b>U</b>  |      |                             |          |
| <b>US Virgin Islands</b><br><i>Charlotte Amalie</i>               | H    | 4-5                         | 5-6      |
| <b>Uzbekistan</b><br><i>Tashkent</i>                              | G    | 5-6                         | 6-7      |
| <b>V</b>  |      |                             |          |
| <b>Vanuatu</b><br><i>Port-Villa</i>                               | H    | 3-4                         | 4-5      |
| <b>Vatican City</b><br><i>(See Italy)</i>                         |      |                             |          |
| <b>Venezuela</b><br><i>Caracas</i>                                | H    | 3-4                         | 4-5      |
| <b>Vietnam</b><br><i>Hanoi</i>                                    | G    | 3-4                         | 4-5      |
| <b>Virgin Islands (UK)</b><br><i>(See British Virgin Islands)</i> |      |                             |          |
| <b>Virgin Islands (USA)</b><br><i>(See US Virgin Islands)</i>     |      |                             |          |
| <b>W</b>  |      |                             |          |
| <b>Western Samoa</b><br><i>Apia</i>                               | G    | 4-5                         | 5-6      |
| <b>Y</b>  |      |                             |          |
| <b>Yemen</b><br><i>Adem</i>                                       | G    | 3-4                         | 4-5      |
| <b>Yugoslavia</b><br><i>Belgrade</i>                              | G    | 5-6                         | 6-7      |
| <b>Z</b>  |      |                             |          |
| <b>Zambia</b><br><i>Lusaka</i>                                    | C    | 1-2                         | 2-3      |
| <b>Zimbabwe</b><br><i>Harare</i>                                  | C    | 1-2                         | 2-3      |

- Surcharge of R119,20 per consignment for outlying areas
- Transit times calculated in working days
- Times quoted Ex Johannesburg
- Add one day from post office and regions other than Gauteng
- Transit times calculated to major centres

## TIPS TO GET YOUR LETTER DELIVERED ON TIME, EVERY TIME:

- Ensure that the addresses are correct; check the spelling of surnames, street names and towns
- Ensure the address is written in black ink, write clearly and always include a postcode
- You can check postcodes on [www.postoffice.co.za](http://www.postoffice.co.za)
- Always include your own address on the back of the envelope
- Remember to put the correct postage on each mail item
- For overseas mail, make sure you allow at least four to five weeks delivery for sea and surface mail
- Airmail to all overseas countries should be posted at least ten days in advance
- Utilise Speed Services Couriers for all your overnight courier requirements
- Be aware of standard mail specifications and avoid sending oversized envelopes and parcels over 1kg via standard mail
- If you are unsure of what can or can't be sent via the normal postal service, call Customer Services on 0860 111 502 or visit your nearest Post Office for advice
- If you are expecting a parcel, ask the sender for the tracking number
- Remember that parcels need to be collected from your local Post Office counter, as they do not fit into a postbox
- Package parcels carefully – use a sturdy box with plenty of padding if sending a gift (Easypost boxes are on sale at Post Office branches)
- If you suspect tampering with your parcel, report it to the Crime Buster Hotline on 0800 020 070

### TIPS ON A CORRECTLY ADDRESSED ENVELOPE, SEE DIAGRAM:



**THE USE OF PRIVATE LOGO'S TO BE DONE IN CONSULTATION WITH THE REGIONAL SALES MANAGER.**

## CONTACT INFORMATION

For more information on different services. Call Customer

Care of different departments on:

|  |              |
|--|--------------|
| Speed Services Contact Centre:         | 0860 023 133 |
| Post Box Enquiries:                    | 0860 086 860 |
| Transport and Logistics (bad driving): | 0800 118 331 |
| Docex:                                 | 0861 335 544 |
| Postbank Contact Centre:               | 0800 535 455 |
| Telemarketing:                         | 0860 080 080 |

## COMPLAINTS / QUERIES

**Please note: below addresses are intended for customer related enquiries only. Employees who have work related inquiries should follow internal processes and channels established for those purposes:**

| Issue                          | E-mail address                         |
|--------------------------------|--|
| International parcels          | international.parcels@postoffice.co.za |
| Local parcels                  | local.parcels@postoffice.co.za         |
| Mail delivery                  | mail.delivery@postoffice.co.za         |
| Branch network                 | branch.problem@postoffice.co.za        |
| System offline                 | off.line@postoffice.co.za              |
| Postboxes                      | postboxes@postoffice.co.za             |
| Postbank                       | postBank.enquiries@postoffice.co.za    |
| Customer service centre        | customer.service@postoffice.co.za      |
| Car licence & account payments | payments@postoffice.co.za              |
| Compliments                    | Compliments@postoffice.co.za           |

For more information on any of these products and services, call our Customer Care line: 0860 111 502 or one of our Regional Sales Offices:

|                         |                    |
|-------------------------|--------------------|
| <b>Western Cape</b>     | (021) 590 3111     |
| <b>Eastern Cape</b>     | (041) 508 4223     |
| <b>KwaZulu-Natal</b>    | (031) 336 3582     |
| <b>Central Province</b> | (051) 402 4011     |
| <b>Witwatersrand</b>    | (011) 495 0704     |
| <b>Northern Region</b>  | (012) 339 4122/3/4 |

or write to:

**The General Manager Sales**

SA Post Office  
PO Box 10 000  
Pretoria  
0001

## **For more information on different services**

### **Call Customer Care of different departments on:**

|  |              |
|--|--------------|
| Speed Services<br>Contact Centre:        | 0860 023 133 |
| Post Box Enquiries                       | 0860 086 860 |
| Transport and<br>Logistics (bad driving) | 0800 118 331 |
| Docex                                    | 0861 335 544 |
| Postbank Contact Centre                  | 0800 535 455 |
| Telemarketing                            | 0860 080 080 |

### **Complaints and Queries**

Please note: below addresses are intended for customer related enquires only. Employees who have work related enquiries should follow internal processes and channels established for those purposes:

#### **Issue**

#### **E-mail address**

|                                     |  |
|-------------------------------------|--|
| International parcels               | international.parcels@postoffice.co.za |
| Local parcels                       | local.parcels@postoffice.co.za         |
| Mail delivery                       | mail.delivery@postoffice.co.za         |
| Branch network                      | branch.problem@postoffice.co.za        |
| System offline                      | off.line@postoffice.co.za              |
| Postboxes                           | postboxesr@postoffice.co.za            |
| Postbank                            | postbank.enquiries@postoffice.co.za    |
| Customer service centre             | customer.service@postoffice.co.za      |
| Car licence and<br>account payments | payments@postoffice.co.za              |
| Compliments                         | compliments@postoffice.co.za           |

### **For more information on any of these products and services**

### **Call our Customer Care line: 0860 111 502 or one of our Regional Sales Offices:**

|                  |                    |
|------------------|--------------------|
| Western Cape     | (021) 590 3111     |
| Eastern Cape     | (041) 508 4219     |
| Kwazulu-Natal    | (031) 336 3582     |
| Central Province | (051) 402 4011     |
| Witwatersrand    | (011) 495 0704     |
| Northern Region  | (012) 339 4122/3/4 |

or write to:

### **The General Manager Sales**

SA Post Office  
PO Box 10000  
Pretoria  
0001